

North View is a registered Scottish charity – charity registration number SC032963

POLICY

ESTATE MANAGEMENT

Passed:-	26/07/2023	Review Date:-	July 2028
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All North View policies and publications can be made available on CD/data to voice, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 Introduction

- 1.1 The Association aims to maintain Windlaw as a pleasant, safe and secure environment for its residents.
- 1.2 The purpose of this Policy is to establish the principles and framework that underpin the actions that the Association takes to achieve this. It sets out clear lines of responsibility in relation to Estate Management matters.

2.0 Objectives

- 2.1 This Policy aims to achieve the following key objectives:
 - to enable residents to live in a safe, secure and decent environment;
 - to ensure that Windlaw is an attractive and popular area to live in;
 - to develop a pro-active and effective approach to the management of the Association's properties and neighbourhood;
 - to ensure that Estate Management services are planned, adequately resources and monitored;
 - to ensure that residents are aware of their responsibilities in respect of Estate Management issues.

3.0 Legislative and Regulatory Requirements

- 3.1 This Policy seeks to meet all legislative requirements relevant to the responsibilities and activities carried out under Estate Management and also seeks to ensure compliance with the following outcomes as laid down in the Scottish Social Housing Charter:

Outcome 1: Equalities

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

- *they support the right to adequate housing*
- *every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to*

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POLICY

ESTATE MANAGEMENT

housing and housing services.

Outcome 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.*

4.0 Right to Repair

- 4.1 The Association has a statutory duty under *Right to Repair* to carry out certain repairs (including some relevant to Estate Management) within set timescales. The Association will carry out all Qualifying Repairs in accordance with the timescales set out in legislation and the Association's *Right to Repair Policy*.

5.0 Landscape Maintenance

Open and Common Areas

- 5.1 The Association is responsible for the general upkeep of the area within which it operates. This includes the maintenance of public open spaces and common areas.
- 5.2 The Association will maintain open and common areas throughout the Windlaw area to a high standard. Open and common areas include all backcourt areas and the Windlaw Strip. This will be achieved through a contract with a landscape maintenance contractor and work carried out by the 'in house' Maintenance Team.
- 5.3 A regular programme of grass cutting will be carried out by the Association's landscape maintenance contractor throughout the growing season.
- 5.4 Regular delittering will also take place in open and common areas. This will be carried out by the landscape maintenance contractor and the 'in house' Maintenance Team.
- 5.5 Owner occupiers within the area will be charged for this service in accordance with Title Deeds and Conditions.

Play Areas

- 5.6 Play areas (including equipment) will be inspected regularly by the Association's staff and maintained as required. The Association will also ensure that appropriate

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POLICY

ESTATE MANAGEMENT

insurance cover is in place for its play areas.

Private Gardens

- 5.7 Tenants with private garden areas have a responsibility, under the Scottish Secure Tenancy Agreement, to maintain that area to an acceptable standard. The Association will, through regular inspections, identify private garden areas requiring attention and take appropriate action.
- 5.8 The Association operates a grass cutting service for residents where there is no one living in the household aged 16 or over fit enough to do the garden. Households where all members are 60 years of age or over also qualify for the scheme. The upkeep of planted areas remains the responsibility of the resident. This service will be carried out in accordance with the Association's *Garden Care Scheme Policy*.
- 5.9 The Association may also offer a grass cutting service for residents who do not qualify for the grass cutting service. The Association's appointed landscape maintenance contractor will carry out this work and the cost will be met by the resident. Any resident who wants to receive this service must pay for four cuts in advance. The upkeep of planted areas remains the responsibility of the resident.

Fences

- 5.10 The Association recognises that fencing is important in terms of achieving defensible space and security in the area. The Association will ensure that fencing throughout the area is maintained. Where fencing has been wilfully damaged, the resident may be recharged for any work carried out unless the matter has been reported to the Police and a Crime Reference Number obtained.

6.0 Permissions

- 6.1 In order to protect the visual amenity of the area and maintain the building fabric, residents must submit details of any alterations/improvements that they wish to make to their property to the Association and obtain the Association's written approval prior to the commencement of any work.
- 6.2 Permission is required for a wide range of alterations, including installation of a satellite dish and erection of a garden shed. Requests for permission will be administered in accordance with the Association's *Resident Alterations, Improvements and Compensation Policy*. Tenants are also responsible for securing any necessary statutory consents that may be required and any damage to the property as a result of alteration work.

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POLICY

ESTATE MANAGEMENT

7.0 Non Adopted Roads and Footpaths

- 7.1 The Association has a responsibility to maintain non-adopted roads and footpaths. These areas include binpaths and the path network on the Windlaw Strip.
- 7.2 These areas will be maintained by the appointed landscape maintenance contractor. The 'in house' Maintenance Team will also contribute to the maintenance of these areas as required.

