

Estate Management

October 2024

Date	October 2024
Planned Review Date	October 2027
Reactive Review Date & Reason	April 2023 Consumer Standards
Revised Review Date	
Author (Job Title)	Director of Customer Experience
Service Director (Job Title)	Director of Customer Experience
Directorate	Customer Services

Policy Review History

Version number	Changes to Document	Changes Authorised By	Date Approved
V01	New Policy		
V02	Reviewed in line with 3-year fundamental review and considering the Regulator of Social Housing (RoSH) consumer standard changes taking effect from April 2024	KG/MY	Oct 2024

Governance Information

Equality and Diversity	There are no equality and diversity concerns as this policy takes a proactive approach.
Customer Involvement and Consultation	<i>Customer Consultation has been completed. Overall a clear and concise policy. Any comments have been taken on board and responded to as part of the consultation. Please refer to the Policy Consultation Report for further details.</i>
Environmental Sustainability	None identified.
Monitoring and Review	The Director of Customer Experience will review the policy every three years or sooner if there are any legislative or regulatory changes.

Responsibility	Head of Housing Services & Head of Estates Services are responsible for the overall implementation of the policy.
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Relevant Regulations

Regulation / Consumer Standard	Code of Practice	Policy section
Regulator of Social Housing Neighbourhood & Community Consumer Standard	"Maintenance of shared spaces Registered providers must work co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes.	Section 3
	Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must: a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how they will achieve them; and b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist them in achieving their objectives.	Section 2 & 3
Regulator of Social Housing Safety and Quality Standard	Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas	Section 3 (All)
Regulator of Social Housing Transparency, Influence and Accountability Standard	All tenants deserve to be treated with fairness and respect underpinning all service delivery	Section 2
	Ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants	Section 5
	Where delivering a service directly to a tenant, we should communicate with them from the start through to the completion of that service.	Section 3
	Housing and neighbourhood policies must be fair, reasonable, accessible, and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.	Section 3
	Registered providers 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.	Section 5
	Genuine consideration of tenants' views should be at the heart of registered providers' different levels of decision-making about the delivery of landlord services.	Section 5
	Meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.	Section 4

	Where a registered provider publishes TSM data in more detail as far as possible, they calculate and report the data in accordance with the regulator's TSM requirements. Any significant deviation from these requirements should be clearly set out alongside the reported TSM data.	Section 3
	Registered providers should take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, taking into account the diverse needs of tenants	Section 5
	Tenants having access to reliable and accurate performance information about landlord services helps to ensure transparency and to drive effective tenant scrutiny.	Section 6
	Registered providers should make tenants aware of the services and standards of service they provide, and the different ways in which tenants can contact their landlord	Section 3
	Registered providers should regularly assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services. Providers should take account of the findings of their assessments and should be able to demonstrate actions they have taken as a result.	Section 4
	Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.	Section 5

1. REFERENCE MATERIAL

- Clean Neighbourhoods and Environment Act 2005
- Environmental Protection Act 1990
- Refuse Disposal (Amenity) Act 1978
- The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008
- Law of Torts (Interference with Goods) Act 1977
- Regulatory Reform (Fire Safety) Order 2005
- Antisocial Behaviour Act 2003
- Antisocial Behaviour, Crime and Policing Act 2014
- Thirteen Antisocial Behaviour and Hate Crime Policy
- Estate Services Customer Charter
- ISO14001

2. WHY WE NEED THIS POLICY

- 2.1 To operate an efficient and effective business to the benefit of our customers and colleagues whilst meeting our legal and regulatory requirements and specifically our responsibilities to communal and shared spaces.
- 2.2 This policy has been written to help us achieve our visions and strategic objectives;

- 2.2.1 To support the management of our communal areas and open spaces within our neighbourhoods.
- 2.2.2 To provide and maintain safe, attractive, clean neighbourhoods that customers are proud to live in.
- 2.2.3 To assist us in ensuring our grounds and the communal facilities that we own and manage are well maintained.
- 2.2.4 To ensure customers will be treated with fairness and respect.
- 2.2.5 That we work in partnership with a range of stakeholders to deliver our strategic outcomes:
 - Effective estate management
 - Delivering a Great Customer Experience and Quality Places to Live and Improving Neighbourhoods
 - Building community resilience.
- 2.2.6 To demonstrate our compliance with the Regulator of Social Housing's Standards by working with our customers and partner agencies to keep our neighbourhoods and communal areas safe and clean.
- 2.2.7 To work to deter Anti-social behaviour through well managed neighbourhoods and to help to deliver communities that are sustainable and where customers want to live.
- 2.2.8 We recognise some neighbourhoods face more challenges than others and require a longer-term localised partnership approach to help the neighbourhood flourish.

