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| <b>Policy:</b>                                    | Estate Management Policy   |
| <b>Legal Requirements:</b>                        | There are no legal requirements applicable to this policy.   |
| <b>Regulatory Standards:</b>                      | <p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 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.</p> |
| <b>Notifiable Events Guidance</b>                 | In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.   |
| <b>Equality and Diversity:</b>                    | <p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>   |
| <b>Human Rights</b>                               | <p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>   |
| <b>Complaints:</b>                                | Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.  |
| <b>General Data Protection Regulation (GDPR):</b> | The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.  |
| <b>Policy Author:</b>                             | Kevin Freeman  |
| <b>Policy Review:</b>                             | In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of November.  |



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| <b>Policy Approval:</b> | This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 25th of November 2021. |
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### Statement of Policy Aims and Principles

5 This policy aims to clearly outline the measures Yoker Housing Association will adopt in providing a comprehensive estate management service, which is effective in ensuring that the Association's properties and other areas of operation are attractive, well maintained and safe.

10 The management of housing is central to a number of the Association's other policies and procedures such as the Anti-social Behaviour Policy. These are key in developing sustainability, tackling anti-social behaviour, raising service standards and dealing with equality and diversity issues. The Estate Management Policy is supported by detailed procedures and applies to all rented and mixed tenure properties owned or managed by the Association. The main aims and objectives of the policy are:

- To ensure that tenants live in well managed and maintained housing.
- To deliver an efficient and effective estate management service ensuring that tenants and other residents live in a safe, secure and clean environment and that they are satisfied with the services provided.
- 15 • To ensure that tenants and other residents are made aware of their responsibilities in relation to the upkeep of their property and surrounding environment.
- To ensure that tenants and other residents are made aware of the Association's responsibilities in relation to estate management.
- To work in partnership with other services and contractors to ensure that services are provided to a high standard and to the satisfaction of both the residents and the Association.

### 20 Legal Requirements

This policy has been written using best practice guidance and aims to comply fully with these and the requirements of legislation.

25 **The Scottish Secure Tenancy (SST)** – the foundation to estate management lies mainly in the Scottish Secure Tenancy Agreement which tenants have signed. The Association can exercise direct control over its tenants under the terms of the SST and the tenancy conditions. The purpose of this is to protect the interest of tenants, the wider community and the Association.

30 **The Social Housing Charter** – the Scottish Government, through the Social Housing Charter, sets the outcomes it expects Housing Associations to achieve for its residents. This policy reflects the Association's commitment to fully comply with Outcome 6 of the Scottish Social Housing Charter which states that:

35 "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."

### 40 Risk Management

By the effective implementation of the Estate Management Policy the Association is demonstrating its commitment to the wider community and that its responsibilities in this area are stated and that the importance of this service is acknowledged.

45 The risk of not providing an efficient and effective estate management service is that this would have a detrimental impact on tenants' and other residents quality of life and the Association's reputation to residents and partners. This could ultimately lead to the Association's area becoming undesirable and as a consequence the housing stock proving difficult to let.

### Policy Details

#### The Association's Responsibilities

50 The Association will take a proactive approach to estate management and the implementation of the policy and procedures will seek to provide the highest possible standard of service to tenants and other residents. It is the Association's responsibility therefore to manage its properties and areas to ensure that tenants and residents have a peaceful enjoyment of their homes within a safe, secure and pleasant environment. The Association will endeavour to build good working relationships with residents with a view to promoting a sense of community ownership and interest by encouraging residents to actively participate in the management of their area.

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**Policy Details (Continued)**

The Association's Responsibilities (Continued)

5 As a landlord, the Association has a responsibility to ensure that tenants, members of their family and / or visitors to the property fulfil the terms of the Tenancy Agreement. In situations where tenants of the Association breach their tenancy conditions, the Association will take the most appropriate action to remedy the situation.

10 As property managers the Association has a responsibility to ensure that owners and other residents comply with the terms of the Deed of Conditions and fulfil their obligations conferred by these legal documents. However, it should be noted that the Association's powers of enforcement are more restricted and may be limited, depending on the terms of the individual deed.

