



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 Board has responsibility for agreeing the Association's Estate Management Policy</p> <p>The Director of Operations holds the lead responsibility for this policy with responsibility for implementation delegated to 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 estates 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>
Policy Statement	<p>Aims</p> <p>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</p> <p>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</p>

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.

Monitoring performance and preventative inspections

The Association is committed to taking a proactive and preventative approach to management of communal areas. We aim to inspect all closes monthly and all estates 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 which is reported on a quarterly basis. This will cover all communal areas including internal and external drying areas, stairwells, corridors, closes and other communal spaces. The key outcome measure of estate management performance is tenant satisfaction with their neighbourhood, this information is currently collated via survey, usually every three years.

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 some areas have seen a lack of investment so this is a priority for the Association. As a minimum all communal areas will be painted every eight years. The Association's Community Fund will also be targeted on delivering improvements to communal areas.

Customer focus and responsiveness

The specification for our estate management services has been developed following extensive previous consultation with tenants and owners. Customers will be consulted prior to any future change in service and will be consulted as part of the tendering process for any new contract relating to estate management. 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.

Key estate management standards will be published on our website and from time to time on our social media and in our newsletters 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.

We will provide clear information and guidance to all new tenants at sign up regarding the disposal of rubbish, bulk items and other estate issues and will remind existing residents of our standards from time to time via our newsletters, website and social media.

Where we have evidence that a resident has caused damage or dumped items which have to be removed, we will seek to re-charge the cost to that resident.

Customers cannot leave any items in communal areas 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. Continued breaches may result in tenancy enforcement action being taken.

Pet Management

The Association recognises that not all properties are suitable for pets and that some pets can cause a nuisance to other residents. We manage pets proactively by having detailed procedures for the management of pets. Tenants must request permission for a pet. Dogs are not allowed in any block of seven stories or more with lift access and no more than two pets are allowed in any property. Permission will not be granted for any animal banned by law. The Association will provide clear guidance on the appropriate management of pets when permission to keep a pet is granted and will take appropriate action, including tenancy enforcement action, where pets cause a nuisance.

Common Areas in Closets and Blocks

The Association will implement a policy of keeping all communal areas in closets and blocks completely free from items which may cause a hazard. We will provide clear guidance to all residents, including new residents and will aim to inspect all closets at least monthly to ensure that all communal areas are kept clear. We will remove any items which are left in the communal areas of our buildings as soon as reasonably practicable and will take tenancy enforcement action where a tenant persistently leaves items in the communal areas.

Playparks

We will ensure that all playparks on our land are inspected regularly to identify any damage to equipment or other hazards and any repairs are carried out promptly. A full inspection will be carried out annually by a qualified professional contractor and any recommendations will be acted upon within recommended timescales.

Parking

We will provide clear guidance to residents on where parking is and is not allowed on our land. Where parking becomes an issue for our residents, for example non-residents parking on our land, we will consider implementing parking controls. We will consult with all affected residents before making any changes to parking arrangements on our estates.

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, our contractors and our residents. 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

	<p>take all possible steps to ensure this land is maintained to the same standard as Maryhill Housing owned communal areas.</p> <p>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.</p> <p>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 Dispute)</p> <p>Continuous improvement The Association aims to continuously improve its estate management services and will adapt processes in response to customer complaints; customer satisfaction information; input from our Scrutiny Group and other residents groups; internal audit and sector best practice.</p> <p>Legal and Good Practice Requirements:</p> <p>This policy is compliant with the following legislation and good practice guidance:</p> <ul style="list-style-type: none"> • Housing (Scotland) Acts 2001, 2006, 2010 and 2014 • Scottish Social Housing Charter 2012 • Environmental Protection Act 1990 • Disability Discrimination Act 1995
Approval	<p>Board May 2020</p> <p>Implementation: from May 2020</p>
Policy Owner	<p>Robert Reid – Head of Housing Responsible Director - Director of Operations</p>
Review	<p>May 2023 – 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>