

Estate Management Policy**Approved by: Executive Director of Operations****Date of approval: June 2019****Review date: April 2022****1. Statement of Intent**

- 1.1 We are committed to providing estates where residents can enjoy an environment that is clean and safe and where the communal spaces are maintained and managed to a high standard.
- 1.2 We believe that all customers should live in 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 times.
- 1.3 Estate management is the management and maintenance of open spaces and communal areas in the estates in which we operate. An estate is a group of residential accommodation with some shared facilities, such as lifts, communal entrances, open spaces etc,

2. This policy applies to...

- 2.1 All general needs accommodation, including shared ownership, intermediate rent and market rent homes; all residential accommodation for which a service charge is applied.
- 2.2 It excludes Rent to Buy and homes managed under the SMART and Radian Homes brands.

3. Policy

- 3.1 The standards we 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.
 - Estates free from abandoned cars.
 - Estates free from cars that are not in a roadworthy condition or undergoing repairs.
 - All areas free of graffiti.
 - Path and alleyways free of obstructions or other hazards, including potholes and large weeds and moss.
 - All areas are free of litter, infestation, dog mess and other articles which cause a nuisance or represent a risk to health and safety.
 - All walkways, access routes and internal communal areas well lit.

- Internal communal areas kept clean and free of litter, furniture, fixtures or fittings that would cause an obstruction in an emergency.
 - Any fixtures provided by us in internal communal areas are 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.
- 3.2 We will inform all customers of their and Radian's responsibilities through tenancy agreements or supplementary information, particularly in respect of services provided to communal areas and maintaining sterile areas (as defined in the fire risk procedure) in blocks. 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 made available upon request so that all customers are aware of the responsible land owner. Radian will also where required or requested be represented at annual general meetings of resident's associations and management companies.
- 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 estate improvement plans.
- 3.5 We will put procedures in place specifically to address:
- Maintenance and cleaning of communal areas.
 - Fire Risk Assessments.
 - Grounds maintenance.
 - Tree surgery.
 - Estate and Block Inspections.
 - Abandoned vehicles.
 - Slips, trips and falls.
- 3.6 We will undertake regular inspections of our estates and blocks to ensure the effectiveness of the services provided. Where customers are involved in the inspections, we will publicise the inspections in advance in order that customers may participate and raise issues of concern.
- 3.7 Where groups of customers request the establishment of Neighbourhood Agreements, consultations with all customers and stakeholders in the areas concerned will take place.
- 3.8 Operational monitoring of estates and blocks will be undertaken by Neighbourhood team(s), the Business Analysis Team will support to provide appropriate reports which will be used to help drive improvements. Satisfaction will be reported quarterly to Operational Leadership Team (OLT) and the Scrutiny panel and published on the Radian website.

3.9 We will regularly review the policy and procedures in consultation with customers, taking into account current good practice and benchmarking outcomes, as part of our approach to continuous improvement and co-regulation. We will ensure that residents are able to scrutinise the service and put forward proposals for service improvements and value for money in a range of ways by providing relevant performance information, data and support as part of our regular reporting or as required.

4. Legal & Regulatory Framework

- <https://www.gov.uk/government/organisations/regulator-of-social-housing#content>

5. Related Policies

- Fire Safety Policy
- Rechargeable Works Policy

6. Related Procedures

- Fire Safety Management Procedure
- Abandoned Vehicle Procedure
- Estate Management Procedure