

HORIZON HOUSING ASSOCIATION LIMITED	<b>HOUSING POLICY</b>
TITLE	<b>ESTATE MANAGEMENT POLICY</b>
DATE OF APPROVAL	<b>NOVEMBER 2013</b>
DATE OF REVIEW	<b>NOVEMBER 2016</b>

## **1. INTRODUCTION**

- 1.1 Horizon is committed to providing a management and maintenance service that takes care of our estates ensuring that they are attractive and safe place to live. We will encourage tenants to accept their responsibilities for the general cleaning and upkeep of common areas and inspect all areas on a regular basis. Horizon recognises that estate management is not only about ensuring that buildings and the local environment is preserved and maintained but also involves listening to the needs of its customers, giving advice/support and working in partnership with other agencies.
- 1.2 The Policy and Procedures cover the physical upkeep and use of common areas of each estate. The management and resolution of matters creating nuisance and arising from breaches of conditions of tenancy or title deeds, neighbour problems and anti-social behaviour are the subject of Horizon's Anti-Social Behaviour Policy.
- 1.3 Estate Management is central to Horizon's activities and is complimentary to other policies and programmes such as Repairs and Factoring Policies and Tenant Participation and the programmes for planned and cyclical maintenance and major repairs.

## **2. ESTATE MANAGEMENT POLICY STATEMENT**

- 2.1 The following Policy statement encompasses Horizon's commitment to a high quality estate management service for all residents.

**Horizon Housing Association is committed to providing a high quality, professional estate management service to all residents where a management service is given. 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.**

- 2.2 Standard 6 of the Scottish Social Housing Charter produced by the Scottish Housing Regulator sets out the context for assessing the quality of the Estate Management function.

2.3 It is under Neighbourhood and Community, and states the following:

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

**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**

2.4 This policy identifies a range of measures to deal with the Estate Management side of this commitment. Anti Social behaviour is covered within Horizon's Anti Social Behaviour Policy.

### **3. EQUAL OPPORTUNITIES**

3.1 In line with Horizon's commitment to equal opportunities, this policy can be made available free of charge in a variety of formats, including large print, translated into another language or on audio tape and brail. The Policy will also be available on Horizon's website.

3.2 In exercising our duties under estate management, Horizon will ensure that no person is treated less favourably than any other person or group of persons on the grounds of gender, race, ethnic or national origin, religion, age, sexual orientation, disability or marital status.

### **4. RISK ASSESSMENT**

4.1 The quality of the environment and the wishes of tenants to live in an attractive, well-maintained and safe place to live are priorities for tenants.

4.2 Failure to deal with estate management issues could lead to a lack of confidence from tenants and applicants to the area, leading to:

- Properties becoming difficult to let
- The area getting a reputation for being a poor area to live in
- A rise in crime, as residents lose interest in their surroundings believing Horizon no longer care, and
- A lack of confidence in the Association as a good landlord.

4.3 All these could affect the financial viability of Horizon, as well as the effect on our reputation.

4.4 In addition, if there were any repairs/hazards that could affect the health and safety and these were not dealt with promptly, this could lead to injury to residents and potential claims.

## **5. PREVENTATIVE MEASURES**

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

- Use of appropriate tenancy agreements that clearly define Horizon's and the tenants responsibility for the upkeep of their homes and environment
- Having appropriate sign up procedures and settling in visits where tenants responsibilities can be re-enforced, and any problems being experienced can be identified and dealt with
- Production and signing of a Good Neighbour Agreement that highlights the responsibilities of Horizon and tenants
- Programming regular visits to the estates
- Quarterly Health and Safety inspections of e.g. pathways
- Seeking regular feedback through e.g. satisfaction surveys
- Building up good contacts and relationships with e.g. Environmental Protection and Cleansing Departments, local Community Police and local community groups

5.2 In all of this, tenant involvement is crucial and this is highlighted in Section 6 of this policy.

## **6. TENANT INVOLVEMENT**

6.1 Horizon will take every opportunity to encourage tenants to contribute to local estate management by:

- Promoting and consulting local residents groups (relates to Tenant Participation Policy)
- Encouraging feedback from tenants and responding constructively e.g. satisfaction surveys, estate walkabouts with residents and staff, planning of remedial works
- Involving residents in the development and planning of any new initiatives for the improvement of their local environment and amenities
- Keeping residents informed about activities affecting their estates e.g. using new sletters.

## **7. ESTATE MANAGEMENT PROCEDURES**

7.1 This policy will be supported by detailed procedures to be followed to ensure we are complying with the Policy.

In particular, there will be procedures on:

- Estate Management Plans

- Estate Management Inspections
- Ad-Hoc Inspections
- Health and Safety Inspections

7.2 In addition, there will be procedures and guidance to staff on a number of estate management issues such as:

- Dealing with poorly maintained individual gardens
- Street Lighting
- Abandoned Vehicles
- Graffiti
- Fly Tipping/Rubbish Dumping
- Pets
- Car Parking
- Vermin and Pest Control
- Common Area Security e.g. door entry systems

## 8. COMPLAINTS

8.1 In the event that residents are not satisfied with the service they have received, Horizon's formal complaints procedure should be used.

## 9. POLICY REVIEW

9.1 The Estate management Policy will be reviewed every three years, unless an earlier review is necessary following e.g.

- Changes to legislation, rules, regulation or guidance
- Changes in the organisation
- Continued Best Practice

9.2 The Estate Management Procedures are seen as on-going and can be changed and amended provided they are complying with the principles within the Estate Management Policy.

Effective Date	Review Due	Approved by
November 2013	November 2016	The Board