

HORIZON HOUSING ASSOCIATION LIMITED	HOUSING POLICY
TITLE	ESTATE MANAGEMENT POLICY
DATE OF APPROVAL	DECEMBER 2007
DATE OF REVIEW	DECEMBER 2010

1. POLICY AIMS

- 1.1** Horizon is committed to providing a management and maintenance service that takes care of our estates ensuring that they are an attractive and safe place to live. We will encourage tenants to accept their responsibilities for the general cleaning and upkeep of common areas and inspect all areas on a regular basis. Horizon recognises that 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 customers, giving advice/support and working in partnership with other agencies.

2. OBJECTIVES

- 2.1** Our Estate Management Policy seeks to meet the following objectives
- 2.2** To ensure that all of our customers enjoy a clean, safe and attractive environment to live.
- 2.3** To ensure that tenants fully understand the responsibilities of both the tenant and Horizon as landlord as detailed in their tenancy agreement.
- 2.4** To ensure that inspections of all Horizon's properties are carried out on a regular basis.
- 2.5** To ensure that effective action is taken against any tenant failing to accept their responsibilities.

3.0 ESTATE MANAGEMENT PROCEDURES

- 3.1** Housing staff will ensure that at the time of signing their Scottish Secure Tenancy/Occupancy Agreements and thereafter that tenants are made aware of both their own and Horizon's responsibilities to ensure that tenants live in a clean and safe environment. Tenants are also asked to sign a Good Neighbour Agreement which sets out the principle of being a good neighbour which includes their obligations and responsibilities when caring for the environment in which they live.

- 3.2** Horizon will carry out regular inspections of all flatted blocks and closes as well as individual properties, bin stores, garden/drying areas and all open spaces. Any vandalism, graffiti, abandoned vehicles, repairs, neglect or abuse of common areas and pet nuisance will be reported to the appropriate Horizon staff for prompt action.
- 3.3** Staff will ensure that all residents maintain common areas and where problems are identified we will write or visit to investigate the reason for the breach of tenancy conditions.
- 3.4** Horizon's staff will regularly inspect the conditions of all common areas noting any repairs or action required. Housing staff will write or visit tenants informing them of what work needs to be done and the timescale required for this work to be completed. Properties will be re-inspected to ensure the work has been carried out.
- 3.5** We will take appropriate action where other parties are unwilling to meet their responsibilities. This action could include recharging tenants who refuse to meet their responsibilities. (Details on rechargeable repairs and debt recovery are set out in a separate policy). A persistent failure to comply with requests from Horizon staff regarding the up keep of common areas could lead to appropriate legal action being taken and the offender liable for any legal costs incurred.
- 3.6** Horizon will respond to customers who raise matters of concern in writing within 14 days advising them of any action the Association has taken.
- 3.7** Horizon will liaise with other agencies regarding street lighting, abandoned vehicles, roads and footpaths etc reporting any problems that arise to try and resolve any issues identified.

4.0 ANTI SOCIAL BEHAVIOUR

- 4.1** Complaints concerning Antisocial Behaviour are detailed in a separate policy.

5.0 PETS

- 5.1** Details of tenants' obligations regarding pets are set out within the tenancy agreement.
- 5.2** Horizon will liaise with other agencies such as Environmental Health, Dog Warden's service or SSPA to try and resolve any problems relating to nuisance dogs.

6.0 RIGHT TO COMPLAIN

6.1 In the event that you are not satisfied with the service you have received, please contact the Association for a copy of our complaints Policy and Complaints Form.

7.0 REVIEW OF POLICY

7.1 The Policy will be formally reviewed every 3 years.