



## **Estate Management – Policy Statement**

### **1. Background**

- 1.1 Estate Management covers the range of services provided by the Council and other agencies to the tenants/residents in its housing areas. In addition, it is the management of any action or omission by tenants/residents that affects others in the area.
- 1.2 Any matter that can impact upon tenants/residents enjoyment of their home or immediate environment can be described as an Estate Management issue.

### **2. Aims**

We will:-

- 2.1 Provide all tenants with an attractive, clean and safe environment in which to live and so help to sustain communities.
- 2.2 Minimise the opportunity for crime and anti-social behaviour by improving and maintaining the environment of all Council housing areas.
- 2.3 Provide an efficient high profile estate management service that is responsive to local needs.

### **3. Objectives**

We will:-

- 3.1 Fulfil all our legal obligations as a landlord to maintain the housing stock.
- 3.2 Ensure that tenants adhere to their tenancy conditions and provide advice and information to all tenants regarding their rights and obligations.
- 3.3 Work with tenants and tenants groups in determining the level of service they can expect to receive.
- 3.4 Develop Estate Management Plans for the housing stock in liaison with tenants/tenant groups.

- 3.5 Liaise with other Council services and external agencies to remove graffiti, repair vandalism and clear litter quickly to ensure that all the housing areas are maintained to a high standard.
- 3.6 Ensure that common areas, stairs and landscaped areas are regularly cleaned and maintained.
- 3.7 Work with tenants and residents to ensure common areas are maintained to a high standard.
- 3.8 Work in partnership with other landlords, the Police and other agencies to ensure that each agency provides a high quality of service delivery within the Council's housing estates.
- 3.9 Where necessary, consider alternative options for regenerating areas that show a high incidence of problems e.g. high void levels, difficult to let properties, anti-social behaviour, vandalism, graffiti etc.
- 3.10 Work with tenants/residents and appropriate agencies (e.g. Communities Scotland, Scottish Executive) to tackle inherent environmental and physical problems to regenerate specific areas that have been identified as requiring special initiatives.
- 3.11 Involve tenants and tenants' groups in major local initiative or environmental improvement that may affect their area.

#### **4. Monitoring**

We will:-

- 4.1 Regularly inspect common areas, stairs and landscaped areas within all its housing areas.
- 4.2 Assess the effectiveness of its Estate Management Plans with tenants/tenant groups on a regular basis.
- 4.3 Encourage local tenants and tenant groups to become involved with staff in "walkabouts" in their neighbourhoods.
- 4.4 Have a regular presence in housing areas and act in a pro-active manner to deal with issues before they become problematic.
- 4.5 Liaise on a regular basis with other agencies and service providers with regard to Estate Management in the main housing areas
- 4.6 Evaluate the impact of any Environmental Improvements carried out.

## **5 Equality and Diversity**

- 5.1 In all aspects of estate management, we will seek to combat discrimination and promote equal opportunities for all tenants with regard to all aspects of policy and procedure. This means the prevention, elimination or regulation of discrimination between persons on grounds of age, sex, race, religion, disability or sexual orientation.
- 5.2 The Council will comply with the European Convention on Human Rights with regard to all aspects of estate management.

**Approved by Social Work and Housing Committee on 21 June 2007**