



<b>Title</b>	<b>Estate Management Policy</b>
<b>Purpose</b>	<p>Maryhill Housing aims to ensure its homes, 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>
<b>Scope</b>	<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 Neighbourhoods &amp; Communities.</p> <p>This policy applies to all Maryhill Housing Board and Committee members, Maryhill Living Board 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>
<b>Definitions</b>	<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>The policy applies to the management of property owned by the Association and subject to a Scottish Secure Tenancy (SST) or a Short Scottish Secure Tenancy (SSST) or a Private Residential Tenancy.</p> <p>The policy also applies to the management of Mid Market Rent properties managed by the Association on behalf of Maryhill Living and subject to the Private Residential Tenancy Agreement. Maryhill Living oversees the management and governance of Mid Market Rent Properties.</p>

**Policy Statement**

**Aims**

The Association aims to deliver estate management services that:

- 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
- Create a successful thriving community
- Support customers to look after the area
- Support customers who are experiencing problems with neighbours or in the community
- Support customers to sustain their tenancies

**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.

**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.

### **Settling In Visits**

To help promote tenancy sustainment the Association aims to carry out settling in visits to all new tenants within six weeks of them signing their tenancy agreement.

The visit will be carried out by one of the Associations Housing Officers to see how the tenant is settling in. The visit is to find out if you have any problems or issues that may need to be dealt with since the tenant moved in.

This is also an opportunity to make sure the tenant can build up a relationship with the patch housing officer who can provide information or help about rent, rent arrears, repairs, waste disposal and any neighbour complaints.

The tenant will also be given information on local tenant's groups working within the area and encourage tenants to become involved in tenant participation.

During these visits the tenant are asked to complete a questionnaire which aims to gather feedback about their experience of the sign up, moving in process and how they rate the Associations services.

### **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 must 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.

### **Customer's Home**

We expect our customers to meet their obligations and responsibilities under the Tenancy Agreement and work with us to make the Maryhill a community that they can take pride in. We expect customers to keep their home in a reasonable state of cleanliness and decoration.

We expect and encourage customers to take reasonable care to prevent damage to their property, their neighbour's property, and any common areas and to report repairs as required. Customers should tell us as soon as reasonably possible about any damage to the house and common areas.

Failure to adhere to the conditions of tenancy and any continued or repeat breaches of tenancy may result in tenancy enforcement actions being taken.

### **Customers Garden**

We expect our customers to meet their obligations and responsibilities under the Tenancy Agreement and work with us to make the Maryhill a community that they can take pride in. We expect customers to keep their private garden area maintained by cutting grass, weeding, and ensuring that any trees or hedges are also maintained. Household waste should be disposed in bins as required. Any customers should ensure that any bulk items such as beds, carpets, fridge/freezers, cookers, and furniture that require to be disposed is arranged as soon as possible and should not remain in the garden area for extended period of time.

Failure of the customer to maintain the garden to an acceptable standard will result in the Association carrying 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.

### **Common Areas in Closes and Blocks**

The Association will implement a policy of keeping all communal areas in closes 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 closes 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. Customers should not allow pets to foul or cause damage to other people's property.

### **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 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 Dispute)

## **Enforcement**

The Association will make sure that all customers are aware of their responsibility to keep to the terms of the Tenancy Agreement, and work with the City Council in relation to bulk uplifts, fly tipping dog fouling and Social Work if the tenant has any vulnerabilities under Adult and Child Protection Policy.

Enforcement of a breach of tenancy may be required where customers don't engage with the Association to resolve the issue within a reasonable timeframe.

The Association will work with Glasgow City Council's Environmental Team in relation to any noise complaints that they respond to and witness. Where evidence is available the Association will review and progress enforcement action against a tenant.

## **Multi Agency Working**

The Association will:

- Develop and maintain effective working relationships with external agencies including Police Scotland, EHRA, and Glasgow City Council to ensure a high-quality physical environment.
- We will develop a join approach to dealing with tenancy breaches with Glasgow City Council.
- Maintain an open-door policy for our customers to tell us if things are going wrong.

	<ul style="list-style-type: none"> <li>• Make sure staff are trained and have the skills and knowledge to support our customers and communities to resolve any issues.</li> </ul> <p>Encourage customers to take an active role in helping to maintain the area.</p> <p><b>Continuous improvement</b></p> <p>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><b>Legal and Good Practice Requirements:</b></p> <p>This policy is compliant with the following legislation and good practice guidance:</p> <ul style="list-style-type: none"> <li>• Housing (Scotland) Acts 1987, 2001, 2006, 2010 and 2014</li> <li>• Scottish Social Housing Charter 2012 (Outcome 1,2,3,4,5,6,11 and 13)</li> <li>• Environmental Protection Act 1990</li> <li>• Disability Discrimination Act 1995</li> <li>• Scottish Government MMR guidance, including MHDGN 2020/02 updated October 2020</li> <li>• The Private Housing (Tenancies) (Scotland) Act 2016</li> <li>• The Letting Agents Code of Practice (Scotland) Regulations 2016</li> <li>• Tenancy Deposit Schemes (Scotland) Regulations 2011</li> <li>• The First-tier Tribunal for Scotland (Housing and Property Chamber) (formerly the Private Rented Housing Panel)</li> <li>• Chartered Institute of Housing</li> <li>• Dog Fouling (Scotland) Act 2003</li> <li>• Data Protection Act 2018</li> <li>• Human Rights Act 1998</li> </ul>
<b>Approval</b>	SMT – August 2023
<b>Policy Owner</b>	Head of Neighbourhoods & Communities Responsible Director - Director of Operations
<b>Review</b>	August 2026 The policy may also be reviewed in light of legislation, good practice, or internal structural and process change.