

Estate Management Factsheet

What is this fact sheet about?

This fact sheet provides information about the Co-operative's Estate Management and Physical Environment Policy. It highlights Tenants First commitment to providing efficient and effective Estate Management. It describes what we do to maintain and improve the quality of our estates and neighbourhoods and what services we can offer to members. Tenants First strive to promote member satisfaction and recognise and encourage the crucial role of members and their contribution toward maintaining a desirable community in which members wish to live.

This factsheet considers the following:

- 1) What is Estate Management?
- 2) What Estate Management Inspections do Tenants First carry out?
- 3) What are Tenants First Inspection Objectives?
- 4) What Estate Management services do Tenants First offer?
- 5) The Role of the Co-operative Member in Estate Management
- 6) Examples of what Estate Management issues / problems members experience

1. What is Estate Management ?

Estate Management covers the appearance of properties and the surrounding environment within the community including neighbours, parking, garden ground, landscaped areas out with your garden, play areas, lighting and local amenities.

2. What inspections do we do?

- **Landscaping monitoring** – Our Property Management Section carry out checks to ensure the Co-operatives contractors are keeping these areas neat and tidy. This includes monitoring of grass cutting and shrub pruning.
- **Communal Cleaning** – The Housing Officer will monitor that this is being carried out regularly and to an acceptable standard by members or contractors. This includes inspection of communal stairways and entrance hallways. Some Co-operative properties have contractor communal cleaning included as part of their tenancies for which a service charge is made.
- **Neighbourhood Inspections** – The Co-operative aims to carry out annual 'walk about' inspections by members of the Housing Management and Property Management sections. Co-operative members who reside in the area are also invited to accompany the Officers during these inspections. Any issues identified are then raised with the appropriate agency.

3. What are our inspection objectives?

Tenants First recognises a members right to enjoy the quiet enjoyment of their home with decent, safe and secure living conditions. It is our objective to enhance member's quality of life and to promote member participation and responsibility for the areas in which they live. It is our objective to determine the issues that need to be addressed and take the appropriate action, working in partnership with other agencies such the Police, Community Wardens, Local Authorities and other Registered Social Landlords.

4. What services do we offer:

- **Garden Maintenance Programme – Medical**

Some members have medical conditions which make it impossible for them to maintain their garden ground without assistance. In this instance the Co-operative may offer a **grass cutting service** 'free of charge' for members who meet the necessary criteria. It should be noted that your GP may make a charge for providing information to the Co-operative to support your application. ***For further details on the garden maintenance service and how to apply for assistance you should contact your Housing Officer.***

- **Sheltered Housing Surgeries**

The Housing Officer and Property Management Officer are available for consultation at Sheltered Complex's on a regular basis. The Officers can provide advice and guidance to members on a wide range of issues including estate management. ***For information on when surgeries are held you should contact your Housing Officer.***

- **Written Standards**

At home visit assessment members are verbally advised of Tenants First expectations and their responsibilities in relation to their garden ground and the wider community. This is reinforced at the 'sign up' stage of the allocation. For specific details members should consult the Property Standards Factsheet which is provided at home visit interview and their Scottish Secure Tenancy Agreement.

5. What are your views?

- Member Feedback

We encourage feedback from our Co-operative Members on their views about how we manage our estates and what they think we should be doing to make their neighbourhood a better place to live.

Members are consulted at various stages of their tenancy to gather their views on the existing service provision. This information is then used to help us identify gaps in our service and to help us to improve our overall estate management performance.

6. What Estate Management issues and problems do members sometimes experience & contact us about:

Estate Management covers a wide range of issues. We are highlighting some of the main areas that members sometimes contact us about for support and advice.

- *Neighbour Relationships*

Most households enjoy a positive 'good neighbour' experience. However, on occasion difficulties can arise and Tenants First Housing Management Team is available to respond to complaints from and regarding its members. The Co-operative has an Anti Social Behaviour Factsheet (which is available from your Housing Officer) this includes examples of ASB and provides guidance advice on how to deal with instances of ASB. The Co-operative also has an ASB policy and procedure to assist us in dealing with Neighbour Complaints. Members should contact their Housing Officer if they wish to discuss any issues of concern.

- *Vehicles*

Abandoned vehicles in your area - If the area in which you live is adopted by the local authority the abandoned vehicle should be reported to the Police. If the area is not adopted members should contact Tenants First Property Management Section on 01224 628400. If

members have a vehicle they wish uplifted and disposed of the Co- operative has a Vehicle Uplift Leaflet which provides information and guidance. This is available from your Housing Officer.

- *Pets*

Dog Fouling - and other unacceptable pet behaviour is on occasion brought to our attention. Tenants First has various leaflets, available from your Housing Officer, which provide information and guidance on the keeping of pets. Members are encouraged to contact their Local Authority Dog Warden if they have any concerns regarding pet welfare or behaviour.

- *Gardens*

The Property Standard Factsheet outlines the Co-operative's definition of a neat and tidy garden. This is also highlighted in your Scottish Secure Tenancy Agreement. Grass should be cut to 6cm, hedging should not exceed 6ft at the rear and 3ft at the side of properties.

- *Graffiti*

The Co-operative or Local Authority aim to have offensive graffiti removed within 24 hours of receiving a report. Non offensive graffiti should be removed within 7 days.

- *Fly-tipping*

If this constitutes a fire hazard the Co-operative will organise removal of the item/s within 24 hours of awareness.

- *Security*

Members are urged to report any faulty street lighting to either Tenants First, Property Management Section or their Local Authority. A number of Co-operative areas operate a Neighbourhood Watch Scheme. If you wish advice on how to set scheme in your area please contact your Housing Officer.

If you would like more information and advice or would like to comment on your views of our service please contact us:

<p><u>Tenants First Housing Co-operative</u> 23 Albert Street, Aberdeen AB25 1XX Telephone 01224 628400, Fax 01224 628428 e-mail eng@tenantsfirst.com</p> <p>Office Opening Hours: Monday to Thursday - 8.30 am to 5.30pm Friday - 8.30am to 4.30pm.</p>	<p><u>Tenants First Housing Co-operative</u> 27 Slains Court, Peterhead AB42 2YF Telephone 01799 474282, Fax 01779 871969 e-mail eng@tenantsfirst.com</p> <p>Office Opening Hours: Monday to Thursday - 9am to 5pm Friday - 9am to 4.30pm.</p> <p>(between 12.30 and 1.30pm every day the office closes)</p>
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Please note that both offices close on Wednesday morning for training

Our web site address is www.tenantsfirst.com