

## **ESTATE MANAGEMENT POLICY**

### **1.0 INTRODUCTION**

1.1 This policy deals with our commitment to ensuring that the environments adjacent to or around the homes in which our tenants live, are maintained to a high standard and are therefore attractive and safe places for residents to live. Tenants will be actively encouraged to participate, where possible, in all aspects of estate management thus ensuring that they take responsibility for, and a pride in, the area in which they live.

1.2 We will do this by:

- having clear standards which adhere to legislative requirements and established good practice, so that tenants know what to expect from our services;
- carrying out regular inspections, actively encouraging the involvement of tenants, and ensuring that standards are maintained at a satisfactory level in respect of estate management services provided by:
  - third parties such as the Local Authority's lighting/ cleansing/ environmental health departments;
  - third parties that we employ to provide a service, such as landscaping or cleaning contractors;
  - tenants, who have specified responsibilities under the terms of their Tenancy Agreements;
- liaising with third parties where necessary to ensure they fulfil their contractual and/ or statutory responsibilities;
- seeking tenants' views on the services and amenities provided and involving tenants groups to review the service provision and achieve common goals;
- where necessary, developing locality specific approaches, especially in response to dealing with areas where there may be a low demand for vacancies.

1.3 This policy is supported by detailed procedures and complies with The Scottish Housing Charter, particularly Outcome 6 which states:

"Social landlords, working in partnership with other agencies, help to ensure that:

- *tenants and other customers live in well-maintained neighbourhoods where they feel safe.*"

### **2.0 EQUAL OPPORTUNITIES**

2.1 We will ensure that we comply with the Equality Act 2010 and that all tenants are treated with fairness and respect and are not unlawfully discriminated against.

### **3.0 MAIN ESTATE MANAGEMENT ISSUES**

3.1 The following lists the main issues that arise in relation to maintaining estates and where the responsibility lies. Written procedures detail what staff should do in each of the circumstances.

### **3.2 External agencies & service providers**

- Pavement/road faults;
- Street lighting;
- Refuse collection;
- Street cleaning;
- Abandoned cars;
- Untaxed vehicles;
- Illegal parking;
- Pest control;
- Dog fouling;
- Vandalism;
- Maintenance of landscaped areas owned by Local Authority;
- Lift maintenance.

### **3.3 Employed third parties**

- Communal cleaning;
- Landscape maintenance;
- Graffiti;
- Boarding up of void properties.

### **3.4 Residents**

- Abandoned properties;
- General behaviour of residents, occupiers or visitors;
- Control of pets;
- Garden maintenance;
- Alterations (aerials, dishes, sheds, fences, etc.);
- Running a business from the property;
- Use of communal or shared areas such as car parks, gardens and drying areas.

## **4.0 BUILDING RELATIONSHIPS**

4.1 We will work to build relationships with all parties involved. This will include:

- Establishing and building strong links at an estate and neighbourhood level with agencies and service providers;
- Where specific enquiries are made by tenants in relation to issues which arise in Section 3.2, we will encourage the tenants to contact the local authority directly and will provide the appropriate contact details.
- We will provide regular reminders to residents in relation to their responsibilities in terms of their tenancy agreements. This may take the form of verbal or written reminders

## **5.0 ENFORCING CONTRACT CONDITIONS**

5.1 In cases where employed third parties fail to adhere to the terms of their contracts, the contract will be reviewed and the necessary steps taken to address the matter. As a final resort the contract will be terminated.

5.2 Similarly, if residents fail to adhere to the terms of their Tenancy Agreement, we will take action in accordance with our procedures. If it is necessary to proceed with court action

this decision will be authorised in accordance with our procedures, which will include seeking approval from the Director of Finance and Housing.

## **6.0 PERFORMANCE MONITORING & MEASUREMENT**

6.1 We will monitor and measure our performance in the following ways:

- we will set targets and performance indicators, as detailed in our procedures, and monitor our performance against these on an annual basis;
- a sample of estate management cases will be reviewed on a regular basis, to ensure adherence to this policy and the associated procedures;
- we will survey tenants to assess their level of satisfaction in relation to estate management issues on an annual basis, responding to complaints and/ or feedback to review the service provision;+
- we will report to the Finance Sub-Committee annually on our performance against current targets and levels of satisfaction.

## **7.0 COMPLAINTS**

7.1 If a tenant is not happy with the estate management service provided they should raise the matter with the appropriate Housing Services Officer. The Housing Services Officer will endeavour to resolve the issue. However, if the tenant remains unhappy, they can ask Head of Housing Services to investigate the matter.

If a tenant feels that we have not acted in accordance with this policy or our procedures, they may make a complaint in accordance with ARK's Complaints Policy.

## **8.0 IMPLEMENTATION & REVIEW**

8.1 The Head of Housing Services is responsible for ensuring that this policy and the associated procedures are implemented when required, and that this policy is reviewed at least every three years by the Finance Sub-Committee.

**Approved by the SLT in:**

**October 2016**

**Approved by the Finance Sub-Committee in:**

**November 2016**

**Review of policy due by:**

**November 2019**

**Complies with:**

**SSHC Outcome 6**