

## Appendix A

### Estate Management Policy

Prepared by	Fiona Mills, Housing Director
Policy created	N/A
Date of last review	June 2019
Date of current review	November 2025
Date of next review	November 2028
Reviewed by	Management Committee

Corporate Fit	Internal Management Plan	✓
	Risk Register	✓
	Business Plan	✓
	Equalities Strategy	✓
	Legislation	✓

#### Keep in touch

868 Tollcross Road | G32 8PF  
0141 763 1317  
info@tollcross-ha.org.uk  
www.tollcross-ha.org.uk

Registered Scottish Charity No.SC040876 | Registered with the Scottish Housing Regulator No.197 | Registered Property Factor No.PF000261 | Registered Society under Co-operative and Community Benefit Societies Act 2014 No.1798RS

#### Alternative formats available



Happy to translate  
Możemy przetłumaczyć  
Раді перекладати  
Ni Fahari kutafsiri  
نحن سعداء لتقديم الترجمة  
अनुवाद करके खुशी हुई  
ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ  
乐意翻译

Our policies provide a framework to underpin our vision and values, to help us achieve our strategic objectives.

## Our Vision

Local people, local control.

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

## Our Values

- Focused on the needs of our customers and communities.
- Supportive of our staff and Committee members.
- Responsible, efficient, and innovative.
- Open and accountable.
- Inclusive and respectful.
- Fair and trustworthy.

## Strategic Direction

Consolidation and improvement: Applicable to our core business as a landlord & property manager.

Growth: Through the new build opportunities, we are taking forward.

Partnerships: Where this can help to address shared goals and increase capacity and value.

Resilience: A key priority across all parts of our business.

## Strategic Objectives

<u>Services:</u>	Deliver quality, value for money services that meet customers' needs
<u>Homes &amp; neighbourhoods</u>	Provide quality homes and neighbourhoods
<u>Assets:</u>	Manage our assets well, by spending wisely.
<u>Communities</u>	Work with local partners to provide or enable services and activities that benefit local people and our communities as a whole
<u>Our people</u>	Offer a great workplace environment that produces a positive staff culture and highly engaged staff.
<u>Leadership &amp; Financial</u>	Maintain good governance and a strong financial business plan, to ensure we have the capacity to achieve our goals.

## Our Equalities and Human Rights Commitment

We understand that people perform better when they can be themselves and we are committed to making the Association an environment where employees, customers, and stakeholders can be open and supported. We promote equality, diversity, and inclusion in all our policies and procedures to ensure that everyone is treated equally and that they are treated fairly on in relation to the protected characteristics as outlined in the Equality Act 2010.

## Privacy Statement

As data controller we will collect and process personal data relating to you. We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. Further information about this commitment can be found within our full Privacy Statements.

### Policy Scope & Review

For the purpose of this policy the term Association will include all members of the Tollcross Housing Association Limited. Therefore, all employees, governing body members, volunteers, customers and other relevant stakeholders will be expected to adhere to this policy and/or procedure. All policies and procedures are reviewed every 3 years in line with best practice and current legislation. The Association reserves the right to make additions or alterations to this policy and procedure from time to time. Any timescales set out in this policy may be extended where required.

## Contents

Section		Pages
1.	Introduction	2
2.	Definitions	2
3.	Legal, Regulatory and Good Practice Requirements	2-3
4.	Policy Aims and Objectives	3
5.	Estate Management Services and Standards	4-9
6.	Our Estate Management Commitment	9-10
7.	Enforcement/Legal Action	11
8.	Staff Training	11
9.	Risk Management	11
10.	Links with Other Policies	11
11.	Complaints	12
12.	Reporting and Review	12
13.	Role of Committee	12
14.	Policy Review	12

Appendices		Pages
1.	Equality & Human Rights Impact Assessment	13
2.	Close Inspection Specification	14

## **1. INTRODUCTION**

Tollcross Housing Association is committed to providing good quality affordable housing and to manage the properties owned and factored by the Association to the highest possible standard.

We aim to ensure our properties, communal areas and estates are well maintained, safe, attractive places that customers can enjoy and take pride in, through the delivery of effective estate management services.

The Association will provide staff with clear operational procedures and guidelines setting out how the Association will organise estate management services for its customers.

