



Property Management

Estate Management

Scope:	This policy applies to Circle 33 Housing Trust, Commercial and Leasehold, EPIC Trust, Mole Valley Housing Association, Old Ford Housing Association, Roddons Housing Association, Russet Homes, South Anglia, Wherry Housing Association
Effective Date:	August 2009
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Signed Off :	Group Policy Forum, 27 th July 2009
Author:	Amy Carter, Policy Officer
Policy Owned by:	Policy
KLOE:	Tenancy and Estate Management
QAF (Supported Housing):	n/a
Statute:	Law of Torts (Interference with Goods) Act 1977 Refuse Disposal (Amenity) Act 1978 Removal and Disposal of Vehicle Regulations 1986 BS EN 1176 Playground Equipment (1998) Removal and Disposal of Vehicles (England) (Amendment) Regulations 2002 End of Life Vehicles (ELVs) Regulations 2003, 2005 Environmental Protection Act 1990 Clean Neighbourhoods and Environment Act 2005
Regulatory Code:	3.4

Estate Management

1 Scope

- 1.1 This policy applies to: Circle 33 Housing Trust, Commercial and Leasehold, EPIC Trust, Mole Valley Housing Association, Old Ford Housing Association, Roddons Housing Association, Russet Homes, South Anglia Housing, Wherry Housing Association.

2 Policy Statement

- 2.1 Circle Anglia works to improve people's life chances through providing great homes and reliable services to residents, and through helping build sustainable communities where people want to live and work.
- 2.2 Sustainable communities are supported and encouraged by our investment in the wider community including tackling issues like anti-social behaviour and financial exclusion.
- 2.3 Estate management involves the effective management of the environment around our properties and any communal areas, to ensure that the neighbourhood is an attractive, well maintained and safe place to live.
- 2.4 The aim of estate management services is to monitor and maintain our properties to enable residents to have enjoyment of their homes in a safe and secure environment that they can take pride in and to.
- 2.5 The specific objectives are:
- to take a pro-active approach to the management of our properties, estates and neighbourhoods
 - to involve residents in the way that we manage the environment around our properties and common areas effectively
 - to ensure that all residents are aware of their respective responsibilities
 - to set-out and monitor estate management standards to measure performance, service delivery and resident satisfaction.

3 Policy

- 3.1 Estate management services include, but are not limited to, the following:
- monitoring and repairing of communal and external areas
 - estate inspections
 - estate maintenance and improvements
 - abandoned vehicles and parking schemes
 - playground equipment.

3.2 Estate management is the responsibility of the individual registered providers. The Managing Director (MD) is responsible for ensuring that competent individuals are appointed to manage estates.

4 Communal Areas

4.1 Communal areas on estates include:

- entrance doorways and windows
- stairs and lifts
- gardens and grassed areas
- bin stores and drying areas
- pathways, roadways and parking areas.

4.2 We will work to ensure that facilities are conveniently located; regularly inspected, maintained, kept clean, safe and secure; promptly repaired; kept free of graffiti, litter and unwanted items and are adequately serviced and lit.

4.3 We will ensure that communal areas and facilities are not misused by residents or non residents. Where appropriate, anti-social behaviour processes will be followed, please see the [Antisocial Behaviour](#) policy.

4.4 Items must not be stored in communal areas, as this is a health and safety risk. Please see the [Fire Safety](#) policy for more information.

Refuse and Recycling

4.5 We will work closely with the local authorities to ensure estates are equipped with appropriate facilities for disposing of rubbish and recyclable materials.

4.6 We will take action, wherever possible, against those committing anti-social behaviour (ASB) by dumping rubbish. We will monitor and take action about ASB that occurs on our estates in accordance with the [Antisocial Behaviour policy](#).

Estate Services

4.7 We will agree a specification for the level and frequency and type of services on an estate following consultation with residents.

4.8 Cleaning and maintenance will be undertaken regularly, in accordance with the agreed levels on that estate.

4.9 Services such as gritting after bad weather, will not be undertaken on all estates. Decisions about whether to grit areas will be undertaken by housing management teams based on the vulnerabilities of residents and the feasibility of resourcing gritting work.

4.10 All repairs to communal areas and the removal of graffiti will be completed in accordance with identified timescales. See the [Repairs](#) policy for further information.

Allotments

- 4.11 Some group partners may own land that is used as allotments, this may be as a result of a stock transfer or an historic arrangement. Please see the [allotments section](#) of the procedure for guidance on managing allotments.