8.0 Grit Bins

- 8.1 The Association will liaise with Glasgow City Council to secure an adequate number grit bins (in appropriate locations) for the Windlaw area, and that these are filled as and when necessary.

9.0 Refuse

- 9.1 The Association recognises the importance of proper refuse and litter collection to maintain good conditions within the area.

Bins

- 9.2 The Association is not responsible for refuse uplift. Residents are responsible for ensuring that wheelie bins are taken to the collection point and returned once they have been emptied by Glasgow City Council. Any mess left by the bin men will be reported to Glasgow City Council.
- 9.3 The Association's landscape maintenance contractor will carry out regular maintenance of communal bin store areas and bin paths.
- 9.4 Missing or damaged bins should be reported to the Association. Replacement bins (green only) will be ordered and the cost met by the Association.

Bulk Uplift

- 9.5 Where possible, residents should be encouraged, to dispose of bulk items and white goods by contacting local furniture charities or initiatives for collection or taking them for disposal to the local Glasgow City Council Recycling Centre at Polmadie.
- 9.6 Due to the removal of Glasgow City Council's bulk uplift service, residents who live in a flat with a shared bin store must place bulk items in the designated area, usually at the binstore or binpath for the Association's landscape maintenance contractor who will take them to the pavement for collection and disposal on designated days

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POLICY

ESTATE MANAGEMENT

- 9.7 Residents who live in a house or cottage flat and have their own garden should leave bulk items in their front must for collection.

White Goods

- 9.8 Residents can leave white goods, including fridges in the designated areas as outlined above for collection by the Association's contactor. Fridge freezers will be disposed of by the Association's trades team as any white goods containing HCFC gases require a special uplift. Doors must be taken off appliances before they are put out for collection.

Fly Tipping

- 9.9 The Association realises that fly tipping presents a Health and Safety risk to the public. Instances of fly tipping will be reported to Community Safety Glasgow. It will be removed and investigated by its Community Enforcement Team, which may issue fixed penalty fines to residents.

Litter

- 9.10 The Association acknowledges that litter is often a problem in the Windlaw area. Between services from Glasgow City Council (including road sweeping in adopted areas) and delittering work carried out by the 'in house' Maintenance Team and the appointed landscape maintenance contractor, the Association will try and keep public areas litter free.

10.0 Dogs

- 10.1 Residents have a responsibility to clean up after their dog. Dog fouling in any public area or backcourt can attract a fixed penalty fine under the Dog Fouling (Scotland) Act 2003 if the owner does not pick it up and dispose of it.
- 10.2 Residents should report any dog fouling problems to their Housing Officer and Glasgow City Council's Land and Environmental Services. Community Safety Glasgow can also take action in relation to these problems.
- 10.3 Any problems in relation to stray dogs should be reported to Glasgow City Council's Dog Warden.
- 10.4 Through its newsletter and other appropriate means, the Association will aim to raise awareness in relation to responsible pet ownership. The Association will also obtain supplies of dog fouling bags and make these more readily available to its residents. If required, the Association will liaise with Community Safety Glasgow to carry out neighbourhood campaigns.

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POLICY

ESTATE MANAGEMENT

11.0 Graffiti

- 11.1 Both the Glasgow City Council and the Association have a role to play in the removal of graffiti.
- 11.2 The Association's 'in house' Maintenance Team will remove graffiti in closes and at close entrances.
- 11.3 Community Safety Glasgow will be contacted to remove graffiti in public areas. Where possible, its Community Enforcement Officers will also work with the Association and the Police to try to identify those responsible.
- 11.4 The Association will work with Community Safety Glasgow to ensure that any offensive graffiti is removed within 24 hours of it being identified/reported.

12.0 Abandoned Vehicles

- 12.1 The Association is aware that abandoned vehicles detract from the area and can be a danger to the public. The Association will contact Glasgow City Council's Abandoned Vehicles Helpline to ensure abandoned vehicles are removed from the area.

13.0 Security

Door Entry

- 13.1 A significant proportion of the Association's properties are tenements and have a shared entrance door. In such properties, the entrance door is fitted with a door entry system to prevent unauthorised access to the building.
- 13.2 Where damage or faults occur with the system, the Association will arrange repair work to be carried out within the reactive repairs timescale set.

Bin Gates & Communal Loft Areas

- 13.3 The Association will not issue tenants or residents with keys for bin paths or common attic areas (unless such an arrangement forms part of a condition of a legal agreement).

Communal Lighting

- 13.4 Where communal lighting (close and backcourt lights or streetlighting) has been adopted, faults will be reported to Glasgow City Council.
- 13.5 Other lighting faults (in non adopted areas) will be repaired by the Association in line with the *Reactive Repairs Policy*.

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POLICY

ESTATE MANAGEMENT

14.0 Close Cleaning

- 14.1 The Association recognises that it is necessary to ensure that the flatted properties it owns are kept clean and tidy. With this in mind, a close cleaning service is provided which covers the following:

Fortnightly in common closes:

- sweep and wash all floors, stairs and landings, including all edges and corners.