3 HOW WE ACHIEVE THIS

- 3.1 We are committed to maintaining our neighbourhoods and providing services to customers that enable them to enjoy their homes in a safe and attractive neighbourhood that they are proud of.
- 3.2 We provide a continuous service to ensure the safety of our customers and the protection of homes and properties suitable to our customers' diverse needs.
- 3.3 We ensure that customers have the opportunity to influence the policy and the management of their local neighbourhood through a variety of means including feedback and complaints.
- 3.4 We give customers the opportunities to actively participate in the upkeep of shared spaces and create initiatives to frequently engage customers wanting to work cooperatively with us.
- 3.5 We work closely with the Local Authority and other partners, where appropriate, to identify problems within our neighbourhoods and deliver joint solutions.
- 3.6 We ensure transparency in our approach and provide the accessibility for customers to hold us to account.

- 3.7 We have effective processes in place as set out in our complaints procedure for customers if they feel this is the action required.
- 3.8 We fully comply with all relevant service legislation, reflecting best practise of conduct in services, providing customers safe well maintained communal environments, open and shared spaces.
- 3.9 Comply to environmental requirements including the use of chemicals and disposal of waste.

Supporting better neighbourhoods for our customers

- 3.10 We ensure neighbourhoods are well maintained, tidy and free from graffiti and fly tipping to help tackle and reduce ASB in our neighbourhoods working with appropriate stakeholders to the full extent of our powers as a landlord.
- 3.11 This includes working closely with the Police and other partners to view to support customers and mitigate Antisocial Behaviour, in line with our Antisocial Behaviour and Hate Crime Policy.
- 3.12 We promote the responsibility of our customers to correctly dispose of their waste including engagement with the local authority arrangements.
- 3.13 We encourage customers to report issues within their neighbourhood to us, to allow us to respond promptly.
- 3.14 We ensure that customers are aware of their responsibilities to help keep neighbourhoods clean and safe. Please see section 2 of the supporting documents for further guidance on tenant responsibilities.
- 3.15 We endeavour to let empty homes quickly to help maintain the appearance and security of neighbourhoods.
- 3.16 We undertake neighbourhood walkabouts based on the need of the neighbourhood as part of our service in considering the diverse needs of our customers'.
- 3.17 Neighbourhood walkabouts focus on issues relating to the management of homes, prioritising any vulnerability, and safeguarding concerns and surrounding shared spaces. Further information about our neighbourhood walkabouts and communal area inspections are included in section 3 of the supporting documentation below.
- 3.18 We give customers and other agencies the opportunity to identify problems and solutions and help to influence the management of their neighbourhood through a variety of media including feedback surveys, raising concerns through our touchpoints, and via the resilience team.
- 3.19 We encourage and support the involvement of customers and residents to deliver our aims, encourage customer to act responsibly and within their tenancy agreement.
- 3.20 To achieve this, we work alongside customers to empower them and make them feel proud and help to build strong relationships between us as a landlord and customers and develop community among our customers.

- 3.21 We ensure that customers are aware of the standard of service that they should expect to receive, service standards and charters can be seen in sections 4, 5 and 6.

Working in partnership

- 3.22 We recognise that although we are a major contributor to neighbourhoods, not all of the land, facilities or shared spaces will be within our ownership. We work with the relevant landowner, including Local Authorities, to resolve issues on land that is not within our ownership but is negatively impacting upon the neighbourhood.
- 3.23 As part of our community resilience we work in partnership with the Local Authority, to tackle a variety of social, economic and environmental issues that have an impact on our customers and the communities where they live.
Please see section 7 of the supporting documents for current Locality plans in operation to showcase our work within communities.
- 3.24 We ensure all works are carried out in a safe and appropriate manner.

Building Support Services

- 3.25 We provide a key role in keeping our corporate and multi occupancy buildings (High rise buildings) communal areas clean, safe and well maintained ensuring maximum enjoyment of the facilities.
- 3.26 We ensure our teams are visible and approachable as a point of contact for Thirteen customers and can report any building defects or concerns through building support staff.
- 3.27 We provide a key supportive role in building safety and compliance, by completing checks and tests within corporate and multi occupancy buildings to keep customers safe and the business compliant.
- 3.28 We provide a valuable service to both customer and business in terms of service delivery, ensuring efficiency and safety in all aspects of delivery and strive to ensure that customers know the level of service they should receive specifically within multi occupancy buildings and their communal areas.

