



Title	Estate Management Policy
Purpose	<p>Maryhill Housing aims to ensure its communal areas and estates are well maintained, safe, attractive places that customers can enjoy and take pride in, through the delivery of effective estate management services.</p> <p>The Association will provide staff with clear operational procedures and guidelines setting out how the Association will organise estate management services for its customers.</p> <p>This policy provides a framework for the delivery of estate management services and sets out how the Association is meeting its legal and statutory responsibilities.</p> <p>The Association will comply with relevant legislation and adopt the principles and practices detailed in the Social Housing Charter.</p>
Scope	<p>The Policy and Performance Committee has delegated responsibility for monitoring performance on estate management.</p> <p>The Policy and Performance Committee also has responsibility for approving the Estate Management Policy.</p> <p>The Director of Housing Services holds the lead responsibility for this policy with responsibility for implementation delegated to the Head of Repairs and the Head of Housing.</p> <p>This policy applies to all Board and Committee members, members of staff whether employees of MHA, freelance , casual, or temporary agency staff irrespective of grade, position or length of service responsible for the management of repairs and maintenance within the Association.</p>
Definitions	<p>For the purposes of this policy, unless otherwise stated, the following definitions shall apply:</p> <p>Estate management is the approach taken by Maryhill Housing to manage, maintain and improve its communal areas, both inside and outside its buildings.</p>

<p>Policy Statement</p>	<p>Aims The Association aims to deliver estate management services that:</p> <ul style="list-style-type: none"> - Ensure communal areas are clean, safe, well-maintained, attractive spaces that customers can enjoy and take pride in - Are proactive, responsive and provide excellent value for money <p>Estate management services and standards The estate management services are provided to both tenants and owners. Services provided by the Association include, but are not limited to: communal area cleaning; bin cleaning; bulk rubbish collection; landscaping and grounds maintenance; on-site staff; CCTV; responsive caretaking. All common closes (where the service is provided) are cleaned at least once a week. Communal landscaping services are provided on a fortnightly cycle.</p> <p>Monitoring performance and preventative inspections The Association is committed to taking a proactive and preventative approach to management of communal areas. All closes and estates will be inspected at least quarterly. The inspections will be documented and appropriate action taken, for example repairs raised. The performance of our communal area cleaning and landscaping contractors will also be checked and this information will feed into formal contract management. Completion of close and estate inspections is a KPI for the organisation – reported to Policy and Performance Committee on a quarterly basis. The key outcome measure of estate management performance is tenant satisfaction with neighbourhood, this information will be collated every three years, with the next survey due in 2018.</p> <p>Improving our communal areas and estates We will gather data from stock conditions surveys, customer feedback, estate and close inspections and use this to develop a programme of communal area and estate improvements, this forms part of our Asset Management Strategy. We know that historically these areas have seen a lack of investment so this is a priority for the Association over the next four years. As a minimum all communal areas will be painted every five years. The Association’s Community Fund will also be targeted on delivering improvements to communal areas.</p> <p>Customer focus and responsiveness The specification for our estate management services has been developed following extensive consultation with tenants and owners. Customers will be consulted prior to any future change in service. The provision of the responsive caretaking service means that caretaking ‘jobs’ can be ordered by tenants like any other repair, and will be attended to within three days. In the future we are aiming to involve customers more in estate management, for example customers leading estate/close inspections and feeding this into formal contract management. Key estate management standards will be published in</p>
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the tenants' handbook so tenants know what to expect in estate management.

Customers' responsibilities

Customers have a responsibility to help keep communal areas clean and well maintained through: appropriate use of bins and following procedures for bulk item collection; responsible dog ownership; not causing damage to, or littering in, communal areas, and adhering to the Association's Good Neighbour Agreement. Customers cannot leave any items in communal stairwells because this causes a health and safety risk in the event of fire. Customers are responsible for the maintenance of private gardens and the Association may carry out this work on a customer's behalf, and recharge the cost back to the customer, if gardens are not maintained.

Key partners in the delivery of effective estate management

The Association works closely with the following key partners in the delivery of effective estate management services: Police Scotland; Glasgow City Council Cleansing Services; and Community Safety Glasgow. In some cases, the land surrounding the Association's Homes is owned by Glasgow City Council and managed by their Land and Environmental Services Team. The Association will take all possible steps to ensure this land is maintained to the same standard as Maryhill Housing owned communal areas.

Procurement of services and value for money

The Association will procure estate management services in line with its Procurement Policy and Toolkit to provide economically advantageous services for the Association. The Association's procurement strategy will be produced annually. The Association will effectively client its estate management contractors, and manage in-house teams, to deliver continuously excellent, value for money services.

Compliance

The Association's estate management service will be fully compliant with the requirements set out in the Scottish Social Housing Charter, specifically charter Outcome 6: Estate Management, Anti-Social Behaviour, Neighbour Nuisance, Tenancy Disputes.

Continuous improvement

The Association aims to continuously improve its estate management services and will adapt processes in response to customer complaints; customer satisfaction information; Scrutiny Group input; internal audit and sector best practice.

Legal and Good Practice Requirements:

This policy is compliant with the following legislation and good practice guidance:

- Housing (Scotland) Acts 2001, 2006 and 2010

	<ul style="list-style-type: none"> • Scottish Social Housing Charter 2012 • Environmental Protection Act 1990 • Disability Discrimination Act 1995
Approval	<p>Policy and Performance Committee – May 2017</p> <p>Implementation: from May 2017</p>
Policy Owner	<p>Head of Property</p> <p>Head of Housing</p>
Review	<p>May 2021 – Director of Housing Services responsible for review.</p> <p>The policy may also be reviewed in light of legislation, good practice, or internal structural and process change.</p>