Complaints

- 4.12 Where our residents or service users have a complaint about our homes or services we will address it using our [Complaints procedure](#).
- 4.13 If the complaint is about a contractor and the service they provide, we will raise the matter with the contractor and inform the resident what action we are taking to deal with the problem.

5 Alterations and Improvements

- 5.1 Residents and service users must have written permission from Circle Anglia before they can install items such as [satellite dishes/aerials and sheds](#). We will assess any requests in accordance with the appropriate criteria and we will not unreasonably refuse such requests. Please see the [Property Alterations and Improvements](#) policy.

6 Estate Inspections

- 6.1 We will carry out inspections on our estates at least once every six weeks in order to:
- identify any communal repairs
 - ensure that there are no health and safety issues
 - ensure that the estate is being maintained and cleaned to a satisfactory standard
- 6.2 Where areas are known to require more or less attention, we may vary the frequency with which we visit our estates.
- 6.3 If there has been an event such as a flood or heavy snow, we will undertake an extra estate inspection to ensure there are no problems.

Resident involvement in inspections

- 6.4 Residents will be informed in writing of upcoming inspection dates and outcomes from previous inspections for their estates.
- 6.5 Residents will be given the opportunity to participate in their estate inspection at least twice a year.
- 6.6 Where there is a resident's association in existence on the estate the inspections may be attended by a nominated association representative.

Other agencies and statutory bodies

- 6.7 Some of the issues that are noticed or reported on estates are not the responsibility of Circle Anglia. These issues will be noted and reported to the relevant agency with further action being taken as necessary. Examples include: reporting criminal activity to the police, reporting concerns about roads or illegal parking to the local authority highways agency.

7 Estate Improvements

- 7.1 Estate improvements are planned works to the communal areas of estates intended to enhance the local environment for residents.
- 7.2 Before making a decision about how any budget for estate improvements is to be spent we will consult with the residents living on estates to ascertain their priorities.

Consortia estates

- 7.3 An estate is described as a 'consortia' when more than one landlord has properties on the site. There will be an agreement which sets out the responsibilities of each landlord in accordance with the division of stock on the estate. Inspections will be agreed and carried out with representatives of the relevant landlords.
- 7.4 Estate improvements on consortia estates will be discussed by representatives of the relevant landlords. The plans will be agreed by all consortia partners and consulted on with residents before works are undertaken.
- 7.5 The cost of estate improvements on consortium estates should be divided between the landlords in accordance with the division of stock and existing consortia agreements.

8 Vehicles on estates

- 8.1 By effectively managing our estates, we aim to reduce irresponsible parking, parking-related neighbour disputes, dumping of illegal vehicles and access difficulties for emergency vehicles.
- 8.2 We will approach this work by consulting with residents and in some instances we will appoint a reputable company to operate a parking scheme.

Caravans

- 8.3 In some situations, caravan storage can pose a problem on estates. The approach taken by staff to tackle the problem must be tailored to the individual situation and take into account the terms of the tenancy agreement or lease. We will not unreasonably refuse a resident's request to keep a caravan.

Abandoned vehicles

- 8.4 For the benefit of our residents and the wider community, Circle Anglia aims to deal effectively with nuisance or health and safety risks caused by abandoned and unroadworthy vehicles.
- 8.5 We will work with the appropriate authorities including police, local authority and the Drivers and Vehicle Licensing Agency (DVLA) to arrange appropriate removal and disposal of abandoned vehicles.

End of life vehicles (ELVs)

- 8.6 Since the 1st January 2007 vehicle manufacturers have been responsible for providing the last owners of end of life vehicles with an accessible free take-back network. We will provide information to residents about the service and the nearest take-back point.

9 Playground Equipment

- 9.1 Where Circle Anglia owns play equipment on estates, we have a responsibility to ensure that it is safe to use, properly inspected and fit for purpose.
- 9.2 We will undertake regular inspections of play equipment and areas, in line with our estate inspection timetable. We will assess whether the playground equipment is safe and structurally sound.

10 Service Standards

- 10.1 We will remove offensive or discriminatory graffiti within 24 hours of it being reported.
- 10.2 Residents will be given the opportunity to take part in their estate inspection at least twice a year.
- 10.3 We will carry out an inspection of each estate at least once every six weeks.
- 10.4 We will agree a specification for the level and frequency of services on an estate following consultation with residents.
- 10.5 Where estate costs are covered by a service charge, we will ensure that residents are aware of the services received and the cost of those services.

