

Estate Management Policy

Responsible Officer	Executive Director of Customer Services
This policy is applicable to	Karbon Homes
Approved by	KMT
Date approved	24/06/21
Frequency of review	Every 3 years
Date of next review	June 2024
Implementation date	June 2021
Key related documents (policy, procedure, customer literature)	Estate Inspection procedures ED&I Policy Anti-Social Behaviour Policy Customer Service Standards Allocations and Lettings Policy Tenancy Agreements Community Investment Strategy Aids and Adaptations Policy Abandoned Properties Policy Complaints, Compliments and Suggestions Policy Unacceptable Behaviour Policy
Sources of best practice or guidance used in developing this policy	Neighbourhood Standard

Version control

Version number (see note 1)	1	Author of Policy	Kath Glen Housing Manager
Equality Impact Analysis (see note 2)	Initial	Equality Analysis Date	April 2021
Privacy Impact Analysis (see note 2)	Initial	Privacy Analysis Date	complete

Document change history

Version	Date	Changed sections

Consultation

Consultation Group (if applicable)	Date of Consultation (if applicable)
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Staff	April 2021
Union(s)	
Customers	April 2021
Human Resources / Organisation Development	
Health and Safety Working Group	
Other stakeholder (please state)	

Policy statement

Karbon Homes recognises that managing estates effectively is key to developing sustainable communities and sustaining tenancies.

This policy applies to all properties owned or managed by Karbon Homes and includes Leasehold properties and properties managed by managing agents.

This policy complies with the Regulator of Social Housing (RSH) Standard which states that:

Registered providers must consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes.

Risk policy is designed to control

This policy is designed to control a number of reputational and financial risks considered to be minor.

Key performance measures

Number of scheme/estate inspections completed

Definitions

Abbreviations

1.0 Purpose of policy

- 1.1 The purpose of this policy is to outline Karbon Homes' approach to estate management, with the aim of ensuring that residents can enjoy a safe, secure and well maintained environment in which to live.

2.0 Objectives

- To develop a proactive approach to the management of Karbon Homes properties, estates and neighbourhoods.
- To manage the environment and common areas owned and/or managed by Karbon Homes effectively.
- To ensure that all tenants and leaseholders are aware of their respective responsibilities.
- To provide effective estate management.
- To meet all regulatory requirements.

3.0 Policy detail

- 3.1 Karbon Homes is committed to ensuring that all of its estates and schemes are well managed and maintained and as far as is reasonably practical are kept free from litter, graffiti and other issues which may have a detrimental impact on the appearance of the estate or scheme.
- 3.2 Karbon Homes will ensure that its staff regularly visit estates and that they will be proactive in dealing with any estate management or tenancy issues particularly where there is a potential or alleged breach of tenancy conditions.
- 3.3 Karbon Homes will carry out a programme of estate and scheme inspections for all of its estates and schemes on a quarterly basis. Relevant members of the community for example local Councillors, relevant Local Authority staff and tenants will be invited to one of the estate inspections every year where appropriate. The local Police Officer may also be invited.
- 3.4 The relevant manager will be responsible for coordinating the estate/scheme inspection process and for monitoring the delivery of the service.
- 3.5 Particular attention will be paid to any trip or slip hazards for example raised paving stones or manhole covers, manhole covers missing or any other hazards. Any such hazards will be reported immediately either to the responsible organisation (if not the responsibility of Karbon Homes) for example the Local Authority or to Karbon Property Services to ensure that the hazard is remedied at the earliest opportunity. These will be tracked by the housing officer until completion.
- 3.6 Inspection and management of communal areas will have particular regard to current legislation and Fire Authority requirements to ensure the safety and wellbeing of residents. Where issues are identified in the communal areas, they will be remedied at the earliest opportunity in line with the relevant fire safety policies and procedures.
- 3.7 All serious defects will be inspected on repair and all remedial work will be checked at the next scheme inspection.
- 3.8 Generally, areas that will be examined during the estate/scheme inspection are extensive and include the external environment, areas which are within the curtilage of the property as well as communal areas within blocks of flats and sheltered housing schemes. The following non-exhaustive list gives examples of the areas being inspected:

