



**Name of Policy: Estate Management
(Ref: HM/04)**

Purpose of Policy: The purpose of this Policy is to outline how the Association will ensure that estates are managed effectively to enable all residents to live in neighbourhoods that are attractive, well-maintained and safe.

Policy Monitoring Details	
Department:	Housing Management and Technical Services
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Status:	Association
Date Approved by Management Committee:	January 2018
Updated:	
Planned Review Date:	<i>January 2023</i>
Regulatory Outcomes being achieved:	<p>Scottish Social Housing Charter</p> <p>Outcome 1 Equalities <i>Social landlords perform all aspects of their housing services so that:</i></p> <ul style="list-style-type: none"> ▪ <i>Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services</i> <p>Outcome 6 Neighbourhood and Community <i>Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:</i></p> <ul style="list-style-type: none"> ▪ <i>Tenants and other customers live in well-maintained neighbourhoods where they feel safe</i>
Tenant Consultation Required:	Yes
Equalities Impact Assessment	Full

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1 Introduction

- 1.1 Manor Estates recognises the importance of managing its estates effectively to ensure that all residents can live in a decent, safe and secure environment.
- 1.2 The Association also recognises that effective estate management contributes to the overall sustainability of tenancies, through providing clean, attractive and safe places for tenants and their families to live.
- 1.3 Estate management is affected by a wide range of issues, including: allocations; pets; noise; repairs and maintenance; antisocial behaviour; and the mixed tenure nature of our estates. These issues are covered by other policies and procedures. The Estate Management Policy is specifically concerned with maintenance of clean, attractive and safe common areas and private gardens.

2 Aims and Objectives

- 2.1 The aim of this Policy is to ensure that the Association manages its estates effectively to enable all residents to live in neighbourhoods that are attractive, well-maintained and safe.
- 2.2 The key objectives of the Policy are:
 - To maintain high levels of resident satisfaction within estates;
 - To agree and maintain standards for the management of communal areas in the Association's ownership; and
 - To enforce tenancy conditions and, where possible, title deed conditions relating to estate management.

3 Manor Estates Responsibilities

- 3.1 Association staff will establish and maintain contact with estate residents seeking their views and engagement on local issues. The Association will:
- Carry out regular estate management visits, the purpose of which is to inspect the estates, including individual and common gardens, common stairs and the general environment, taking appropriate action as required in order to ensure heightened standards are maintained; and
 - Engage with tenants and owners, undertaking regular surveys in a variety of formats, in order to identify and address issues of local concern
- 3.2 The frequency of estate management visits will be determined by the level and nature of estate management issues in each area. Each estate will be assessed, using the factors noted below, to identify the required frequency of visits:
- Void levels within the estate;
 - Extent of vandalism or graffiti;
 - General condition of the estate (individual garden, open spaces, common stairs, bin stores, etc.); and
 - Extent of antisocial behaviour cases in the area.
- Where appropriate, inspections will be carried out jointly by Housing Management and Technical Services staff.
- 3.3 Tenants and other residents will be invited to accompany staff on estate management visits.
- 3.4 Each Housing Officer is responsible for assessing the individual estates within his/her area and developing an annual Estate Management Plan. The Plan may be subject to alteration throughout the year, should the nature of problems within the estate change.
- 3.5 All Association staff will be mindful of estate management issues when out on estates for other reasons and will deal proactively with any issues identified.
- 3.6 Although overall tenant satisfaction with the management of areas is reasonably high at 90.1%¹, key issues of concern for tenants were identified as:
- Dog fouling;
 - Parking;
 - Rubbish/litter;
 - Dumped furniture; and
 - Drunk and rowdy behaviour.

Where issues are out with the Association's direct control, staff will work with Police Scotland, City of Edinburgh Council, other landlords and any other relevant agencies to address issues of common concern within estates.

¹ Tenant Satisfaction Survey December 2016

4 Tenant Responsibilities

- 4.1 Where a tenant has a garden for their sole use, they are responsible for maintaining it. Where it is clear that a tenant is incapable of maintaining the garden (due to age or disability) and there is no-one in the household capable of doing so, they can be considered for inclusion in the Association's garden maintenance scheme.
- 4.2 Tenants are also responsible for cleaning common stairs. Where the Association provides a stair-cleaning service, tenants still have a responsibility to ensure that the stair is kept free from litter and other rubbish/mess.
- 4.3 Tenants and other residents have a responsibility to ensure they do not create problems in common areas by, for example:
- Abandoning vehicles;
 - Dumping rubbish on landscaped areas; or
 - Creating fire risks in common stairs through storage of hazardous or bulky materials.

5 Mixed Tenure Issues

- 5.1 Manor Estates recognises the challenges arising from the fact that many of the properties owned by the Association are in mixed tenure estates, where the Association also provides factoring services. The Association will seek to engage with owners in all estates in order to ensure that the key objectives of this Policy are being met.
- 5.2 The Association will also seek to harmonise estate management standards across mixed tenure estates

6 Related Policies

- 6.1 Other Association Policies relevant to how staff deal with estate management issues are:
- Antisocial Behaviour;
 - Allocations;
 - Tenant Participation; and
 - Void Management.
 - Services to Owners

7 Implementation

- 7.1 Key procedures associated with the Estate Management Policy will be reviewed by 30 September 2017 and this Policy fully implemented from 1 October 2017.

8 Monitoring and Review

- 8.1 The Senior Housing Officer will monitor the development and implementation of Estate Management Plans and present quarterly reports to the Housing Manager on estate management issues.
- 8.2 This Policy will be reviewed after 5 years, unless legislative changes or specific issues indicate that an earlier review is required.