

COMPANY NAME:

Hillcrest

POLICY NUMBER:

AM40

POLICY TITLE:

Estate Management Policy

This document can be produced in different formats, for example, in larger print or audio-format, and in other languages, as appropriate. We promote equality through seeking to eliminate unlawful and unfair treatment on the ground of any protected characteristic, as appropriate.

Estate Management is the process for maintaining and managing the physical upkeep of the common parts of our domestic housing stock and resolving issues discovered during these inspections.

Underpinning and Supporting Documents

This policy should be read in conjunction with the following documents:

Compliance:

The Estate Management Policy complies with the guidelines set by the Scottish Government in the Social Housing Charter.

Outcome No. 6: Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes: Social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Legislation:

The Estate Management Policy meets with legislative and good practice requirements, including the following:

- Scottish Secure Tenancy.
- Housing (Scotland) Act 2014
- Anti-social behaviour (Scotland) Act 2004
- Equality Act 2010
- Data Protection Act 2018

The Estate Management Policy supports the strategic requirements of the Organisation's Business Plan and links to the Organisation's Tenant Participation Strategy, Void

Management Policy, Anti-Social Behaviour Policy, Equal Opportunity Policy and Risk Management Strategy.

The Estate Management Policy adheres to the Hillcrest Building Insurance Policy and the conditions within that policy for estate management.

1. Policy Statement

Our Estate Management Policy applies to all rented, and mixed tenure domestic developments owned or managed by Hillcrest and encompasses:

- The provision of advice and assistance on tenancy matters and on services which enhance the local community.
- Enforcing tenancy conditions, the management of communal areas and facilities in Hillcrest's ownership.
- The management and upkeep of the physical environment in Hillcrest's ownership.
- This policy is informed by relevant housing legislation, regulatory guidance and the Scottish Social Housing Charter, and supports Hillcrest's commitment to effective governance, value for money and continuous service improvement.

2. Aims

The aims of the Estate Management Policy are to ensure that tenants, sharing owners and owners:

- Live in well managed and maintained housing providing a decent, secure, safe, clean and tidy environment.
- Are made aware of, and accept, their responsibilities in relation to the upkeep of their property and surrounding environment.
- Are made aware of Hillcrest's responsibilities in relation to Estate Management.
- Are satisfied with the Estate Management service provided by Hillcrest and that the service meets the needs of our tenants.
- Are provided with opportunities to feed back to influence and participate in decision making relating to estate management.
- Hillcrest will deliver estate management services fairly and consistently, ensuring that individual customer needs are recognised and that services contribute to sustainable and well-maintained neighbourhoods.

To achieve these aims Hillcrest will:

- Carry out Estate Management visits in a 12-week cycle by suitably trained and competent Property Department staff.
- Ensure that staff carrying out the Estate Management visits, use a standard and consistent approach to these duties.
- Ensure staff maintain a visible presence throughout our housing developments and promote resident participation in Estate Management visits.
- Ensure staff carrying out Estate Management duties represent Hillcrest professionally with a customer-based approach and always providing excellent technical information and helpful advice.
- Encourage interest and involvement within our operational areas for the mutual benefit of both Hillcrest and the local community
- Make the most effective use of available technology to improve the recording systems.
- Be proactive and take appropriate and early action to enforce tenancy conditions where applicable. Early action will minimise the future estate management problems and improve the overall environment for our customers.
- Work closely with tenants, sharing owners, owners, local tenant groups regarding the quality of estate management services provided,
- Work closely and jointly with support staff and concierge staff on any development and ensure their feedback is sought for Estate Management purposes.
- Provide good quality information and advice on Estate Management services to various teams within Hillcrest. Take a pro-active approach to the provision of this information through tenant visits, information displayed on notice boards, information leaflets, newsletter articles and customer service standards.
- Hillcrest will take a risk-based and preventative approach to health and safety in communal areas. Items assessed as presenting an immediate health, safety or fire risk, including flammable, toxic or hazardous materials, will be removed without prior notice. Reports of hazardous substances, including sharps or bodily fluids, will be prioritised and dealt with in line with agreed timescales and procedures.
- Carry out regular surveys on the quality of all Estate Management services.
- Encourage feedback on services and publish findings from surveys and visits.
- Estate management services may include, but are not limited to:
 - Inspection and management of communal internal and external areas
 - Grounds maintenance and landscaping
 - Communal stair cleaning and lighting
 - Management of bin stores, drying areas and non-adopted paths
 - Identification and management of health and safety risks
- Hillcrest will take account of environmental sustainability when delivering estate management services. This includes:

- Managing litter, fly-tipping and waste storage effectively
- Maintaining green spaces to support biodiversity where practicable
- Encouraging responsible use of communal areas
- Supporting Hillcrest's wider environmental and sustainability objectives

3. Responsibilities

Committee and Board Members

- The Operations Sub-committee has responsibility for approving and reviewing the policy so as to ensure that fair and equitable processes are being followed.
- The Operations Sub-Committee will also receive a detailed annual report on Estate Management performance. including the number of visits carried out during the year and other performance information to demonstrate how this policy operates in practice.

Senior Management Team

- The Director of Finance & Property retains the overall responsibility for the implementation of this Policy and for ensuring that this policy and its procedures are resourced adequately and reviewed as appropriate.

Contracts Manager (Reactive & Estates)

- The day-to-day responsibility for the operation and monitoring of the policy is delegated to the Contracts Manager (Asset Management).
- Will provide a detailed annual report on Estate Management performance. including the number of visits carried out during the year and other performance information to demonstrate how this policy operates in practice.

All Staff

- All relevant employees have a responsibility to ensure that the policy is applied as instructed.
- Hillcrest staff will actively use the feedback provided from scheduled estate inspections, estate visits, Tenant-led Inspections and from complaints received, as opportunities to improve the environment for our customers
- Hillcrest will use feedback from estate inspections, tenant-led inspections, surveys and complaints to inform continuous improvement. Performance information will be used to demonstrate compliance with the Scottish Social Housing Charter, including:
 - Charter outcome 1: equalities
 - Charter outcome 6: estate management, anti-social behaviour and neighbour nuisance

- Charter indicator 13: tenant satisfaction with neighbourhood management

4. Complaints

We aim to provide a first-class service, but tenants or other customers may not be satisfied by the outcome of this procedure or any appeal made. Anyone who is affected by the implementation of Hillcrest’s policies and procedures can make a complaint; this would include a member of the public who could have access to or be affected by our services.

Complaints can be made in person at any of our offices, by phone, in writing, email or by using our complaints form.

Complaints will be managed in line with Hillcrest’s complaints handling procedure and customers will be advised of their right to escalate their complaint to the Scottish Public Services Ombudsman where applicable.

Document Governance and Management

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