Monthly in common closes:

- Remove all cobwebs;
- De-litter close, close entrance and access footpath.

Every two months in Common Closes:

- Dust and clean, all surfaces;
- Damp and wipe down all internal and external wall tiles;
- Dust and clean front and rear close doors.

- 14.2 Over and above this, tenants have a responsibility to keep common areas clean and tidy. All new tenants, who have been allocated a flatted property where there is a common entrance and stairs, will have their responsibilities in keeping these common areas clean and tidy fully explained to them at tenancy sign up stage.
- 14.3 Through regular inspections and information supplied by the appointed landscape maintenance contractor, the Association will monitor the cleanliness of close areas. Residents are required to regularly clean, wash and tidy common areas. In situations where residents cannot agree on arrangements for keeping the common areas clean and tidy, the Association will implement and monitor a cleaning rota to be followed by residents. Close meetings to discuss issues with residents will be convened as required.
- 14.4 Where the condition of a close is very poor, the Association may arrange for its 'in house' Maintenance Team to carry out a 'one off' clean of that area and recharge residents for this work.
- 14.5 For Health and Safety reasons, no property belonging to residents (bicycles, prams etc) can be stored in common areas. The Association will enforce this requirement through regular close inspections and information supplied by the appointed landscape maintenance contractor and may remove and dispose of dangerously placed items without prior notice.

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POLICY**ESTATE MANAGEMENT****15.0 Landscape Maintenance Standards**

15.1 The following service standards have been established in relation to Estate Management matters:

- Grass cut every two weeks during the growing season (April to September) as per the landscape contract;
- Litter picking carried out every two weeks during the growing season (April to September) and once a month out with the growing season;
- Litter picking carried out by the 'in house' Maintenance Team as required;
- Bulk refuse removed from designated areas on a weekly basis by the Association's contractor;
- Bin stores and paths cleared and brushed on a weekly basis;
- Graffiti removed within 21 days (offensive graffiti removed within 24 hours).

16.0 Working with Other Agencies

16.1 In order to deliver a high quality Estate Management service, the Association will work closely and in partnership with all other agencies that have a role in the upkeep of the area. These agencies include Glasgow City Council, Community Safety Glasgow and Police Scotland.

17.0 Consultation

17.1 The Association will consult with residents on the Estate Management services it provides and over any major changes to the Estate Management Policy.

17.2 Feedback will be sought from residents in relation to the Estate Management service. This feedback will be sought through a range of means including satisfaction surveys for specific aspects of the service, the Comprehensive Tenant Satisfaction Survey and focus group and residents' group meetings.

18.0 Equalities

18.1 The Association is committed to equality and diversity and will not discriminate in the operation of this Policy on the basis of age, gender, race, colour, ethnicity or national origin, language, religion or political belief, marital status, family circumstances, sexual orientation or disability.

18.2 The Association has carried out an Equalities Impact Assessment of this Policy to ensure that it promotes both equality of opportunity and to help embrace diversity within its customer's base.

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POLICY

ESTATE MANAGEMENT

19.0 Performance Monitoring and Reporting

- 19.1 In order to monitor performance the Association will carry out regular Tenant Satisfaction Surveys and, if considered appropriate, take action to address concerns raised. Survey responses and any action taken as a result will be reported to Committee on a quarterly basis.
- 19.2 Estate Management reports and updates will be presented to the Management Committee on a quarterly basis. It will highlight issues/problems and advise of action that has been taken to deal with them.
- 19.3 The Association's Housing Management and Maintenance staff are responsible for monitoring arrangements in relation to Estate Management.
- 19.4 Housing Management are responsible for monitoring arrangements including effective inspection processes (of close, bin stores, bin paths and other common areas) and close/area meetings.
- 19.5 Repair issues emerging from inspections will be passed to the Maintenance section for action as appropriate.
- 19.6 The landscape maintenance contract will be managed and monitored by the Association's Maintenance staff.
- 19.7 Housing Management staff are responsible for reporting and taking action in situations where there is non-compliance with tenancy conditions.

End

reviews and amendments

- 26/2/97 - Policy passed.
- 24/2/99 - Policy amended.
- 27/10/99 - Policy amended.
- 29/7/09 - Policy reviewed.
- 28/9/16 - Policy reviewed.
- 25/07/2023 - Policy reviewed
- Updates to:
- Section 3.1: Outcome 1 & 6, updated to the new Scottish Social Housing Charter (SSHC) wording
- Section 15.1: growing season changed to March to September to meet with current landscape maintenance contract
- 11/12/24 - Policy reviewed:

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ESTATE MANAGEMENT

Reference to Housing Management Sub-Committee removed and replaced with Management Committee to reflect new governance arrangements from January 2025.

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