



Estate Services Policy

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1 INTRODUCTION

One Housing Group (OHG) is committed to providing quality estate services, ensuring housing schemes are maintained to a high standard. Estate services will be headed by Housing Officers and/or the Estates Services Officer where applicable and will be monitored by Regional Housing Managers. This policy will be considered in conjunction with the OHG **Estate Services Procedure**.

1.1 Definition

OHG classifies an estate as: a group of dwellings build together as a single development where shared facilities are maintained by One Housing Group.

2 AIMS & OBJECTIVES

Aims:

- to ensure that residents enjoy a peaceful, clean and tidy environment
- to involve residents in the management and upkeep of their estate.

Objectives:

- to carry out monthly estate inspections of all estates
- to record all estate services issues and monitor the progress of remedial action
- to widely publicise estate inspections and encourage resident involvement
- to monitor performance against service standards.

3 POLICY STATEMENT

OHG recognises that residents should have the opportunity to be involved in the upkeep of their estate and will encourage involvement from all members of the community. OHG will listen to the concerns and opinions of residents, address them where possible, and ensure that all residents are informed of the ways in which they can report any problems.

Certain Regional teams will manage a team of caretakers to ensure a good service is provided. Residents can contact the Customer Contact Centre, their Housing Officer, Estate Services Officer, or their Estate Caretaker to report an issue. All OHG staff are under a duty to report any problems seen when visiting estates.

Estate inspections will take place monthly on all estates and will be conducted by a Housing Officer or the Estates Services Officer where applicable, a resident, and a caretaking supervisor where available.

Residents will be notified of estate inspections in good time and encouraged to take part. Estate inspections will be advertised in the following ways:

- An annual letter will be sent out in December of each year listing inspection dates in advance for the next year.
- Dates will be placed on estate notice boards, in office receptions, in the residents' newsletter (One Magazine) and on the resident website.

OHG is working with residents to implement Neighbourhood Management Agreements and local estate inspection standards for individual estates. Group wide service standards and targets are cited in the OHG **Estate Services Procedure**.

4 LEGISLATIVE /STATUTORY BACKGROUND

- Refusal and Disposal (Amenity) Act 1978
- Removal and Disposal of Vehicle Regulations 1986
- Crime and Disorder Act 1998

5 EQUALITY & DIVERSITY

Regional Housing Managers are responsible for analysing information on ethnicity, vulnerability and disability within the areas they oversee and encouraging all members of the community to participate in estate inspections including marginalised and hard to reach groups.

OHG recognises the needs of a diverse population and always acts within the scope of its own **Equality and Diversity Policy**, the Human Rights Act 1998, The Disability Discrimination Act, and Race Relations Act. OHG works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles.

6 MONITORING & EVALUATION

Group wide estate services standards and local estate inspection standards will be monitored through the central Estate Services Database when implemented in April 2010. Please refer to the OHG **Estate Services Procedure** for more detail.

7 CONFIDENTIALITY

Under the Data Protection Act 1998 and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or committee member
- sensitive organisational information

Officers will ensure that they only involve other agencies and share information with the consent of the resident concerned, unless:

- OHG is required to by law
- the information is necessary for the protection of children

Please refer to the Corporate Data Protection Policy

8 HEALTH AND SAFETY

Officers will follow OHG's **Health and Safety Policy** at all times when managing estate services.