

Estate Management Policy

Introduction

1. Our mission is to improve the quality of life for our residents.

We are committed to promoting a safe and secure environment where residents are able to live peacefully in their homes and communities. These are places where people show respect and consideration for each other and behave in a way that is acceptable to all.

Purpose

2. To identify clear objectives regarding the management of our estates and street properties so that residents, staff and contractors have a framework of expectations.

We aim to maintain estates in excellent order so that they are clean, safe, secure and pleasant places to live. We also encourage residents to be actively involved in the management of their estates and be tolerant of different lifestyles.

Scope

3. This policy refers to the management of all our residential estates which we are responsible for managing. On some developments, the estate management lies with another landlord - these would not be governed by this policy. We manage some properties which are owned by other landlords which would fall within the remit of this policy.

Specifically this policy covers; estate inspections, communal cleaning, grounds maintenance (where applicable), vandalism and graffiti, bulk rubbish and litter and fly tipping.

Policy

Estate Inspections

4. To achieve this we will:
 - Carry out monthly estate inspections of communal areas and report any defects found, checking the state of cleanliness and tidiness of grounds/gardens.
 - Publish a diary schedule of estate inspections.
 - Endeavour to have a trained Resident Estate Inspector for each estate who will also inspect and report monthly.
 - Arrange quarterly joint inspections between the Housing Officer, Maintenance Officer, Contractor and Resident Estate Inspector to identify and agree any issues to be actioned.

- Involve residents in the setting of service standards and publish our performance against these standards.
- Involve a resident representative in the procurement of communal cleaning services.
- Be vigilant with residents moving out to ensure they do not dump rubbish in communal areas and give them information on appropriate disposal of unwanted goods.

Communal Cleaning

- Keep estates to the published standards and promptly respond to feedback from residents.
- Publish the standards of cleaning you can expect and involve residents in setting these standards.
- Involve resident representatives in the procurement of cleaning contractors.
- Explain clearly what the service charge covers and ensure that it provides good value for money for residents.

Grounds Maintenance

- Ensure there is a planned cycle of landscape maintenance for communal areas under our control. This will include grass cutting, shrub and flower bed maintenance and weed control.
- Publish details of the schedule of grounds maintenance works to all communal land on our housing estates including the frequency that the work will be completed.

Vandalism and Graffiti

- Damage to Spitalfields property or land caused by acts of vandalism will be repaired as quickly as possible, including where necessary made safe in 24 hours
- Remove offensive, racial or obscene graffiti from property or land under Spitalfields Housing control within 24 hours of it being reported. Other graffiti will be removed within 10 days
- Fully investigate all acts of vandalism and graffiti to property and common areas. Appropriate enforcement action will be taken against all known perpetrators of vandalism to property and where possible we will recover the costs of any works necessary to make good the damage.
- Take a positive approach to working with other agencies to discourage acts of vandalism.

Bulk Rubbish

- We will encourage residents to use the service provided by Tower Hamlets Council.

- Provide a back up service for those estate that are hotspots - this will be rechargeable to those residents.
- Encourage residents to report anyone seen dumping bulk rubbish on their estate and where possible recharge the person responsible the cost of removal
- Put notices around bin and other areas about the proper disposal of bulk rubbish
- After giving a warning notice, we will remove items left in communal areas and recharge the cost to resident responsible where we can identify them

Litter and Fly Tipping

- Work closely with the Council and residents to deal with any problems arising from refuse collection in order to keep the estates tidy and clean.

Responsibility

5. The board will provide leadership to ensure the policy is successful. SMT have individual and collective responsibility to implement the policy.

Monitoring, Review & Evaluation

6. Board reports will include reports and performance indicators on relevant indicators.

This policy will be reviewed in three years.