


Radian Estate Management Policy Version: 1 Approved: November 2008	
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1. Statement of Intent

The Radian group is committed to providing Estates where all our customers can enjoy an environment which is clean and safe and where the communal spaces are maintained and managed to a high standard.

2. Definition

This Policy sets out Radian's approach to Estate Management, that is the management and maintenance of open spaces and communal areas in the estates in which it operates. All references within this Policy to the Group include all housing associations that form part of it.

3. Policy

The Group believes that all customers should live within a safe and secure environment. We are committed to working in partnership with customers and other stakeholders to create and maintain neighbourhoods where people want to live, through establishing high standards of management and maintenance of open spaces and communal areas and striving to achieve them at all time

3.1 The general standards which the Group will apply to open spaces and communal areas are as follows:

- Communal gardens maintained in a condition that is tidy, planted and free of rubbish and hazards as per grounds maintenance specification
- Estates free from abandoned cars
- Estates free from cars that are not in a roadworthy condition or undergoing repairs
- All areas free of racist or other graffiti
- Path and alleyways free of obstructions or other hazards, including potholes and large weeds
- All areas free of litter, infestation, dog mess and other offending articles (such as syringes) as per grounds maintenance specification
- All walkways, access routes and internal communal areas well lit
- Internal communal areas kept clean and free of litter
- Any furniture, fixtures and fittings provided by the Group in internal communal areas kept well maintained
- Lifts door entry, safety and security systems regularly inspected and serviced, and kept in working order, with effective support in the event of breakdown

Where these areas are owned by the Group it will take enforcement action. Where areas are owned by other agencies the Group will work in close liaison with them.

- 3.2 We will inform all customers of their responsibilities through tenancy agreements and supplementary information, particularly in respect of the cleaning of communal areas. Where appropriate, we will take action to enforce the relevant tenancy conditions
- 3.3 On estates where a number of different agencies are responsible for open spaces and communal areas, the ownership of areas and the responsibilities for their management and maintenance will be published so that all customers are aware
- 3.4 We will work closely with other agencies that have responsibilities and our customers to ensure the resolution of problems and the development and implementation of improvement plans.
- 3.5 We will put detailed procedures in place and consult customers about them specifically to address:
 - Maintenance of communal areas
 - Grounds maintenance
 - Tree surgery
 - Abandoned vehicles
- 3.6 We will undertake regular inspections to ensure the effectiveness of the services provided. We will publicise the inspections in advance in order that customers may participate and raise issues of concern.
- 3.7 Where persistent problems are identified which could be resolved or mitigated through the Group investing in improvements, we will prioritise such problems and consider using resources available through an Estate Improvement budget. This process will include consultation with customers, and decisions made about the budget will be published.
- 3.8 Where groups of customers request the establishment of Neighbourhood Agreements, consultations with all customers in the areas concerned will take place.
- 3.9 The monitoring of key Estate Management performance indicators will be undertaken and reported to the Radian and Subsidiary Boards as appropriate. Monitoring and reporting will also take place at other levels within the organisation.
- 3.10 We will regularly review the Policy and Procedures, in consultation with customers, taking into account current good practice and benchmarking outcomes, as part of the Group-wide approach to continuous improvement

4. Legal & Regulatory Framework

Legal Framework

Housing Corporation's Regulatory Framework

Links to other Policies

Anti-Social Behaviour
Planned Maintenance
Resident Involvement
Responsive Maintenance