This policy provides a framework for the delivery of estate management services and sets out how the Association is meeting its legal and statutory responsibilities. The Association will comply with relevant legislation and adopt the principles and practices detailed in the Social Housing Charter

## **2. DEFINITIONS**

For the purposes of this policy, unless otherwise stated, the following definitions shall apply: Estate Management is the approach taken by Tollcross Housing Association to manage, maintain and improve its communal areas, both inside and outside its buildings.

The policy applies to the management of property owned by the Association and subject to a Scottish Secure Tenancy (SST) or a Short Scottish Secure Tenancy (SSST) or a Private Residential Tenancy.

The policy also applies to the management of Mid-Market Rent properties managed by the Association on behalf of our subsidiary, Auchenshuggle Develops and subject to the Private Residential Tenancy Agreement. Auchenshuggle Develops oversees the management and governance of our Mid-Market Rent Properties

Estate Management is linked to, but separate from, the management of the Anti-Social Behaviour. The Association's Anti-Social Behaviour Policy sets out how we deal with Anti-Social Behaviour. In Some instances Estate Management issues will evolve and escalate and will be dealt with under the guidelines of the Anti-Social Behaviour Policy.

## **3. LEGAL, REGULATORY AND GOOD PRACTICE REQUIREMENTS**

This policy is compliant with the following legislation and good practice guidance:

- Housing (Scotland) Acts 1987, 2001, 2006, 2010 and 2014
- Scottish Social Housing Charter 2012 (Outcome 1,2,3,4,5,6,11 and 13)
- Environmental Protection Act 1990
- Disability Discrimination Act 1995
- Scottish Government MMR guidance, including MHDGN 2020/02 updated October 2020
- The Private Housing (Tenancies) (Scotland) Act 2016
- The Letting Agents Code of Practice (Scotland) Regulations 2016
- Tenancy Deposit Schemes (Scotland) Regulations 2011
- The First-tier Tribunal for Scotland (Housing and Property Chamber)
- Dog Fouling (Scotland) Act 2003

- Data Protection Act 2018
- General Data Protection Regulation (Regulation) (EU) 2016/679)
- Equalities Act 2010
- Human Rights Act 1998

#### **4. POLICY AIMS AND OBJECTIVES**

The Association **aims** to deliver estate management services that:

- Ensure communal areas are clean, safe, well-maintained, attractive spaces that customers can enjoy and take pride in
- Are proactive, responsive and provide excellent value for money
- Create a successful thriving community
- Support customers to look after the area
- Support customers who are experiencing problems with neighbours or in the community
- Support customers to sustain their tenancies
- Make all tenants aware of their respective responsibilities when signing their tenancy agreement. These responsibilities will be reinforced through the Association's Newsletters, estate management plans, information on our website and site visits.
- In all instances, as far as resources allow, the Association will seek to co-operate with other relevant agencies and, where possible, adopt a partnership approach to promote sustainable communities.

The principal **objectives** underpinning the Estate Management Policy are:

- Provide good quality up to date information to promote effective Estate Management and manage the expectations of users of the services.
- Carry out regular estate inspections and communicate with other agencies/departments to tackle problems early and effectively, and to minimise the risk of escalation.
- Respond quickly to complaints in an effective, sensitive and consistent manner by undertaking thorough investigations, ensuring accurate record-keeping and keeping complainants informed of progress.
- Co-ordinate and support a multi-agency approach with relevant agencies to effectively tackle Estate Management within our communities.
- Develop and implement procedures that guide staff through the process of investigating and resolving problems of an Estate Management nature.
- Develop and promote staff training to ensure all staff are equipped to carry out the role expected of them.
- Carry out satisfaction surveys to ensure that the aims and objectives of this policy are meeting the expectations of our tenants.
- Ensure that the approach to Estate Management issues complies with and reflects the legal framework and that best practice is incorporated throughout the service delivery.
- Work closely with our Performance Improvement Network (Scrutiny panel) to ensure the policy's key aims and objectives are fit for purpose and meet our customer's expectations in relation to service delivery.
- Monitor and review the effect and outcomes so the aims and objectives of the policy are successfully met.

