



fairfield housing
association

Estate Management Policy

Approval date: 24th November 2020

Approved by: Board of Management

Review date: November 2023

Effective date: 25th November 2020

Policy Owner: Board of Management

Policy Author: Housing Manager

This policy applies to

Staff of Fairfield Housing Association for their work in relation to estate management and sets out what standards we expect of tenants, how we monitor these standards and what action we will take if tenants fail to adhere to these standards.

Policy Summary

This policy outlines how Fairfield Housing Association will ensure our tenants live in well managed housing in a decent, safe, clean and tidy environment.

Equalities

Fairfield Housing Association is committed to equality and diversity. The operation of this policy will always be in accordance with Fairfield Housing Association's Equality, Diversity and Human Rights Policy.

Privacy

This document fully complies with General Data Protection Regulations (2018).

Compliance

SHR Regulatory Standards

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 Guidance

Housing (Scotland) Act 2001
Scottish Secure Tenancy Agreement
The Social Housing Charter

Related Policies

Allocation Policy
Anti-Social Policy
Void Management
Draft Repairs and Reactive Maintenance and Tenant participation (to be approved January 2021)

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1.0. INTRODUCTION

1.0 INTRODUCTION

- 1.1 Fairfield Housing Association (FHA) is committed to providing good quality affordable housing and to manage the properties owned by the Association, to the highest possible standard.
- 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.
 - 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.
 - 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 (ESSH) and any subsequent Government regulatory requirements.

2.2 Fairfield also recognises that the services standards and level of resources dedicated to Estate Management need to respond to any issues identified by tenants. We will encourage tenants to be involved in the shaping the services which we provide through various channels including tenant focus groups, close and area meetings, surveys and complaints etc. The aspiration is to have tenants who are proud of the area they live in.

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 in the terms of SST. The purpose of this is to protect the interests of tenant's, the wider community and the Association.

4.0 APPROACH AND METHOD

4.1 Regular and effective Estate Management is vital in achieving our policy aims and ensuring that Association properties are a desirable place to live with a high quality of

life. To that end, the Association is responsible for the following areas of Estate Management:

- Repair and maintenance of housing stock.
- Stair cleaning.
- Grass-cutting service.
- Stair lighting.
- Bulky item uplift.
- Secondary litter picking.
- Cleaning bin stores.
- Graffiti removal.
- Maintaining owned communal areas and gardens.
- Promote and encourage gardening within Association.
- Hedge Cutting.

4.2 Tenant's Responsibilities

We encourage all tenants of the Association to look after the environment in which they live and have respect for their surroundings. Specifically, tenants are responsible for:

- Taking care of common stairs and gardens.
- Looking after individual gardens and communal gardens.
- Looking after their pets and being responsible pet owners.
- Disposing of all rubbish in the bin stores provided.
- Arranging for bulk items to be collected by the Association's Caretakers.
- Ensuring that caravans, boats and trailers are not parked within Association.
- Parking responsibly and not abandoning cars within the estate.
- Reporting any repairs or concerns about the estate.

Tenants will be made aware of their responsibilities in terms of Estate Management at the time they sign their tenancy agreement and during their Membership Interview.

Where it is felt that individuals are failing to adhere to their tenancy conditions, or where there is a clear breach, the Association will take the appropriate action required.

4.3 Stakeholders/Partnership

There are several partners within Estate Management who have clear primary areas of responsibility:

- ***Perth & Kinross Council***
Refuse Collection
Bulky item uplift
Litter collection

Roads, pavements and street lighting
Dog control
Emptying Dog Bins
Environmental maintenance
Playparks

- ***Police***
All aspects of law and order
Vandalism
Disturbance caused by football, youth's etc.
Traffic issues including abandoned vehicles
Anti-Social behavior
Drug related issues
Provision of effective Community policing
Effective liaison point for Association staff
- ***Local community groups***
Promote and encourage an active interest
Encourage activities in children's/youth groups, which encourage respect for property

4.4 **Effective Management**

It is vital that the Association takes a pro-active and co-ordinated approach to Estate Management, and facilitates and encourages a multi-agency approach. The following are key areas of Estate Management:

The Association will:

- Assist Perth & Kinross Council in their refuse collection service by removing communal bins from bin sheds prior to collection in Association only.
- Communicate with Perth & Kinross Council to ensure manpower is available to cover staff shortages/holidays.
- Sweep out bin stores weekly and arrange for bins to be cleaned twice annually.
- Collect bulk items once weekly for collection by Perth & Kinross Council every Thursday Association only.
- Litter pick in Association estate daily.
- Liaise with Perth & Kinross Council over issues relating to refuse collection, bulk item uplift, litter picking and street sweeping.
- Undertake regular Estate Management inspections to check all of the above.
- Litter pick all other estates weekly.

Perth & Kinross Council have responsibility for:

- Refuse collection of general waste and recycling bins every Monday.
- Street sweeping.
- Bulk Uplift from Association's Office every Thursday.

