



## **ALBYN HOUSING SOCIETY LIMITED**

**TITLE:                 ESTATE MANAGEMENT POLICY**

**NO:                     HS 39**

**DATE:                 December 2000**

<b>Authorised by Committee of Management</b>	19 December 2000
<b>Review Date</b>	December 2003 (Currently under review)



## **ESTATE MANAGEMENT POLICY**

### **1 Introduction**

- 1.1 This policy statement outlines how the Society deals with the Estate Management function.
- 1.2 For the purposes of the policy statement Estate Management is seen broadly as:
  - ♦ Cleaning
  - ♦ Landscaping
  - ♦ Security
  - ♦ Parking
- 1.3 The size of the Society's area of operation dictates that both demand and geography influence estate management responses.

### **2 General**

- 2.1 The Society will give clear information to customers on the services, which the Society provides via the missive of let and tenants handbook.
- 2.2 The customer will be given clear information on the costs of these services via the missive of let.
- 2.3 There will be a complaints procedure in place which is easily accessible and understandable for customers who wish to complain about these services.
- 2.4 The Society will ensure that all costs are fairly apportioned between:
  - ♦ Different schemes through different budgets
  - ♦ Tenants and owners who benefit from them through service charges
- 2.5 The Society will consult with the Federation of Albyn Residents in the provision and design of services.
- 2.6 The Society will also consult with the Federation in the setting, monitoring and reviewing of service standards and performance.
- 2.7 The Society will carry out estate management inspections on all its housing schemes on, at least, a quarterly basis.
- 2.8 A cycle of estate management visits will be produced for each of the areas of management and circulated to all staff and tenants.
- 2.9 The Society will take all reasonable steps to ensure that compliance with the Occupiers' Liability (Scotland) Act 1960.

### **3 Cleaning**

- 3.1 Clear guidance will be given to tenants and sharing owners concerning their responsibilities regarding the cleaning of shared hallways.
- 3.2 The Society will take action against any tenant who does not carry out this responsibility where the service is not provided by the Society.
- 3.3 The Society will ensure that any area of land in its direct control will be kept free of litter and refuse as far as is practicable.
- 3.4 The Society will remove any graffiti within 2 working days of it being brought to our attention.
- 3.5 Any hazardous substances/items will be removed within the same working day.
- 3.6 Clear guidance on the keeping of pets will be included in the missive of let.
- 3.7 The Society will make available pooper-scoopers at all of its offices and encourage their use.
- 3.8 The Society will take action against any tenant or sharing owner who continually allows their pet to foul areas where the Society has direct control.

### **4 Landscaping**

- 4.1 The Society will select landscape designs which are appropriate for each scheme and which are cost effective for the Society and customer.
- 4.2 There will be effective procedures for landscape maintenance including appropriate specifications and monitoring arrangements.
- 4.3 There will be clear tenancy conditions requiring tenants to keep their gardens tidy.
- 4.4 The Society will take action against tenants who fail to abide by these conditions.
- 4.5 A garden maintenance scheme will be provided to old or disabled tenants who are unable to adequately maintain their gardens.

### **5 Security**

- 5.1 Door entry systems and staircase lighting will be supplied to all flatted accommodation.
- 5.2 The Society will ensure that these systems are maintained and charge the tenant or sharing owner accordingly.
- 5.3 The Society will take part in wider initiatives where they are likely to tackle the causes of nuisance behaviour.

## **6 Parking**

- 6.1 The Society will endeavour to include designated parking areas for tenants and sharing owners where the provision does not effect the number of units, which can be provided on the site.
- 6.2 The Society will carry out all reasonable attempts to discover the owner of abandoned vehicles.
- 6.3 If an owner cannot be traced the abandoned vehicles will be removed from the scheme under the terms of the Refuse Disposal (Amenity) Act 1978 in liaison with the Police and Unitary Authority.
- 6.4 Owners of abandoned and un-roadworthy vehicles will be required to remove them from the estate within 15 days.
- 6.5 The Society will provide signposts to raise awareness of potential hazards and nuisance.

The policy statement was adopted by the Society's Committee of Management on 19 December 2000. Scottish Homes Guidance requires that all of the Society's policies are reviewed at least once over a three-year period. The effective date for the review of this policy statement is December 2003.