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<b>DIRECTORATE / DEPARTMENT:</b> Operations / Housing  <b>AUTHOR:</b> Head of Housing (Supported and General Needs)	Issue Date: August 2020
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<h2>Estate Management Policy</h2>	

### 1. Purpose or Aim

- 1.1. This policy sets out saha's approach to the management and improvement of its estates. It applies to all General Needs, Older People's, Directly Managed, Agency Managed and student accommodation that has shared or communal areas.

### 2. The following documentation can be relied on to supplement this policy:

- 2.1. The Regulator of Social Housing's Home, Neighbourhood and Community, and Tenant Involvement and Empowerment Standards
- 2.2. Housing Act 2004
- 2.3. The Regulatory Reform (Fire Safety) Order 2005
- 2.4. Torts (Interference with Goods) Act 1977
- 2.5. Anti-Social Behaviour (ASB) Policy
- 2.6. Anti-Social Behaviour Procedure
- 2.7. Customer Involvement and Insight Policy
- 2.8. Health and Safety Policy
- 2.9. Financial procedures

### 3. Introduction

- 3.1. saha takes a proactive approach to the management of its estates and the neighbourhoods in which it works. The Association aims to promote a

sense of community pride within its services. This policy sets out its approach to managing its estates.

- 3.2. This policy applies to all saha's directly managed housing that has shared or communal areas.
- 3.3. In reviewing this policy, relevant legislation and regulatory standards have been considered.

#### 4. Scope

- 4.1. This policy applies to the estate management of saha's General Needs, Older People's, Directly Managed, Agency Managed and student accommodation Services.

#### 5. Objectives

- 5.1. saha's objectives are to:

- Ensure that its homes and the surrounding areas are managed and maintained to a high standard, and it is providing safe, clean and pleasant places for people to live.
- Provide estate services that give value for money and provide housing management services that can ensure tenancy conditions are adhered to, along with the provision of advice and support where required.
- Regularly monitor and inspect estates and communal areas.
- Work with residents to identify priorities and influence decisions about the management of their estates and neighbourhoods.
- Where appropriate, work in partnership with other organisations to help tackle problems and improve services to our estates.

#### 6. Definitions

- 6.1. **Estate management** – is the management of the communal areas in and around saha properties, helping to make them safe, clean and pleasant places to live.
- 6.2. **Block Management** – is the management of internal communal areas and the immediate grounds of a block.
- 6.3. **Estate services** – the services that saha provides to schemes or developments, such as cleaning and gardening services.
- 6.4. **Neighbourhood** – an area where people live which can be defined in a number of ways, e.g. river or road boundary, housing type or ownership; it can include properties not owned by the Association.
- 6.5. **Torts (Interference with Goods) Act 1977** – residents' possessions are protected by the Torts (Interference with Goods) Act 1977. This Act

governs the sale and disposal of goods, particularly abandoned goods. Serving a Torts notice gives a resident a period of time in which to remove the goods themselves.

- 6.6. **Scheme** – is a group of properties owned or managed by saha in an area; they can be adjacent to each other or in the locality; they were usually built at the same time.
- 6.7. **Directly Managed Services** – short term services providing accommodation and support, enabling vulnerable people to achieve long term independence.
- 6.8. **Agency Managed Services** – saha works in partnership with a number of organisations to provide accommodation and support for vulnerable people. Within this partnership, saha acts as the landlord, owning and maintaining buildings, whilst the Managing Agents undertake the day-to-day management of the service.

## 7. Policy Statement:

### 7.1. Estate Management Standards

7.1.1. Estate management standards will result from the following initiatives:

- saha's service standards
- STAR survey feedback
- "The saha Offer", applicable to residents and homes
- Scheme inspections

### 7.2. Resident Involvement

7.2.1. Involving residents in the management of their schemes is important in helping saha to improve its estate management. The Association will involve its residents through a variety of consultation methods to suit the needs of each scheme, and to ensure that resident priorities are being met. saha will also consult annually to review service charge costs and involve residents in deciding future services and local priorities.

7.2.2. saha encourages residents to attend regular scheme inspections, where estate services are inspected and resident satisfaction with services is monitored, with possible improvements identified. These inspections are advertised to all residents and the Association will feedback the results of inspections to residents. Although primarily aimed at the Association's own residents, where appropriate saha will encourage links within agreements to other individuals and resident groups/bodies in the wider neighbourhood area who positively contribute towards the locality.

