

Estate Management Policy

Purpose:	To establish DPHA's policy and set out our position on Estate Management
Review Date:	February 2022
Guidance:	<ul style="list-style-type: none"> • Housing (Scotland) Act 2001 • DPHA Scottish Secure Tenancy Agreement • The Social Housing Charter
Regulatory Standards:	<ol style="list-style-type: none"> 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. 3. The RSL manages its resources to ensure its financial well-being while maintaining rents at a level that tenants can afford 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
Other relevant Policies	<ul style="list-style-type: none"> • SST and SSST • Anti Social Behaviour Policy • Allocations Policy • Repairs and Maintenance Policy
Date reviewed by Policy Review Working Group (PRWG):	20 February 2019
Date approved by Management Committee (or PRWG if delegated):	14 August 2019
Amendments	PRWG 20/02/2019

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1.0 INTRODUCTION

1.1 Dalmuir Park Housing Association (DPHA) is committed to providing good quality affordable housing and to manage the properties owned and factored by the Association, to the highest possible standard within the existing financial constraints.

1.2 Estate Management is a general term used to define tenancy management and environmental management.

1.3 Tenancy Management aims to encourage and support a tenant to keep the terms of their tenancy agreement. Where appropriate and necessary it will involve taking action to enforce compliance.

1.4 Environmental Management aims to create a well-maintained neighbourhood in which tenants and other customers feel safe.

1.5 Estate Management covers a diverse range of issues such as:

- Providing advice and information on tenancy matters
- Inspecting the condition of common areas
- Enforcing tenancy conditions
- Providing advice and assistance to tenants and residents on services that enhance the local community
- Supporting initiatives to reduce crime
- Environmental maintenance and improvements
- Maintenance of communal areas
- Co-operation with other agencies delivering services in the community

1.6 Estate Management is linked to, but separate from, the management of Anti-Social Behaviour. The Association's Anti-Social Behaviour policy sets out how we deal with anti-social behaviour. In some instances Estate Management could escalate and be dealt with under the guidelines of the Anti-Social Behaviour policy.

2.0 AIMS OF THE POLICY

2.1 We recognise that estate management is a vital part of our role as a landlord and factor, therefore the key aims of this policy are:

- To provide a comprehensive and responsive customer service to our tenants, sharing and factored owners
- To develop mutually beneficial good landlord/tenant/resident relationships
- To ensure the housing stock and surrounding environment is managed and maintained to an high standard
- To have in place a robust asset management strategy to ensure the long-term maintenance of the Association's properties.

- To ensure compliance with the Scottish Housing Quality Standard (SHQS), Energy Efficiency in Social Housing (EESH) and any subsequent Government regulatory requirements.

3.0 LEGAL AND REGULATORY REQUIREMENTS

3.1 The Estate Management policy meets with legislative & good practice requirements including:

3.1.1 The Scottish Social Housing Charter

Outcome 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 reasonably possible that:

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

Outcome 13 Value for money: Social landlords manage all aspects of their businesses so that:

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay

3.1.2 Housing (Scotland) Act 2001.

This Act covers the statutory framework for Scottish Secure and Short Scottish Secure Tenancies, and Tenant Consultation requirements.

3.1.3 The Scottish Secure Tenancy (SST) and Short Scottish Secure Tenancy (SSST`s)

The Association can exercise direct control over its tenants the terms of SST. The purpose of this is to protect the interests of tenant`s, the wider community and the Association.

3.2 Tenants are required, through their responsibilities under their tenancy agreement with DPHA to ensure the following sections are adhered to:

Section 2.2: You, those living with you, and your visitors must take reasonable care to prevent damage to:

- The house
- Decoration
- Our furniture
- The fixtures and fittings
- The common parts
- Your neighbours' property.

Section 2.12: No property belonging to you or anyone residing with you, including bicycles, motorcycles or prams, should be stored in any of the common parts except in areas set aside for storage. You must not do anything which causes inconvenience or danger to anyone using the common parts.

Section 2.13: You must put all your household rubbish for collection in the bin store or other proper place allocated for it. You must take reasonable care to see that your rubbish is properly bagged. If rubbish is normally collected from the street, it should not be put out earlier than the evening before the day of collection. Wheelie bins should be returned to their normal storage places as soon as possible after the rubbish has been collected (we currently provide this service as part of the close cleaning service). If your wheelie bin goes missing or has been stolen, the Association is not responsible for paying for a replacement. In the event the Association replaces your wheelie bin the sum charged will be recovered from you by the Association. You must comply with the local arrangements for the disposal of large items (such as large electrical items). If you fail to do so the Association has a right to charge you for its removal.

Housing (Scotland) Act 2014 which provides new legislation for Scottish secure tenancy agreements and Scottish short secure tenancy agreements.

4.0 OUR ESTATE MANAGEMENT COMMITMENT

Housing Stock

4.1 We have a planned maintenance programme in place and regular stock condition surveys are carried out to ensure its effective implementation. In the course of their regular duties, customer services staff will look for and report on, any signs of deterioration to our properties.

Maintaining Common Areas to a High Standard

4.2 We have set high standards in our specifications for the maintenance of common areas for grounds maintenance and close cleaning.

