



Rural Stirling

HOUSING ASSOCIATION



Quality property
management services

GROUP ESTATE MANAGEMENT POLICY

Rural Stirling Housing Association, Stirling Road, Doune, FK16 6AA

Registered as a Scottish Charity No. SC037849

Venachar Limited, Incorporated under the Companies Act (Company Number SC447415), Registered Office: Stirling Road, Doune, FK16 6AA

Policy Name	Group Estate Management Policy
Policy Category	Housing Services Management
Date Policy Reviewed	16 May 2024
Review Period	3 Years
Equality Impact Assessment	Yes

1. Introduction

- 1.1 Estate Management is a general term used to include tenancy management and environmental management. Estate Management is a vital part of the role of the landlord and viewed as an important service by tenants and other residents.
- 1.2 In terms of the Rural Stirling Group's policy Estate Management refers to the management of the property and the surrounding areas. The aim of the policy is to allow our tenants and residents to enjoy their homes in a decent, safe and secure living environment'.
- 1.3 Estate management encompasses a wide range of activities including, providing clear advice to tenants about their responsibilities in relation to the use of the property and common parts; enforcement of tenancy conditions; the management of communal areas and the physical environment in Rural Stirling Group's ownership.
- 1.4 The Estate management policy sets out what standards we expect of tenants, how we monitor these standards and what action we will take if tenants fail to adhere to these standards.

2. Scope

- 2.1 The objectives of the Group Estate Management Policy ensure that:
 - all tenants live in well managed housing in a decent, safe, clean, and tidy environment.
 - tenants, are made aware of their responsibilities in relation to the upkeep of their property and surrounding environment.
 - tenants are made aware of the Rural Stirling Group's responsibilities in relation to Estate Management,
 - tenants, are satisfied with the Estate Management service provided by Rural Stirling Group.
 - we provide opportunities for tenant's feedback to influence and participate in decision making relating to estate management.
 - the housing stock and surrounding environment are managed and maintained to a high standard.

2.2 To achieve the above objectives the Rural Stirling Group will:

- Give clear information about tenant responsibilities at property viewings and as part of the sign-up process.
- Provide good quality newsletter articles and customer service standards.
- Ensure staff maintain a visible presence throughout the Rural Stirling Group's housing developments.
- Ensure that staff act proactively and take appropriate and early action to enforce tenancy conditions where applicable.
- Carry out regular inspections of our housing developments.
- Closely monitor the performance of contractors in relation to the upkeep of all common areas.
- Carry out regular surveys on the quality of all estate management services.
- Work closely with other agencies and statutory bodies with the aim of ensuring that the Rural Stirling Group's housing developments and surrounding environment are well looked after.
- Encourage tenants to contribute to estate management by participating in joint annual estate inspections.
- Encourage feedback on services and publish findings from surveys and visits

3.0 Equality & Diversity Statement (Group Statement)

3.1 We will ensure that this policy is applied fairly and consistently. In implementing this policy, we will not directly or indirectly discriminate against any person or group of people because of their race, religion or belief, gender, disability, age, sexual orientation, or any other grounds. Our commitment to equality and fairness will apply irrespective of factors such as age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or other personal attributes.

This policy and any other Rural Stirling Group (RSG) publication is available in other formats e.g., other languages, Braille, large print, audio.

4.0 SHR Regulatory Standards

4.1 The SHR's regulatory framework sets out Regulatory Standards of Governance and Financial Management to be achieved by all Registered Social Landlords (RSLs). The Board accepts that it is responsible for ensuring that Rural Stirling Group complies with these standards. The standards of direct relevance to this policy are noted below:

Standard 1 – The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users

Standard 2 – The RSL is open and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

Standard 5 – The RSL conducts its affairs with honesty and integrity.

Standard 6 – The governing body and senior officers have the skills and knowledge they need to be effective.

5.0 Legislation

- Housing (Scotland) Act 2001.

This Act covers the statutory framework for Scottish Secure and Short Scottish Secure Tenancies and tenant consultation requirements.

- **The Fire (Scotland) Act 2005 and The Fire Safety (Scotland) Regulations 2006.**

6.0 Providing information

Rural Stirling Group must ensure that tenants are aware of their obligations in relation to use of the property and common parts prior to the commencement of the tenancy, at the beginning of their tenancy and throughout the period of the tenancy.

7.0 Use of the property and the common parts

Rural Stirling Group's Scottish Secure Tenancy (SST) agreement and Tenant Handbook lay out responsibilities and obligations of the tenant in relation to the use of the house and common parts and forms the framework for this policy. The conditions laid out in the SST and Tenant Handbook provide more detail on our expectations including:

- Care of the property
- Fire Safety
- Keeping pets .
- Vermin and other infestations

- Feeding birds
- Individual gardens
- maintained as set out in Rural Stirling Group's SST agreement
- Communal landscaping
- Household refuse disposal and litter
- Close Cleaning
- Parking
- Graffiti
- Vandalism
- Snow clearing
- External viewing video equipment

8.0 Ensuring that standards are met

We will ensure that our estates are well maintained, and tenants adhere to their responsibilities by taking a proactive approach as set out in our Estate Management Procedure.

9.0 Dealing with non- compliance

9.1 Tenants have a legal responsibility to adhere to the terms of their SST agreement. If they fail to do so the Rural Stirling Group can ultimately take legal action against them. The Rural Stirling Group views legal action as a last resort. To ensure legal action is kept to a minimum in relation to estate management the preventative measures will be carried out as detailed in our Estate Management Procedures.

9.2 The SST agreement makes clear that if tenants do not meet their obligation i.e., maintaining their garden; Rural Stirling Group may do it for them and seek to recharge them. However, there are difficulties and costs to Rural Stirling Group in seeking recovery of costs and it may be that legal action is the only option available.

Legal action can involve

- Action for specific implement (to make the tenant do something) or interdict (to prevent them from doing something).
- Action for damages (i.e., if the property has been damaged)
- Eviction action- If breach is very serious and in extreme circumstances.

10.0 Complaints Procedure

10.1 Any tenant, may submit a complaint, using Rural Stirling Group’s complaints procedure if it is felt that Rural Stirling Group has not correctly applied the Estate Management policy.

11.0 Performance Monitoring

11.1 The Housing Services Manager will have overall responsibility for monitoring the standards covering this policy. Rural Stirling Group will have regard for feedback provided at annual estate inspections, estate visits and via complaints.

11.2 Rural Stirling Group will also conduct regular surveys of residents in receipt of our estates management services and will develop performance monitoring systems to report to the Scottish Housing Regulator on the following Social Housing Charter performance indicator:

Indicator 17: Percentage of tenants satisfied with the management of the neighbourhood they live in.

12.0 Related Documents.

12.1 This policy relates to the following documents:

- Rural Stirling Group – Scottish Secure Tenancy Agreement
- Rural Stirling Group – Tenant Handbook
- Rural Stirling Group – Estate Management Procedures

13.0 Policy Review

Rural Stirling Group will carry out a further review of the Estate Management Policy in three years. Amendments may be made as required following consultation with service users and other agencies.