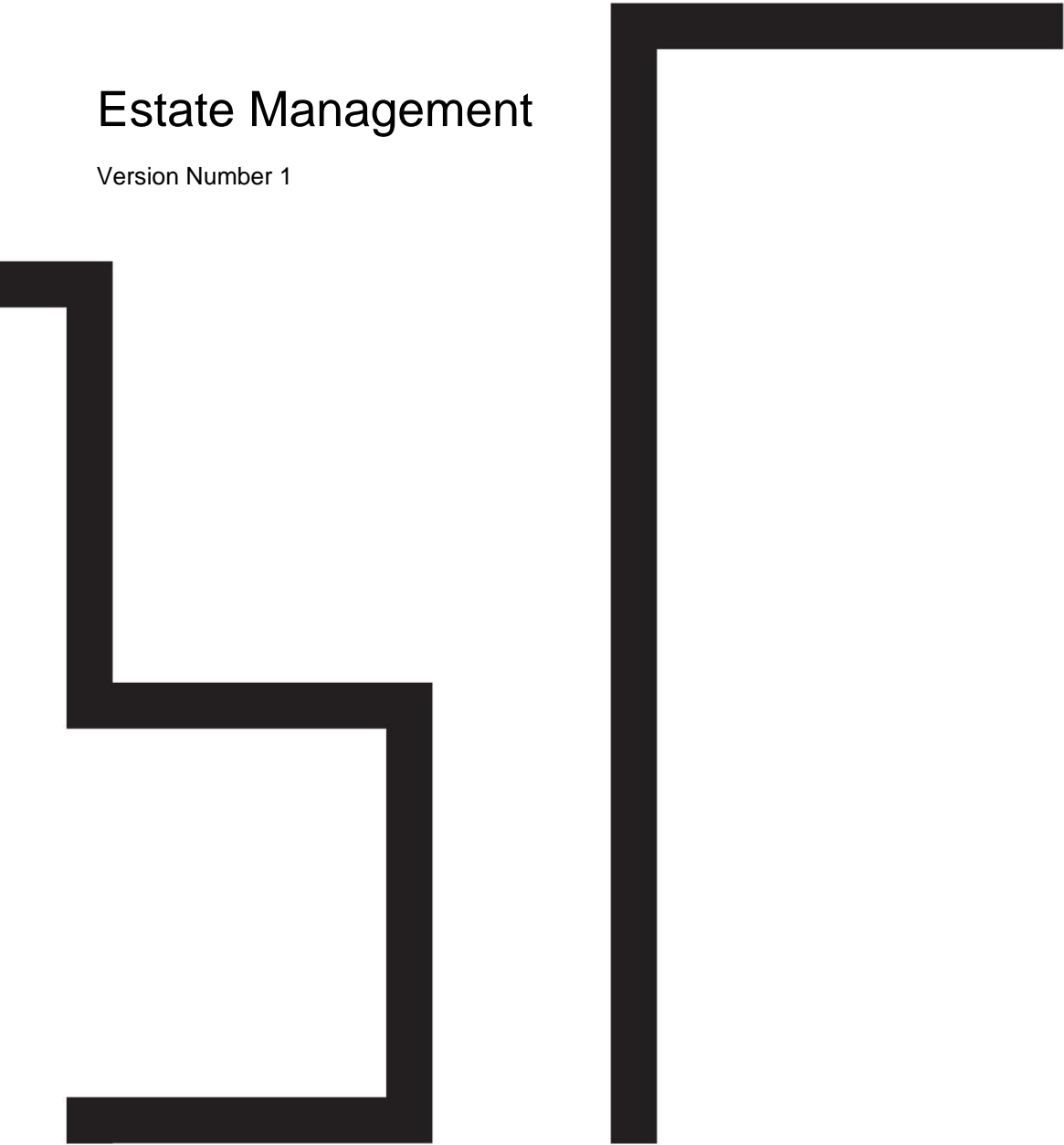


Estate Management

Version Number 1



Lead Manager	Chris Marshall
Date of Final Draft and Version Number	April 2021
Review Date	April 2024
Officer Responsible for Review	Chris Marshall

Policy Review History

[illegible]

1 POLICY STATEMENT

- 1.1. This policy sets out Thirteen's approach for the management of our communal areas and open spaces within our neighbourhoods.
- 1.2. The overarching aim of this policy is to ensure that Thirteen neighbourhoods are clean, safe and attractive places to live and that Thirteen work in partnership with a range of stakeholders to deliver this aim.
- 1.3. Well managed neighbourhoods are hugely important for Thirteen as they act as a deterrent for anti-social behaviour, give residents pride in their neighbourhoods and help to deliver communities that are sustainable and places that customers want to live.

