

LANGSTANE HOUSING ASSOCIATION LIMITED

ESTATE MANAGEMENT POLICY

1. AIMS

Estate Management is concerned with maintaining the physical condition, cleanliness, and safety of the overall housing environment to ensure that neighbourhoods are places in which people want to live.

2. OBJECTIVES

- To ensure that tenants and their households can live in well managed and maintained housing
- To ensure that tenants and their households can live in a secure, clean and safe environment
- To ensure that tenants and their households are made aware of and accept their obligations and responsibilities in relation to their property and the surrounding area
- To work collaboratively with voluntary and statutory agencies to provide decent, safe, and secure communities

3. PROCEDURES

The Association will ensure that procedures are in place to ensure that management services are planned and managed to a high standard and that staff will respond in accordance with target times to estate management issues including complaints from tenants. Appropriate estate management records will be maintained and monitored.

Procedures to be followed by staff are held both in paper and computer format. The tenants' responsibilities and obligations in relation to estate management are clearly stated in the Tenancy Agreement. The tenants' responsibilities with regard to re-chargeable repairs are clearly specified in the Tenancy Agreement and the Tenants' Handbook. The Association will avoid where possible the use of legal action in relation to estate management but will take such action as is appropriate where a tenant is in breach of their Tenancy Agreement and all other methods of resolution have been tried.

4. STAFF RESOURCES AND TRAINING

The Policy is implemented by specialist Neighbourhood Services staff and the Association will ensure that sufficient staff resources are provided for the purpose..

Training includes:

- Regular ongoing training in the legal framework affecting estate management including Crime & Disorder Legislation
- Mediation and Conflict Resolution skills
- Public Health awareness

- Pollution Control Awareness
- Dealing with difficult situations

Staff are encouraged to study for formal qualifications, for example –

- Chartered Institute of Housing
- Higher National Certificate/Higher National Diploma
- Scottish Vocational Qualification

5. MONITORING AND REVIEW

The estate management process is monitored both weekly and monthly and includes the following:-

- Behaviour Complaints
- Service Complaints which includes the performance of contractors carrying out estate cleaning and maintenance
- The relationship between void turnaround and estate management

Reports are made on a monthly basis to the Director of Customer Services and a Neighbourhood Services Activity Report is submitted to each cycle of the Tenants' Services Sub-Committee.

Right to Complain

In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.

Approved by Tenants' Services Sub Committee: 12 December 2006

Review Date: Every three years