The External Environment

- Roads and footpaths
- Car parking areas
- Parking and abandoned vehicles (including caravans/boats).
- Communal grassed or garden areas
- Trees and bushes
- Obstruction of roads/footpaths/communal areas
- Graffiti
- Street lighting (if possible)
- Dog Nuisance and fouling
- Litter Bins
- Fly tipping
- Vandalism (evidence of ASB)
- Infestations
- CCTV
- Condition of communal areas (outdoor) – including handrails/staircases.
- Allotment Gardens (where owned by Karbon Homes)
- Play Parks
- Garages and garage sites

Offensive graffiti will be removed within the next working day of it being reported.
Non-offensive graffiti will be removed within 28 days.

Within the Curtilage of Properties

- Garden/yard walls and fencing
- Paths
- Fences/gates
- Unkempt gardens
- Rubbish in gardens
- Broken windows
- Signs of abandonment
- Pets for example issues of dog fouling
- Home improvements – have we given permission for sheds/greenhouses/satellite dishes/CCTV/pigeon lofts.
- Vandalism (evidence of ASB)
- Infestations
- General condition of gardens/yards/driveways.

Flats with Shared Internal Areas and Sheltered Housing Schemes

- Cleanliness of shared areas
- Standards of landscaping
- Window cleaning
- Lighting
- Security features
- Notice boards

- Condition of furnishings and fittings in communal areas
- Condition of communal areas (indoor) – including standards of decoration/floor coverings/handrails/staircases/communal facilities.
- Laundry facilities
- Vandalism (evidence of ASB)
- Infestations
- Graffiti in stairwells/communal areas

3.9 Sustainability Matrix

Karbon Homes is committed to maintaining and improving estates and schemes to ensure that residents can enjoy a safe, secure and well managed environment. An assessment of estates and schemes will be carried out using a sustainability matrix to enable resources to be targeted to those areas which are in the greatest need of investment or improvement. Factors such as tenancy turnover, demand for properties, scheme costs and environmental condition will be taken into account in the sustainability matrix.

4.0 Customer Vulnerabilities

4.1 This policy is applied in line with Our Approach To Vulnerability Policy. Everyone matters. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services. We will offer support, reasonable adjustments, and adaptations to remove barriers. We will discuss with our customers what is reasonable and appropriate. In delivering this service we may need to escalate a particular case – if we do then customer vulnerabilities will be considered as part of the decision-making process.

4.2 We will support people with vulnerabilities to deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people with vulnerabilities in the delivery of our services but also to ensure we meet our statutory and regulatory requirements as a social landlord. Details are provided in the appropriate areas in this policy. All our customer policies are available on the website.

5.0 Monitoring and Review

5.1 The policy will be reviewed every three years. The review will be brought forward if there are significant changes to best practice, regulatory or legislative requirements.

6.0 Equality and Diversity

6.1 This policy is applied in line with Karbon's Equality and Diversity Policy and the associated legislation including the Public Sector Equality Duty and Equality Act 2010. At Karbon we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

- 6.2 However, we like to go even further. Beyond these protected characteristics we also take into consideration additional factors such as socio-economic status and language barriers which may also play a part. Our vision is for everyone to be treated fairly, have equality of opportunities, freedom, respect and access to our services.
- 6.3 To help us achieve this, we will work to improve accessibility for all, offering reasonable adjustments, adaptations and discussing ways that we can work to remove any barriers. A reasonable adjustment involves making a change to the way that we usually do things.
- 6.4 All of our customer policies and key information are made available on the Karbon Homes website. These platforms have an easy to use assistive tool that supports accessibility to our information. This includes translation, audio, changes to the size of text, ruler and screen mask. We also aim to make our information and services more accessible by using Plain English in our communication and offering sign language and language interpreters where required.
- 6.5 We work together to look at options and agree what adjustments would be reasonable in your individual circumstances. If you would like to find out more, please get in touch with the team.

7.0 Data Protection and Privacy

- 7.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Homes Group which, along with its associated procedures, must be followed throughout the operation of this procedure.