Stair Cleaning

The Association will:

- Clean all stairwells once weekly and undertake full cleaning of all parts on a fortnightly and monthly basis.
- Undertake weekly stair cleaning inspections to check the quality of all work.

Gardens, Landscaping, Communal areas

The Association will:

- Carry out regular inspections of garden areas, communal areas and landscaping to ascertain their condition.
- Provide a subsidised grass cutting service to all tenants between April and October.
- Take required action to ensure that all garden areas are looked after and remain in good condition.
- Employ a landscaping contractor to cut grass and maintain communal gardens owned by the Association, from March to October.
- Review annually the landscaping specification and the performance of the landscaping contractor.
- Liaise with Perth & Kinross Council over the landscaping areas which they are responsible for within Association.
- Liaise with PKC to ensure that play parks are maintained in good condition.
- Arrange for beech hedging to be cut on an annual basis.

Perth & Kinross Council have responsibility for:

- Pruning and maintaining shrubbed areas throughout Association.
- Tree maintenance throughout Association.
- Grass cutting of certain communal grassed areas within Association.
- Spraying pesticide on adopted paths and roads.

Repairs and Maintenance

The Association will

- Carry out regular structured and ad hoc inspections of the physical condition of its properties and any common areas including stairwells, fences, bin stores, walls, roofs etc.
- Arrange for prompt cost effective repairs of any defective items identified in inspections, in line with its repairs and maintenance policy and carried out by the Association's Caretakers or approved contractors.
- Carry out post completion inspections to check the quality of all work.

Policing/Anti-Social behaviour

The Association will

- Maintain effective links with the police, drug squad and community police officer.
- Report any incidences of vandalism, abandoned cars, anti-social behaviour and drug misuse on a reactive basis.
- Assist police with investigations as required.
- Respond quickly to remove graffiti and aim to remove offensive graffiti within 48 hours of it being reported.

Roads/Street Lighting/Stair Lighting

The Association will

- Report road, pavement and street lighting defects immediately to Perth and Kinross Council.
- Inspect stair lighting every six months, clean all fittings, and replace/repair any defective bulbs, starters, lights etc. notwithstanding any repairs required out with that period.

Perth & Kinross Council have responsibility for:

- Repairs and Maintenance to all roads and footpaths which have been adopted by Association.
- Gritting main roads and pavements during adverse weather.
- Repairs and Maintenance of all street lighting within Association.

Pets and Dog Control

Under the terms of the tenancy agreement, tenants are allowed a maximum of two domestic pets in the property provided they have written approval from the Association. Permission will not be unreasonably withheld. but will be given subject to the following conditions:

- Regard will be given to the Guidance on the Control of Dogs (*Scotland Act 2010).
- The keeping of the pet is not prohibited under any other law.
- The pet is properly supervised and kept under control at all times.
- The animal is not allowed to cause nuisance, annoyance or be a danger to other residents in the area.
- The pet is not allowed to cause damage to the house, to neighbouring properties or to any property belonging to the Association.
- The animal does not create excess noise or smell.
- Pets, especially dogs, are not allowed to foul gardens, public footpaths, shared back courtyards, play areas or any other common areas and that the owner of the pet is responsible for cleaning up any faeces immediately.
- In all instances pet owners should comply with current local and national legislation in relation to dogs and dog fouling.

In the event of a problem pets warning letters will be sent initially to all residents or specific dog owners.

Where tenants allow their pets to cause a nuisance (e.g. by fouling the backcourt or other common areas) the Association will enforce conditions of tenancy by requesting that the pet be brought under control or removed (which may lead to court action such as applying for an Interdict).

Private owners who allow their pets to cause a nuisance to neighbours will be reported to the Council's Environmental Health Department.

The Association will, when necessary, make use of external agencies such as Environmental Health, Dog Wardens and the RSPCA.

5.0 MONITORING AND PERFORMANCE MEASUREMENT REPORTING

It is the responsibility of the Housing Officers, Maintenance Officer, Housing Manager, and Caretakers to implement and monitor this policy.

Estate Management will also be included in all full Tenant Satisfaction Surveys.

The Head of Operations and Housing Manager will call liaison meetings as and when required with other bodies involved in Estate Management.

6.0 COMPLAINTS AND APPEALS

Complaints and positive feedback are sources of information which help us to improve our services. We use a complaint handling procedure (CHP) developed by the Scottish Public Services Ombudsman (SPSO) and the Scottish Housing Regulator.

The CHP allows for most complaints to be resolved by front line staff within a five-day limit (first stage), or if the complaint is complex, a detailed investigation will be made by a manager within a 20-day limit (second stage). At the end of the second stage our response will be made by the Chief Executive. If the tenant remains dissatisfied, he/ she may then refer the matter to the SPSO.

7.0 POLICY AVAILABILITY

This policy is available on our website and on request free of charge from our office.

8.0 REVIEW

This policy will be reviewed every 3 years or where required due to changes in legislation.