



ESTATE MANAGEMENT POLICY

Responsible Director: Director of Homes and Wellbeing

Responsible Manager: Head of Homes and Wellbeing

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1. Purpose

- 1.1 NCHA is committed to ensuring that our estates are places where people want to live and feel safe by maintaining estates according to the 'Managing Your Estate' Service Standard

2. Background

- 2.1 This policy is intended to ensure the delivery of the Estate Management Service Standard.
- 2.2 Estate Management includes the following:

Scheme Management Services
Cleaning Communal Areas (including within blocks of flats)
Gardening Services
Window Cleaning
Removing Litter and Bulk Refuse
Removing Graffiti
Removing Abandoned Vehicles
Untidy Gardens
Dog roaming / fouling
Requests to erect satellite dishes, sheds, external improvements
Estate Inspections
Repairs to Communal Areas
Tenant Improvements
Fire Safety Inspections

3. References

- 3.1 Abandoned Vehicle Procedure
- 3.2 NCHA Corporate Plan
- 3.3 Service Charge Policy
- 3.4 Estate Management Service Standards
- 3.5 Estate and Tenant Management Strategy

3.6 Estate and Tenant Management DOP

3.7 Repairs Manual

3.8 Pets

3.9 Fire Risk Assessment Procedure

3.10 Estate Improvement Policy

3.11 Disposal of Goods Policy

4. Risks

4.1 The major risk that this policy aims to address is the potential failure to meet agreed service standards.

5. Communal Services

5.1 NCHA employs a number of Scheme Managers, and External Contractors, some of whom work on single estates whilst others work on a number of estates.

5.2 The cost of the Estate Management services are apportioned as per the Service Charge Policy and charged to tenants in the service charge.

5.3 The Scheme Manager's service operates in the main where NCHA have flats with internal or external areas. The Scheme Managers tasks will vary from site to site but cover the following:

- Cleaning internal communal areas to flats
- Cleaning external communal areas
- Communal Gardening
- Testing of fire equipment in communal blocks of flats
- Reporting communal repairs
- Litter picking
- Graffiti
- Liaison with customers and Leaseholders
- Liaising with Housing Management staff
- Liaising with Police Officers and Contractors
- Sign posting customers and residents
- Reporting tenancy breaches
- Identify and reporting health and safety issues/concerns

5.4 Costs of communal cleaning are apportioned as per the service charge policy and charged to customers in the service charge.

5.5 Scheme Managers and Contractors work to an agreed cleaning specification and schedule.

5.6 Scheme Managers will record when they visit a block on their Total Mobile devices. The Scheme Managers cleaning schedules will also be made available for customers to view on the NCHA website and on electronic notice boards. Media portals will be up-dated to reflect changes to schedules.

6. Communal Cleaning

6.1 Communal areas which are not cleaned by Scheme Managers will be cleaned by contractors.

6.2 Costs of communal cleaning are apportioned as per the service charge policy and charged to customers, including Leaseholders, in the service charge.

6.3 Cleaning contractors work to an agreed cleaning specification.

6.4 Cleaning contractors are supervised by the Rents and Services team. NCHA will also utilise Local Residents, Community Voices, Scheme Managers and other NCHA employees to provide feedback to the Rents and Services team about cleaning standards.

7. Gardening Services

7.1 Gardening to estate communal areas is generally done by contractors who work to an agreed specification.

7.2 Gardening contractors are supervised by the Rents and Services team. NCHA will utilise Local Residents, Community Voices, Scheme Managers and other NCHA employees to provide feedback to the Rents and Services team about cleaning standards.

7.3 Costs of the gardening service are apportioned as per the Service Charge Policy and charged to customers, including Leaseholders, in the service charge.

8. Window Cleaning

8.1 Window cleaning to specified flats is carried out by contractors who work to an agreed specification.

8.2 Window cleaning contractors are supervised by Rents and Services team. NCHA will also utilise Local Residents, Community Voices, Scheme Managers and other NCHA employees to provide feedback to the Rents and Services team about cleaning standards.

8.3 Costs of the window cleaning service are apportioned as per the service charge policy and charged to customers, including Leaseholders, in the service charge.

