

ESTATE MANAGEMENT POLICY

Estate Management Policy

Responsible Officer	Group Director Housing
This policy is applicable to	Karbon Group
Policy version	3
Date this version implemented	September 2026
Date of next review	August 2027

Policy Statement

At the Karbon Homes Group, we are committed to creating and maintaining safe, clean, secure and well-managed estates where customers can enjoy a positive living environment. This policy sets out how we manage our estates, communal areas and neighbourhoods, ensuring that they remain attractive, accessible and compliant with legal and regulatory requirements.

We take a proactive approach to estate management through regular inspections, planned maintenance and prompt action to address issues that may affect customers or communities. Estate and scheme inspections are carried out at least quarterly and focus on areas such as communal spaces, roads and pathways, gardens, parking areas, lighting, cleanliness, graffiti, fly tipping, anti-social behaviour, safety hazards and the condition of shared facilities. Where appropriate, customers and local partners are encouraged to participate in inspections and help identify local priorities.

We work to ensure that health and safety risks are identified and addressed quickly. Particular attention is given to hazards such as damaged pathways, unsafe communal areas and fire safety concerns. Serious defects are prioritised and monitored through to completion. Offensive graffiti will be removed by the next working day wherever possible, with other graffiti addressed within 28 days.

Customers also have an important role in maintaining their homes and neighbourhoods. The policy helps ensure that customers understand their responsibilities for areas within the boundary of their property, while we remain responsible for managing and maintaining communal and shared spaces.

We are committed to working collaboratively with customers, local authorities, the police and other partner organisations to promote safe and sustainable communities. We recognise that some customers may require additional support and will work with relevant agencies to ensure services are accessible, fair and responsive to individual needs. Through this policy, we aim to deliver effective estate management, maintain customer satisfaction, support thriving communities and meet all relevant regulatory and statutory obligations.

Risk the policy is designed to control

4. Customer Service & Satisfaction – failure of the Group to keep its promises to customer by meeting its customer service and TSM targets

6. Governance and Compliance - Failure to comply with statutory and regulatory requirements and failure in the arrangements for managing the organisation at the highest level.

Key performance measures

Number of scheme/estate inspections completed.

Definitions

Curtilage	Curtilage of a property is the property itself and any enclosed garden, yard or other external space attached to the property which is the responsibility of the customer to maintain.
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Abbreviations

ASB	Anti-social behaviour
TSM	Tenant Satisfaction Measures

Policy Detail

1.0 Purpose of policy

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

2.0 Objectives

- 2.1 The objectives of this policy are to:
- To develop a proactive approach to the management of the Group's properties, estates and neighbourhoods.
 - To manage the environment and common areas owned and/or managed by The Group effectively.
 - To ensure that all customers and leaseholders are aware of their respective responsibilities.
 - To provide effective estate management.
 - To meet all regulatory requirements.

3.0 Policy detail

3.1 The Group 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 The Group 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 The Group 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 including customers, local Councillors, relevant Local Authority staff and police representatives will be invited to one of the estate inspections every year where appropriate.
- 3.4 In line with the Neighbourhood and Community regulatory standard we will:
- Work co-operatively with tenants, other landlords and other relevant organisations to take all reasonable steps to ensure the safety of shared spaces.
 - Document all estate inspections, conversations with other partners and any other relevant information relating to the safety of shared spaces. All information will be recorded and stored in a consistent manner.
- 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 Particular attention will be paid to any trip or slip hazards for example raised paving stones, missing manhole covers or any other hazards. Any such hazards will be reported immediately either to the responsible organisation to ensure that the hazard is remedied at the earliest opportunity. These will be tracked by the housing officer until completion.
- 3.7 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.
- 3.8 All serious defects will be inspected on repair and all remedial work will be checked at the next scheme inspection.
- 3.9 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 the Group)
- 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 standards
- 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

4.0 Customer Vulnerabilities

- 4.1 This policy is applied in line with our Customers in Vulnerable Circumstances Policy. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services.
- 4.2 We will support people in vulnerable circumstances to help us 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 in vulnerable circumstances and to ensure we meet our statutory and regulatory requirements as a social landlord.
- 4.3 Policies and key information are made available on our website.

5.0 Monitoring and Review

- 5.1 The policy will be reviewed every three years by the Group Director of Housing. 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 our Inclusion and Belonging Policy. This includes the legal requirements of the Equality Act 2010, Workers Protection Act 2023 and the Public Sector Equality Duty.
- 6.2 At the Karbon Group 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.
- 6.3 If you would like this or any other policies in a different language or format please contact inclusion@karbonhomes.co.uk.

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 Group which, along with its associated procedures, must be followed throughout the operation of this policy.