

POLICY TITLE	Estate Management
POLICY NUMBER	HM/PO/21
AUTHOR	Brian Trodden
DATE AGREED AT COMMITTEE	Agreed 20 th March 2008 November 2010 (Reviewed)
REVIEW DATE	March 2013
OFFICER RESPONSIBLE FOR REVIEW	Brian Trodden

1. POLICY STATEMENT

1.1 Erimus Housing is committed to maintaining the quality of estates and communal areas through the effective management of:

- regular estate inspections and walkabouts;
- managing resident's responsibilities (i.e. maintaining gardens, erecting satellite dishes);
- environmental works, such as: lighting, security, waste recycling in conjunction with the Local Authority, fly tipping, vandalism, litter and pest control / animal welfare;
- ground and landscape maintenance work;
- play grounds and play equipment;
- garage areas, car parking and abandoned vehicles;
- cleaning and maintenance of communal areas.

1.2 Erimus Housing has detailed procedures and service standards, which support the practical implementation and processes associated with the core aspects of our estate management policy.

1.3 Erimus Housing uses a range of methods including the cycle of estate inspections, customer feedback, the Local Area Forums and the environmental improvement programme to tailor service delivery and implement improvements to reflect the needs of the local area or specific blocks. Recognising where additional resources are required to manage 'hot spots' and target key priority areas to help create sustainable communities and contribute to the regeneration of our neighbourhoods.

2. REFERENCE MATERIAL

2.1 External

Legislation and regulation

- Occupiers Liability Act 1957
- Criminal Damage Act 1971
- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Environmental Protection Act 1990
- Disability Discrimination Act 1995
- Anti-social Behaviour Act 2003
- Clean Neighbourhoods and Environment Act 2005

Guidance

- CLG campaign Cleaner, safer, greener communities
www.cleanersafergreener.gov.uk/
- KLOE 6: Tenancy and Estate Management

2.2 Internal

Business plan/ Corporate objectives

Related documents

- Repairs and maintenance policy
- Planned maintenance policy
- Anti-social behaviour policy
- Tenancy Management Policy

3. DEFINITIONS

3.1 There are no definitions for the purpose of this policy.

4. POLICY CONTENT

4.1 Environmental work

4.1.1 Erimus Housing will carry out general litter collection on land it has responsibility for, in accordance with the agreed schedules within the Grounds Maintenance Contract.

4.1.2 Erimus Housing will remove any bulk rubbish and fly tipping on land it has responsibility for, and report any fly tipping or dumping to other land owners as appropriate.

- 4.1.3 Erimus Housing will work with its partners to determine preventative measures to prevent fly tipping, encourage waste recycling, and take enforcement action as deemed appropriate.
- 4.1.4 Erimus Housing will deal swiftly with the effects of low-level vandalism and graffiti. Any graffiti will be removed within 24 hours of being identified.
- 4.1.5 Erimus Housing will treat areas of infestation of pests or vermin where it is identified, the source is on land under its ownership or management. Where it is identified that the infestation is centred on a dwelling, a charge may be payable for the removal or treatment.
- 4.2 Grounds and landscape maintenance work:
 - 4.2.1 Erimus Housing will undertake a planned cycle of maintenance to grass, shrub & flower beds, trees and land which it owns or has responsibility for managing. monitoring of the standards, which have been agreed in consultation with residents, will be carried out during estate walkabouts and at intervals determined by the contract documentation.
- 4.3 Playgrounds and play equipment
 - 4.3.1 Any issues identified which show a lack of maintenance, disrepair, vandalism or fly tipping will be reported to the owners of play equipment or parks located on the estate. This will be recorded and monitored by the Estate teams.
- 4.4 Garage areas, car parking and abandoned vehicles
 - 4.4.1 Erimus Housing recognises that unauthorised and inconsiderate parking by others can cause some residents inconvenience and unnecessary difficulty. We will act swiftly to address all unauthorised parking and remove any abandoned vehicles, in line with our abandoned vehicle and unauthorised parking procedures.
 - 4.4.2 Erimus Housing provides allocated car parking spaces and bays, and garages for rent to residents, in some areas.
 - 4.4.3 Garages are offered for let for the storage of vehicles only. Garages and areas surrounding them should not be used for business purposes or the repair of vehicles.
 - 4.4.4 Garages are allocated to residents according to time spent on a waiting list, although priority will be given to residents with a physical disability.
- 4.5 Cleaning and maintenance of communal areas and communal gardens
 - 4.5.1 Appropriate cleaning cycles are in place for communal areas such as staircases, landings and passage ways of shared entrance properties. These are determined in accordance of the type of dwelling and client group. Where

cleaning frequencies or standards are to be adjusted this will only be done by involvement and agreement of appropriate residents.

