

## Estate Management Policy

### 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 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 Inspections for all of its estates 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. The local Police Officer may also be invited.
- 3.4 Tenant Inspectors will also carry out estate inspections wherever possible and will feed back the results of their inspections to the officer responsible for the estate or scheme.
- 3.5 The relevant manager will be responsible for coordinating the estate/scheme inspection process and for monitoring the delivery of the service.

- 3.6 Each estate/scheme inspection will be organised and led by the officer responsible for that area for Estate Inspections together with a representative from the property/building services team.
- 3.7 Where areas that need attention are noted, the officer will identify who is responsible for taking action. Particular attention will be paid to any trip or slip hazards for example raised paving stones or manhole cover, 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) or to Property services team to ensure that the hazard is remedied at the earliest opportunity.
- 3.8 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.
- 3.9 A record of any issues identified will be captured at the inspection and timescales for any remedial work will be agreed with the responsible agency. Remedial work may be the responsibility of:
- Karbon Homes
  - The local authority
  - Another agency.
- 3.10 The officer who carried out the inspection will advise the organisation responsible for the remedial work. Wherever possible, the officer should note the timescales in which the work is to be completed and should monitor the situation to ensure that the work is completed. The officer will check that remedial work which is the responsibility of Karbon Homes has been completed at the next scheme inspection. In circumstances where a serious defect has been identified, for example a tripping hazard, the officer will ensure that this work has been completed within the appropriate timescales.
- 3.11 It may not be possible to carry out all remedial work identified immediately. Where this is the case appropriate timescales will be agreed and recorded on the action plan. This will be monitored to ensure that the work is completed.
- 3.12 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 24 hours 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

### 3.13 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 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 Monitoring and Review

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.

## 5.0 Equality and Diversity

This policy is implemented in line with Karbon Homes Equality and Diversity Policy and associated legislation. Consideration will be given to all protected characteristics under the Equality Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations.

This policy and associated documents are available in different languages and alternative formats where necessary.

## 6.0 Data Protection and Privacy

Karbon Homes has a clear policy on data protection and sharing data with other partners/outside agencies under the requirements of the Data Protection Act 1998. This is clearly set out in Karbon Homes Data Management Policy which, along with the supporting Data Management Guidelines, must be followed throughout the operation of this policy.