

ESTATE MANAGEMENT POLICY

SEPTEMBER 2019



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HOUSING ASSOCIATION LTD



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ESTATE MANAGEMENT POLICY

1.0 ESTATE MANAGEMENT POLICY AIMS

- 1.1 Lanarkshire Housing Association (LHA) aims to provide effective, efficient and economic estate management services that are responsive to local needs through proactive management which addresses social, economic and environmental issues within estates.
- 1.2 This Policy complies with appropriate legislation, Scottish Housing Regulator performance standards and recognised good practice.
- 1.3 This Policy provides a route to support the priorities detailed within our Housing Services Strategic Plan, providing quality services to tenants and owners (where property management services are provided).
- 1.4 In developing our aims, we will work in partnership with other agencies including North and South Lanarkshire Councils, Strathclyde Police and partner RSL's to address the physical quality of estates to ensure they are safe and desirable neighbourhoods.

2.0 ESTATE MANAGEMENT OBJECTIVES

- 2.1 Our policy objectives include developing a proactive approach to managing our properties, estates and neighbourhoods. We will effectively maintain the environment around our properties, including common areas and ensure residents are aware of their respective responsibilities in relation to tenancy conditions.
- 2.2 Promote and encourage tenant participation within our estates, our estate management policy is linked to other policies and procedures (tenant participation, allocations, void management, anti-social behaviour).
- 2.3 Ensure neighbourhood management decisions clearly assist in successfully managing properties and tenancies.
- 2.4 Provide assistance to tenants to sustain their tenancies and live within desirable and sustainable communities.
- 2.5 Work in partnership with other agencies and service providers, including NLC/SLC Housing and Social Work, Education, Environmental Services, Health Professionals, Police, Money Advice and Welfare Advice, with specific estate based initiatives responsive to local needs.

Adopted September 2002 – last reviewed September 2014

- 2.6 Monitor the effectiveness of our low demand strategy, assessing anti-social behaviour within estates to effectively increase estate demand.
- 2.7 Utilise a partnership approach to address anti-social behaviour within estates to ensure we effectively address reported incidents of crime and disorder.
- 2.8 Estate Caretaking services are provided in all our estates and are responsive to local area needs. We monitor the effectiveness of these services and work in partnership with NLC in relation to estate and environmental warden services.

3.0 SUPPORTING POLICIES AND PROCEDURES

- 3.1 Our Estate Management policy is supported by a suite of staff procedures to cover a range of estate and tenancy management services, including estate caretaking, ground maintenance and cleaning of closes. These procedures support staff in providing estate services and have links to the Local Authority; including abandoned vehicles, graffiti removal, pest control and anti-social behaviour.
- 3.2 Our customer service standards provide clear response times for all service areas. Quality testing is undertaken through our tenant satisfaction survey to assess customer views on service provision, neighbourhood issues and to assess residents overall perception of their estate.
- 3.3 Estate based plans are subject to ongoing development and identify common areas, general estate services and assist with any emerging estate problems. Officer and Caretaker feedback clearly influence environmental audits and estate action plans.
- 3.4 Maintenance budgets, in addition to service change costs are area based and reviewed annually to assess services and maintenance costs within estates.
- 3.5 We will work in partnership with Scottish Government and other appropriate agencies to identify funding for environmental improvements within estates linked to capacity building, employment and health initiatives, which address government and estate priorities.

4.0 DEVELOPING TENANT PARTICIPATION IN OUR ESTATES

- 4.1 Our Tenant Participation strategy promotes participation and consultation opportunities which allow tenants to influence decisions affecting their estate. We promote resident involvement within estates through individual and focus group consultation opportunities, with home visits offered for residents who are unable to attend general meetings.
- 4.2 Settling in visits are carried out to all new tenants to promote tenant participation opportunities in addition to identifying emerging tenancy and/or

estate problems. We aim to carry out these settling in visits within eight weeks of the tenancy start date.

4.3 Our independent tenant satisfaction survey incorporates evaluation of satisfaction with tenancy and estate services. These survey outcomes will be used both to influence future services and in the completion of our Annual Return on the Charter.

4.4 Our estate management opportunities include :-

- developing estate based initiatives
- developing services that are responsive to customer needs
- working with partners to develop joint initiatives in identified estates
- developing our low demand housing strategy
- developing action plans in response to areas of weakness identified from our three yearly tenant satisfaction survey
- measure and publish our performance in relation to estate services
- providing safe, clean, attractive environments
- promoting good neighbour agreements
- providing comprehensive procedural guidance for staff to support and resource them in maintaining a high standard of tenancy and estate services
- utilising Police Scotland EPIC template in partnership with police and other local agencies
- developing publicity material including our quarterly newsletters to address any specific issues within estates

5.0 MEASURE OF PERFORMANCE - BENCHMARKING TARGETS

5.1 We recognise stakeholders are key to determining our vision and standards for the future, with quality testing crucial to assess if services are responsive to local needs.

5.2 We report to the Housing Services Sub-committee on the number of abandoned tenancies, tenancy related and anti-social complaints, recovery of possession, changes in tenancy and other relevant issues to ensure we have a clear vision of any emerging estate trends.

5.3 It is recognised estate management performance is not easily measured; therefore performance will be evaluated through reported incidents or complaints. We monitor specific tenancy and estate issues including:

- Ground Maintenance
- Estate Caretaking
- Cleaning of common closes and common areas
- Security and vandalism problems
- Neighbour disputes, anti social behaviour harassment and nuisance
- Development of estate based plans
- Settling in visits
- Annual home visits where required
- Fire safety visits
- Household refuse and local authority cleansing issues
- Car parking
- Private Garden Maintenance
- Security issues
- Graffiti
- Pest control
- Satellite Dishes

6.0 POLICY REVIEW

This policy will be reviewed on a five yearly basis. Supporting procedures available for staff will be reviewed in response to changes in legislation, good practice and where additional area initiatives are required.