

# **HILLHEAD HOUSING ASSOCIATION 2000**

## **POST OF ESTATE CO-ORDINATOR**

### **Job Description**

Responsible to: Head of Development & Property Services,  
Hillhead Housing Association

### **1 OBJECTIVES OF THE POST**

- 1.1 To assist the Property Services Team ensure all Estates within Hillhead Housing Association operating area are well maintained, presentable and free from significant defect
- 1.2 To help ensure an efficient and effective Estate Management Service is provided to all tenants and other stakeholders
- 1.3 To provide advice to all tenants and stakeholders in relation to the Estate Management function
- 1.4 To assist the Head of Development & Property Services in setting up, maintaining, checking, monitoring and storing appropriate information relating to Estate Management issues. Including the development and maintenance of the Estate Inspection manual, detailing frequency of visits based on a Risk Management Strategy
- 1.5 To assist when required in supporting the Senior Estates Officer & Estates Officer
- 1.6 To work closely with other members of staff, particularly those from Property Services and Housing Management, identifying and addressing Estate Management issues, however also being aware of other potential tenancy issues and alerting the appropriate officer to your concerns.

### **2 ACCOUNTABILITY**

- 2.1 The Estate Co-ordinator is accountable directly to the Head of Development & Property Services

### **3 Estate Management Duties**

#### **Practical Tasks**

- 3.1.1 Estate Inspections – carry out regular adequate inspection of all Estates where Hillhead Housing Association operate. This will include footpaths, open spaces and all other areas of land owned by HHA such as lock up sites and gap sites
- 3.1.2 Carry out inspection of common closes and stairwells, including checking for items causing an obstruction/hazard, checking door entry systems, common close windows, doors and openings, stairs steps and lighting
- 3.1.3 Carry out inspections of gardens, including those at flats, four in a block, houses and other house types, ensuring all garden areas are

kept in good order, grass, hedges and trees, shrubs etc are well maintained, gardens are free from hazards such as dogs mess, waste items, household goods or flammable materials

- 3.1.4 In conjunction with the Property Services Officer monitor the performance of the Landscape Maintenance Contractor while carrying out work at both private gardens and open spaces
- 3.1.5 Carry out Playpark Safety inspections, ensuring all play equipment, surfaces, fencing and gates are maintained in good order and free from hazards
- 3.1.6 Carry out inspections of external steel stair cases and access ramps, ensuring these are fit for purpose and free from debris and hazards
- 3.1.7 Carry out inspections of common footpaths leading to four in a block properties, ensuring these are free from hazards and in good condition
- 3.1.8 Assist and resolve any issues relating to land/garden disputes, particularly at four in a block properties
- 3.1.9 Where issues arise relating to car parking, assist to resolve any disputes. This may include both off and on street parking throughout the estate. Also take appropriate action should vehicles be suspected/found to be abandoned within the estate/HHA area of operation
- 3.1.10 Provide guidance following request from residents to erect CCTV at their home and assist in the resolution of any disputes
- 3.1.11 Address any issues of dog fouling, ensuring owners clean up dogs mess within garden areas. Ensure our supply of dog waste bags are maintained and replenished
- 3.1.12 Ensure Fire Safety Notices are placed in prominent places within common closes. Should these be removed or vandalised, they are replaced quickly
- 3.1.13 Assist the Housing Management Team/Property Services Team complete annual home inspections
- 3.1.14 During winter months ensure all grit bins are placed as and where required and replenished when necessary
- 3.1.15 Fly Tipping, where appropriate arrange the removal of all items dumped on land belonging to HHA. Particular attention will be given to any items that pose an immediate danger or health risk.
- 3.1.16 Litter/Dog fouling, in conjunction with the Senior Estate Officer/Estate Officer arrange regular litter picks, including the emptying of waste from litter bins/dog waste dispenser bins owned by HHA

## **Tenant/Stakeholder liaison**

- 3.2.1 Build relationships with tenants, encouraging them to dispose of their items appropriately and safely ensuring a healthy living environment is available to all
- 3.2.2 Build relationship with contractors, ensuring strong communication at all times to resolve issues
- 3.2.3 Liaise with and form strong links with external parties, including East Dunbartonshire Councils Environmental Health Services, Refuse Services, Community Wardens, by building effective relationships with them and other agencies who have input into the upkeep of the Environment
- 3.2.4 Promote tenant/stakeholders participation by arranging regular estate walkabouts, identifying “hot spot” areas, encouraging tenant feedback and canvassing tenant opinions
- 3.2.5 Promote community initiatives with a focus on maintaining/improving the upkeep of the estate/environment – for example promote and arrange community litter picks

## **Actionable Tasks**

- 3.3.1 Take prompt appropriate action to ensure any hazards found within common closes/garden areas are dealt with efficiently and in a timely manner
- 3.3.2 Actively contact tenants/residents by knocking doors, issuing letters to arrange the removal of items. Be familiar with the conditions set out within the tenancy agreement relating to Estate Management and ensure to reference these in writing as/when appropriate
- 3.3.3 Liaise with the Property Services Assistant/Property Services Officer to ensure any appropriate job orders are issued promptly
- 3.3.4 Ensure any works deemed as rechargeable are notified to the Property Services Assistant
- 3.3.5 Should hazards be identified within the estate, take appropriate action to ensure the area is made safe immediately, this may include cordoning off an area, closing play parks or the immediate removal of hazardous items
- 3.3.6 Alert the Housing Management/Property Services Team to any issues of concern you may identify while working in the Estate, that could lead you to have concerns regarding tenants wellbeing/living environment

## **Administrative Tasks**

- 3.4.1 Assist the Head of Service to develop an Estates Manual which identifies all areas of the Estate, detailing frequency of visits, rational used to adopt the timescales agreed, all based on a Risk Management Strategy.
- 3.4.3 Record all Estate Inspections, clearly showing dates and times of inspection, actions taken and further actions to be taken

- 3.4.2 Ensure appropriate photographs or videos are taken and recorded appropriately
- 3.4.4 Carry out fortnightly inspections of the playparks, recording and filing all paperwork and providing copies to Hillhead Housing Associations Insurers when requested
- 3.4.5 Issue letters to tenant residents relating to all aspects of estate management, keeping appropriate filed records of all correspondence
- 3.4.6 Ensure any required job orders are raised, invoices checked and approved as per financial regulations and orders post inspected and closed on completion

### **General**

- 3.5.1 Assist/be first point of contact for all Estate Management issues
- 3.5.2 Liaise with other members of the Property Services Team to address Estate Management Issues
- 3.5.3 Carry out all relevant administration tasks, including issuing of letters, assisting with filing, photocopying and typing etc.

## **4 OTHER ACTIVITIES AND FUNCTIONS**

- 4.1 Attending Association meetings as appropriate, including those with contractors and consultants. Some evening work may be required.
- 4.2 Attend appropriate training events as required.
- 4.3 To undertake any reasonable duties commensurate with the work of the Association in line with responsibilities and grading as instructed by the Head of Development & Property Services

**October 2021**