



KINGDOM
Group

Estate Management Policy

If you need this publication in larger print, audio form, Braille, or in another language, please contact our office and we will try to help you.



Approved: 19 August 2019
Next Review: August 2024

ESTATE MANAGEMENT POLICY

1. Introduction

This policy applies to Kingdom Housing Association and all its Subsidiary companies within the Kingdom Group of Companies (Kingdom). This policy is drawn up with reference to legislation and guidance from regulatory bodies as detailed in the data control sheet at the end of this policy.

We are committed to the principles of good corporate governance and sustainability and will endeavour to develop fair and consistent policies, procedures and practices.

In line with our commitment to diversity and inclusion, this policy can be made available in a variety of formats, including large print, translated into another language or media. Reasonable adjustments will also be made to assist individuals who have a disability.

2. General Principles

We will manage the environment in and around our developments so that they are safe and well maintained. We will deliver services that provide value for money to our customers. We will carry out regular inspections in developments and encourage customers to report areas of concern to us. We will respond to customers within relevant timescales.

We will provide advice and assistance to help customers maintain the good environment of their development.

A full specification of our Landscape and Stair Cleaning services is available on request.

Customers will meet the cost of services they receive through a service charge (renting Customers) or factoring charges (factored customers). A separate recharge cost for the removal of stored/dumped items and the repair of wilful damage in common areas may be applied to customers.

The management of neighbour disputes and anti-social behaviour is covered by our Anti-Social Behaviour Policy.

3. External Communal Areas

Landscaping

We will maintain communal grassed and shrub beds areas in the development between April and October. Over the winter months shrubs will be pruned. A litter pick will be carried out at each visit. A copy of our current landscape specification is available on request.

Grit Bins

In developments that have no local authority provision of grit bins we may provide a bin and refill grit/salt during severe weather.



Play Parks

We will maintain, insure and inspect play parks that are within our developments if they are not adopted by the local authority.

Lighting

We will maintain and repair non adopted external lighting in our developments.

Car Parks and Paved Areas

We will maintain and keep weed free communal parking areas and non adopted paths. In most developments parking spaces are not designated and are available on a first come first served basis. Where parking has been designated customers should only use their designated space.

We will work with other agencies to address vehicles which have been abandoned in our developments i.e. vehicles which are untaxed, abandoned and not subject to a DVLA SORN.

Private Gardens

We will carry out inspections of private gardens in our tenanted properties. We will work with tenants to make sure that their garden is maintained to a reasonable standard.

Bin Stores and Communal Drying Areas

We will maintain and keep clean communal bin stores and drying areas. We encourage customers to use recycling bins when they are available and all household waste should be disposed of in the correct bin.

Pets

If a customer's pet fouls or causes damage to the common area we may recharge the pet owner the costs of cleaning up or making good any damage. If appropriate we may involve animal welfare agencies or the dog warden.

We will remove and dispose of any items stored or dumped in external communal areas. We may recharge the customer for the cost of removal and disposal.

4. Internal Communal Areas

Communal Stair Cleaning

We will clean communal stairs and windows on a regular basis. We will respond quickly to any reported incidents of hazardous substances in stairwells i.e. bodily fluids, discarded syringes. A copy of our current stair cleaning specification is available on request.

Lighting

We will maintain and repair communal lighting in our stairwells.



Stairwells

No items or refuse should be stored or dumped in communal stairwells. We will immediately remove and dispose of any items deemed to be toxic, flammable or a health & safety risk. We may recharge the customer for the cost of removal and disposal.

Where larger items are being stored in communal stairwells i.e. bikes, toys, prams, we will contact customers asking them to remove these items from the stairwell. Where items have not been moved we will instruct their removal. Items of value i.e. bikes, prams may be stored. During this period customers will be able to retrieve their items after meeting the removal and storage costs incurred. All other items removed by us will be disposed of immediately.

5. Estate Inspections and Planned Maintenance

Estate Inspections

We regularly carry out inspections of communal areas and properties that we have maintenance responsibility for. Routine repairs identified will be undertaken within the relevant timescale.

Planned Maintenance

We regularly survey the structural features of the properties that we have maintenance responsibility for and identify works required as part of our planned maintenance programme.

6. The Scottish Social Housing Charter

The Scottish Social Housing Charter sets standards and outcomes that describe the results that tenants and others who use their services can expect from social landlords. This policy sets out how we meet these objectives. The two Charter Indicators are:

Charter ref no 1: Equalities

Social landlords perform all aspects of their housing services so that:

Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

- We will publish information and documentation in different languages and other formats such as large print, tape and braille, as required.

Charter ref no.6: Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

Tenants and other customers live in well maintained neighbourhoods where they feel safe.

- We will carry out regular inspections and maintenance to make sure our developments are well maintained and safe.



7. Complaints

Customers who are unhappy at the level of service that they receive from us can log a service complaint. Please refer to our compliments and complaints policy for more information.

If after exhausting our internal complaints procedure the customer is unhappy with the outcome they can apply to the Scottish Public Services Ombudsman (social rented tenants) or The First Tier Tribunal (Mid Market Rent tenants and Factored customers).

8. Policy Review

This policy will be reviewed 5 years from the date of implementation or latest review; which will be the date the policy is approved by the governing body, or earlier if deemed appropriate. In the event that this policy is not reviewed within the above timescale, the latest approved policy will continue to apply.



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Policy drawn up with reference to:

- Housing (Scotland) Act 2014
- Private Residential Tenancy (Scotland) Act 2016
- Property Factors (Scotland) Act 2011
- Property Factors Code of Conduct

<Intra-departmental review individual/team> reviewed on.

Circulated to EMT/SMT/Managers on .

Circulated to the Employee Forum on.

Policy audited by <legal firm> on .

Policy Sub Committee approval on 25 June 2019

Presented to the Board of Management of KHA: 19 August 2019

Presented to the Board of Directors of Kingdom Initiatives Limited: August 2019

Presented to the Board of Directors of Kingdom Support and Care CIC:

Policy Approved Yes

Next review date: August 2024