Security and Crime prevention

- 3.29 We maintain high standards through proactive neighbourhood management, resident engagement, firm enforcement action and planned preventative measures. In addition, we use a range of methods of keeping customers safe within their home, this includes the use of door monitoring and CCTV.

Grounds Maintenance

- 3.30 We ensure that our grounds and the communal facilities that we own and manage are well maintained to established standards as set out in Clean Sweep programme and the Estates Services Customer Charter.

- 3.31 We maintain grassed areas, shrubbery, and footpaths.
- 3.32 We undertake an appropriate tree management programme that recognises the benefit of trees and balance this against any concerns they may cause, taking into account any tree preservation orders and biodiversity requirements of the landscape. [Click here](#) to view more information on our website for tree maintenance.

Fly Tipping

- 3.33 We manage and monitor the removal of fly tipping and other unwanted items that lead to eye sore or anti-social behaviour.
- 3.34 We work in partnership with local authority enforcement officers to prevent further problems and to ensure legal action is taken where appropriate.
- 3.35 We utilise our urban rangers to work proactively within the communities both promoting responsible behaviour and the promote removal of any hazards.

Timescales

- 3.36 The below table sets out our response times and planned activity in relation to estates management.

Requested task	Response Time
Fly tipping or graffiti - urgent (offensive / Fire risk)	1 working day
Fly tipping or graffiti non urgent	5 Working days
Reports of issues that are not the responsibility of Thirteen	Passed to relevant agency with 3 working days
Cleaning request - urgent	2 hrs to 1 working day dependent on risk
Planned activity	Minimum frequency
Communal cleaning inspections	Monthly
Estate inspections	Quarterly
Flat door inspections	Annually
Communal fire door inspections	Quarterly (12 weeks)
Fire safety equipment	Monthly
Neighbourhood Walkabouts	Quarterly (12 weekly)

Parking and abandoned vehicles

- 3.37 We take appropriate measures to prevent and deter vehicle parking and abandonment that causes inconvenience and damages to the estates environment such as reporting to other agencies, installing bollards across our land where this will help to deter.

- 3.38 In some of our town centres where parking is an issue, we engage the services of a contractor to operate a parking scheme to ensure the effective control of parking, to the benefit of our customers.
- 3.39 We work with the Police and the DVLA to identify the owners of suspected abandoned vehicles on our land, and – if necessary – we will arrange the disposal of these and where appropriate recover the costs.

4 HOW WE MEASURE THE EXPECTATIONS AND OUTCOMES OF THIS POLICY

- 4.1 Our success will be measured in terms of the action we take, and the positive impact we have on neighbourhoods to create a great place to live for our customers as a result:
- By responding to any enquires in an appropriate and timely fashion and publishing outcomes.
 - Collection, publication and sharing of the tenant satisfaction measures (TSMs).
 - Monitor our response to complaints and the impact.
 - Provide timely updates to complainants to build confidence and manage expectations.
 - Monitor and report on service standards where appropriate.
 - Use customer feedback to inform change.

5 CONSIDERATIONS OF OUR CUSTOMERS

- 5.1 This policy has been written to ensure our customers can access and challenge the arrangements in place and can hold us to account.
- 5.2 We have considered our experience in relation to tenancy management that have been put to us to define effective management systems.
- 5.3 We have considered safeguarding and vulnerability factors to ensure we protect and support our customers appropriately.
- 5.4 We consider the expectations of our consumer standards at the heart how we communicate, prioritising tenants' diverse needs where appropriate.
- 5.5 We consider an appropriate communication strategy that provides information in an appropriate way that is clear, accessible, relevant, and timely manner.
- 5.6 We ensure that our tenants have an opportunity to influence and scrutinize our strategies, policies and services:
- to judge they're fair, reasonable and understandable
 - use tenant constructive feedback to inform us; this includes consultation with our involved customers and publishing the names of people with specific responsibilities to allow for direct engagement.

- 5.7 We listen and learn from our customers, through feedback and complaints to help inform further service improvements.
- 5.8 We ensure information is available to customers regarding services and the standards customers can expect, this can be found in sections 4 & 6 of the supporting documentation.

