



POLICY REVIEW	JANUARY 2008
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CLYDEBANK HOUSING ASSOCIATION ESTATE MANAGEMENT POLICY

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Aim of Policy

We will comply with SFHA/Communities Scotland/COSLA Performance Standard 1.10 for Estate Management. We will manage the environment around our properties and any common areas effectively, to ensure that the neighbourhood is an attractive, well maintained and safe place to live.

Equal Opportunities

We will not unfairly discriminate against any individual, household or group on the grounds of sex or marital status, on racial grounds, or on grounds of disability, age, sexual orientation, language or social origin or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

Tenancy Obligations

The sign up procedure will highlight tenancy obligations of tenant and landlord in relation to

- Common area maintenance (including stair cleaning)
- Common area window cleaning
- Common garden maintenance
- Waste collection days and obligations to take bins out & in
- Caretaking service in the multi storey properties, tenants responsibility re other clauses in missive about anti social behaviour / respect for others. Staff will refer to
- Checklist for sign up
- Tenancy Agreement clauses
- Caretaker leaflet

All new tenants will be issued with a tenant's handbook that details tenancy obligations.

Any disputes about common areas will preferably be resolved through management actions without the necessity to take legal proceedings; for example agreeing or imposing, if necessary, a cleaning rota or pursuing mediation.

Common Area Inspections

We will react within the timescales in our anti social behaviour policy to complaints regarding tenants breaching their tenancy conditions in relation to common area obligations.

We will regularly inspect common areas and take appropriate action when areas are not in a satisfactory condition.

Common area maintenance

We will maintain our common backcourt areas and our common open spaces in relation to grass cutting, shrub pruning and repairs. A service charge will be included in the rent that will cover the cost of common garden maintenance. Owners will be invoiced for their share of the costs.

Planned and cyclical maintenance play a substantial part in keeping properties in good condition. The plan includes the repair and renewal of both common and landscape elements such as roof work, door entry equipment, gutters, gates and fencing, clothes poles, bin stores, planted areas, trees etc.

Programmed Property Inspections

Programmed property inspections take place on a number of levels. Day to day inspections involving routine repairs gather information and condition notes which are input into longer term maintenance plans.

Condition surveys are carried out on a regular basis either for the purposes of updating our Life Cycle Costing exercise every 3-5 years or as more specific inspections involving single elements such as our annual inspection of roof condition, lift condition etc which likewise inform future maintenance plans.

Estate management inspections are carried out by Caretaking staff on a daily basis. Other estate management inspections are carried out by maintenance and housing management staff on a reactive basis.

Car Parking

No car parking spaces within our management have been allocated to individuals unless the tenancy agreement or occupancy agreement states otherwise. Residents and their visitors are expected to park with consideration to others.

Abandoned Vehicles

We will take steps to ensure that abandoned vehicles' owners are traced and given an opportunity to remove the vehicle. If the vehicle is not removed we will work with the Council to have the vehicle removed. Staff should refer to HM Proc 33 for the full procedure.

Controlled Entry Doors

We will install controlled entry doors on all flatted properties. It is the responsibility of all tenants to ensure that doors are locked at all times to protect the security of all tenants within the property.

Pets

No dogs are permitted in multi storey flats except for canine helpers. In other properties tenants must apply for permission to keep a dog and may require permission to keep other pets. Where permission has been given to keep a pet, the tenant must agree to supervise and control the pet so that no nuisance is caused to other tenants or owners.

Graffiti Removal

Offensive or racist graffiti is removed as an emergency response repair i.e within 4 hours of the report. Other graffiti is removed within 10 working days.

Vandalism

Repairs due to vandalism are closely monitored and any trends noted to Housing Management staff. In instances where we are able to establish who

is responsible for vandalism, we have the right to pursue the cost of repairing the vandalised area.

Void Property Management

Where it is suspected that a property has been abandoned, Housing Management staff will visit within 24 hours and serve notices if appropriate. The abandonment will be reported to the Maintenance Section who will take the decision on whether to board the property for security reasons. At present security is seldom needed however if the Housing Assistant or Officer know of particular circumstances relating to the property they should e-mail the Maintenance staff member dealing with voids to highlight concerns. The Senior Housing Officer will regularly consider whether we have low demand properties that need an alternative letting strategy put in place. Void properties are always let as soon as possible to minimise the risk of vandalism.

Complaints about Other Service Providers

When a complaint is received at the Association relating to services provided by another agency, the tenant should be encouraged to take the complaint up with the relevant authorities. Advice can be offered with regard to the most effective channels.

Where the complaint affects a number of tenants or recurs despite previous complaints, the Association will take up the complaint by writing to the relevant authority, specifying the complaint and requesting comments. Copies of correspondence may be sent to local councillors or M.S.P.s. If appropriate, an inter agency meeting may be convened to attempt to resolve problems. The matter will be taken to the West Dunbartonshire Forum if other landlords are experiencing similar problems and it is perceived that a co-ordinated approach would be effective.

Links to other agencies

We work with West Dunbartonshire Council in relation to the following:

- Noise monitoring
- Anti social behaviour / neighbour nuisance
- Commercial premises
- Waste disposal
- Abandoned cars
- Community Warden scheme

We also work with the Police and several other groups e.g Y Sort it, Social Work.

We have an anti social policy and procedures to deal effectively with anti social behaviour and neighbour nuisance. Further information is in HMPOL 16.