2 REFERENCE MATERIAL

- 2.1. The legislation and reference material for this policy include:
 - Clean Neighbourhoods and Environment Act 2005
 - Environmental Protection Act 1990
 - Refuse Disposal (Amenity) Act 1978
 - The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008
 - Law of Torts (Interference with Goods) Act 1977
 - Regulatory Reform (Fire Safety) Order 2005
 - Anti-Social Behaviour Act 2003
 - Anti-Social Behaviour, Crime and Policing Act 2014
 - Thirteen Anti-Social Behaviour and Hate Crime Policy
 - Estate Services Customer Charter

3. DEFINITIONS

- 3.1. For the purposes of this policy, the definition of tenant and leaseholder refer to a customer of Thirteen that have signed a legal tenancy or lease agreement to occupy a home. Residents and customers are a more general term that reflect an individual that lives within a neighbourhood.

4. POLICY CONTENTS

- 4.1. The purpose of this policy is to set out our commitments to maintaining our neighbourhoods and providing services to customers to enable customers to enjoy their homes in a safe and attractive neighbourhood that they are proud of.
- 4.2. Effective estate management is a key component of Thirteen's strategic first and second priorities to deliver a Great Customer Experience and Quality Places to Live and Improving Neighbourhoods.
- 4.3. Thirteen will comply with the Regulator of Social Housing's Neighbourhood and Community Standard by working in partnership with our customers and partner agencies to keep our neighbourhoods and communal areas safe and clean.

4.4. Aims and objectives:-

- 4.4.1. The overarching aim is for Thirteen to provide safe, attractive and clean neighbourhoods that customers are proud to live in.
- 4.4.2. We will comply with the Neighbourhood and Community Standard and ensure that customers have the opportunity to influence the policy and the management of their local neighbourhood.
- 4.4.3. We will ensure that our grounds and the communal facilities we own and manage are well maintained.
- 4.4.4. We will ensure that tenants, leaseholders and residents are aware of their responsibilities to help keep neighbourhoods clean and safe.
- 4.4.5. This policy will be applied alongside our Anti-Social Behaviour and Hate Crime Policy.

4.5. Shared Responsibilities

- 4.5.1. To ensure that we can deliver a quality place to live for customers, effective estate management is an important partnership between Thirteen, the local authorities, other stakeholders, our customers and other residents.
- 4.5.2. We need the support and involvement of customers and residents to deliver this aim and for customers to act responsibly. Where a customer or resident acts irresponsibly or deliberately causes damage, we will work with our partners to take appropriate action, which could include prosecution, tenancy breach or charging for the costs to repair any damage.
- 4.5.3. Tenants, leaseholders and residents are responsible for:
 - Making sure that their homes, gardens and driveways are well maintained in line with their tenancy or lease agreement
 - Report repairs to us quickly if we are responsible for it
 - Keeping communal areas clean and safe by disposing of waste and rubbish correctly and keeping areas clear from personal belongings
 - Keeping pets and animals under control, not to allow them to defecate in internal communal areas and cleaning up after their pets in outdoor communal areas
 - Not to cause or allow their visitors to cause nuisance or annoyance to neighbours
- 4.5.4. To ensure that neighbourhoods are quality places to live, we will:
 - Conduct neighbourhood walkabouts, including customers and stakeholders where appropriate, to ensure that neighbourhoods are well maintained, tidy, free from graffiti and fly tipping
 - Maintain grass and shrubbed areas on communal land owned by Thirteen
 - Work closely with the Police and other partners to help tackle anti-social behaviour, in line with our ASB and Hate Crime Policy

