

# Estate Management Policy



Dalmuir Park Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

<b>Policy:</b>	Estate Management Policy
<b>Purpose:</b>	To establish DPHA's policy and set out our position on Estate Management
<b>Implementation date:</b>	
<b>Review Date:</b>	February 2022
<b>Next review date:</b>	March 2026
<b>Guidance:</b>	<ul style="list-style-type: none"> <li>• Housing (Scotland) Act 2001</li> <li>• DPHA Scottish Secure Tenancy Agreement</li> <li>• The Social Housing Charter</li> <li>• <u>Fire (Scotland) Act 2005</u> and Associated Regulations</li> </ul>
<b>Regulatory Standards:</b>	<ol style="list-style-type: none"> <li>1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</li> <li>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.</li> <li>3. The RSL manages its resources to ensure its financial well-being while maintaining rents at a level that tenants can afford</li> <li>4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</li> </ol>
<b>Other Relevant Policies</b>	<ul style="list-style-type: none"> <li>• Asset management strategy</li> <li>• Damp and mould policy</li> <li>• Electrical safety policy</li> <li>• Repairs and Maintenance Policy</li> <li>• Pet Policy</li> </ul>
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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 a high standard, providing a safe environment to be living in

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- 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:

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- 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 Following recommendations from the 2025/2026 Fire Risk assessments, DPHA will operate a zero tolerance approach to any personal items left in common areas. If items are found out with the home (for example bikes, children's toys, decorating equipment) the tenant or occupier will be contacted to advise the items will need to be removed by a specified date. If the items remain in place at re-inspection, DPHA will arrange for their removal and the cost recharged to the relevant household. No items will be returned.

4.4 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.

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

### **Cleaning of Common Areas**

- 4.6 We have a contracted service for the weekly cleaning of communal stairs in all closes to ensure that these areas meet an acceptable standard.
- 4.7 A detailed specification is available on request however, the main duties of the contractor are:

<b>Tasks</b>	<b>Occasions per year</b>
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**

- 4.8 We have a contracted grounds maintenance service for maintaining common landscaped areas within our developments to ensure these areas meet an acceptable standard.
- 4.9 A detailed specification is available on request however, the main duties of the contractor are:

<b>Tasks</b>	<b>Occasions per year</b>
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

## **Waste Management**

- 4.10 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.
- 4.11 In order to address the negative impact on our environment from the changes introduced by West Dunbartonshire Council in relation to reduced bin collection schedules and increased costs of disposing of some items (fridges, sofas & mattresses). DPHA will introduce a waste management service which will be charged through Service Charges from April 2026. This service will include:
- Regular removal of excess waste from bin stores
  - Regular emptying of contaminated recycling bins
  - Removal of any fly-tipping on DPHA access lanes (where person responsible cannot be identified).
  - Removal of bulk items from bin stores and back courts (where person/people responsible cannot be identified).

## **Bin Collections**

- 4.12 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**

- 4.13 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.

#### **4.14 Electrical Safety**

We have an Electrical Safety Policy and will comply fully with its statutory obligations as laid out in the legislation as specified at Section 2 of our Electrical Safety Policy. This Policy ensures that effective procedures are in place to achieve such compliance. In particular, the Association shall ensure full compliance with regulations that place duties on the Association to retain a record of each safety check for at least 5 years.

This record takes the form of an Electrical Installation Condition Report (E.I.C R.)

#### **4.15 Fire Risk Assessments**

In accordance with the Fire (Scotland) Act 2005 and associated regulations, the Association will ensure that a suitable and sufficient Fire Risk Assessment (FRA) is carried out for all relevant residential and communal areas. Fire Risk Assessments will be reviewed at least annually and formally re-assessed at intervals determined by the level of risk but not exceeding three years for standard-risk premises.

Assessments will be reviewed sooner where there has been a significant change to the building, its use or occupancy, following a fire incident or near miss, or where monitoring identifies that the existing assessment is no longer valid. Higher-risk buildings, including high-rise or sheltered housing, will be subject to more frequent review where appropriate. The Association will ensure that all actions arising from Fire Risk Assessments are prioritised, recorded and monitored to completion.