4.5.2 A cycle of maintenance of common areas is carried out every five years. In addition any repairs identified will be completed within the appropriate timescale.

4.6 Estate inspections

4.6.1 In order to ensure the estate, including tenants gardens and open areas is maintained to the required standard, Erimus Housing carry out regular estate inspections and walkabouts by the Housing management team. The frequency of inspection is adjusted to reflect individual estate profiles, and hot spots. Estate inspections are a continual process and are carried out every time an officer is on the patch in conjunction with publicised planned resident walkabouts every eight weeks.

4.6.2 Residents are encouraged to participate in estate inspections and feedback on the quality of estate management services and help to influence future service improvements including the monitoring of estate standards. All residents will be notified in advance of when walkabouts and estate inspections are scheduled to take place together with feedback from the previous walkabout or inspection.

4.7 Residents responsibilities

4.7.1 Erimus Housing encourages residents to keep their gardens tidy and free from rubbish in accordance with tenancy conditions, and information provided in tenant handbook. Erimus Housing operates a tool hire service, which is free of charge and only requires a small deposit to secure the loan of equipment.

4.7.2 Tenants should obtain consent from Erimus Housing to erect a garden shed, or any other external construction in their garden. Erimus Housing will outline any specific conditions or requirements as part of the written permission to tenants. The continued maintenance and repair of any construction will remain the responsibility of the tenant.

5. EQUALITY AND DIVERSITY

5.5.1 Erimus Housing recognises that it operates in a community within which there is wide social diversity, and are committed to providing equal opportunities and valuing diversity.

5.2 Through the delivery of our estate management services, we aim to treat all customers fairly, and with respect and professionalism regardless of their gender, race, age, disability, religion, sexual orientation and marital status.

5.3 To enable all residents to have clear information and equal access to our estate management services, Erimus Housing publishes clear information in a range of appropriate languages and formats and through a range of media.

Feedback is also accepted through a variety of different routes to reflect individual customer's preferences or needs.

- 5.4 To help demonstrate that our approach to managing our estates is fully in keeping with our equality and diversity policy, we will collect equalities information on residents who attend estate walkabouts, the resident profile and make up of estates and who accesses various estate management services. This will assist in establishing whether there are different needs and priorities between estates that we can feed into our monitoring and review processes.
- 5.5 Full details of our approach are set out in our Equality and Diversity Strategy.

6. CUSTOMER INVOLVEMENT AND CONSULTATION

- 6.1 Erimus Housing recognises the importance of working in partnership with residents to develop and continuously improve our services and raise standards.
- 6.2 Erimus Housing actively involves all customers in at the beginning of decision making processes, and ensures tenants are empowered to play a part in wider consultation and involvement structures, as detailed in full in our Resident Involvement Strategy.
- 6.3 To demonstrate this commitment, this policy:
- is continuously reviewed in consultation with residents;
 - involves customers in the monitoring and testing of service delivery standards, for example by utilising the residents' panel, area housing forums, residents' associations and recognised residents' groups;
 - publicises our approach to estate management services, for example in resident magazines or newsletters;
 - provides opportunities for residents to contribute to the continued improvement of the estate management policy in partnership with Erimus Housing.

7. MONITORING AND REVIEW

7.1 Monitoring

- 7.1.1 The monitoring of outcomes is essential for Erimus Housing to track the impact of our approach to estate management. Monitoring of the implementation of the estate management policy and the associated procedures will consider:
- how easily customers can access the estate management services;
 - the performance against service standards and targets set out in the procedures;
 - the cost of providing the service;
 - customer satisfaction and level of complaints, reviews and appeals.

7.1.2 Monitoring information will be reported to tenant forums, and publicised to customers on a regular basis.

7.2 Review

7.2.1 Monitoring results will be used by Erimus Housing to inform future policy review in this area. All reviews will consider whether:

- the current policy adheres to legislative and regulatory requirements, and reflects current good practice;
- the aims and objectives of the policy being met;
- The current policy outcomes meet the needs and aspirations of our diverse customer base;
- service users are aware of and understand the policy and believe it to be consistent and fair;
- the policy provides sufficient choice for customers;
- the service offers value for money;
- partnership arrangements are working effectively;

7.2.2 Overall monitoring and review of the policy will be undertaken in consultation with:

- staff groups;
- board members;
- existing and future service users;
- resident and community groups;
- relevant partners, local voluntary agencies and other statutory services as relevant.

7.2.3 This policy will be reviewed on an annual basis or in line with legislative or regulatory changes.

8. RESPONSIBILITY

8.1 The Managing Director retains the overall responsibility for the implementation of this policy.

8.2 The Group Director of Operations is responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and review, staff awareness and training, policy development and communication to customers.