- Inspect communal areas regularly, to ensure that cleaning standards are being maintained, that they are free from rubbish and free from fire hazards
- Carry out fire risk assessments in buildings where we are required to do so to minimise fire risk and remove hazards
- Let empty homes quickly to help maintain the appearance and security of neighbourhoods

4.6. Neighbourhood Walkabouts

- 4.6.1. Our Neighbourhood Coordinators will carry out walkabouts of our neighbourhoods on a regular basis and ad hoc inspections as part of their regular visits to our homes and neighbourhoods.
- 4.6.2. We will work closely with the local authority and other partners, where appropriate, to identify problems within our neighbourhoods and work together to deliver joint solutions to those problems.
- 4.6.3. We will report issues and problems to the relevant agency if it is not within Thirteen's land or responsibility.
- 4.6.4. Where customers express an interest, we will carry out joint estate walkabouts to give customers the opportunity to identify problems and solutions and help to influence the management of their neighbourhood.
- 4.6.5. The frequency of neighbourhood walkabouts will vary to respond to the needs of the neighbourhood and where Thirteen do not own communal land or facilities, walkabouts will be ad hoc and focus on issues relating to the management of our homes.

4.7. Communal Block Inspections

- 4.7.1. Thirteen colleagues will carry out a check of communal blocks as part of their daily duties as they are visiting our homes. In addition, every communal block will be inspected on a regular basis to ensure that blocks are free from rubbish and hazards and that they are being maintained to a good standard.

4.8. Communal Cleaning and Grounds Maintenance

- 4.8.1. We will ensure that communal areas of our blocks are clean and safe, and we do expect that residents also play their part by disposing of unwanted items responsibly. Cleaning of our blocks will take place at regular intervals and the specification will be promoted locally in our blocks. Our blocks will be inspected at regular intervals to ensure that the cleaning specification is being achieved and we will consult with customers on at least an annual basis around the satisfaction with the condition of the cleaning and communal area condition.
- 4.8.2. We will ensure that our communal grounds are maintained to a clean and safe standard, as set out within the Estate Services Customer Charter. This document sets out our service standards for estate services, including grounds maintenance, graffiti removal, discarded needles, litter picking, weed spraying, jet washing and fly tipping.
- 4.8.3. This Charter also sets out our approach to our Cleansweep programme.

4.9. Environmental Crime and Fly Tipping

- 4.9.1. We will take a robust approach to environmental crime and we work in partnership with the local authority enforcement officers to tackle issues. We will investigate reports of fly tipping and take robust action, including tenancy action and the recovery of costs, if we are able to identify the identity of the person responsible.

4.10. Vehicles

- 4.10.1. We will work with the Police and the DVLA to identify the owners of suspected abandoned vehicles on our land and if necessary will arrange the disposal. Where the owner is identified, we will recharge the costs for the removal and disposal of the vehicle. Thirteen will work in partnership with the Police, local authority and DVLA to report concerns of abandoned vehicles not on Thirteen land, so the most appropriate agency can take action.
- 4.10.2. In some particular areas, we may engage the services of a contractor to operate a parking scheme to ensure the effective control of parking.

4.11. Waste Management

- 4.11.1. All tenants, leaseholders and residents are responsible for correctly disposing of their waste, including making arrangements for the disposal of waste that would not be taken by the standard refuse removal service of the local authority. We will work in partnership with the local authority to encourage and support customers and residents to reuse and recycle to minimise waste.

4.12. Land Ownership

- 4.12.1. Thirteen recognises that although we are a major contributor to neighbourhoods, not all of the land or facilities will be within our ownership. Thirteen will work with the relevant land owner, including the local authority, to resolve issues on land that is not within our ownership but is having a negative impact on the neighbourhood.

5 GOVERNANCE INFORMATION

Equality and Diversity	There are no equality and diversity concerns as this policy takes a proactive approach.
Customer Involvement and Consultation	Customer Consultation has been completed. Overall a clear and concise policy. Any comments have been taken on board and responded to as part of the consultation. Please refer to the Policy Consultation Report for further details.
Environmental Sustainability	None identified.
Monitoring and Review	The Head of Housing Services will review the policy every three years or sooner if there are any legislative or regulatory changes.
Responsibility	A statement should be made as to who the responsible officer will be and what they will be responsible for. For example: Chris Marshall – Overall implementation of the policy.