



ESTATE MANAGEMENT POLICY

1.0 Introduction

As an organisation we strive to create neighbourhoods in which people 'choose to live.' To achieve such neighbourhoods, we embrace a partnership approach with all of our residents who are our key stakeholders. We will endeavour to provide the best possible service in areas of communal cleaning and gardening, and there will be an element of responsibility on each resident to help us achieve this.

Residents have a responsibility to maintain the high standards in their neighbourhoods which includes; disposing of rubbish and litter in the correct manner. In order to maintain clean and tidy neighbourhoods, it is very important for residents to report any incidents of 'fly tipping' to their Housing Officer immediately.

Residents should inform us if the services provided by the communal cleaners/gardeners fall short of the set standards. These standards are measured by the quality of the work provided by each of the contractors and also by the consistency of their visits to the site.

2.0 Service Objectives

The aim of our service contract is to keep the communal lawns and gardens neat and tidy, and also to provide clean and tidy communal areas.

All ground maintenance and cleaning will be carried out at fixed intervals and to a standard specification, both of which will be written into the individual service contract arrangements. In awarding contracts, emphasis will be placed on achieving 'value for money' and meeting resident's expectations in respect of performance standards.

Cleaning and grounds maintenance specifications will be freely available to residents as part of the monitoring process. Feedback from residents is an important feature of this service we will seek to obtain residents views through a range of methods, which includes: joint estate walkabouts, satisfaction surveys, telephone interviews. We will also encourage residents becoming tenant inspectors. Feedback will be made public as part of Black Country Housing performance indicators and used to improve or fine tune service delivery.

3.0 Delivering the Service

Service specifications will state the regularity of visits and the number which must be conducted within any given period. In addition to the overall performance, the number of visits are closely monitored to ensure service level compliance.

4.0 Monitoring Performance

We would expect residents to inform us of poor performance by way of; residents

meetings, telephone calls, and ongoing contact with their Housing Officer etc. In addition to this, to ensure high standards are maintained, a Housing Officer will endeavour to visit each large site on a monthly basis. Records of these visits will be retained and monitored as part of the review process by both the Housing Officer and the Neighbourhoods Manager.

The performance monitoring will include; the review of any health & safety issues, customer care and also the general appearance of the site. If problems are identified, the Housing Officer will make recommendations for improvements. These will be forwarded to the Neighbourhoods Manager and also the Housing Manager (These recommendations will be considered subject to budgets and other forms of constraints).

5.0 Estate Services

Litter collection and removal will be carried out as part of each service visit, as will identifying and reporting other items of waste too large to be disposed of during a routine service visit. Staff will then make the necessary arrangements for its collection and disposal. In the event of abandoned vehicles (please refer to the Abandoned Vehicles Policy).

Fire facilities will be regularly checked. During these visits, staff will take into account any new hazards or environmental risks that may have arisen, and which could impact on the health and safety of residents. These risks will be recorded by the member of staff and actions agreed in consultation with Maintenance.

In seeking to maximise aesthetic impact, running repairs to communal facilities, graffiti removal, broken glass, damage to shared fittings and localised rubbish removal will be treated and dealt with in accordance with the time-scale for repairs. Estate cleanliness and hygiene will be given high priority at all times.

The emphasis will be on a partnership approach with residents in maintaining the estate's appearance.

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