## **5. ESTATE MANAGEMENT SERVICES AND STANDARDS**

### Estate Management Inspections

Our Housing and maintenance department will carry out estate inspections to manage and monitor the condition of our estates. This will include:

- Regular inspections of common areas, including stairways, external pathways, garden areas and amenity areas.
- Monitoring of the Association's common landscaped areas.
- Monitoring of the Close Cleaning contract.
- Effective management of 'challenging' areas that have been identified by residents or colleagues.
- Organising meetings with tenants to deal with and resolve any ongoing issues.
- Record and monitor responses to complaints.
- Liaise with other appropriate staff and agencies to share information and to ensure the effective implementation of this policy and to prevent problems escalating. The Housing and maintenance departments will work with our contractors and other agencies to remedy problems as they arise.
- Minor repairs identified during inspections will be processed by the Maintenance department in accordance with the Repairs and Maintenance policy.

### Landscaped Areas

The Association employs contractors to maintain our landscaped areas. This service also includes cleaning. The contractor will:

- Litter pick in the landscaped areas.
- Remove bulk items from landscaped areas.
- Where there has been fly-tipping on communal landscaped areas, the landscaping contractor will remove such items at an additional cost. Hazardous waste or large bulk items will be reported to Glasgow City Council's Cleansing Department for special uplift.

### Landscaped Areas (grass/shrubs/trees)

A landscape contract is also in place to maintain grass and shrub areas. The monitoring of this contract is the responsibility of the Maintenance Manager.

Tenants/owners should not fell trees or cut any bushes, hedges or trees in the communal landscaped areas. Any dangerous trees should be reported to the Association to agree a course of action. It is an offence to fell/destroy a healthy tree.

### Back Courts/Drying Areas

Tenants and owners must comply with any arrangements that the Association makes with contractors to keep the communal areas of the back courts/drying areas a safe and tidy area.

The Association will ensure that common areas are maintained in relation to grass cutting/hedge cutting, weeds and moss throughout the growing season (March - October) or as and when required.

It is the tenants/owners responsibility to keep the back courts/drying areas safe, clean and tidy. Where this is not adhered to, the Association can arrange for a contractor to complete the necessary work and recharge the tenants/owners for the cost.

Trampolines are not permitted in communal gardens or spaces that are managed and maintained by the Association. If trampolines are erected without permission and causes contractors any disruption to carrying out a service, then the trampoline will be requested to be moved. If this is not carried out then the Association will remove the trampoline. Further details are provided in the Estate Management procedure.

If dog fouling in back court areas causes disruption to works carried out by contractors Housing staff will implement the Estate Management procedure to rectify the matter.

### Common Areas

Responsibilities for common areas are set out in the Tenancy Agreement between the Association and its tenants. The responsibility of owners for common areas is set out in their title deeds. All tenants and owners sharing common areas must keep these areas clean and tidy, and comply with local arrangements for the use and sharing of common parts. Common areas include:

- Entrance doorways
- Close area/stairs
- Bin store
- Back courts/drying areas
- Pathways
- Driveways

The Association will ensure that these areas are regularly inspected to make sure that they are maintained, kept clean and litter-free. Where services are provided by another agency, faults will be reported directly to the relevant agency. Where recurrent problems arise, the Association will work with the relevant agencies to enable these to be resolved. If any items are found within the common close or stairwell that are posing a Health and Safety issue, Association staff will take the appropriate action in line with our current Estate Management procedures.

The Association will ensure that repairs to controlled entry systems, close doors, close windows, loft hatches and any other common repair items are progressed in accordance with the Repairs and Maintenance policy.

### Individual Gardens

The Association will ensure that tenants maintain gardens in accordance with their Tenancy Agreement. If a tenant has exclusive use of a garden, they must take reasonable care to keep it from becoming overgrown, untidy, or causing a nuisance.

If the garden is not maintained to a reasonable standard, the tenant will be contacted to find out the reason for this. The Association will advise the tenant of the action required to remedy the situation and will confirm a date when the garden will be re-inspected. If there has been no improvement in the garden, the Association may explore legal options or arrange for a contractor to complete the necessary work and re-charge the tenant for the cost.

For tenants who are unable to maintain their gardens, that would have previously qualified for Glasgow City Council's garden maintenance scheme, the Association staff can apply discretion

as to whether the Association can assist them with their garden. This may be subject to a charge (criteria for such cases are set out in the Estate Management procedure).

### Close Cleaning

Tenants/owners occupying homes with common closes who are not enrolled in the close cleaning service will be required to sweep and keep these areas litter-free on a weekly basis.

For tenants and owners who are enrolled in the close cleaning service (which will be the majority of tenants) our contractors will ensure that the stairs and landings are swept and washed weekly. Details of what is covered in the weekly stair clean can be found in the close cleaning specification (Appendix 2).