7.2.3. Where there are particular issues in a specific estate, scheme or building, saha may hold meetings especially for the residents concerned, to hear their views and agree on a plan for resolving the problems.

7.2.4. Residents at Agency Managed Services can feed back to saha's Regional Manager – Agency Managed Services. Contact details are displayed at each service.

### **7.3. Health and Safety**

7.3.1. saha takes its health and safety responsibilities seriously and carries out regular health and safety checks on shared and communal areas by way of regular scheme inspections. Where necessary, the Association will call upon the expertise of specialists, for advice on how to overcome health and safety issues identified; for instance, working in partnership with local fire services for guidance on best practice in fire safety.

### **7.4. Communal Areas**

7.4.1. In addition to saha's health and safety responsibilities, The Regulatory Reform (Fire Safety) Order 2005 places a duty on landlords to carry out thorough risk assessments, including fire risk assessments. The Association is required to assess the risk of fire in its properties and take adequate precautions to reduce this risk. The Association keeps communal areas in a safe condition and removes any goods in case they cause a fire risk.

7.4.2. This means residents are not able to store personal or decorative items in communal areas, in order to reduce the risk of fires starting or quickly escalating. Keeping communal areas clear also reduces the risk of trip hazards in case of the requirement to evacuate.

### **7.5. Residents' Possessions in Communal Areas**

7.5.1. Residents' possessions are protected by the Torts (Interference with Goods) Act 1977. This Act governs the sale and disposal of goods, and abandoned goods in particular. The Act states that the Association must serve a Torts notice before it removes and disposes of any goods.

7.5.2. The term "goods" defines anything that the Association's representatives believe is worth money. By serving a Torts notice saha will give residents time to remove the goods themselves. If the resident fails to remove the goods within the allotted time, saha has the right to dispose of the goods.

### **7.6. Cleaning Services**

7.6.1. With the exception of the permanent team of cleaners at saha's student accommodation, cleaning is carried out by local contractors. They work to a cleaning specification, developed with residents to meet local needs, which is made available to residents and posted on

notice boards where possible. Graffiti is removed within 7 days of being reported, and within 24 hours if it is offensive.

### **7.7. Pest Control**

7.7.1. In the majority of circumstances, the responsibility for pest control is assigned to the resident under the tenancy agreement. saha will assist residents in meeting this responsibility through providing advice and contact details of suitable pest control providers. Where pest control action is needed relating to a wider block or scheme, the Association will instruct suitable contractors, and the cost will be charged back through the service charge.

7.7.2. At Agency Managed schemes, responsibility for pest control will be delegated to the agent unless there is an existing management agreement that makes alternative provisions. Where a resident does not address a pest control issue and this is causing a risk to the property or neighbours, saha will intervene and take action that will be rechargeable to the individual or Managing Agent.

### **7.8. Refuse & Recycling**

7.8.1. saha will ensure that it provides a suitable approach to refuse collection, that is appropriate to the particular scheme or development. The Association will ensure that accessible, well lit, clean storage areas are provided for all residents.

7.8.2. The Association treats fly tipping, whether it is the dumping of small items or large scale dumping waste from trucks, as anti-social behaviour, and will seek to identify perpetrators and take action in line with saha's Anti-Social Behaviour (ASB) Policy.

### **7.9. Grounds Maintenance**

7.9.1. Grounds maintenance, including grass cutting, weeding, shrub and tree maintenance, is carried out by local contractors, except at saha's student accommodation, where it is carried out by an in-house team. In both cases, they work to a specification, developed with residents to meet local needs, which is made available to residents and posted on notice boards where possible. Any changes to grounds maintenance, planting, etc. will be agreed with residents.

### **7.10. Parking**

7.10.1. Where saha provides parking areas, it is keen that these are available for residents, their visitors and, where appropriate, staff visiting schemes. The Association will work closely with local authorities to look at possible solutions to parking problems, particularly when parking is street parking on adopted roads. Where parking becomes a problem on saha land, in consultation with residents, saha will take appropriate action, which may include the introduction of parking enforcement schemes.

7.10.2. The Association treats abandoned and untaxed vehicles as anti-social behaviour and will respond to reports promptly and in line with its Anti-Social Behaviour Procedure.

7.10.3. Where a person with a disability requests specific parking arrangements on saha land, the Association will consider their application in line with its Aids and Adaptations Policy.

