



Estate Management Policy

January 2018
January 2021

This policy applies to

- | | | | |
|-------------------------------------|---|--|--|
| <input type="checkbox"/> Link Group | <input type="checkbox"/> Link Housing | <input type="checkbox"/> Link Living | <input type="checkbox"/> Link Property |
| <input type="checkbox"/> Horizon | <input checked="" type="checkbox"/> Larkfield | <input type="checkbox"/> West Highland | <input type="checkbox"/> Lintel Trust |

Policy Summary

The policy details how Larkfield Housing Association shall ensure that issues regarding the physical upkeep and management of our estate is clear and transparent.

Equalities

This policy fully complies with Larkfield's Equality Diversity and Inclusion policy

Privacy

A privacy impact assessment screening has been carried out and confirmed that no further action is required in line with the current Data Protection legislation.

Policy Owner
Area Manager - Larkfield
Housing

Review Manager
Sharon Rowatt

Approved By
Larkfield Board

Revision History		
Date	Version Number	Comments
10 th December 2018	1	

1. INTRODUCTION

Larkfield Housing Association is committed to providing a high-quality estate management service to all our residents. We will strive to ensure that the appearance and cleanliness of each property and all our communal areas are maintained to as high a standard as possible. The management and resolution of matters creating a nuisance and arising from breaches of tenancy conditions will be dealt with in line with the procedures.

Larkfield recognises that estate management is not only about ensuring that buildings and the local environment is maintained but also involves listening to the needs of its customers, giving advice and supporting and working in partnership with other agencies.

2. PRINCIPLES

The following principles govern the operation of this policy:

The main principle behind this service is to ensure that all residents are entitled to the peaceful enjoyment of their homes surrounded by a clean, tidy and safe environment.

Standard 6 of the Scottish social Housing Charter sets out the context for assessing the quality of the Estate Management Function and states the following:

“Section 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure as far as possible that:

- Tenants and other customers live in well-maintained neighbourhoods where they feel safe.”

3. OBJECTIVES

The objectives of this policy are to provide a high-quality estate management service to all our residents

4. APPROACH AND METHOD

The Larkfield Board in its formal approval of the policy acknowledges that it accepts full responsibility for its implementation. Day-to-day responsibility for the operation of this policy lies with the Area Manager. All relevant employees have a responsibility to ensure that this policy is applied as instructed.

The policy will be implemented using the following approaches:

4.1 PREVENTATIVE MEASURES

To assist in managing our estates to a high standard, Larkfield HA will use preventative measures such as:

- Use of appropriate tenancy agreements that clearly define Larkfield Housing responsibilities as well as our tenant's responsibilities for the upkeep of their homes and environments
- Having appropriate sign up procedures and settling in visits where tenant's responsibilities can be re-enforced, and any problems being experienced can be identified and dealt with
- Programming regular estate visits
- Building up good relationships with external agencies e.g. Environmental Health, Local Police and Community Groups

4.2 GARDEN MAINTENANCE

4.2.1 Tenant's Responsibilities

This policy applies to all tenants who have their own private garden

Gardens must be maintained to an acceptable standard, i.e. hedges, grass cut regularly. Garden kept neat and tidy and free of litter

All incidents of vandalism to fencing, footpaths, steps etc. must be reported to the Association and to the Police, as and when they occur, stating where possible who is responsible for the damage.

All repairs to fencing, footpaths, steps, should be reported to the Association as and when they occur.

4.3 TENANTS AND OWNERS COMMUNAL RESPONSIBILITIES

Tenants and owner's responsibilities are as follows:

- (a) Common stairs and landings should be washed once a week and swept as often as necessary
- (b) Close walls and windows should also be cleaned as and when necessary
- (c) Where only one tenant/owner on a landing (when house next door is empty) then it is their responsibility for cleaning every week
- (d) Bin stores and back court areas should be cleaned on a weekly Rota basis
- (e) Front entrance path should be cleaned on a Rota basis

- (f) Bin bags should not be left in the bin stores, back court area, close or front footpath. They should be deposited in wheelie bins at all times
- (g) Any rubbish/mess created by members of a tenant's family or visitors should be cleaned up immediately
- (h) Dogs/cats should not be allowed to use the close as a toilet. If this happens the Tenant responsible for the pet must clear up the mess immediately
- (i) Tenants/owners should make use of Inverclyde Council's facilities to uplift furniture/electrical goods and not dump these in back courts and open space areas.

4.4 OPEN SPACE MAINTENANCE

The specific objectives for the Association's environmental policy are to:

- (a) maintain grass, shrubs etc. in landscaped areas to a very high standard
- (b) ensure that all play areas, common paths, fencing, railings etc. are maintained to a high standard and free of any safety hazards
- (c) influence Inverclyde Council to maintain their landscaped areas, common paths, fencing etc. to a very high standard
- (d) identify areas, which would benefit from improved landscaping and source funding to carry out the improvements.