To ensure the stair-cleaning contractor is performing to a high standard housing staff will inspect a sample of closes on a weekly basis (where possible on the day of cleaning) and identify if there are any issues or any areas of the close cleaning specification has not been met. Any issue(s) raised by tenants/owners/staff will be notified to the contractor, usually by telephone call or email, who will be asked to remedy the issue(s) immediately. The Association staff that manage the close cleaning contract will also have regular meetings with the contractors to discuss any issues or areas of performance.

The Association will organise close meetings where other issues regarding close maintenance are identified. Ultimately, where the condition of a common close shows no improvement, the Association may enforce action in accordance with the terms of the Scottish Secure Tenancy Agreement and Private Residential Tenancy Agreement for tenants and Mid-Market Rent Tenants and Title Deed Conditions for owners. This may include recharging tenants and owners with associated costs or may result in referring the matter to the Environmental Health Department.

### Household Refuse Disposal

The Association will work with Glasgow City Council to ensure that appropriate facilities are provided for refuse disposal and recycling. All residents will be responsible for ensuring that their refuse is disposed of safely and securely in the refuse/recycling bins provided.

Properties that have bin stores/areas should be kept in a clean and tidy condition, and refuse bins returned to the bin store as soon as the rubbish has been collected. Any household waste which has been dumped illegally will be reported to Glasgow City Council for investigation and the Association will take action against their tenancy.

A bulk uplift service is provided to tenement properties. Tenants who reside in these blocks should place any items for uplift into a safe space in the back court area prior to bulk uplift day. Our contractors will then move the items to the front of the property a day prior to collection so that they can be taken away. More information on what items will be lifted is highlighted in our Estate Management procedure.

### Abandoned Vehicles

All residents will be made aware of their respective responsibility for vehicle parking, as contained in the Tenancy Agreement. No vehicle, caravan, trailer or boat may be parked on communal land unless that land is set aside for parking. In any event, parking should not cause a nuisance or annoyance to neighbours.

Tenants/owners should ensure that vehicles in their ownership, and no longer in use, are disposed of through an approved contractor. Where it is suspected that a car has been abandoned, this will be reported to Glasgow City Council's Land Services Department for removal.

### Vermin/Pests/Insects

Tenants have a responsibility to report all issues with regard to vermin, pest, or insect infestation to the Association

Where the infestation can be attributed to the tenant's living conditions, the Association will advise the tenant on how best to rectify the situation to ensure that it does not re-occur. The tenant may be advised that they will be responsible for the remedial work required to bring the property up to standard.

The keeping of pigeons, or the construction of pigeon lofts, will not be permitted.

### Satellite Dishes

The Association has provided a communal satellite TV system in some areas of our housing stock. For example, tenemental stock and new build.

Tenants, residents and proprietors of commercial premises will not be permitted to erect individual dishes where the communal system covers their property. Residents and commercial proprietors who have dishes erected without permission will be requested to remove them. Where they are not removed after due notice, the Association will remove them and the Association will recover, where possible, the costs of removal from the resident or proprietor.

If tenants/residents wish to install a satellite dish to obtain channels from another country, they must obtain our permission in writing and in advance before a satellite dish can be installed within the communal area and the following criteria must apply:

- In granting permission the tenant/resident must agree to use the Association's approved contractor for installation.
- The tenant/resident must pay for the installation costs in full and in advance of the installation.
- The tenant/resident will be responsible for the maintenance and upkeep of the satellite dish and will have to pay any costs deemed appropriate by the Association.

### Pets

The Association will require all tenants to obtain permission in writing and in advance before keeping any domestic pet within the property or surrounding areas. We will normally only grant permission for one domestic pet per property. (The definition of pets in terms of the legislation is dogs, cats, birds, reptiles and rodents). The Association also has the right to refuse permission to keep a pet. More information on this is provided in the Estate Management procedure, however for the purpose of this policy some are detailed below:

- If keeping the pet would be likely to cause a nuisance, annoyance or danger to your neighbours
- If we have previously withheld or withdrawn our permission that you may keep a pet
- If keeping your pet is prohibited by the Dangerous Dogs Act 1991, or by any other law
- We will withdraw our permission to keep any domestic pet if it is causing a nuisance or annoyance or danger to your neighbours or if it fouls or causes damage to the house or common parts.