### **7.11. Environmental Improvements**

7.11.1. Improvements to estates can be identified by residents or staff through regular estate or scheme inspections, residents meetings, or as a result of an individual request. saha has an annual budget set aside for minor environmental improvements. Where appropriate and feasible, the Association will take part in wider local environmental improvement schemes that are occurring within a local area, such as urban renewal schemes or area improvement initiatives.

### **7.12. Working in Partnership**

7.12.1. saha cannot always tackle problems on its estates or within its schemes by itself; for instance, councils provide refuse collection services and in some areas may own the road. Where appropriate saha will work in partnership with the local council or other agencies to tackle problems identified. If the Association is unable to meet its usual service standards because action is required from a third party, staff will keep affected residents informed of the reason for the delay, action being taken and an anticipated timescale for resolution if available.

## **8. Monitoring and Reporting**

8.1. saha uses a number of methods to ensure that its estates and schemes meet the standards that have been agreed with its residents. Regular scheme inspections monitor services being provided and identify any areas for improvement. Regular satisfaction monitoring is also carried out.

## **9. Implementation**

9.1. saha will ensure that the implementation of this policy is proactively inclusive across all activities with particular attention towards the protected characteristics as defined in the Equality Act 2010 whilst also being mindful towards the inclusivity of other vulnerable and marginalised groups that may be affected.

## **10. Roles and Responsibilities.**

10.1. Residents' legal responsibilities in relation to estate management are set out in their tenancy and occupancy agreements, and in some supported housing situations, the house rules. saha enforces these obligations, taking

legal action where necessary, to allow people to feel safe and enjoy the environment around their home.

10.2. Outside of the formal legal responsibilities, the Association encourages residents to get involved in the setting and monitoring of estate standards and services, working with staff to ensure that residents' needs and expectations are met.

### **10.3. Staff Responsibilities**

10.3.1. The Head of Housing (Supported and General Needs) is responsible for the overall implementation of the Estate Management Policy. Regional Managers and the Senior Housing Services Manager will have direct responsibility for ensuring that the policy is implemented effectively in their areas of responsibility.

10.3.2. In General Needs and Older People's Services, Housing Officers in conjunction with Asset Managers are responsible for the day to day delivery of estate management. At Directly Managed Services this responsibility lies with the Service Manager. The Customer Insight Team can assist staff in promoting resident involvement in the setting and monitoring of estate standards and services if necessary.

10.3.3. The Regional Manager – Agency Managed Services has responsibility for ensuring that Managing Agents of Agency Managed accommodation owned by the Association, provide effective estate management services, the standards and content of which are outlined in the management agreement.

## **11. Policy Review**

11.1. We will review the operation of this policy in consultation with our residents, staff and relevant stakeholders (where appropriate), in light of current best practice, amending the policy where required.

## Document History Log

Lead Reviewer	Date			Version	Approval	
	Created	Revised	Expiry		By	Date
HoBSI	21/04/2011			1.0	Monitoring Committee	21/04/2011
HoBSI		26/11/2013	November 2016	1.1	EMT	26/11/2013
BSO			April 2017	1.2	Management - Policy Extension	11/11/2016
BSO	For chapter1 merger	11.02.2017	11.02.2020			
HoHSGN		August 2020	August 2023	1.3	EMT	25/08/2020

### Equalities Monitoring Form

Name of Policy: Estate Management Policy		Carried out by: BAO		Date: August 2020	
Protected characteristics	Impact (Positive, Negative, Neutral)	Protected characteristics	Impact (Positive, Negative, Neutral)		
Age	Neutral	Disability	Neutral		
Sex	Neutral	Race	Neutral		
Religion or Belief	Neutral	Sexual Orientation	Neutral		
Marriage / Civil Partnerships	Neutral	Pregnancy / Maternity	Neutral		
Gender Reassignment	Neutral				

If Negative impact is identified, please complete [The Full EMF](#), including mitigations of risks section, and return to BA Team.

### Privacy Impact Assessment Form

Privacy Data Impacting Policy:	Timescales for Retaining Data:	Notes:
Current tenants' Tenancy Files (including agreement, rent payment history, details of complaints, ASB, etc)	<i>Duration of tenancy</i>	
Former tenants' Tenancy Files (including rent payment history, details of complaints, ASB, etc)	3-5 years	IHO recommends 3 years standard. More than this on exception and should be formally authorised