15 In order to ensure that an efficient and effective estate management service is provided, Housing Management and Maintenance Services will routinely carry out inspections to the Association's properties and surrounding areas. This will involve gathering information and recording the condition of properties.

20 Issues relating to common cleaning, cleansing services, pet ownership, fly tipping or ground maintenance will be dealt with in accordance with this policy and estate management procedures. Issues of a more serious matter, for example wilful damage to the Association's property, criminal activities or serious noise pollution will be dealt with under the Association's Anti-social Behaviour and Neighbour Nuisance Policy and Procedures.

The Association will provide information and advice to tenants and residents on estate management through the Tenancy Agreement, Tenants' Handbook and Newsletters.

25 Tenant / Resident Responsibilities

Tenants have certain responsibilities under the tenancy agreement to take care of their homes and surrounding areas. These include:

- Common area maintenance (including stair cleaning).
- Damage to Property or Common Areas.
- Responsible Pet Ownership.
- Common Area Obstruction and Storage.
- Garden Maintenance.
- Waste Collection (including bulk uplift).

35 Where tenants of the Association ~~do~~ breach their tenancy conditions the Association will take appropriate action to ensure that the tenant ceases the breach. All avenues for resolving the problem will be utilised including the use of external agencies and recharging tenants for costs involved in rectifying the damage. Where the matter remains unresolved or is of a persistent nature then the Association's Anti-social Behaviour and Neighbour Nuisance Policy and Procedures may be applied.

40 In situations where it is determined that tenants or other residents have caused damage to property, the Association may recharge those responsible for the costs of rectifying the situation, including contractor's fees or fees required to any other organisation. These will be treated as rechargeable repairs and dealt with in accordance with the Association's Rechargeable Repair Policy.

45 Involvement of Other Services

50 While the Association has a key role to play in estate management, many issues require partnership working and / or a response from other agencies. The Association is committed to working with external partners and support agencies such as Glasgow City Council's Community Relations Unit, Environmental Services, Police Scotland, Fire Services and community support organisations to ensure that the environment around the Association's properties is well maintained and safe.

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**Policy Details (Continued)**

Involvement of Other Services (Continued)

5 Where estate management issues involve serious / criminal behaviour then residents will be encouraged to report these incidents to Police Scotland and the matter dealt with in accordance with the Association's Anti-social Behaviour and Neighbour Nuisance Policy and procedures.

10 Although taking good care of the area is primarily the Association's responsibility, some services that impact on estate management, such as refuse collection, close lighting and street lighting are not within the Association's direct control. The Association will endeavour to work in partnership with Glasgow City Council to ensure that a good quality service is provided in the Association's area of operation.

Maintenance Contracts

15 The Association will ensure that suitable arrangements and contracts are in place to provide a responsive repairs service to keep properties and area in a safe and acceptable condition.

20 Planned and cyclical maintenance play a substantial part in keeping our properties in good condition. Maintenance programmes for cyclical repairs and planned improvements will be put in place to ensure that all of the Association's properties are maintained to the highest possible standard. This includes the repair and renewal of both common and landscape elements, such as roof work, gutters, door entry equipment, bin stores and planted areas.

External Service Providers

25 Where it is considered necessary, the Association may employ private contractors to carry out estate management functions. The appointment of contractors will be subject to any relevant resident consultation and tendering / procurement processes.

Complaints

30 The Association will ensure that prompt and appropriate action will be taken to deal with estate management problems arising either from regular inspections or complaints. All complaints will be recorded and dealt with in accordance with the Estate Management Procedures.

35 Complaints of a more serious or persistent nature will be dealt with in accordance with the Associations Anti-social Behaviour and Neighbour Nuisance Policy and procedures.

**Staff and Management Committee Remits**

40 The Management Committee is responsible for agreeing and approving the Estate Management Policy. Housing Management and Maintenance Services staff are responsible for providing an efficient estate management service through the implementation of this policy.