



# ESTATE MANAGEMENT POLICY

Approved/last reviewed by Management Committee : May 2024

Date Due for Review: May 2027

The information in this document is available in other languages or on tape/CD, in large print and also in Braille.

For details contact the Association on 0141 578 0200 or e-mail: [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)

本文件所載資料備有中文 (廣東話) 版本，也可以製作成錄音帶/光碟，以及利用特大字體和凸字印製，以供索取。  
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[admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)

Tha am fiosrachadh anns an sgrìobhainn seo ri fhaotainn ann an Gàidhlig no air teip/CD, sa chlà mhòr agus cuideachd ann an Clò nan Dall.  
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## ESTATE MANAGEMENT POLICY

### 1. AIMS & OBJECTIVES

1.1 The aim of this policy is to provide tenants, owners and staff with a framework for managing the estate effectively in order to allow residents to:

- enjoy a clean, tidy and safe environment.
- share in our vision to make Hillhead a great community with a strong sense of belonging.

1.2 The objectives of this policy are :

- To ensure that tenants are fully aware of and accept their obligations and responsibilities in relation to estate management.
- To ensure that the Association has a robust framework for recording the condition of the estate and for identifying and resolving concerns and issues.
- To encourage tenant participation in the management of the estate.
- To strive to achieve the relevant outcomes in the Scottish Social Housing Charter :
  - **Outcome 6** – 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.
  - **Outcome 13** – tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

### 2. PREVENTATIVE ACTION

2.1 The Association believes that much can be done to prevent problems arising by ensuring that tenants are fully aware of their obligations as tenants and good neighbours. This will be achieved in a number of ways:

- All prospective tenants will be taken by a member of staff, usually the Housing Officer, to view the property being offered. This provides an opportunity to discuss stair cleaning rota systems in operation (where applicable) and define garden maintenance responsibilities.
- New tenants will be talked through the Tenancy Agreement when signing up for a property which allows for a more in-depth explanation of the terms of the agreement.
- Settling-in visits will be carried out, generally within six weeks of a new tenant moving into the property. These are an opportunity for Association staff to identify and deal with any difficulties being experienced.

- Tenants will be referred to the various sources of information that the Association uses to communicate with customers, including the website, social media and newsletters.
- The Customer Care Working Group meetings are an opportunity for tenants to raise issues of interest or concern to them.
- Regular Estate Walkabouts afford the opportunity for tenants and others with an interest in Hillhead, to identify problem areas.

2.2 The Association has a responsibility to regularly inspect the area and take prompt action where problems are found.

The Association has a programme of regular inspections of land and property in its ownership. This is designed to identify any potential issues or concerns.

Inspections are carried out by the appropriate staff according to defined schedules.

The frequency of inspections is informed by both the level of potential risk that an area poses and by the history of any problems. The frequency of inspection of any given area can therefore change depending on circumstances.

Inspections are carried out across common areas and private areas for which individual tenants have responsibility. Inspection records are maintained using an estate inspection multi-purpose template (pronto form).

In addition to programmed inspections all staff are trained to be alert and vigilant when on the estate for other purposes and to identify, record and follow up on any potential estate management issues that they observe.

### **3. ESTATE MANAGEMENT RESPONSIBILITIES**

#### **3.1 Stairs, Communal and Shared Garden Areas**

Generally, responsibility for the cleaning/keeping tidy of closes/stairs/bin areas/communal drying areas and shared garden areas rests with the tenant, however in certain properties some of these are carried out on the tenant's behalf by the Association.

#### **3.2 Garden Maintenance**

Unless the Association has arrangements in place for garden maintenance (such as in new build developments), tenants are responsible for looking after their own gardens and hedges and keeping them from becoming overgrown or causing a nuisance.

#### **3.3 Landscape Maintenance**

The Association is responsible for keeping the footpaths and open areas in its ownership in a tidy and well maintained condition. Contractors and the Estate Team Staff are engaged to carry this out at regular intervals throughout the year.

This service covers:

- Common Paths
- Open Spaces
- Common Landscaped Areas
- Play Areas

The Estate Co-ordinator is responsible for carrying out fortnightly inspections during the growing season in order to monitor the landscape maintenance contractor's performance. Review meetings are held bi-monthly by the Property Services Department to discuss the service and raise any concerns/address any issues.