### Dog Fouling

The Association will take action where a tenant fails to control their pets in terms of the Tenancy Agreement.

Where it is noted that a tenant or owner allows their dog to foul on a public footpath, on a grass verge adjacent to a footpath, or on a children's play area, the Association will report this to Glasgow City Council's Environmental Protection Services for investigation. Glasgow City Council's staff can issue Fixed Penalty Notices of £40 (increasing to £60 if the fine is not paid within 28 days). The Dog Fouling (Scotland) Act 2003 makes it an offence for a person to allow a dog to foul in a public place without immediately removing and disposing of the dog excrement.

If a tenant continues to allow their dog or pet foul in the back courts and communal areas, Association staff will enforce action against their tenancy. They may also remove the permissions granted to keep a pet. More details of how to manage dog fouling are detailed in the Estate Management Procedure.

### Running a Business from Home

Tenants are not normally allowed to run a business from their home. If tenants are found to be doing this, they will be advised in writing that this is against their Tenancy Agreement, and if they do not stop, legal action may be taken. However, if the tenant feels that the business they are conducting does not annoy neighbours e.g. Internet site, the tenant can appeal to the Housing Director/Manager who would decide whether the business can be run from home.

### Lighting

Usually the existing stair lighting is the responsibility of Glasgow City Council and the Association will ensure that it is provided with effective certification to ensure that it continues to be maintained by the City Council in the future. Street lighting is the responsibility of Glasgow City Council Street Lighting section, and tenants should report any faults directly to them.

### Garages and Sheds

If a tenant wishes to put up a garage or shed, they must receive written permission from the Association prior to commencing the work. The Association will not refuse permission unreasonably, although permission may be subject to certain conditions.

The Association will wish to ensure that the building meets planning regulations and appropriate building standards.

### Vandalism/Graffiti

All incidents of vandalism will be reported to the local Police office (where applicable) as soon as we are aware of this, and a crime report number obtained for insurance purposes.

Where a repair arises as a result of vandalism (for example, reglazing), the tenant will be required to report the incident to the Police, or the cost of the repair will be re-charged to the tenant. If the act of vandalism is random then the Association may pick up the charge.

Where the identity of a perpetrator of acts of vandalism to the Association's property is known and proven, and the perpetrator is a tenant or a member of a tenant's household, the Association will normally require that the cost of any repairs is met by the tenant concerned. The Association will also act in line with its Anti-social Behaviour policy where it is known that an individual has been responsible for an act of vandalism.

Graffiti will be reported to our contractors for removal, and the Association will endeavour to have this removed as quickly as possible. Graffiti of a racist, sectarian or obscene nature will be given priority and removed as soon as possible.

## **6. OUR ESTATE MANAGEMENT COMMITMENT**

### Housing Stock

A planned maintenance programme will be put in place and regular works surveys carried out by the Maintenance/Investment Officers to ensure its effective implementation. In the course of their regular duties all members of our housing and maintenance staff will look for, and report on, any signs of deterioration to our properties.

### Making Tenants Aware of Their Responsibilities

We will explain the Conditions of a tenancy before the tenant signs a tenancy agreement. We will explain what our expectations are of the tenant in relation to all Estate Management matters in a simple and straightforward manner and answering any questions they may have.

Housing Staff will attempt to carry out New Tenancy visits within six weeks of the beginning of a new tenancy. Follow up visits will be programmed as necessary following that initial visit, where it is apparent that the tenant may require support to keep to the conditions of tenancy. We will prioritise New Tenancy Visits where tenants are considered to present a high risk of an unsustainable tenancy. Indicators of high risk may include

- Under 25 years old
- First Tenancy
- Receiving support or vulnerable
- Previously homeless
- History of rent arrears in former tenancy
- History of anti-social behaviour in a former tenancy

We will liaise with external support agencies where any tenant requires support to sustain their tenancy and assist them to adhere to the responsibilities set out in their tenancy agreement.

### Maintaining Common Areas to a High Standard

We will set out high standards in our specifications for the maintenance of common areas. Specifications will be set out and periodically reviewed for the following contracts to ensure a satisfactory standard is met:

- Landscape contract
- Close cleaning contract

We will also scrutinise our services through our Performance Improvement Network (scrutiny panel) and carry out tenant satisfaction surveys periodically to effectively manage the expectations of our customers.

