

Policy on:	Estate Management
Compliant with Charter Outcomes and Standards:	Yes
Compliant with Equal Opportunities:	Yes
Compliant with Business Plan:	Yes
Compliant with Risk	Risk assessment undertaken and included in matrix – Risk One Rent Affordability
Date for Approval:	January 2022
Date for Review:	January 2027
Responsible Officers:	Mark Scott – Asset Manager Ann Black – Customer Service Manager

This policy is available, on request, in different languages and in other formats such as large print, audio format and braille as required.



Table of Contents

Part 1	Introduction
Part 2	Legislation and Regulation
Part 3	Policy Aims
Part 4	Estate Management Service
Part 5	Customer Involvement
Part 6	Equality and Diversity
Part 7	Feedback and Complaints
Part 8	Performance Monitoring and Review



1. Introduction

The purpose of this policy is to provide an effective estate management service that maintains a high-quality level of service to our customer, and that ensures that the estates for which Shire Housing Association are responsible, are attractive and desirable places to live and meet our Corporate Vision of Great Homes, Great People, Vibrant Communities.

Estate Management is about looking after the local neighbourhoods and community where our tenants and other people live. It includes our management of open spaces within estates as well as making sure that garden ground is maintained to an acceptable standard by our tenants in line with the terms of our tenancy agreement.

More generally we also make sure that our communities are safe places in which to live and actively encourage residents to play their part in looking after their neighbourhood. The Scottish Social Housing Charter contains several outcomes and standards relating to the management of estates with the following outcomes being particularly relevant.

We also recognise that residents have a role to play in the upkeep of their individual property and garden ground. The responsibilities of tenants are set out in the Scottish Secure Tenancy Agreement, and it is our management approach to encourage tenants to act in a neighbourly and considerate manner. This approach also extends to owners within our estates although the Association has limited enforcement powers in this regard.

We have applied the following definitions to this policy.

- Estate – follows the Scottish Housing Regulator (SHR) definition of neighbourhood per Scottish Social Housing Charter indicator 13 as *'the area that the landlord has defined as having some responsibility for.'*

2. Legislation and Regulation

The policy is drawn up under the Housing (Scotland) Act 2001 and within the regulatory Scottish Housing Regulator (SHR) framework of the Scottish Social Housing Charter (SSHC).

The Scottish Social Housing Charter sets standards and outcomes that describe the results that tenants and others who use their services can expect from social landlords.

The relevant standards and outcomes for the activity of estate management are listed below.

- Charter Outcome 1: Equalities Social landlords perform in all aspects of their housing services so that:
Tenants and other customers have their



individual needs recognised, are treated fairly and with respect, and receive fair access to housing and housing services.

- Charter Outcome 2: Communication Social landlords manage their businesses so that: Tenants and other customers find it easy to communicate with the landlord and get information they need about their landlord, how and why it makes decisions and the services it provides
- Charter Outcome 3: Participation Social landlords manage their businesses so that: Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.
- 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.
- Charter Outcome 11: Social landlords make sure that: Tenants get the information they need on how to obtain support to remain in their home and ensure suitable support is available, including services provided directly by the landlord and by other organisations

3. Policy Aims

The Association understands that the efficient and effective management of this policy is crucial to maintaining the good appearance of the properties that we own and determines the net present value and perceived value both by our customers and by the wider community.

By taking prompt action, The Association will minimise occasions where the appearance of our properties and the surrounding environment deteriorate. Such deterioration can have a detrimental effect on the neighbourhood, anti-social behaviour and subsequently the ability to re-let houses. This in turn can affect the sustainability of our tenancies and have a negative impact on the wider community.

The overall aim of this policy and the associated procedures is to provide guidelines that set out clear lines of responsibility, is transparent, understandable and easily accessible to staff, customers and members of the public, on all issues related to the management of our properties and estates.

The following are the main aims identified as necessary to ensure the successful and efficient management of this policy.

- To enable our tenants and customers to enjoy their homes in attractive, safe and secure surroundings.
- To have a transparent and easily accessible policy for dealing with estate management issues in order to have positive effect on customer satisfaction.