ROSPA checks are also overseen fortnightly by the Property Services Department in relation to play areas.

### 3.4 **Receiver Aerials/Satellite Dishes**

#### New Build/Improved Properties

The Association discourages the installation of aerials/satellite dishes to the walls or roofs of these properties, however it recognises that where it cannot provide access to all of the facilities of the satellite providers, some tenants may wish to install an additional receiver.

In this case, the tenant must apply for permission from the Association. The Association will ensure that the proposed installation will be carried out in a manner which does not compromise the visual appearance or structural integrity of the property and in accordance with any planning requirements. Where tenants have not complied with these requirements, action may be taken to remove the installation and the tenant recharged for any necessary works.

Where properties are about to have external improvements which require the removal of a satellite dish, it may be the responsibility of the tenant to arrange its removal and re-installment in the proper manner as described above.

#### Retained Stock

Tenants living in retained stock are also discouraged from installing satellite dishes to the walls/roofs of the property.

In all cases tenants will be encouraged that the dish to be fixed to a pole or post in the garden rather than on the building where possible.

Permission from the Association should always be sought and the installation must comply with planning regulations.

### 3.5 **Graffiti**

The Association will take prompt action to remove any graffiti identified on the estate.

### **3.6 Close Entry Systems**

It is the duty of every resident to ensure that both common close doors are kept locked at all times. Service times are in operation to assist access to postal services etc, although it is recognised that deliveries are now made throughout the day and evenings from various companies.

Where Housing Officers become aware that close entry systems are being left open, they will ensure that everyone in the close is reminded of their responsibility and issue warnings in persistent cases.

### **3.7 Bulk Uplift**

For individual garden areas, bulk items are collected on request by East Dunbartonshire Council. There is a charge for this service.

### **3.8 Pest Control**

All residents should report cases of pest infestation and vermin immediately to EDC, Environmental Health and the Association. The Association may assist with minor issues, this is reviewed on a case by case basis.

### **3.9 Litter Picking**

The Association carries out litter picking in common areas as and when required.

### **3.10 Pets**

The Association allows tenants to keep pets in accordance with the relevant provisions of the Scottish Secure Tenancy Agreement.

## **4. NEW HOUSING & IMPROVEMENT INITIATIVES**

4.1 Where the Association is considering new housing developments, housing mix and design and overall estate design will be closely assessed from an estate management point of view. To this end housing management staff will be involved in the early stages of design in any developments of new or existing housing.

4.2 The Association is committed to investing in environmental improvements in its overall estate and to working with tenants to maintain and look after physical improvements that have been undertaken.

## **5. MONITORING AND REPORTING**

5.1 The Head of Housing and Depute Director/Head of Assets are responsible for monitoring compliance with the relevant sections of this policy. Estate management issues are not reported to Committee as a matter of course.

## **6. DATA PROTECTION**

6.1 Hillhead Housing Association will treat tenants' personal data in line with its obligations

under the current General Data Protection Regulation and its own Privacy Statement. Information regarding how tenants' data will be used and the basis for processing data is provided in the Association's Privacy Notice.

## **7. EQUAL OPPORTUNITIES**

- 7.1 The Association will seek to ensure that in implementing this policy that no group, organisation or individual will receive less favourable treatment or be discriminated against regardless of their race, colour, ethnic or national origin, language, belief, age, sex, sexual orientation, gender realignment, disability, marital status, pregnancy or maternity. We will positively endeavour to achieve fair outcomes for all.

## **8. COMPLAINTS**

- 8.1 Any tenant who feels aggrieved by their treatment under this policy can ask for a copy of the Association's Complaints Handling Procedure which is available on the Association's website or from our office. Any tenant making a complaint will be advised of their right to complain to the Scottish Public Services Ombudsman.

## **9. POLICY REVIEW**

- 9.1 The Management Committee will review the Estate Management Policy every three years or earlier if deemed necessary. The review will take account of legislative changes; guidance from SFHA/Scottish Housing Regulator/CIH etc; any changes in other relevant policies; and resident feedback.