6 TRANSPARENCY ARRANGEMENTS ASSOCIATED WITH THIS POLICY

- 6.1 We will ensure transparency in relation to this policy by:
- 6.2 We will keep consistent, accurate and relevant records.
- 6.3 Publication of this policy and supporting documentation in all relevant forums and accessible formats, ensuring it is available to our customers and meets our customers diverse needs.
- 6.4 Publishing relevant performance information including those defined in how we measure.
- 6.5 We will let tenants have access to reliable and accurate information about our performance as a landlord which can be found in our annual reports ([Click Here for Annual report for customers](#))
- 6.6 For a copy of this policy in an alternative format, such as large print or a translation, please contact us.

7 SUPPORTING DOCUMENTATION

Contents of supporting documentation	
1.	Glossary of Terms
2.	Tenant Responsibilities
3.	Supporting better neighbourhoods for our customers 3.1 Neighbourhood Walkabouts 3.2 Communal area inspections
4.	Building Support Service standards
5.	Estates Service Charter
6.	Clean Sweep Charter
7.	Locality Plans
8.	Useful Links - 8.1 Ground Maintenance - 8.2 Reporting Fly Tipping - 8.3 Annual Report - 8.4 TSM (Tenant Satisfaction Measures) - 8.5 Service Standards
9.	How customers can contact us
10.	Related policies

1 Glossary of terms

The definitions of tenant and leaseholder refer to a customer of Thirteen that has signed a legal tenancy or lease agreement to occupy a home.

Residents and customers are more general terms that reflect an individual who lives within a neighbourhood.

2 Tenant responsibilities

Tenants, leaseholders and residents are responsible for:

- Making sure that their homes, gardens and driveways are well maintained in line with their tenancy or lease agreement.
- Reporting repairs to us quickly if we are responsible for it.
- Keeping communal areas clean and safe by disposing of waste and rubbish correctly and keeping areas clear from personal belongings.
- Keeping pets and animals under control, not allowing them to defecate in internal communal areas, and cleaning up after their pets in outdoor communal areas.
- Not causing or allowing their visitors to cause nuisance or annoyance to neighbours.
- We use shared responsibility as part of our approach to well-maintain communal areas, and we expect that residents, tenants and leaseholders also play their part by disposing of unwanted items responsibly.
- Where a customer or resident acts irresponsibly or deliberately causes damage, we work with our partners to take appropriate action; to reclaim the costs to repair any damage.

3 Supporting better neighbourhoods for our customers.

3.1 Neighbourhood walkabouts

Our Housing Services Team carry out regular (12 weekly) Neighbourhood Walkabouts and/or estate inspections to all areas where we see the most demand. You can request a walkabout for your area, just speak to your neighbourhood coordinator.

These walkabouts allow us to:

- Further develop the relationship with local customers.
- Allow us to monitor the appearance and appeal of our homes and neighbourhoods.
- Give customers the chance to work with us and offer ideas to make our neighbourhoods a better place to live - a real opportunity to make a difference.

3.2 Communal area Inspections

Inspect communal areas regularly, to ensure that cleaning standards are being maintained, that they are free from rubbish and free from fire hazards

Carry out fire risk assessments in buildings where we are required to do so to minimise fire risk and remove hazards.

We will report issues and problems to the relevant agency if it is not within Thirteen's land or responsibility.

Thirteen colleagues will carry out a check of communal blocks as part of their daily duties as they are visiting our homes. In addition, every communal block will be inspected on a regular basis to ensure that blocks are free from rubbish and hazards and that they are being maintained to a good standard.

4 Services Charters

Estates Services Charter – Charters to be added to website and one link included for ease

Clean Sweep Charter - [Click Here](#)

Building Support Service Standards - Charters to be added to website and one link included for ease

5 Locality Plans

[regeneration and communities - Thirteen](#)

6 Useful Links

6.1 Ground Maintenance

[Maintaining our grounds - Thirteen \(thirteengroup.co.uk\)](#)

6.2 Report Fly Tipping

[Flytipping - Thirteen \(thirteengroup.co.uk\)](#)

6.3 Annual Reports

[Annual report for customers - Thirteen \(thirteengroup.co.uk\)](#)

6.4 TSM

[Tenant Satisfaction Measures - Thirteen \(thirteengroup.co.uk\)](#)

6.5 Service Standards

[Service standards - Thirteen \(thirteengroup.co.uk\)](#)

7 How Customers can contact us

[Contact Us - Thirteen \(thirteengroup.co.uk\)](#)

8 Related Policies

Anti-Social & Hate Crime Behaviour
Complaints, Compliments and Feedback
Equality, Diversity, and Inclusion Policy
Community Resilience Strategy