9. Removing Litter and Bulk Refuse

- 9.1 Scheme Managers, and gardeners will visit estates at agreed intervals and litter pick communal areas.
- 9.2 Due to vehicle loading restrictions the Scheme Managers are unable to remove fly tipping on Estates. Where items that have been left and or fly tipping has been identified, the Scheme Manager will liaise with the Estate Officer to gauge if a customer has reported the item(s), for example to the Local Authority for removal. If the Scheme Manager or the Estate Officer has been unable to identify the person(s) who has left the item(s)/ fly tipping then an order will be raised for a contractor to clear the items.
- 9.3 Contractor clearance of fly tipping/ bulk rubbish is a rechargeable service and as such will be treated as so. If evidence is obtained that an individual is responsible for fly tipping or inappropriate use of the refuse storage area then that individual will be charged or pursued through the legal processes for the cost of the removal of the rubbish and/ or clean up of the area.
- 9.4 Scheme Managers and Estate Management staff can offer advice to customers and Leaseholders about the proper removal of unwanted bulk items.
- 9.5 NCHA staff will be aware of the different practices operated by different Local Authorities in respect of the removal of bulk refuse and be in a position to advise customers and Leaseholders. Some Local Authorities charge for removal, while some offer a free service to customers in receipt of benefits.

10. Graffiti Removal

- 10.1 Estate Services will use all available resources to comply with Service Standards for removing Graffiti, including Scheme Manager Services. Offensive graffiti will be removed within 24 hours of it being reported, but this will be subject to contractor availability.
- 10.2 Non-offensive graffiti will be removed within 28 days.

11. Abandoned Vehicle Removal

- 11.1 Reports of abandoned vehicles will be dealt with as per the Abandoned Vehicle Procedure (Appendix C6.3).
- 11.2 Where an unauthorised vehicle has been identified which is parked on NCHA land, Estate Services will serve a tort notice on the vehicle. Upon the expiry of the tort notice, if the owner has not been in contact with Estate Services and/ or not removed the vehicle, arrangements will be made to clear the vehicle from the land. It will be the responsibility of the owner to liaise directly with any 3 party/ contractor NCHA choses to instruct, for the return of the vehicle including the payment of any fees for the vehicles release.

12. Untidy Gardens

- 12.1 It is a customer's responsibility to keep the garden(s) to their home tidy and clear from rubbish, unwanted household items and strewn litter. Untidy gardens will be identified during estate inspections and by reports from neighbours and other sources.
- 12.2 If an untidy garden has been identified, which may be in breach of the tenancy terms and conditions the Estate Officer will inspect the garden within 10 working days. If there is a breach of tenancy conditions the Estate Officer will contact the tenant asking that the garden is tidied up.
- 12.3 If the garden is not brought up to standard further visits and contact will be made. If the tenant is able to carry out the remedial works and does not do so, a Notice of Seeking Possession quoting Ground 12 will be served.
- 12.4 If the tenant is elderly or has medical problems that makes gardening difficult, help and assistance should be given to find appropriate gardening services.

13. Pets

- 13.1 The tenancy contract terms and conditions state that tenants are required to obtain NCHA's written permission if they want to keep a pet. Requests will be replied to in 10 working days.
- 13.2 If there is an alleged breach of the tenancy conditions the Estate Officer will contact the pet owner within 10 working days, asking that the breach be remedied.
- 13.3 If the breach of tenancy conditions is not remedied, evidence will be requested from customers and residents and other sources to use against the offending tenant to prove a breach of tenancy. NCHA will instruct the customer to rehome the pet.
- 13.4 Retrospective permission to keep a pet will not be given, as it is clearly stated within the tenancy contract that written permission needs to be obtained first and conversations are held with the customer prior to sign up.

14. Home Improvements

- 14.1 NCHA Property Services and or the Development Department will, where appropriate, be consulted in response to tenant requests to erect Sheds/Greenhouses/Satellite Dishes and other external Improvements.
- 14.2 All requests are dealt with by Property Services within 10 days of receipt.
- 14.3 Tenants will be advised that they should obtain all current planning and building permissions from the appropriate authorities and that works are carried out by a suitably qualified trade person to a professional standard with evidence being provided as required by Property Services.

15. Estate Inspections

- 15.1 Estates are inspected by either a Scheme Manager or an Estate Officer. Scheme Managers who attend a particular site will take the primary responsibility for inspecting it during their scheduled visits. Estate Officers will carryout an Estate Inspection where Scheme Managers do not attend the location on a yearly basis. Estate Officers may be accompanied by a Technical Inspector on some visits. If a business case is made for more frequent visits then this will be planned in to the Estate Officers schedules. This does not include properties that are dispersed i.e. do not form a cluster.
- 15.2 The Estate Officer's estate inspection schedules will be posted on to the NCHA website and electronic notice boards annually.
- 15.3 The Estate Inspection service will cover checking standards of communal cleaning, gardening, services provided by other agencies such as street cleaning and issues such as communal repairs and reporting Health and Safety issues in communal areas. Untidy gardens and tenant disrepair will also be noted.
- 15.4 Actions resulting from an estate inspection will be logged via Total Mobile devices.
- 15.5 Details of Estate Inspection schedules may also be published through other media sources on a periodic basis.
- 15.6 Manual Noticeboards - The Resident Involvement Team will send out hard copies upon request of the Scheme Managers visits and Estate Officers annual estate inspections to the Community Voices.