We will:

- Carry out regular inspections to check on both condition and cleanliness of our stock and common areas
- Maintain contact with tenants and residents to identify specific problem areas
- Monitor on a continuing basis to ensure that required standards are achieved and maintained
- Arrange for repairs to be carried out promptly once the need has been identified or reported
- Arrange for graffiti removal to be carried out promptly once the need has been identified or reported. We will aim to remove offensive graffiti within 24 hours of it being reported

- Periodically review resident satisfaction with stair cleaning and grounds maintenance

4.3 We will regularly monitor our neighbourhoods to ensure that they are safe and well maintained. We will work with other agencies to ensure that action is taken to secure and maintain a desirable level of environmental amenity. This will cover such matters as litter, street cleaning, cleansing services, and lighting, abandoned cars, parking of caravans and other large vehicles/craft, and conditions of footpaths. Agencies we work with to resolve neighbourhood issues include:

- Police Scotland - in relation to_ Anti-Social behaviour or other neighbourhood safety issues
- West Dunbartonshire Council Social Work – in relation to tenancy sustainment
- West Dunbartonshire Council (WDC) Environmental Health – in relation to pest control, excessive noise, dog fouling, bulk waste and fly tipping

4.4 We will inspect all common closes, backcourts and common garden areas at least monthly. Where a problem is identified, prompt action will be taken to remedy the situation.

Cleaning of Common Areas

4.5 We have a contracted service for the weekly cleaning of communal stairs in all closes to ensure that these areas meet an acceptable standard.

4.6 A detailed specification is available on request however, the main duties of the contractor are:

Tasks	Occasions per year
Clean communal stairs by sweeping and washing them with appropriate detergents	52
Sweep out bin store and apply disinfectant as necessary	52
Clean communal windows internally	13
Clean communal windows externally	4
Carry out intensive deep clean to all stairs/closes annually	1

Common Landscaping

4.7 We have a contracted grounds maintenance service for maintaining common landscaped areas within our developments to ensure these areas meet an acceptable standard.

- 4.8 A detailed specification is available on request however, the main duties of the contractor are:

Tasks	Occasions per year
Litter collection	26
Weed and moss will; be removed from the external of all buildings up to 2 meters	13
Grass cutting	16
Shrub bed preparation	1
Shrub maintenance	6
Winter prune	1
Summer prune	1
Shrub trimming	6
Tree maintenance	6
Hedge maintenance	3
Power washing bin stores	2

Bulk Uplifts

- 4.9 No items of bulk waste should be left in any of the common areas. All items of bulk waste should be reported to West Dunbartonshire Council for uplift and the cost for this service is the responsibility of the resident. If bulky items are left out without an arrangement to collect, we will attempt to identify the household responsible for the unwanted items and we will either ask them to arrange the removal of the items or we will arrange for this to be done and recharge the customer.

Bin Collections

- 4.10 We have arranged for our contractor to present all close wheelie bins at the kerbside for emptying by West Dunbartonshire Council Cleansing on the applicable day. They will also ensure that the bins are returned to the bin store and that the store area is clean and tidy.

Gas Safety Checks

- 4.11 We have a Gas Safety Policy to ensure the effective inspection, maintenance and management of gas systems within premises controlled by the Association. The gas safety system, inspection and monitoring programmes will also include the carbon monoxide monitoring systems which are considered to be an integral part of the gas safety management programme.
- Our gas safety contractor will inspect every property owned by us that has a gas installation provided by us annually. We will provide the tenant with a copy of the inspection report within 28 days of the inspection. If the inspection reveals the need for repair or replacement of any such installation, we will do so within a reasonable period. We will new tenants a copy of the current inspection record before the

beginning of the tenancy.

Pets

- 4.12 Tenants are able to keep one domestic pet in their home, however, permission should be obtained in writing. We will respond within 28 days outlining the conditions that apply. These will include some or all of the following:-
- The pet is not prohibited by the Dangerous Dogs Act 1991, or by any other law,
 - You are responsible for the behaviour of any pets owned by you or by anyone living with you.
 - You must take all reasonable steps to supervise and keep such pets under control.
 - You must take all reasonable steps to prevent such pets causing nuisance, annoyance or danger to your neighbours. This includes fouling or noise or smell from your domestic pet,
 - You must take reasonable care to see that such pets do not foul or cause damage to the house, your neighbour's property, anything belonging to us or anything we are responsible for, such as the common parts.
 - The Association is entitled to require removal of the pet if it is or has caused nuisance or damage.
 - The tenant is responsible for cleaning up any faeces in the garden or common parts as a result of letting the pet out.

5.0 INVOLVING CUSTOMERS/RESIDENTS

- 5.1 We will encourage tenant and resident involvement in their neighbourhood through discussing any issues with their Housing Officer; attending focus groups; entering Garden Competitions; and reading our newsletter and information posters.

6.0 STAFF TRAINING AND AWARENESS

- 6.1 We will ensure that all staff and our Management Committee are aware of this policy and receive appropriate training. We have detailed procedures, guidelines and staff training to underpin this policy.
- 6.2 Areas of dissatisfaction with services provided will be investigated by Customer Services Officers (CSO's). CSO's will speak with residents to seek opinion and address these issues with the relevant service provider.
- 6.3 We will hold monthly meetings with the contractors who provide our two main estate management contracts, close cleaning and grounds maintenance. Any reports of dissatisfaction will be addressed at these meetings.
- 6.4 We will routinely issue satisfaction questionnaires to customers to seek feedback on services provided. These returns will form part of our performance monitoring report which is presented quarterly to Management Committee.

7.0 EQUALITY AND DIVERSITY

7.1 We are committed to promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all. This is reflected in our Equality and Diversity Policy.

8.0 COMPLAINTS

8.1 Although we are committed to providing high levels of service, we accept that there may be occasions where you may not be not satisfied with the service you have received from us. We value all complaints and use this information to help us improve our services. Our Complaints Policy describes our complaints procedure and how to make a complaint.

9.0 GDPR

9.1 We will treat all personal data in line with our obligations under the current data protection regulations and our Privacy Policy. Information regarding how all data will be used and the basis for processing your data is provided in our Customer Fair Processing Notice.