11 Monitoring

- 11.1 We will monitor:
- the number of estate inspections completed within the 6 week target
 - the amount of estates meeting the required local standard
 - the number of satisfaction surveys completed and the levels of satisfaction identified as a result of these surveys, this will usually be monitored through Questback
 - the percentage of reported rubbish that is removed within the target

- the percentage of offensive or discriminatory graffiti that is removed within the 24 hour target
 - the percentage of common area repairs (both emergency and routine) that have been completed within the target timescales
 - the number of Estate Management related complaints each year, by reason
 - the annual expenditure on repairs and maintenance arising from criminal damage by area
 - contractor compliance against the individual contract
- 11.2 Anti-social behaviour will be monitored in accordance with the [Antisocial Behaviour policy](#).
- 11.3 Resident and service user involvement will be monitored in accordance with the [Resident and Service User Involvement policy](#) and each group partner's local involvement action plans.

12 Equality and Diversity

- 12.1 It is essential to recognise that customers of all races, ages, religions, gender, sexual orientation, literacy levels and disability should be treated equally and fairly.
- 12.2 All customers will have access to this document upon request or from our website www.circleanglia.org/customers
- 12.3 This document and accompanying leaflet can be translated or provided in alternative formats (e.g. Braille, large print, audio) upon request.
- 12.4 Equality and Diversity training is mandatory for all Circle Anglia staff.

13 Publicising the Policy

- 13.1 Circle Anglia publicises its policies and procedures on to residents and staff in a number of ways:
- Resident Handbook, leaflets, newsletters and website
 - CIRANO
 - Policy Briefings and Training

Glossary

Term	Definition
GPF	Group Policy Forum
SMPRG	Senior Managers Policy Review Group

Related Documents

Document	Link
Connected Policies:	Adaptations Antisocial behaviour Fire Safety Health and Safety Property Alterations and Improvements Recharges Repairs Resident and Service User Involvement
Forms and Letters:	Sample Cleaning schedule Repairs and gardening attendance sheet Estate Inspection form Unauthorised play equipment notice Play Equipment inspection checklist Hazard reporting form Incident report form Abandoned Vehicle Tort notice DVLA Cover letter DVLA V888/2 DVLA V888/3 Company Curriculum Vitae Abandoned Vehicle Notification of removal letter End of Life vehicles scheme flyer Parking Scheme introductory letter Parking Scheme ballot Satellite/Aerial Request form Information Request letter Request received Satellite/Aerial Request refused letter Satellite Dish Agreement letter
Leaflets:	
Other:	

Version history

Version no.	1	Date effective:	March 2007
Full / partial review?	n/a		
Brief summary of changes:	n/a		
Colleague consultation (teams):	SMPRG, staff		
Resident consultation:	OFHS, OFTML		
Signed off by:	Group Policy Forum 29 th March 2007		
Author:	Jason Christensen, Policy Officer		

Procedure added February 2008 by Abi Patience, Policy Officer

Version no.	2	Date effective:	August 2009
Full / partial review?	Full review		
Brief summary of changes:	Sections added on gritting, satellite dishes, caravans. Amendments to abandoned vehicles, estate inspections and improvements and health and safety.		
Colleague consultation (teams):	Housing and property management teams at all group partners. Heads of Continuous Improvement. Estate Management Benchmarking Group		
Resident consultation:	<ul style="list-style-type: none"> • Circle 33 Resident's Group set up for this purpose: 20th May 09 • EPIC Service User Policy Forum (Eastern): 23rd April 09 • EPIC Service User Policy Forum (London): 2nd April 09 • Roddons TAG: 21st May 09) • Russet Residents Consultation Panel • South Anglia Resident's Forum: 24th March 09 • Wherry Resident's Policy Review Day: 11th May 09 <p>Resident involvement resulted in the following changes:</p> <ul style="list-style-type: none"> • Further considerations added to the consultation methods list • Suggestions including resident attendance at every estate inspection and anti-graffiti ideas. • Ideas about inspection advertising, frequency and timing have been included. • Ideas such as having a suggestion box in a communal area and working with families to promote safe play have been included in the policy. 		
Signed off by:	Group Policy Forum, 27 th July 2009		
Author:	Amy Carter, Policy Officer		