

Estate Management Policy

Who does this policy apply to:	This policy applies to all staff and tenants
Review Date (minimum every three years)	This policy is subject to review in November 27
Policy Author/Reviewer and Job Title	Sally Rowe, Head of Housing
Consumer Standards	Transparency, Inclusion and Accountability Standard SE1: RPs must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies, and services. This includes in relation to the neighbourhood where applicable. SE3: RPs' housing and neighbourhood policies must be fair, reasonable, accessible, and transparent. Where relevant, policies should set out decision-making criteria and appeals processes. Complaints - SE1: RPs must ensure their approach to handling complaints is simple and accessible. Neighbourhood and Community Standard SE1: RPs must work co-operatively to aid in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes. SE1: RPs must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.

POLICY

Purpose and Scope of the Policy:

The purpose and scope of this policy is to ensure that the association is following the regulatory and legal responsibilities and requirements regarding effective estate management.

This duty covers all parts of the tenanted property including gardens, paths etc. and can arise even if WFHA is not primarily responsible for repairs if we have the right to enter any part of the property in order to carry out works.

WFHA therefore has adequate liability insurance to cover these obligations to third parties and injuries to tenants arising from defects in communal areas and facilities.

Policy Details:

The association's estate management policy defines the requirements to maintain our estates to a high standard.

It requires the association to ensure that all common parts and communal facilities are in a reasonable and

usable state of repair.

This policy gives a broad overview of our approach to maintaining these common areas and facilities. However, this must be read in conjunction with a number of other Policies that deal with specific items or areas in much greater detail.

Related Policies / legislation and regulation:

Health & Safety
Service Charges
Security of Properties
Tenant involvement
Equality, Inclusion and Diversity
Responsive Repairs
Safeguarding
Procurement
ASB
Mobility Scooters & Motorised Wheelchairs
Service Standards
Tenancy Agreement

Regulatory Standard for Social Housing in England
Fire Safety Order
Anti-social Behaviour Crime and Policing Act 2014
Health & Safety at Work Act 1974
Occupiers Liability Act 1984
Torts (Interference with Goods) Act 1977
The Regulatory Reform (Fire

Procedures:

Tenancy Obligations

In respect of communal areas, the association shall comply with all of its obligations under the tenancy agreements.

The following services are delivered to our estates:

Cleaning and window cleaning

A specialist contractor is employed to deliver a cleaning and window cleaning service to relevant properties.

The contractor has been approved through a robust procurement process and is an expert in delivering these types of services.

The contractors have a detailed specification for the works required and a dedicated manager will inspect these services on a regular basis to ensure compliance with the specification.

Grounds Maintenance

A specialist contractor is employed to deliver a grounds maintenance service to relevant properties.

The contractor has been approved through a robust procurement process and is an expert in delivering these types of services.

The contractors have a detailed specification for the works required and a dedicated manager will inspect these services on a regular basis to ensure compliance with the specification.

The association expects that private gardens should be well maintained and therefore make it a condition of tenancy that tenants keep their garden tidy and free from rubbish. If tenants are unable to do so as a result of age or disability the association will offer advice and assistance.

Additionally, the association employs a specialist contractor for tree lopping and maintenance, this is delivered via a programme of works on an annual basis, and this service is also procured on a three yearly basis.

It is noted we do have to take into account tree preservation orders when specifying this type of work.

We also ensure that risks are minimised, for example, paths which are the association's responsibility are cleared of snow and ice and are adequately salted or gritted as necessary.

Lifts

The association has a duty to keep in good repair and working order all lifts, this includes inside and outside of the properties.

This duty includes a 24-hour call out service with a service standard of 1 hour waiting time if an individual is stuck in the lift – Note: London Fire Brigade do not normally attend and remove individuals from the lift.

The contractor has been approved through a robust procurement process and is an expert in delivering these types of services.

The lifts are tested and serviced on a regular basis.