16. Repairs to Communal Areas

- 16.1 Repairs to communal areas can be identified and reported by tenants, Leaseholders, Scheme Managers, Estate Officers and Assistants, and Technical Inspectors at estate inspections or during any other time as and when they are identified.
- 16.2 Repairs are assigned a priority and carried out in the agreed timescales.
- 16.3 Some repairs to communal areas may be charged to the service charge as per the service charge policy.

17. Services Provided by Management Companies

- 17.1 On some mixed Tenure Estates communal services can be provided by a Management Company.
- 17.2 NCHA will obtain the service specification, service charge budget and accounts from the Management Company, to be made available for Tenants and Residents.

17.3 If the service provided does not meet agreed standards representations will be made to the Management Company in order to improve performance.

18. Bench Marking

18.1 NCHA will ensure that its services are compared to others in terms of price and quality, to ensure value for money and good quality services.

19. Infestations

19.1 In all cases of pest infestation NCHA will seal any access routes into the structure of the property that for example, may be allowing rodent infestations but the actual pest control is the responsibility of the tenant. If the infestation was caused due to a delay in property repairs or normal deterioration of the property NCHA will pay to eliminate the infestation.

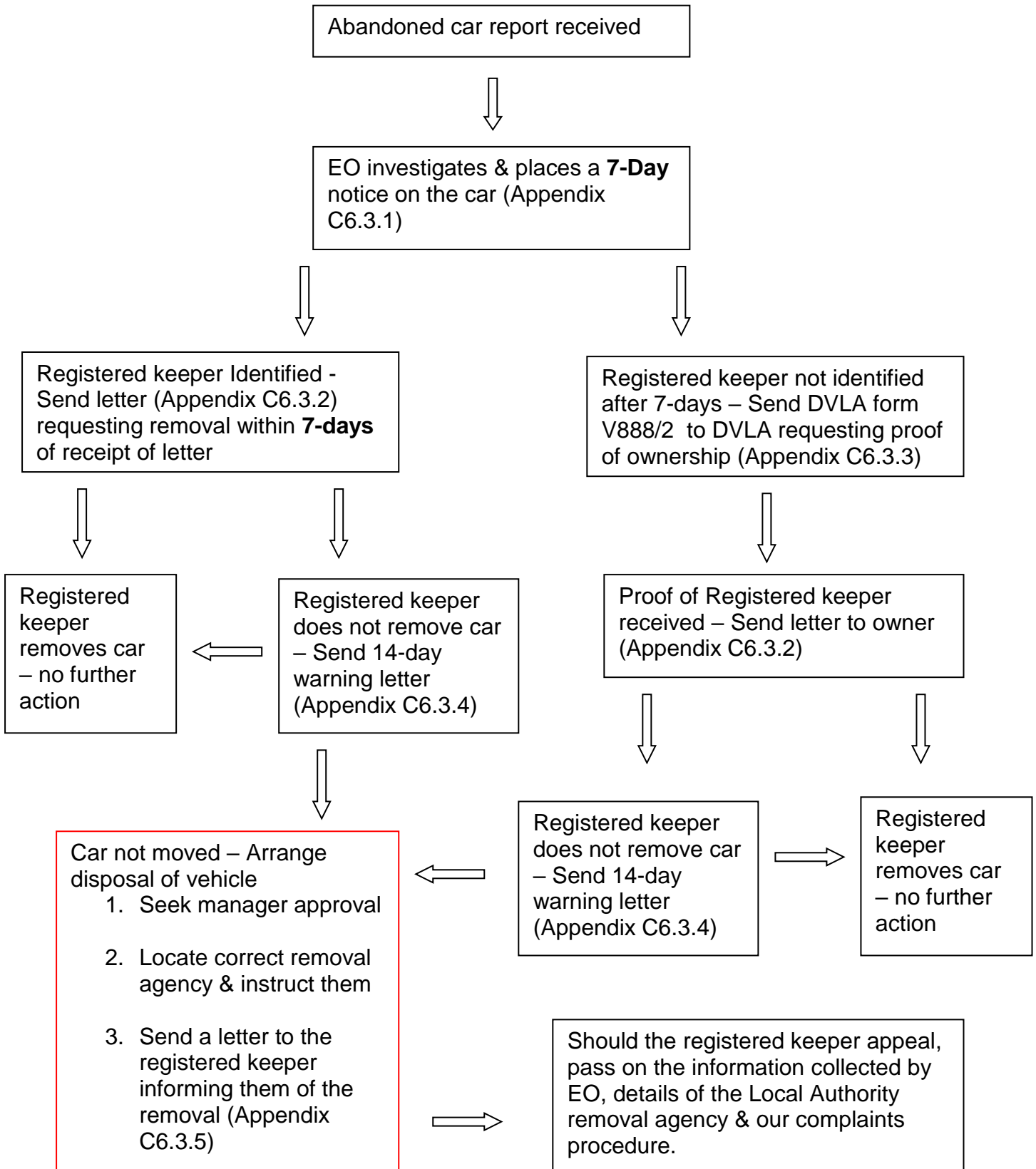
19.2 Tenants reporting infestations including Rats, Mice, Bees, Wasps, Ants, Squirrels etc., should be advised to contact their Environmental Health Department who should be able to advise about the appropriate services to tackle the infestation.

