

## Estate Management Policy

<b>Approved by:</b>	<i>Customer &amp; Community Network</i>		
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<b>Author &amp; responsible officer:</b>	Head of Housing (Wiltshire)		
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<b>Audience:</b>	Website		

### 1 Introduction

#### 1.1 Aim

We will provide an estate management service for our customers.

We will keep the neighbourhood and communal areas associated with the homes that we own clean and safe. We will work in partnership with our customers and other providers and public bodies where it is effective to do so.

This service will be delivered having full regard to costs and value of the service.

We will achieve this by:

- Taking swift action around issues such as vandalism and graffiti
- Monitoring estates in accordance with the Estate and Tenancy Management Service Standards, e.g.
  - Neighbourhood inspections
  - Graffiti
  - Cleaning
  - Grounds maintenance
  - Rubbish and fly tipping
- Delivering good quality customer services
- Getting feedback on how we perform
- Working with partner agencies to meet the needs of customers living in or around our neighbourhoods
- Providing a safe, sustainable and well-maintained environment and neighbourhoods by identifying problems, dealing with issues and preventing their reoccurrence.

The policy ensures that in line with the Regulatory Framework guidelines, we will keep the neighbourhood and communal areas for our customers clean and safe. We will work in partnership with our customers and other providers and public bodies where it is effective to do so.

## 1.2 Scope

This policy applies to all customers who live on our estates that include general needs, sheltered housing, extra care, leaseholders and shared ownership.

## 1.3 Corporate Plan

This policy links to the following objectives within the Corporate Plan:

- Growing our business
- Being brave and bold
- Being financially strong and well governed
- Delivering value and choice

## 1.4 Outcomes/benefit(s)

Customers will benefit from the effective management of estates and communities.

## 1.5 Regulation and Legislation Frameworks

This policy supports the requirement to meet the Regulatory Framework Neighbourhood & Community standard.

## 2 Policy statement

- 2.1 We will implement this policy through our Neighbourhood Management Strategy, and other associated procedures as listed below.
- 2.2 It will be delivered in partnership with the local authorities in the areas we work and through our service level agreements with our contractors.
- 2.3 We will carry out neighbourhood inspections to check what is happening in our neighbourhoods and agree any improvements with customers.
- 2.4 The Neighbourhood Officer in liaison with the Neighbourhood Manager will review the frequency of inspections for each estate or street based on risk, having regard to the type of stock, the level of voids, the customer profile and any health and safety issues.
- 2.5 We will invite customers, residents and partner agencies to take part in our neighbourhood visits. Inspections will be carried out by relevant staff, customers and other agencies (e.g. police) as appropriate. We will keep a record of any actions resulting from inspections. They will be checked at the next inspection. We will keep attending customers informed of progress.

- 2.6 We will work with customers, internal departments, statutory authorities and other landlords to resolve issues.
- 2.7 We will encourage residents to report problems around their homes to their Neighbourhood Officers or other agencies.
- 2.8 We will deal with estate issues in accordance with our procedures that include:
- Neighbourhood Inspections
  - Grounds maintenance including litter picking
  - Upkeep of gardens
  - Tree maintenance
  - Unauthorised parking and abandoned vehicles
  - Cleaning of communal areas and communal bins
  - Fly tipping including white goods
  - Squatting and illegal occupation
  - Security
  - Graffiti
  - Unadopted roads and footpaths
  - Unadopted play areas and equipment
  - Mobility scooters
- 2.9 We will work with customers to identify any neighbourhood enhancement works. We will consult appropriately with all effected customers on any proposed works.
- 2.10 Recycling, collection and disposal of household waste is the responsibility of customers and local authorities. Where we are responsible for bin stores we will ensure they are suitable for the number of customers in our properties and are well maintained.
- 2.11 We will maintain strong links with partner local authorities, the police, statutory agencies and other landlords to ensure a multi-agency approach can be adopted when appropriate.
- 2.12 Specific working groups such as the Crime and Disorder Partnership will be attended by our staff that will ensure that we play a key but appropriate role in community, neighbourhood and estate management.

### **3 Responsibilities**

- 3.1 The Head of Housing (Wiltshire) is responsible for monitoring the service and ensuring it complies with the requirements of this policy.

3.2 The Head of Housing (Wiltshire) is responsible for ensuring that this policy is implemented.

3.3 All employees and front line staff who are involved in Neighbourhood Management are responsible for ensuring they comply with the requirements of this policy

## **4 Policy Implications**

### **4.1 Service/Performance Standards**

Monitoring of the policy will be carried out by:

- A detailed Neighbourhood Services action plan that has been developed to deliver the strategy and all linked policies. This action plan will be monitored on a monthly basis by the Head of Housing (Wiltshire) (neighbourhood management portfolio lead)
- Monitoring of Estate and Tenancy Management Service Standards
- Customer feedback
- Lessons learnt from complaints

### **4.2 Risk**

The development of robust and effective policies will ensure that risks are effectively managed.

## **5 Related Policies and Procedures**

### **5.1 Associated policies and procedures**

- Neighbourhood Management Strategy
- Group Recharge Policy
- Neighbourhood Inspections Procedure
- ASB Policy and Procedure
- Abandoned Vehicle Procedure