



ESTATE MANAGEMENT POLICY

1.0 INTRODUCTION

Linstone is committed to improving the environment in which its tenants live. We will encourage tenants to accept their responsibilities for the cleaning and general upkeep of common areas, and inspect all areas on a regular basis. We recognise that Estate Management is not only about ensuring that buildings and the environment is preserved and maintained but also involves providing advice/support to our customers and working in partnership with other agencies.

2.0 OBJECTIVES

Our Estate Management policy seeks to meet the following objectives:

- To ensure that all our customers enjoy a clean, tidy and safe environment in which to live and have quiet enjoyment to their homes.
- To ensure that tenants fully understand the responsibilities of both tenant and Landlord as detailed in their Tenancy Agreement.
- To ensure that owners fully understand their responsibilities detailed in the Deeds of Conditions.
- To ensure that effective action is taken against any resident failing to accept their responsibilities.
- To ensure that inspections of all Linstone's properties and open spaces are carried out on a regular basis.

- To achieve appropriate and effective delivery from other service providers to our customers, e.g Environmental Health, Cleansing, etc.

3.0 POLICY METHODS

Linstone will carry out regular inspections of all blocks and closes as well as individual properties and open spaces. Staff will ensure that residents maintain common closes and areas regularly, and where problems are identified, visit individual tenants and investigate the reasons for non-compliance with their Tenancy Agreement/Deeds of Conditions.

Staff will ensure both at signing of tenancies and after tenancies have commenced that tenants are made aware of both their own and Linstone's responsibilities.

3.1 ESTATE MANAGEMENT PROCEDURE

- i) New tenant visits will be carried out within four weeks of their tenancy commencing (Appendix 1).
- ii) Closes and blocks should be inspected regularly and the condition of all common areas noted on a property inspection sheet (Appendix 2). Any repairs required, or action e.g. letters to be sent to residents are noted on this sheet.
- iii) Housing Officers carry a supply of standard letters (Appendix 3) allowing them to advise residents as soon as possible that work needs to be done.
- iv) If residents are not maintaining the common areas, e.g closes, bins etc., in accordance with their Tenancy Agreement/Deeds of Conditions, a rota is compiled by the Housing Officer. This rota details areas of responsibility and dates when residents should carry out the necessary work. (See Appendix 4 for example).
- v) Any vandalism, repairs, dumping of rubbish etc., will be noted on property inspection sheets and will be reported to Linstone's repairs section for action.
- vi) Properties where problems are identified will be re-inspected within 10 days to ensure that the work has been carried out.
- vii) Individual garden areas should be regularly inspected. Any neglect identified will be discussed with the tenant. Linstone operates a Garden Assistance Scheme (see Garden Assistance Policy for further information). If it is appropriate, help may be available to the tenant via this scheme.

- viii) Linstone will take any necessary action to ensure that residents comply with the conditions of their Tenancy Agreement/Deeds of Conditions. Failure to comply with requests from Linstone staff regarding upkeep of common areas, gardens etc., could lead to appropriate legal action being taken depending on their tenure type.
- ix) In estates where a caretaker or estate porter is employed by Linstone, the Housing Officer will work in conjunction with and assist him/her in the execution of his duties.
- x) Linstone staff visiting residents for whatever reason will report promptly any vandalism, repairs, dumping of rubbish etc., to Linstone's repairs section for action.

3.2 PLANNED MAINTENANCE

Planned maintenance inspections will be carried out on an ongoing basis by Linstone's technical staff to ensure that any defects to the fabric of our properties are noted promptly and can be remedied or included in our planned maintenance programme.

3.3 ALTERATIONS/IMPROVEMENTS

Any alterations/improvements carried out (both internally and externally) to properties should be noted and passed either to Linstone's Repairs Section if tenants, or the Owner Occupier Section to ensure that permission has been sought.

3.4 LANDSCAPE CONTRACT & PLAY AREAS

Linstone employs a Landscape Clerk of Works and a Contractor who regularly inspects and maintain all shrubbed and grassed communal areas that are our responsibility. Play areas are also regularly inspected and their condition reported to allow any necessary work to be assessed and carried out.

3.5 GENERAL ENVIRONMENT

Linstone will liaise with other agencies regarding street lighting, refuse collection, parking, footpaths etc., and any problems that may arise to try and resolve the problems.

3.6 ABANDONED PROPERTIES

Linstone staff will follow the Abandoned Properties Procedure when a property has been abandoned in order to repossess it as quickly as possible.

3.7 PETS

Details of tenants' obligations in relation to pets are contained within the Tenancy Agreement.

Linstone will liaise with other agencies, e.g the Local Dog Warden, Environmental Health, RSPCA to try and resolve problems relating to nuisance dogs.

3.8 ANTI-SOCIAL COMPLAINTS

Details of Linstone's Anti-Social Complaints are dealt with in a separate policy.

3.9 TENANT PARTICIPATION

In accordance with the Scottish Secure Tenancy Linstone must consult with tenant(s) when developing or amending any policy. Tenant Participation can be a valuable mechanism in alleviating any estate management issues, which may arise.

In line with the requirements of the Housing (Scotland) Act 2001 we will consult with tenants in developing and amending this Estate Management Policy. We will seek input from residents, Tenants and Residents groups and any other ad-hoc groups of residents to achieve as representative consultation as is possible. We will have due regard to such representations before agreeing any change

4.0 MONITORING PERFORMANCE

Housing Officers will report to the Estate Manager on a monthly basis the properties inspected and details of action taken. Appendix 5 – Property Monitoring Sheet is used for this purpose.

Reports will be provided to the Management Committee on a monthly basis. This will include number of visits and action taken. A further report will detail serious case where legal action is being considered.

Linstone will charge Owner Occupiers for their share of Estate Management services provided to common areas. Further information on Owner Occupier charges is detailed in the Factoring Procedures.