

Estate Management Policy



EASTHALL
PARK

Reviewed
Next Review

September 2019
September 2022

1 Introduction

- 1.1 The purpose of this policy is to provide the framework to deliver a high quality, responsive estate management service that meets the needs of all our residents.
- 1.2 Easthall Park Housing Co-operative recognise the importance of a clean and tidy physical environment to resident satisfaction and tenant sustainability.
- 1.3 Easthall Park Housing Co-operative aim to make a difference within the community. We aim to provide quality homes, an attractive environment and vibrant community where people want to live.

2 Aims and Objectives

- 2.1 The aim of the policy is to provide a framework to deliver a first-class estate management service. We want to achieve the appropriate balance between prevention and enforcement action. We will do this by:
 - Ensuring resident satisfaction by providing a clean, safe and secure physical environment;
 - Providing clear service standards and managing performance to ensure good service delivery and tenants comply with obligations as set out in the tenancy agreement;
 - Ensuring estate management services are planned, adequately resourced and effectively managed
 - Providing an accountable and transparent service that meets the needs of our residents and community
 - Develop and maintain a partnership approach with ~~Strathclyde~~ Police Scotland, Glasgow City Council and other stakeholders;
 - Provide an accountable and transparent service that meets the needs of our residents and community
 - Residents are encouraged to participate in regular estate management walkabouts
- 2.2 That all residents feel confident and able to report problems and understand remedies available to address problems.
- 2.3 A further aim of this policy is to also pay recognition to those members of the community that “make a difference” by carrying out an annual garden awards scheme at our annual general meeting.
- 2.4 That this policy links with our strategic objectives.

3 Equal Opportunities

- 3.1 Easthall Park Housing Co-operative is committed to equal opportunities for all sections of the community. Accordingly, no person will be discriminated against during the implementation of this policy on the grounds of sex, marital status, family circumstances, race, ethnic or national origins, disability, age, religion, political or sexual orientation.
- 3.2 In this context, the policy can be made available in a variety of different formats including large print, alternative languages and audiotape.

4 The Legal and Regulatory framework

- 4.1 The main legislative provision relating to the policy is the Housing (Scotland) Act 2001.
- 4.2 This policy has taken into account the requirements set out in social housing charter that became effective on 1 April 2012.

Outcome 6: Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords ensure that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services that the landlord provides.

Outcome 13: Value for Money

Social landlords manage all aspect of their business so that:

- tenants, owners and other customers receive services that provide continually improving value for the rent and other charge that they pay.

- 4.3 The Easthall Park Housing Co-operative Scottish Secure Tenancy Agreement is the contractual relationship between the Co-operative and our tenants.
- 4.4 The Tenancy Agreement explains tenants' estate management obligations. This includes the keeping of pets, garden maintenance and the removal of rubbish.
- 4.5 The Co-operative's obligation of membership also highlights tenants' responsibilities in terms of environmental matters.

5 Estate Management Service Standards

5.1 Garden Maintenance

- 5.1.1 The Tenancy Agreement outlines tenants have to take responsibility for ensuring their garden is clean, tidy and not causing a nuisance.
- 5.1.2 Gardens are inspected on a regular basis. Every week staff carry out a random weekly estate management walkabout of the area. If gardens are not maintained to a satisfactory standard, the Co-operative will take the necessary action to address the issue.
- 5.1.3 Discretion can be exercised in terms of the number of warnings and corrective action when dealing with untidy gardens. Consideration should be given to the level of growth, condition and actual ability within household to respond quickly.
- 5.1.4 Generally, when an untidy garden is identified contact is made with the tenant. This can be in any form – phone, letter or card through the door. Our housing management software SDM will be updated at all stages.

If garden is not done within 7 days, contact is made again via a letter (“2nd garden letter”).

If no improvement after a further 7 days a “Final Warning Letter” is issued. This gives the tenant a further 7 days to carry out the work required to the garden. This letter informs the tenant directly that their behaviour contravenes the Tenancy Agreement. This letter also informs the tenant if not done we will arrange a cut and the cost of this will be recharged to them and that it may affect any rehousing application form they have with us.

- 5.1.5 The Co-operative operates a garden maintenance scheme. This is for residents who are unable to maintain their garden due to ill-health and do not have family to assist. The Co-operative will review eligibility on an annual basis.
- 5.1.6 To qualify to be admitted to our list you must be:

65 years of age or over, AND/OR

suffer from ill health that would prevent you maintaining your garden

In addition to the above:

have no person resident within the house that is able to assist,

With regards to having an able-bodied person in the house, by this we mean anyone resident in the house aged 16 years or over.