- To minimise the turnover of stock and reduce any estate management issues that may impact on tenancy sustainment.
- To ensure effective communication between the Association and our customers by highlighting estate management issues and procedures on our website, advertising our estate walkabouts, and including these in our publications including newsletters, posters, open days.
- To ensure that the Shire Team maintain a highly visible presence in our areas, and motivate our customers in taking a responsible role by assisting in any issues that affect their environment.
- To liaise with appropriate agencies such as East Ayrshire Council, Police Scotland, and local community groups with the aim of achieving a good physical environment in all of the Associations geographical areas.
- To ensure that communal cleaning standards and responsibilities are made clear and maintained by customers.
- To ensure that garden standards and responsibilities are clearly set in out within the Associations tenancy agreement and standards are maintained, this includes having local Housing Officers alert to those who require assistance in maintaining their garden.
- To ensure that estate management services are planned, adequately resourced and effectively budgeted for.
- To ensure that all repairs to door entry systems, lighting, removal of graffiti and fly tipping are carried out quickly and efficiently.
- To minimise our exposure to risk, particularly in relation to insurance obligations. This is relevant to safety issues that may be identified.

4. Estate Management Service

Shire Housing Association will ensure that the provision of the estate management service is cost effective, appropriate and responsive to local needs. This includes ensuring that appropriate procedures are in place to maintain the regular inspection of all properties, common parts and open spaces in within the boundaries of our estates.

All relevant staff will receive training to ensure awareness of our Estate Management policy and procedures, which will allow them to be able to respond to, log and resolve any customer enquiries they may receive.

Regular inspection shall identify problems and take appropriate action to have these resolved vis customers, partners,



or the Shire team which includes our long-term properties being inspected internally and externally to allow any issues to be identified.

Where we are responsible for Landscape Maintenance, we shall have a programme of maintenance relevant to the seasons. This includes maintenance of the general estate environment by ensuring that the gardens of longer voids are maintained and issues such as dumping, graffiti and the condition of gutters etc, are monitored and actioned as necessary.

Effective monitoring of tenancy conditions forms an integral part of the estate management inspections procedures and attention is placed on ensuring that our customers abide by their tenancy conditions. Appropriate enforcement measures shall be taken should any breach of tenancy be identified.

This will include monitoring of stair/close cleaning, garden upkeep, removal of graffiti, sweeping of letter and control of pets.

We will also monitor and manage any suspected abandoned houses and/or abandoned vehicles in line with our procedures.

There are a range of estate related matters contained within the Scottish Secure tenancy agreement that require customers to obtain our permission prior to implementing a change.

This includes:

- Leaving the home for greater than 4 weeks
- Operating a business from the home
- Keeping pets
- Using the Associations ground for storage purposes
- Installation of fencing, garden huts and driveways

The assessment and award of permission requests shall be reviewed within the aims of this policy and associated procedures.

Where issues arise that are not Shire Housing's direct responsibility e.g., street cleaning, lighting, litter, abandoned cars etc. we will liaise with and signpost customers to the relevant agencies responsible such as the appropriate local authority department.

5. Customer Involvement

The Association will actively seek customers views on the quality of estates using estate walkabouts, satisfaction surveys, questionnaires, feedback and analysis of service complaints.

We are committed to customer involvement in assessing the quality of estates and will continue to develop customer lead peer inspections through the Tenant Panel.



6. Equality and Diversity

The Association will comply with the terms of our Equality and Diversity policy and our commitment to the promotion of equal opportunities throughout our day to day business. We do not discriminate on the grounds of ethnic origin, disability, gender, marital status, sexuality, age, language, political and religious beliefs, social class or any other form of discrimination.

The Association is committed to monitoring data and use our completed Equalities Monitoring Form to inform how we shape our service delivery.

7. Feedback and Complaints

Shire Housing Association strives to provide an excellent customer service at all times and welcomes feedback and comments from our customers. We will seek feedback via our website, e-mail, in writing and verbally to learn from service users experiences, using them to shape and develop our service.

We operate a Complaints Policy that is open and transparent, should any customer or service user feel the need to make a complaint against an individual or the organisation, the complaints policy and procedure will be implemented. All complaints will be recorded and dealt with under Complaints Policy and Procedures, which meet the requirements of the Scottish Public Services Ombudsman.

8. Performance Monitoring and Review

In addition to the annual submission of performance against the Annual Return on the Charter to the Scottish Housing Regulator, the Management Board will review and approve Key Performance Indicators and targets on an annual basis and outcomes will be monitored at quarterly meetings.

This policy will be reviewed every 5 years or earlier if deemed necessary due to legislative, best practise or other changes.