We will also:

- Carry out regular inspections to check on both condition and cleanliness.
- Maintain contact with tenants and residents to identify specific problem areas.
- Inform concerned tenants and residents in writing of action which we propose to take to remedy any such problems identified.
- Monitor on a continuing basis to ensure that required standards are achieved and maintained.
- Arrange for repairs to be carried out promptly once the need has been identified or reported.
- Arrange for graffiti removal to be carried out promptly once the need has been identified or reported.

### We will proactively look for problems

Housing staff will regularly monitor matters affecting the general environmental conditions for our tenants and residents and, where necessary, we shall liaise with other agencies to ensure that action is taken to secure and maintain a desirable level of environmental amenity. This will cover such matters as litter, street cleaning, cleansing services, lighting, abandoned cars, parking of caravans and other large vehicles/craft, conditions of footpaths, etc. and notify or liaise with other agencies that may be able to assist in resolving any issues. Other agencies include:

- Police
- Social Work
- Local Authority
- Health Board
- Voluntary organisations

### Owner Occupiers and other residents

We will seek the involvement and support of owner-occupiers and other residents in our efforts to achieve our estate management objectives.

## **7. ENFORCEMENT/LEGAL ACTION**

The Association's general approach to dealing with breaches of conditions of tenancy will be as follows:

- Contact will be made with the affected residents and, where appropriate, their neighbours to clarify the issues, and explain the tenants' responsibilities. The objective at this stage will be

to reach mutual agreement between those concerned on the action which should be taken. However, if mediation is inappropriate or ineffective, enforcing conditions of tenancy may involve contact with other agencies. Agreements on action will be confirmed in writing to the individual(s) concerned.

- If there is persistent or serious breach of the conditions of tenancy the Association will consider legal action. These cases must be approved by the Housing Manager/Director and the action may involve:
  - Action for damages, for example in cases of damage to property;
  - Action for specific implement or Interdict;
  - Anti-Social Behaviour Order, where the behaviour is defined as Anti-Social Behaviour;
  - Eviction. This will only be used in the most extreme circumstances and where the breach of tenancy is very serious. This must be done on approval by the Housing Manager/Director

## **8. STAFF TRAINING**

The Housing Manager/Director will ensure that all staff has the appropriate training and knowledge to perform their job effectively and to carry out the key aims and objectives of the Estate Management Policy. We will achieve this by employing staff with relevant qualifications and/or experience and through encouraging the take-up of suitable training opportunities.

## **9. RISK MANAGEMENT**

Risk can arise from the Association's Estate Management policy as a result of:

- Dissatisfaction with service levels which can damage the Association's reputation.
- Higher turnover of properties as a result of poor environmental standards.
- A lack of confidence in the Association as a good landlord

Given the importance of these risks, the effective management of this policy is vital and is monitored in the Association's risk register (H1, H8, H11 and H18).

## **10. LINKS WITH OTHER POLICIES**

This Policy also compliments and works in conjunction with the following Association policies:

- Allocations
- Anti-social Behaviour
- Customer Engagement Strategy
- Complaints
- Repairs & Maintenance
- Void Management

## **11. COMPLAINTS**

Any tenant who feels aggrieved by the service they have received from staff in carrying out their responsibilities in relation to this policy can make an informal or formal complaint to the Association.

All complaints will be fully investigated in accordance with the Association's Complaints Policy. A written guide on the complaints process is readily available to customers on request and is on display in the reception area of the office.

Any tenant making a complaint will be advised of their right to complain to the Scottish Public Services Ombudsman.

## **12. REPORTING AND REVIEW**

Statistical analysis reports will be generated to monitor performance of some Estate Management Services in addition with Estate Action Plans for each patch within the stock. These will be monitored by the Housing Managers in conjunction with the Maintenance Manager.

Collectively, the Housing and Maintenance Senior Team will be responsible for ensuring the Estate Management Policy's objectives and overall targets are being achieved. They will be required to introduce improvements in the operation of the Estate Management procedures if possible or necessary or in line with legislative changes or good practice guidelines.

Periodic audits of the Estate Management procedures will be carried out, to assess performance and check compliance with policy and good practice highlighting areas which may need to be addressed.

## **13. ROLE OF COMMITTEE**

Committee Members will be concerned with the overall strategy and policy to be adopted in relation to Estate Management Services.

Periodic updates will be provided to the Management Committee and/or the Operations Sub-Committee as and when required. The content of these reports and the amount of detailed information provided will reflect the Association's standing orders and scheme of delegated authority between the Committees.

