

IMANI ESTATE MANAGEMENT POLICY

1.0 Introduction

1.1 Imani is committed to providing management and maintenance that takes care of our estates, schemes and blocks ensuring they are an attractive and safe place to live.

1.2 Imani recognises estate management is not only about ensuring that buildings and the local environment is preserved and maintained but also involves listening to the needs of its residents, giving advice and working in partnership with other landlords (consortium estates) and other agencies.

1.3 This policy outlines Imani's approach to estate management explains the services we will provide to help keep our estates and communal areas well maintained.

1.4 This policy also explains the responsibilities our residents have to enable us achieve this.

2.0 Legal Framework

2.1 The Homes Communities Agency expects all Registered Social Landlords (RSLs) to comply with its Regulatory Code. RSL's are expected to provide good quality housing services for residents and prospective residents.

2.2 Guidance

- KLOE 5 – Tenancy and Estate Management
- KLOE 3 – Stock Investment and Asset Management
- Environmental Protection Act 1990
- S.4 Defective Premises Act 1972
- Health and Safety (Safety Signs and Signals) Regulations 1996

3.0 Policy Statement

3.1 Imani aims to provide an estate management service to residents which allow them to have quiet enjoyment of their homes in a safe and secure environment they can take pride in.

3.2 The success of this policy determines how our estates are perceived and valued, both by our tenants and by the wider neighbouring communities in which we work

3.3 The key aims of the Estate Management policy are;

- To enable residents to enjoy a decent, secure, clean and tidy environment, in housing which is well managed and maintained
- To ensure residents are aware of, and uphold, their responsibilities in relation to the upkeep of their property and the surrounding area
- To ensure residents know what standard of estate management services they can expect from us, and that they real opportunities to help shape the service they receive.
- To develop relationships with external agencies, statutory bodies, contractors and resident groups to ensure the aims of the policy are met.
- To involve residents in the management of our estates, schemes and communal areas
- To fully comply with relevant health and safety regulations
- To respond quickly to all problems on our estates and communal areas

4.0 Implementation

Estate Inspections

4.1 We will publicise an annual estate inspection programme each year and encourage residents to be involved.

4.2 We will provide feedback on the outcome of inspections to residents.

4.3 Housing management staff will visit and inspect all estate and communal areas at least once every three months for schemes or blocks with less than 10 properties and once every month for schemes with 10 properties or more.

4.4 We will carry out regular estate inspection so that we can;

- Improve the conditions of our estates

- Improve the way we maintain our communal areas
- Better enforce the terms of our tenancy agreement
- Improve residents access to staff
- Identify projects for estate improvement schemes
- Involve and engage with residents
- Encourage partnership working
- Monitor Anti Social Behaviour
- Check for health and safety related issues we need to address
- Check for health and safety related issues we need to address

Estate improvements

4.5 We will provide funding for small scale improvements in our communal areas that benefit as many residents as possible subject to budget.

4.6 We will publicise our communal area improvements scheme and encourage residents to make formal requests for improvements via local resident associations.

Communal cleaning

4.7 We will provide an efficient and cost effective cleaning service to all our internal communal areas

4.8 We will regularly clean our communal hallways, entrance areas to flat, stairs and landings to make sure that all surfaces are in good condition and free of dirt, dust and grime at a frequency agreed with residents.

Communal grounds maintenance

4.9 We will provide an efficient and cost effective grounds maintenance service to all our communal ground areas

4.10 Our contractors will cut our grass regularly to an agreed standard, maintain shrub areas, weed our communal areas and collect litter in line with agreed frequencies and cycles.

Roads and paths

4.11 We will keep any roads or paths that are our responsibility (not adopted) clean, free from weeds and well maintained subject estate management agreements with consortium partners.

4.12 We will report any problems on roads and paths owned and maintained by the local authority (adopted) to the relevant highways department.

Abandoned vehicles

4.13 We will respond to a report of an abandoned vehicle within 5 working days

4.14 We will check our estates and communal areas for abandoned vehicles at least every three months

Communal lighting

4.15 We will provide adequate lighting in all our communal areas and ensure it is working in the hours of darkness

4.16 We will repair any faulty lights and adjust timers within 5 working days or within 24 hours if there is a risk of someone injuring themselves.

Illegal dumping of refuse

4.17 We will investigate all incidents of illegal dumping of bulky items and remove them within 7 days. If there is significant risk to the health and safety of residents we will remove the rubbish within 24 hours of it being reported.

4.18 We will report any fly tipping to the local authority and police

4.19 We will publish a list of local authority bulk refuse collection contact numbers

4.20 In cases where we are unable to identify the perpetrator of any fly tipping, the cost of removing illegally dumped items will be included in the service charge of every resident entitled to use the area.

Vandalism

4.21 We will fully investigate all acts of vandalism to our communal areas

4.22 We will take a positive approach to working with other agencies and groups to discourage acts of vandalism

4.23 We will remove graffiti within 7 days and offensive graffiti within 24 hours.

4.24 We will take appropriate action against all perpetrators who vandalise our communal areas and our property and recharge them for the full costs of works we have to carry out to make good any damage caused.

Service charges

4.25 We will explain clearly to residents the charges we make for any services we provide to our estates and communal areas

4.26 We will provide our residents with a breakdown of costs of all services we provide to them each year.

Resident involvement

4.27 We will consult residents about the services we provide to our schemes and communal areas so that we meet the needs of our residents.

4.28 We will encourage residents to play a key role by; Reporting any problems, complaints or service failures, being involved in estate inspections and other estate walkabouts, having their say about the local community through our tenant involvement initiatives, focus groups and surveys, providing feedback when consulted about specific issues

Suggesting estate improvements, working with us to review our policies

Signage

4.29 We will provide appropriate signage on our schemes and within blocks, in line with legislative requirements and/or to tackle specific anti –social behaviour issues.

4.30 We will provide and maintain appropriate signage identifying our blocks and or schemes

Resident responsibilities

4.31 We will encourage residents to help keep our estates and communal areas clean and well maintained by reminding them of their responsibilities and where necessary taking action to enforce the terms of the tenancy agreement.

4.32 We will remind residents to;

- Keep all communal areas clean
- Not store items such as bicycles or prams in the communal areas
- Not cause any other obstruction or nuisance in shared areas
- Not dump, or allow to be dumped, items of rubbish in the communal areas
- Keep their gardens in a good cultivated condition and free from rubbish

Ask our permission before carrying out any works of a structural nature to gardens such as landscaping, ponds, etc.

Maintain the boundary of their home i.e. fences and hedges, if it is their responsibility to do so.
Park considerately in parking bays and not cause obstructions

Not run any car repair or sales business from our parking areas, green areas or our estates

5.0 Responsibility

5.1 It is the responsibility of the Management Committee to ensure that this policy is in place.

5.2 The Coop Development Worker is responsible for the effective implementation of this policy

6.0 Consultation

6.1 This policy will be reviewed in consultation with residents at least once every two years.

7.0 Review and Board Approval

7.1 This policy will be reviewed once every two years taking account of any changes to legislation that may occur.

Person Responsible for the review of this policy:

Finance Officer

Date of this review: November 2013

Date of Board approval: January 2014

Date the next review is due: November 2015