20. Community Development

20.1 NCHA will assist and support tenants, Leaseholders and community groups to deal with local community issues such as street cleaning, crime, road safety etc.

Appendix C6.3— Abandoned Car Procedure

When following this procedure each stage must be recorded with photographs, dates and copies of correspondence.





Appendix C6.1.1 – Abandoned Vehicle Notice

**NOTICE
ABANDONED
VEHICLE**

NOTTINGHAM COMMUNITY HOUSING ASSOCIATION
12-14 Pelham Road, Sherwood Rise, Nottingham NG5 1AP
TEL: 0800 0138 555

Vehicles must be taxed and roadworthy to be parked in NCHA car parks.
The following unauthorised vehicle is parked illegally.

Car Registration number _____

On _____ Month _____ year _____

Please remove this vehicle within 7 days.

Please note: Any costs involved in the removal of the vehicle will be passed on to the vehicle owner.

FOR FURTHER INFORMATION CONTACT

NOTTINGHAM COMMUNITY HOUSING ASSOCIATION 12-14 Pelham
Road, Sherwood Rise, Nottingham NG5 1AP TEL: 0800 0138 555

Estates Officer _____

Appendix C6.1.2 – Abandoned Car Letter

Our Ref:

Date:

Dear

Abandoned Car

It has been brought to my attention that you are the registered keeper of an abandoned car at registration number

Will you please make arrangements to remove the car **WITHIN SEVEN DAYS**. Please contact your Estate Officer.....at the above address, on Tel: 0800 0138555 to discuss this matter.

Yours sincerely

Estate Officer

Appendix C6.1.3 – DVLA form V888/2

To request information from the DVLA about who is the registered keeper of the car, please print out and complete DVLA form V888/2, available from the gov.uk website.

Appendix C6.1.4 – Abandoned Car Letter 2

Our Ref:

Date:

Dear

Re: Abandoned Car

Further to my letter dated I note that the abandoned car at, registration number has still not ~~yet~~ been removed by you.

If the car is not removed **WITHIN THE NEXT 14 DAYS**, NCHA will remove the car and it will be scrapped. Any charges incurred by NCHA will be passed on to yourself for payment.

Please contact your Housing Management Officerat the above address Tele: 0800 0138 555 to discuss your intentions.

Yours sincerely

Estate Officer

Appendix C6.1.5 – Abandoned Car Letter 3

Our Ref:

Date:

Dear

Re: Abandoned Car

It has been reported that a car which is registered in your ownership has been abandoned at

A 7 day notice requesting its removal has been placed on the car and you have been written to and given notice to remove it.

The car has still not been removed and I have therefore authorised its removal.

You will be charged for the cost of the removal.

Yours sincerely

Estate Officer

Appendix C6.1.6 – Sample Site Logs

CLEANING LOG

Scheme:					
Date:					
Task	Satisfactory			Action Taken	Comments
	N/A	Yes	No		
Litter Internal & External	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bin Stores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Letter Boxes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Paintwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Carpets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Vinyl Flooring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Internal Windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
External Windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Skirting and Handrails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Signed:				Print Name:	

EXTERNAL CHECKS**Scheme:****Date:**

Task	Satisfactory			Action Taken	Photograph taken		Comments
	N/A	Yes	No		Yes	No	
General Landscaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Grassed Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Litter External inc. Bin Stores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Car Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Boundary Wall & Fencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Building Guttering & Roof	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Building Brickwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Abandoned vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Play Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Footpaths and Pumping Stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
CCTV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Signed:				Print Name:			

FIRE CHECKS**Scheme:****Date:**

Task	Satisfactory			Call point/ zone	Reason for activation	Action Taken/ Faults found	Comments
	N/A	Yes	No				
Fire Equipment Checks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Primary Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Emergency Light Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Visits by Service Engineers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Fire Alarm Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Fire Alarm Activations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Doors/ Entrance Inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Fire Signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Fire Doors Closed/ In good working order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Fire Exits Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Meter Cupboards -Hazard free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Smoke Alarm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Smoke Alarm Batteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Stairwells - Hazard free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Communal Areas - Hazard Free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

Signed:**Print name:**