For properties that have community alarms, there is an alarm button to the control centre in the lift, with some lifts having an audio link

The lift control panels are accessible to wheelchair users.

Lighting

The association will keep in good repair and working order all communal lighting. It is aware of the need to be energy efficient and where possible energy saving light bulbs are used. All defective lights are replaced promptly.

Emergency lighting is placed in all communal areas and is maintained and tested on a regular basis.

Fire Safety

The association has a duty to ensure that all its properties meet fire regulations and building regulations in respect of fire and have current fire risk assessments completed and reviewed on a regular basis.

All firefighting equipment, e.g. alarms and smoke alarms in communal areas are serviced and tested regularly.

Relevant staff are trained in fire safety.

Car Parking, Abandoned & SORN vehicles

It is our responsibility to maintain our car parks and communal parking areas. Periodic inspections are made to check for litter, unauthorised parking and abandoned vehicles. The inspection is also to ensure that pedestrian areas and emergency access ways are kept clear. This will be completed via our estate inspections and staff attendance.

Where persistent unauthorised parking occurs WFHA will liaise with tenants over the most appropriate solution. On any mixed estate we will also liaise with the other landlords. In many of the schemes we have introduced a controlled parking system, and or barriers.

Where WFHA identify an apparently abandoned vehicle we will seek to remove it as soon as possible.

Where a vehicle is on WFHA land and is untaxed or is in an unroadworthy condition, we also seek it to remove it. However, if certain criteria are ALL met, we will allow the vehicle to remain for up to 6 months. These are –

1. If the registered keeper of the vehicle has been in contact with us
2. Is a WFHA tenant (or member of the household),
3. Has advised us that the vehicle is currently registered off the road, and has a valid SORN declaration,

If the above criteria are not met, we will treat the vehicle as abandoned and will instruct our parking enforcement to take appropriate action.

Rubbish and fly tipping

The association are keen to avoid rubbish building up around the communal bin areas. Tenants are actively encouraged to:

- Use the rubbish and recycling bins provided
- Not to dump rubbish in the communal areas
- To use the LBWF bulk collection services

A build-up of rubbish can encourage pests and vermin, and can encourage fly-tipping to occur.

The association will respond and investigate reports promptly of fly tipping and will aim to remove any items that have (or appear to have) been dumped within 5 working days of them being reported to us.

Such clearances may be a service chargeable item or rechargeable, (depending on the circumstances), which is why we encourage the use of the local authorities' free service, if appropriate.

Community Alarm System

The association provide a community alarm system in many of its sheltered properties. This system is tested on a regular basis both the individual alarm point and the receiving module.

The maintenance contractor has been approved through a robust procurement process and is an expert in delivering these types of services.

The monitoring service for the community alarm service has been approved through a robust procurement process and is an expert in delivering these types of services.

Internal Decorations, Furnishings and Fittings

The association has an annual programme of cyclical maintenance. This includes redecorating internal communal areas. This takes place periodically depending on the condition of the property.

Tenants are involved in choosing colour schemes wherever possible, Included is also a programme to renew the communal carpets and other fixtures and fittings that are the association's responsibility.

Where a communal lounge is available, furniture and furnishing replacement will depend on both the tenants' requests and the condition of the current furniture in situ. We will involve tenants in choosing replacement furniture wherever possible.

We also ensure when replacing or providing additional furniture that:

- it meets current regulations on fire resistance
- is durable and easy to clean and maintain
- Is suitable to the needs of the property

Satellite dishes

The association recognises that the demand for the provision of digital, cable and satellite TV is commonplace in most homes today, and so we will consider all requests to erect a satellite dish. However, on certain properties due to its place and heritage permission could be denied.

However, if cable or digital are available then satellite dishes will not be allowed. Where there is no current cable or digital TV provision, permission will not unreasonably be withheld.

Equality Impact Statement:

Pending

Document History:

Date of Last Review: November 2024

Date Approved: November 2027 (internal review only, does not require Board oversight)