4.5 RODENT TREATMENT

Where rodents have entered the property and it can be proved that this was due to a breach of the tenant's obligations in the Tenancy Agreement, the tenant will be recharged for the service provided by Inverclyde Council. Thus, if the tenant has failed to keep the interior of the property in good and clean condition in terms of Clause 2 of the Tenancy Agreement and the presence of vermin in the property can be attributed to the tenant's failure, the tenant will be charged for the full cost of the treatment.

If the presence of vermin in the property cannot be attributed to an act or neglect on the part of the tenant, the full cost of the service will be paid for by the Association.

4.6 MULTI-AGENCY WORKING

The Association is also committed to working with other agencies, eg Inverclyde Council Environmental Services Department to help combat problems such as dog mess and litter.

The Association is committed to working with other agencies in order to achieve the highest estate management standards throughout the Larkfield area and help combat problems such as dog mess, fly tipping, litter, graffiti and vandalism and links will be developed with the appropriate named officers to seek advice or

request action with the following Inverclyde Council agencies.

- Community Social Protection Team
- Community Wardens
- Enforcement Officers
- Environmental Health Officers

5. MONITORING OF THE POLICY

The following areas will be subject to monitoring:

- Outcomes e.g. meeting standard 6 of Scottish Social Housing Charter
- Estate Management Action Plan – for the current year
- Number of Rodent treatments
- Number of legal actions initiated due to breach of tenant responsibilities

This will be monitored by the Housing Manager and reported to the Housing Management & Maintenance Sub Committee. If any significant issues of concern arise, these will be dealt with by the Area Manager who will report such matters to the Larkfield Board.

Larkfield is committed to involving our customers in provision of our services and will adopt a flexible approach to enable tenants to participate as fully as possible in monitoring charter outcomes and other assessments of performance by Larkfield in relation to this policy.

6. COMPLAINTS AND APPEALS

Larkfield welcomes complaints and positive feedback, both of which provide information which helps us to improve our services. We use a complaint handling procedure (CHP) developed by the Scottish Public Services Ombudsman (SPSO) and the Scottish Housing Regulator.

The CHP allows for most complaints to be resolved by front line staff within a five-day limit (first stage), or if the complaint is complex, a detailed investigation will be made by a manager within a 20-day limit (second stage). If the customer remains dissatisfied, they can refer the matter to the SPSO.

At each stage we will advise the customer how the complaint should be taken forward and advise which agency would be most appropriate to consider the case.

7. POLICY AVAILABILITY

A summary of this policy can be made available in a number of other languages and other formats on request.

8. POLICY REVIEW

Larkfield Housing undertake to review this policy regularly, at least every three years, with regard to:

- Applicable legislation, rules, regulations and guidance
- Changes in the organisation
- Continued best practice

Privacy Impact Assessment Screening Questions

Carrying out a Privacy Impact Assessment [PIA] will be useful to any project – large or small – that:

- Involves personal or sensitive data about individuals
- May affect our customers' reasonable expectations relating to privacy
- Involves information that may be used to identify or target individuals

Please tick the applicable statement(s) below. Will your project involve:

1. A substantial change to an existing policy, process or system that involves personal information Yes No
2. A new collection of personal information Yes No
3. A new way of collecting personal information (for example collecting it online) Yes No
4. A change in the way personal information is stored or secured Yes No
5. A change to how sensitive information is managed Yes No
6. Transferring personal information outside the EEA or using a third-party contractor Yes No
7. A decision to keep personal information for longer than you have previously Yes No
8. A new use or disclosure of personal information you already hold Yes No
9. A change of policy that results in people having less access to information you hold about them Yes No
10. Surveillance, tracking or monitoring of movements, behaviour or communications Yes No
11. Changes to your premises involving private spaces where clients or customers may disclose their personal information (reception areas, for example) Yes No

If you have answered 'Yes' to any of these points, please complete a full Privacy Impact Assessment. If you have answered 'No', you need take no further action in completing a Privacy Impact Assessment.

Equality Impact Assessment Screening Questions

Will the implementation of this policy have an impact on any of the following protected characteristics?

- | | | |
|-----------------------------------|------------------------------|--|
| 1. Age | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 2. Disability | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 3. Gender reassignment | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 4. Marriage and Civil Partnership | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 5. Pregnancy and Maternity | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 6. Race | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 7. Religion or belief | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 8. Sex | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 9. Sexual orientation | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

If you have answered 'Yes' to any of these points, please complete a full Equality Impact Assessment. If you have answered 'No', you need take no further action in completing an Equality Impact Assessment.