

Blochairn Housing Association

Estate Management Policy

1.0 Objectives: The Association will

- 1.1 Manage its property to the highest possible standard within existing financial controls
- 1.2 Make sure that Estate Management is efficient and sensitive
- 1.3 Make sure that complaints are investigated and appropriate action is taken
- 1.4 Protect public investment in its housing stock
- 1.5 Provide a safe and pleasant environment for residents
- 1.6 Make sure that residents can live in peace and comfort within their home
- 1.7 Make sure that residents know about their responsibilities in relation to their property and their neighbours
- 1.8 Make sure that good practice is adopted and encouraged

2.0 Estate Management Visits: The Association will

- 2.1 Inspect common property at least once every three months
- 2.2 Visit more frequently if residents are not keeping to their Tenancy Agreement/Deed of Conditions
- 2.3 Recharge damage to common property where possible

3.0 House Inspection: The Association will

- 3.1 Visit new tenants within eight weeks of their date of entry
- 3.2 Advise a tenant if damage is through carelessness, neglect or vandalism. The Association might carry out work and recharge the cost
- 3.3 Take action through the Tenancy Agreement/Deed of Conditions if a poor standard of cleanliness is likely to cause deterioration in the condition of the house or property. Other agencies might be informed
- 3.4 Take action if there is no improvement, including court action for eviction

4.0 Cleaning of Common Property: The Association will

- 4.1 Advise residents to brush and wash common areas in weekly rotation with their immediate neighbour as in the Tenancy Agreement; Deed of Conditions and the City By-Laws
- 4.2 Write and/or visit if complaints are received or it is clear that a resident is not keeping to the Tenancy Agreement/Deed of Conditions
- 4.3 Provide a rota for stair cleaning, if asked for
- 4.4 Take action if there is no improvement. This might include court action for eviction

5.0 Garden/Backcourt Maintenance: The Association will

- 5.1 Employ a contractor to cut grass and tidy common areas on a regular basis between April and October and to delitter between November and March
- 5.2 If a property has its own garden, advise that the resident is responsible for maintaining it to a reasonable standard
- 5.3 Provide a garden maintenance service which might include an area which is the responsibility of individual residents. However, residents are still responsible for that area
- 5.4 Write and/or visit if a garden is not being maintained to a reasonable standard
- 5.5 Take action if there is no improvement. This might include court action for eviction

6.0 Disposal of Household Refuse and Equipment: The Association will

- 6.1 Advise residents to securely bag refuse and put it into the bins in the bin store. Refuse should not be left in or around the bin store

- 6.2 Advise residents how to dispose of bulky household items, e.g. washing machines, cookers, furniture, etc. This will be determined by the policy of Glasgow City Council
- 6.3 Advise residents that, if it is necessary to leave bulky items at the bin store or on the pavement, they should make sure that they are placed tidily and are collected by Glasgow City Council as quickly as possible
- 6.4 Advise residents that Glasgow City Council will not uplift refuse caused by improvement works. The resident should make sure that their own Contractor deals with this

7.0 Household Pets: The Association will

- 7.1 Advise tenants to ask for written permission to keep any pet. The Association will not withhold permission unreasonably but might set conditions. Tenants must make sure that pets are kept under control and that they do not cause nuisance to neighbours
- 7.2 Not give permission to keep exotic animals, e.g. snakes
- 7.3 Advise tenants to make other arrangements for care of the pet if permission to keep a pet is not given or permission is withdrawn. If the tenant does not make other reasonable arrangements the Association will take any necessary action. This might include court action for eviction

8.0 Communal Aerials and Satellite Dishes: The Association will

- 8.1 Provide and maintain common aerials. Permission will not be given to put up an aerial if a communal aerial is in place. Residents will not normally be given permission to put up individual satellite dishes

9.0 Void Property: The Association will

- 9.1 Relet houses as quickly as possible
- 9.2 Not normally use security involving steel doors or "meshlite"

10.0 Abandoned Property: The Association will

- 10.1 Serve an Abandonment Notice if a house is empty and the tenant does not live in it
- 10.2 End the tenancy if the tenant does not contact the Association within 28 days; take possession of the house and allocate it
- 10.4 Only enter the house during the 28 day period to protect the house or personal belongings or furniture left there
- 10.5 Assess whether it would be reasonable to store or dispose of personal possessions or furniture belonging to the tenant. Storage would be for a maximum of six months and costs would be charged to the tenant

11.0 Neighbour Disputes: The Association will

- 11.1 Carry out an initial investigation into a dispute within 5 working days and give a written response within 10 working days
- 11.2 If appropriate, investigate verbal or anonymous complaints
- 11.4 Investigate in a sensitive manner
- 11.5 Issue a Notice warning of Court action if there is a serious breach of tenancy or a persistent nuisance
- 11.6 Instruct solicitors to raise an action in the Sheriff Court if the problem continues. This would be at the discretion of the Management Committee
- 11.7 Evict the tenant if an Eviction Decree is granted. This will be at the discretion of the Management Committee
- 11.8 Treat seriously suspected harassment, including physical attack, damage to property, verbal abuse and any other form of behaviour designed to deprive people of peaceful enjoyment of their home on grounds of gender, religion, race, ethnic or national origin, political orientation, sexual orientation, disability, marital status, age or social background

- 11.9 Try to rehouse the victim if investigations confirm harassment and the victim wants to be rehoused. This might be through transfer or referral to another association or to a local authority
 - 11.10 Monitor the situation if the victim wants to stay in their home. If appropriate, other agencies, e.g. Police, Social Services and victim support groups, will be contacted for assistance
 - 11.11 Take legal action against those responsible for harassment, where possible.
- 12.0 Resident Involvement: The Association will**
- 12.1 Ask for residents' opinion on estate management
 - 12.2 Issue a regular newsletter to help to raise tenants' awareness of policies and objectives
 - 12.3 Consider any grievance and consider an appeal against any decision taken by the Association through the Complaints Procedure
- 13.0 Remits and Delegated Authority:**
- 13.1 Staff will keep appropriate records of estate management visits, investigations, interviews, etc.
 - 13.2 Staff will issue a Notice of Proceedings if authorised by the Director
 - 13.3 Staff may instruct court action and report to the Management Committee at the next meeting
 - 13.4 An Eviction Decree will be enforced if approved by the Management Committee
- 14.0 Royston Area: The Association will**
- 14.1 Work with other housing organisations and Glasgow City Council to improve the environment throughout the Royston area
- 15.0 Monitoring, Reporting and Review: The Association will**
- 15.1 Review the Estate Management Policy every three years.

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