



ESTATE MANAGEMENT POLICY

FULL REVIEW TRACKING

Policy Owner	Gordon Cameron
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Communication & Training Methods	Discussion at team meetings for housing, maintenance, facilities and customer advice teams. Policy to be shared with Quay.
Approved By	Board of Management
Review Cycle	3 years
Next Review Date	September 2020
The Policy has a direct link to the following PoLHA policies and procedures	Antisocial Behaviour Management Policy; Customer Engagement Policy; Asset Management Policy
This policy complies with the requirements of these legal and/or regulatory documents	Scottish Housing Regulator's Scottish Social Housing Charter
Equality & Diversity Impact (EI) Assessment Status	<i>This document was EDI Assessed by Joyce Cuthbert using the organisation's set procedure in August 2017 and is considered to be free of anything which may lead to any unfair discrimination in its application.</i> <i>EI Assessment records are held by the Chief Executive's Office and can be accessed on request to the Head of Corporate Services.</i>

REVISION TRACKING

Revision Date	Part of doc revised	Reason for revision	Approved by

1. BACKGROUND/INTRODUCTION

- 1.1 The Estate Management Policy refers to the physical upkeep and use of the common parts of each development or estate and is linked to programmes for planned, cyclical and major repairs operated by the Association. An 'estate' is defined as a block of flats or collection of properties with shared internal / external areas.
- 1.2 The Scottish Social Housing Charter sets standards and outcomes that describe the results that our customers can expect. The relevant standard for estate management is Charter Outcome 6:
 - 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. POLICY STATEMENT

- 2.1 The Association will meet its requirements under the Scottish Social Housing Charter with regard to Estate Management. We will ensure that common areas within our estates are managed and maintained in order to provide a safe, secure and pleasant environment for our customers and to provide opportunities for our customers to participate in the management of our estates.

3. RESPONSIBILITIES UNDER THE POLICY

- 3.1 The Board of Management has responsibility for approving this policy.
- 3.2 The Facilities team has responsibility for identifying potential issues and improvements in communal areas; agreeing priorities; progressing works orders; organising estate inspections; managing the estate management budget; managing relevant contracts; taking the lead in dealing with abandoned items including vehicles; liaising with internal and external colleagues to resolve issues; dealing with complaints about the implementation of the policy.
- 3.3 The Reactive Maintenance team has responsibility for identifying potential issues and improvements in communal areas; progressing works orders; liaising with internal and external colleagues to resolve issues.
- 3.4 The Housing Management team has responsibility for identifying potential issues and improvements in communal areas; agreeing priorities; participating in estate inspections; liaising with internal and external colleagues to resolve issues; liaising with tenants over improvements; reinforcing the conditions of the tenancy agreement and reinforcing the message to tenants that items cannot be stored in common parts.
- 3.5 All staff have a duty in the course of their day to day work to note and report any repairs, as well as issues which pose a threat to health and safety.

4. POLICY FRAMEWORK

- 4.1 We inspect our developments on a planned, regular basis to ensure standards of cleaning are being met; to identify issues for remedial action and to identify areas for improvement.

- 4.2 In addition to the planned inspections, all staff respond proactively to estate management issues as they identify them on their day to day visits by reporting these, ensuring that they are resolved and that associated service standards are met.
- 4.3 We promote resident involvement by:
- encouraging the establishment of local residents' groups;
 - by involving tenants/sharing owners in planned walkabouts / estate inspections and in initiatives to improve their local environment;
 - engaging with owners where appropriate;
 - agreeing priorities for improvements;
 - providing feedback and updates on agreed activities
- 4.4 We work in partnership with the police, the City of Edinburgh Council and other relevant organisations to manage and resolve issues.
- 4.5 We allocate a budget for carrying out improvements to the communal areas of our developments, in addition to the budget for cyclical upgrades and major repairs.
- 4.6 Where we have evidence that tenants, their families or visitors are responsible for damage to the Association's property or for fly tipping, we recharge them the cost of repair and/or uplift of items.

5. ESTATE MANAGEMENT STANDARDS

- 5.1 Abandoned vehicles – the Association liaises with the police and DVLA in dealing with abandoned vehicles on Association property. We advise tenants who report issues with vehicles not on Association land to contact the police.
- 5.2 Communal cleaning and landscaping – the Association provides a stair cleaning and landscape maintenance service to most of our communal areas. We advise customers of the specification and frequency of these services and encourage them to contact the Association if we do not comply with these standards.
- 5.3 Refuse disposal and dumped items – we advise tenants at the start of their tenancy of arrangements for the uplift of rubbish by the council and how to make arrangements for a special uplift. For safety reasons, the Association operates a 'zero tolerance' approach to items stored or dumped in stairs or other communal areas, outwith designated storage areas. We advise tenants to remove items belonging to them and arrange an uplift of any remaining items, with the charge for this being added to the overall cost of the cleaning contract. Where the dumped items are not on Association property, we advise residents to contact the council to remove these.
- 5.4 Vandalism – we will carry out repairs due to vandalism according to our repairs policy, depending on the nature of the repair and normally within 15 days, unless there is a health and safety issue.
- 5.5 Graffiti – we will arrange for the removal of graffiti of a racial or offensive nature to be removed within 24 hours, otherwise it will be removed within 15 days. If not on

Association property, we will report the graffiti to the council for their attention.

- 5.6 Health and safety hazards – the Association responds immediately to situations within communal areas which are hazardous to health such as hypodermic needles; blood; chemical spills; faeces and bodily fluids. We either respond directly to remove these or report these to the local authority, depending on the nature of the hazard.
- 5.7 Lighting – poor or faulty lighting in communal areas is a potential safety hazard and we repair this within five days where the Association owns all properties in the stair. In mixed ownership stairs, we work with the other owners to resolve lighting issues.
- 5.8 Dog fouling – the Association works with the council's environmental wardens where this is an issue. We reinforce the message to residents of their responsibilities as dog owners.
- 5.9 Fire Safety – in addition to our bi annual inspection by our fire servicing contractor we will carry out additional visual inspections to communal fire systems whenever we undertake a stair inspection to ensure that they have not been subject to misuse and that they are fully functional.

6. ASSOCIATED PROCEDURE(S)

- 6.1 The Abandoned Items Management Process sets out how we deal with items left in common stairs by tenants.

7. POLICY & PROCEDURE EFFECTIVENESS ASSESSMENT CRITERIA

- 7.1 We monitor the performance of our contractors, who provide services for stair cleaning, gardening/landscaping and repairs, through monthly meetings and through satisfaction surveys.
- 7.2 We carry out an annual satisfaction survey which measures residents' levels of satisfaction with their neighbourhood and the way it is managed. Outcomes are reported to all our customers.