

TITLE:	Estate Management Policy
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Customer Approved Date:	
Approved by:	WM Housing Group Board March 2010

This Policy explains the service standards for estate management, how performance is measured against them and how the company will maintain the physical condition, the uses and the appearance of the common areas.

1. Policy Statement

The objectives of this policy are to:

- 1.1
 - Maintain cleanliness of communal areas to a satisfactory standard
 - Maintain green areas to a satisfactory standard
 - Keep communal areas free of abandoned vehicles and goods

2. Policy Purpose and Aims:

2.1 This policy supports our values which are:

- Providing Excellent Service
- Acting with Integrity
- Valuing People
- Delivering Creative Solutions

We aim to be proactive in our approach with customers to provide excellent customer service. In doing so we seek to help sustain communities realising that a good community creates good community spirit which people are proud to be a part of.

We recognise that the appearance of common areas of our estates are of high importance to our customers, that they affect their feelings of safety and security when accessing their home and their pride in being part of the local community.

We also recognize that clean and secure common areas have a positive impact in reducing anti social behaviour and criminal activity.

In our contact with customers we will act with integrity by being honest in our dealings with customers and 'do the right thing' to help to sustain the common areas of estates. In doing this we will work with other agencies to seek appropriate help and guidance for our customers. We aim to build active partnerships with agencies, resident groups and individuals.

2.2 This policy meets the requirements of the Tenant Services Authority which sets a

general requirement on Housing Associations to develop and manage good quality homes that seek to meet people's needs and preferences now and in the future.

The TSA expects all Housing Associations to have policies and practices for the upkeep of common parts and communal areas, and for providing responsive estate management services.

This policy meets the requirements of the Audit Commissions Tenancy and estate management Key Line of Enquiries (KLOE) 6. KLOE's are a set of questions that provide the Commission with a consistent criteria for assessing and measuring the effectiveness and efficiency of a service, when they are carrying out an Inspection.

3. Our Policy

We will...

Undertake documented inspections to identify actions required to ensure all parts of the common areas are maintained to a good standard of cleanliness and repair.

Consult with residents to determine levels of satisfaction with the services which will be delivered in line with Group strategy, policies and procedures.

Develop and maintain service level agreements and/or contracts with partner agencies to ensure clear procedures exist to resolve any problem found that detracts from resident's ability to enjoy the common parts of buildings and estates.

In all our areas we will work closely with residents, including them in selecting contractors, monitoring our service, our service initiatives, the structure of our surveys and in the scrutiny of our service design and delivery.

Recover the costs of services through the application of service charges whenever appropriate.

4. Equality Impact Assessment

4.1 We will ensure that our services reflect the diverse communities that we work with and are in line with our policies on equality and diversity.

WM Housing Group carry out Equality Impact Assessments to understand the impact that our policies may have on groups of people or individuals.

We understand that such impacts may be positive or negative.

We have reviewed our policy with employees from within our area of the business, with Customer Group Panels and Customer Service Improvement Groups. Residents have expressed their satisfaction with this final draft of the document.

5. Performance Measures and Targets

- 5.1 We have set targets and will benchmark against similar organizations. We will also develop service standards and targets with our customers. We will measure customer satisfaction with key services.
- 5.2 Performance against service standards will be reported to customers, appropriate board and committees annually.

6. Monitoring and Review

- 6.1 The effectiveness of this policy will be reviewed via our resident involvement strategy, monitoring of the various contracts and interaction with residents and partner organizations.

We will involve residents to undertake scrutiny of our work in line with company wide structures.

The next policy review is scheduled for February 2013 and then every three years thereafter.

7. Responsibility

- 7.1 The effective implementation of this policy is the responsibility of the Executive Director of Housing within the group.

8.0 Associated Documents/Policies

- 8.1 List of documents/associated policies/publications.

- Chartered Institute of Housing's Housing Management Standards Manual
- Equal Opportunities Policy
- Customer Care Policy
- Customer Excellence Strategy
- Assured Tenancy Conditions
- Tenants Handbook
- Data Protection Act 1998
- Customer Involvement Strategy
- Decent Homes Standard
- Environmental Protection Act 1990
- Environmental Protection (Duty of Care) Regulations 1991
- Cleaner and Safer Neighbourhoods Act 2005
- Appropriate contracts