Roles and Responsibilities relating to the various inspection requirements stated within this policy are detail in Appendix 1.

A procedure note to assist staff in this regard is also attached as Appendix 2.

#### **4.16 Pest Control**

DPHA will ensure all common areas are free from pests & vermin whose presence could lead to environmental health issues. We will work with tenants to ensure any behaviours attracting rodents are addressed (feeding birds on the ground, incorrect disposal of food waste etc).

Tenants are responsible for managing any pest issues within their own home. When a tenant reports the presence of vermin, pests or insects within their home, DPHA will arrange to inspect the property to investigate the cause of infestation and provide the necessary advice.

Following the inspection and where the infestation can be directly attributable to a tenant's living conditions or habits then the tenant will be advised on the best course of action to resolve the issue. DPHA will only arrange for a contractor to attend where an infestation cannot be managed using readily available pest control products.

Where any infestation is not attributable to the tenants living conditions or habits DPHA will arrange for eradication work. We will also address any reports of bed bugs within a tenant's home to ensure that an infestation will not occur in a widespread area.

DPHA will not undertake any control measure in respect of bees, bats or any other protected species.

DPHA will not address any issues in relation to seagulls (including noise complaints) as previous attempts to dissuade nesting have not been successful and do not represent value for money.

N.B The pet section has been removed as the Association now has a dedicated Pet Policy to reference to on guidance about pets being accommodated in tenants' homes.

## **5.0 Roles and Responsibilities**

- 5.1 The Association operates a clear framework for estate management to ensure effective inspection and safeguarding against risks. Asset management Staff leads planned and cyclical inspections, statutory compliance and contractor oversight, while Housing Management staff escalates safeguarding concerns. The Compliance function monitors legal obligations, record-keeping and remedial actions.
- 5.2 All staff and contractors are responsible for identifying and reporting risks within their roles, ensuring estates are maintained safely and in accordance with regulatory requirements.

## **6.0 INVOLVING CUSTOMERS / RESIDENTS**

- 6.1 We will ensure the Customer Engagement Strategic Action Plan is updated on an annual basis and we will continue to encourage tenant and resident involvement in their neighbourhood through discussing any issues with their Housing Officer; attending focus groups; estate walkabouts and reading our newsletter and information posters.

## **7.0 STAFF TRAINING AND AWARENESS**

- 7.1 We will ensure that all staff and our Board of Management are aware of this policy and receive appropriate training. We have detailed procedures, guidelines and staff training to underpin this policy.
- 7.2 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.
- 7.3 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.
- 7.4 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 Board of Management.

## **8.0 EQUALITY, DIVERSITY & INCLUSION**

- 8.1 To ensure that the Estate Management Policy and practices are fair, inclusive, promote an environment of respect and understanding, and do not unlawfully discriminate against people with a protected characteristic, we have carried out an Equality Impact Assessment (EIA) in line with our Equality, Diversity & Inclusion Policy. A copy of the EIA can be made available upon request.

## **9.0 COMPLAINTS**

- 9.1 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.

## **10.0 DATA PROTECTION**

- 10.1 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.

### **Appendix 1.**

## Roles and Responsibilities

Below details roles and responsibilities in relation to carrying out

<b>Area of Inspection of Estate Management</b>	<b>Staff responsible</b>
Planned Maintenance Programme	Asset Officers
Arranging Repairs	Asset Officers, Housing Officers, Customer Service Advisors and Assistants
Common Closes	Asset Officers / Customer Service Advisors & Assistants
Back Courts	Asset Officers / Customer Service Advisors & Assistants
Common Gardens	Asset Officers / Customer Service Advisors & Assistants
Cleaning of Common Areas	Asset Officers / Customer Service Advisors & Assistants
Common Landscaping	Asset Officers
Bin Areas	Asset Officers / Customer Service Advisors & Assistants
Gas Safety	Asset Officers / Customer Assistants
Electrical Safety	Asset Officers
Damp & Mould	Asset Officers