



West Highland Housing Association Ltd

HCTS006

Estate Management Policy

Reviewed: October 2019
Approved: Management Board November 2019
Next Review: October 2022

Registered Charity in Scotland no. SC017357

1. INTRODUCTION

Definition

- 1.1 Estate management is concerned with maintaining the physical condition, cleanliness and safety of the overall housing environment to ensure that the neighbourhood is a place where people wish to live.

Policy Aims

- 1.2 The organisation has agreed that our Mission Statement is to:

‘ Support our communities by providing and maintaining quality neighbourhoods and homes for life’

This policy therefore aims to:

- enable all tenants and their households to live in well managed and maintained housing
- ensure that tenants are able to live in a decent, secure, clean and tidy environment
- ensure that tenants are made aware of, and accept, their responsibilities in relation to the upkeep of their property and the surrounding area
- ensure that tenants are made aware of WHHA’s responsibilities and their responsibilities in relation to estate management
- work with other agencies and statutory bodies with the aim of ensuring that communities are well looked after

2. GENERAL REQUIREMENTS

West Highland Housing Association responsibilities

- 2.1 WHHA will seek to:

- Ensure that estate management services are planned, effectively budgeted for and managed to a high standard
- Ensure that sufficient staff resources are provided for estate management services
- Ensure that the common areas for which WHHA have responsibility are regularly checked and maintained to the highest possible standard
- React promptly and act upon in relation to estate management problems including complaints from tenants

- Maintain appropriate estate management records
- Co-operate with other relevant organisations in order to maintain and enhance the quality of the local environment

Tenant Responsibilities

2.2 Tenants have responsibilities which are set out in their tenancy agreement. Action will be taken if these obligations are not met. Tenants responsibilities include:

- Taking reasonable care to prevent damage to the house and neighbours' property, the neighbourhood/locality, lifts servicing the house or neighbours' houses and the common parts
- Taking all reasonable steps to prevent pets from causing a nuisance, annoyance or a detriment to health and safety or presenting a danger to anyone living with the tenant or the tenants' neighbours
- Unless services are provided, taking a turn to keep the common close clean and free from obstructions
- Take reasonable care of gardens, cutting grass and hedges, whether shared or having exclusive use
- Appropriate storage of belongings and parking of vehicles and caravans etc.
- Careful and appropriate disposal of refuse including bulk refuse for uplifting

2.3 Tenants may be charged for repairs resulting from wilful damage to the house or within the common areas.

2.4 When a tenancy has ended, WHHA will arrange to inspect the house including gardens and will agree any reinstatement work which is required by the tenant before the termination of the tenancy. The outgoing tenant will be re-charged for the cost of any repairs which was their responsibility or for the removal of possessions.

3. LEGAL ACTION

3.1 WHHA seeks to avoid the use of legal action in relation to estate management but will be prepared to take such action where a tenant is in breach of their tenancy agreement and all other action has been tried and has failed to remedy the situation.

3.2 To ensure legal action is kept to a minimum we will try the following preventative methods:

- Advising prospective tenants about the rights and responsibilities of being a tenant at accompanied viewings and at tenancy sign-up
- Providing a handbook which gives full details of all aspects of being a WHHA tenant.
- Carrying out settling in visits within the first 6 weeks of tenancy commencement, to ensure that the terms of the tenancy are being upheld and to resolve any issues.