- 5.1.7 The Co-operative has produced an information sheet that provides information as to how to apply for the garden maintenance scheme and

the eligibility criteria, as well as how the Co-operative will manage untidy gardens.

5.2 Pets

5.2.1 Section 2.5 of the Tenancy Agreement states tenants have to keep any pet under proper control and ensure it does not cause a nuisance in the house or locality.

5.3 Graffiti and Vandalism

5.3.1 The Co-operative, when identified, aims to remove offensive graffiti (e.g. sectarian, racist, obscenities etc) within 24 hours. Any graffiti found in a close we aim to remove within 5 working days. All other types of graffiti will be passed to Glasgow City Council to remove.

5.3.2 The Co-operative will use CCTV and interview residents to identify perpetrators of graffiti and vandalism. The Co-operative considers this a breach of tenancy and will actively seek to recover the costs of the repair work.

5.4 Removal of rubbish

5.4.1 Section 2.13 of the Tenancy Agreement outlines it is an obligation of the tenancy agreement to put rubbish in the appropriate bin for collection. Glasgow City Council provide a bulk collection service. It is again the tenant's responsibility to ensure bulk is reported to the Council and thereafter removed.

5.4.2 The service standards and tenant's responsibility in this context are outlined in an information sheet

5.4.3 If the Co-operative has to remove bulk rubbish, we will attempt to identify those responsible. It is our policy to recharge for the cost of this work.

5.4.4 The Co-operative aims to carry out a comprehensive litter pick-up of the area twice a week.

5.4.5 The Co-operative will remove weed growth and moss from all hard and paved surfaces twice a year (this includes communal parking bays but does not include driveways attached to an individual property) It is expected that tenants take responsibility for their driveway.

5.5 Stair Cleaning

5.5.1 The Co-operative will clean all tenemental stairs (we own or factor) on a weekly basis.

5.5.2 It is also expected that tenants should take appropriate care of the maintenance of the stairs. The intention of the stair cleaning service is to enhance the actions of tenants in maintaining the common parts to an acceptable standard.

5.5.3 The Co-operative will inspect a random sample on a weekly basis and take appropriate action.

5.6 Common Ground

5.6.1 The Co-operative will regularly cut common areas removing all grass, cut communal hedges and remove cuttings and maintain all shrub beds.

5.7 Maintenance of footpaths, garden paths.

5.7.1 The Co-operative will inspect on a regular basis and take appropriate action when necessary.

5.8 Play park and facilities

5.8.1 The Co-operative will maintain the play park on a regular basis and carry out repairs when required.

6 Multi-Agency Working

6.1 Easthall Park Housing Co-operative recognises the need to develop and maintain effective working with external agencies to ensure a high-quality physical environment.

6.2 In particular, we will liaise with the following agencies:

- Police Scotland
- Glasgow City Council (particularly, Cleansing)
- Community Safety (Environmental taskforce)
- Local shops

7 Communication

7.1 Easthall Park Housing Co-operative has provided an information sheet that provides comprehensive detail of the service and standards.

7.2 The purpose of the leaflets is to raise awareness of the Co-operative's services and the obligations that come with an Easthall Park Secure Tenancy.

7.3 Measures are also in place to collect and analyse the resident's experience of receiving our services. This includes stair cleaning and garden maintenance services surveys. The Co-operative also has

measures in place to ask visitors to the area how they perceive the quality of the environment.

8 Resident Participation

- 8.1 Effective estate management is a result of having good links with the community. Accordingly, residents will be encouraged to participate in regular walkabouts with staff.
- 8.3 Measures are in place to collect and analyse the individual's experience of making a complaint.

8 Monitoring and Reporting

- 8.1 Easthall Park Housing Co-operative Management Committee will receive reports that will monitor and evaluate performance.
- 8.2 The Housing Manager will carry out walkabouts of the area 4 times a year.
- 8.3 The Director will carry out walkabouts of area 2 times a year.

9 Complaints

- 9.1 Any user that is dissatisfied with the service experienced should be encouraged to provide feedback. The Co-operative model complaints procedure sets out how we manage complaints.

10 Training

- 10.1 Ongoing training requirements will also be regularly reviewed.

11 Review

- 11.1 This policy will be reviewed every 3 years or earlier if required.