

Estate Management Policy



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Owner Name Job Title	Nigel Bridge, Group Head of Property Services		
Approved by	Homes and Spaces CMT Service CMT Leadership Team		
Linked documents	Service Charge Policy Open Spaces Policy Anti Social Behaviour Policy and Procedure Group Health and Safety Manual: Fire Provisions Policy, Fire Safety Policy; and Fire COP. Procurement Policy Estate Warden Procedure		

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1. Overview and scope

This policy sets out GreenSquare's approach to our management and delivery of our internal and external communal areas. We are committed to delivering clean, green and safe estates and acknowledge the way we manage our estates directly affects the quality of life and environment enjoyed by our customer.

Where we refer to an estate, this may mean houses with shared communal areas or a block of flats. This policy will apply where GreenSquare is the

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freeholder or managing agent of the estate. Where there are managing agents, we will work with these to adhere to the same or a similar standard.

We will work with developers and our development team in designing new build sites to meet our standards. We will be mindful of the resulting service charge costs in doing this and ensuring these are in line with our service charge policy.

This policy applies to customers of GreenSquare Group Ltd, GreenSquare Community Housing Association and Westlea Housing Association (all trading as GreenSquare).

2. Aims and Objectives

The aim of this policy is to outline how GreenSquare will:

- Work in consultation with customers, to outline how we intend to deliver and manage communal areas and estates;
- Meet the requirements set out by the Government's social housing regulator; currently the Homes and Communities Agency;
- Ensure the way we manage estates represents good value for money;
- Support our aim to be in the upper quartile for customer satisfaction with their neighbourhoods;

3. Legal or regulatory framework

The Homes and Communities Agency state that:

'Registered providers consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their home. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered providers home.'

Registered providers, having taken account of their presence and impact within the areas where they own properties, shall:

- (a) identify and publish the roles they are able to play within the areas where they have properties;*
- (b) co-operate with local partnership arrangements and strategic housing functions of local authorities where they are able to assist them in achieving their objectives.'*

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We will manage estates in accordance with best practice and relevant policy and legislation.

4. Our Approach

- Working with customers, local authorities and managing agents, we will keep estates clean and safe.
- Where there is a local need, officers will arrange and/or attend estate inspections with customers in the neighbourhoods. Where problems have been identified, action plans will be drawn up to resolve these.
- We will tackle environmental crime which includes fly tipping; littering; animal faeces; and abandoned cars. We will work in partnership with local enforcement agencies in doing this.
- Where we're legally able, we will service charge all costs of our estate management to customers who benefit from this service.
- We will ensure that value for money is considered in the management of estates. We will work with managing agents and other third party agents where these costs are outside of our control.

5. Equality and Diversity

This policy will be followed in conjunction with GreenSquare's Equality and Diversity Strategy and has been subject to an Equality Impact Assessment.

We will ensure that no person or group of persons will be treated less favourably than another person or group of persons on account of any diversity strand.

6. Value for Money

As part of our commitment to deliver an economical, efficient and effective service, we will use external benchmarking services and best practice groups to monitor our costs and service outcomes.

7. Consultation

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This Policy has been reviewed by the Homes and Spaces and the Service Collaborative Management Teams and approved by the Leadership Team.