In accordance with the scheme of delegated authority, Management Committee Members and/or the Operation's Sub-Committee will be responsible for:

- Reviewing and approving the Estate Management Policy
- Considering and implementing as appropriate recommendations made by the Performance Monitoring groups
- Scrutinising and monitoring performance in Estate Management
- Comparing the Association's performance against targets and the performance of peers.

## **14. POLICY REVIEW**

Regular monitoring will be undertaken by the Housing Managers/Director to check compliance with the law, this policy and associated policies and procedures. This policy will be reviewed every 3 years or when required to address any weakness in the policy or changes in legislation or best practice.

**FIONA MILLS**

**HOUSING DIRECTOR**

**18<sup>TH</sup> NOVEMBER 2025**

## Appendix 1 – Equality & Human Rights Impact Assessment

<b>Policy</b>	Anti-Social Behaviour Policy		
<b>EIA Completed by</b>	Fiona Mills, Housing Director	<b>EIA Date</b>	June 2025
<b>1. Aims, objectives, and purpose of the policy / proposal</b>			
The aim of this policy is to outline the framework and measures Tollcross Housing Association has adopted to provide an effective and responsive Estate Management service.			
<b>2. Who is intended to benefit from the policy / proposal?</b>			
Tenants, staff, partner agencies, contractors and residents within the local community.			
<b>3. What outcomes are wanted from this policy / proposal?</b>			
Various outcomes are wanted however, the policy should enable Tollcross Housing Association to effectively manage the environment around the Association's properties and any common areas, in order to ensure that the neighbourhood is an attractive, well-maintained, safe and secure place to live. The Association aims to provide a responsive service to tenants and owners which will ensure the efficient and effective management of all estates.			
<b>4. Which protected characteristics could be affected by proposal?</b>	<input type="checkbox"/> Age	<input type="checkbox"/> Gender reassignment	<input type="checkbox"/> Religion or belief
	<input type="checkbox"/> Disability	<input type="checkbox"/> Marriage & civil partnership	<input type="checkbox"/> Sex
	<input type="checkbox"/> Race	<input type="checkbox"/> Pregnancy and maternity	<input type="checkbox"/> Sexual orientation
<b>5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.</b>			
<b>6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4</b>			
This policy should have a positive impact on everyone within the local area			
<b>7. What actions are required to address the impacts arising from this assessment? (This might include; collecting data, putting monitoring in place, specific actions to mitigate negative impacts).</b>			
Identifying and engaging with residents, partner agencies, tenants and contractors to achieve positive outcomes and support for individuals in relation to estate management services			
<b>8. Consider the impact and actions to be considered for the following Human Right articles:</b>			
<b>Article 6: Right to a fair trial</b>			
Everyone should be given the opportunity to participate effectively in any hearing of their case and present their side.			
Impact: N/A	Actions: N/A		
<b>Article 8: Right to respect for private life, family life &amp; the home</b>			
Everyone has the right to access and live in their home without intrusion or interference.			
Impact: Yes	Actions: This Policy should support individuals and families to live in a safe, attractive community		
<b>Article 14: Prohibition of discrimination</b>			
Everyone has equal access to the other rights contained in the Human Rights Act.			
Impact: N/A	Actions: N/A		

## **Appendix 2 -Close Cleaning Specification**

### **Once a week we will**

- **Brush up refuse and dust from front footpath to close and inside and outside of front and rear close doors**
- **Tenant door mats to be shaken to remove loose soil**
- **Chewing gum or similar deposits to be removed as necessary**
- **Brush ground floor entrance, stairs and landings. Collect and bag all swept rubbish including from behind staircase balusters (dead areas)**
- **Brush dust and wipe down railings and handrails, collect and remove**
- **Remove all cobwebs**
- **Using water and disinfectant, wash ground floor entrance area, stair tread's, risers and landings. Leave reasonably dry and without surface water.**
- **Below 3c, the ground floor and first flight of stairs will not be washed**

### **Once a month we will**

- **Wash all woodwork internally and externally around the close front and rear entrance, including door entry panels**
- **Wash both sides of glass panels on the close doors**
- **Wash the wall tiles in the close**
- **Wash both sides of the landing windows where the outside surface can be reached safely.**

**At all times we will remove graffiti from common areas and leave as per the original finish. If this cannot be achieved a resolution will be sought.**