

Policy title:	Estate Management Policy		
Scope:	Aspire Housing		
Policy owner & job title:	Head of Neighbourhoods		
Approver:	Director of Communities		
Date:	April 2022	Review Due Date:	April 2023 (Currently under review)

POLICY SUMMARY

The purpose of the policy is to outline Aspires approach to managing the environment in and around our neighbourhoods.

We are committed to providing an environment that is clean, safe and where internal communal areas and the external environment are maintained to a high standard.

We will work with our residents and our partners to create neighbourhoods where people want to live and work. Where wider estate management issues are identified, we will work collaboratively with residents and key stakeholders to support a resolution of these issues.

Compliance:

Regulator of Social Housing (RSH) Regulatory Framework – Neighbourhood and Community Standard
 Occupiers' Liability 1984
 Health and Safety at Work Act 1974
 Equality Act 2010

Associated Policies & Procedures:

Allocations
 Anti-Social Behaviour Policy
 Tenancy Policy

1. POLICY STATEMENT

Aspire recognises that good estate management is an essential part of creating sustainable communities. In providing these services, we aim to ensure that good quality living conditions are provided for our residents so they can enjoy their homes within a neighbourhood which is safe and secure.

Estate Management covers the management and upkeep of areas of land and property outside of individual properties, including buildings and the physical environment, where Aspire has a sustained interest.

We are committed to creating sustainable tenancies and communities, where people want to live and work and to achieve this, we aim to deliver our services to the highest possible standard.

AREA INSPECTIONS

We are committed to undertaking regular area inspections and will proactively address any concerns that have been raised.

Our approach to area inspections is based on our understanding of the local area and the issues that exist. The frequency of area inspections will be locally determined and will be undertaken more regularly in neighbourhoods where we have more challenges.

We will undertake our area inspections in collaboration with customers and key internal colleagues such as our maintenance teams and where applicable, external partners will be invited.

CLEANING AND GROUNDS MAINTENANCE

Designated colleagues working within the neighbourhood will be familiar with the standards for cleaning and grounds maintenance and will liaise with the relevant contract owners about the service that is being delivered.

These standards will be communicated with customers and any feedback provided will be escalated back to the contract owners.

Any responsive work that has been identified will be referred to the contact owner who will review the associated budget prior to instructing any additional work.

A CLEAN AND SAFE NEIGHBOURHOOD

We believe that our customers should live in a neighbourhood that is clean, safe and well maintained and will regularly ask customers to review our services.

Aspire colleagues who are responsible for visiting our neighbourhoods e.g Estate Caretakers, Maintenance, Locality-Coordinators etc should assess the property they are visiting, including all communal areas and land for any risks. If any concerns are identified, they should be reported to the relevant officers who will take the appropriate measures to remedy the issue.

Some of the work carried out within our neighbourhoods is seasonal e.g hedge cutting and unless issues present an immediate health and safety concern, the work will be carried out as planned.

We will work with our customers on what their responsibilities are, including being transparent on our responsibilities and those of our partners.

In some cases, we may have to consider enforcement action if the customer fails to accept responsibility to address a tenancy breach that has been raised with them.

SHAPING OUR SERVICE

It's important that the service provided to our customers are delivered to a high standard and provide value for money.

We will work with our customers to help them shape the services that are required, and we will encourage them to play an active role in helping to monitor the quality of our services through area inspections and through activity delivered through the Customer Assessors.

EQUALITY AND DIVERSITY

This policy has been considered against our Equality and Diversity Policy and no additional provisions are required.

ROLES AND RESPONSIBILITIES

The Head of Neighbourhoods will be responsible for developing and reviewing this policy. It has been agreed that the Policy will be reviewed in a further 12 months to allow time to embed a new Locality Working approach.