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| Policy Name: | Estate Management Policy |
| Policy Category: | Asset Management |
| Policy Number: | AM003 |
| Officer Responsible: | Head of Asset Management |
| Author: | Angela Kirkwood, Consultant Sheena Coull, Asset Management Officer |
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 **Your Voice approved**

1.0 Definition and Scope

- 1.1 Lochaber Housing Association believes that Estate Management is a vital part of the Housing Management function and an important service for tenants and other residents.
- 1.2 The definition of Estate Management employed by this policy is in accordance with the performance standard set by the Scottish Housing Regulator, AS1:10, which states:
We manage the environment around our properties and any common areas effectively, to ensure that the neighbourhood is an attractive, well-maintained and safe place to live.
- 1.3 The Association recognises that Estate Management extends further than maintaining the buildings and physical environment and covers a diverse range of issues including:
 - how we implement our policies and procedures relating to tenancy matters and enforce tenancy conditions
 - how we tackle anti-social behaviour
 - how we monitor long term empty properties
 - how we provide advice, information and support to tenants and residents on services which enhance the local community, such as initiatives to reduce crime and environmental improvements
 - how we will work in partnership with residents and other agencies, such as local authorities, to build sustainable communities
- 1.4 The tenancy agreement underpins how the Association will deliver its Estate Management service – setting out the rights and responsibilities of both tenants and the Association as landlord.
- 1.5 The Estate Management Policy applies to all rented, shared ownership and mixed tenure developments owned or managed by the Association.
- 1.6 This policy is supported by detailed procedures and a range of related policies.
- 1.7 This policy acknowledges the emergence and popularity of AirBnB in the Lochaber

area. The formal position of the Association is that where a person accepts a tenancy they must use the house as their only or principal home. They must tell the Association as soon as there is a change in those who are living in their house. If the Association asks, they must tell us who is living in the house.

The Tenant or anyone living with them must not run any kind of business from their house without written permission from Association. Should they sub-let a room in their property without our permission, this would constitute a breach of tenancy and could result in legal actions being brought against them.

Lochaber Housing Association **will not** authorise the business use of any of our properties for:

- Airbnb or any other such short-term holiday let;
- the renting of a room;
- the construction of any outbuilding on our land for use as a short term holiday let

Any such use would be regarded as a breach of tenancy. This may result in anyone using their property unlawfully, at risk of losing their home through legal action. In all cases the Association would further pursue all legal costs

2.0 Policy Objectives and Principles

- 2.1 The Association is committed to the principles of good corporate governance and sustainability, and seeks to meet its own corporate aims and strategic objectives through the development and implementation of policies, procedures and practices which are fair and consistent.
- 2.2 The Estate Management Policy, supported by the Estate Management Procedure, seeks to ensure that the Association delivers the highest standard possible in both the service it provides to its residents and the quality of living conditions and environment it offers. Good Estate Management services help to ensure that local communities are places where people want to live and customer satisfaction levels are high.
- 2.3 The Association will ensure that its Estate Management service meets relevant legal and good practice guidance.
- 2.4 This policy complies with the principles outlined in the Scottish Social Housing Charter Outcome 6 relating to estate management:
Social landlords working in partnership with other agencies, help to ensure that tenants and other customers live in well maintained neighbourhoods where they feel safe.

3.0 Approach and Implementation

- 3.1 The Association consults on any policy likely to have a significant impact on tenants or changes to the standard of service. In particular, the Association will aim to consult with Your Voice and other appropriate organisations where these are in place and will consider other methods to reach all tenants and obtain their views.
- 3.2 The Chief Executive is responsible for ensuring that this policy is implemented by all staff.

4.0 Regulatory and Legislative Framework

4.1 The Association operates within a legislative framework to meet both legal and regulatory requirements. In delivering Estates Management services, the Association will ensure that it complies with current legislation, statutory regulations, performance standards, codes of practice and other guidance. The contractual terms are contained within the Scottish Secure Tenancy Agreement.

5.0 Monitoring and Responsibility

5.1 The Association operates within a performance monitoring framework and is committed to ensuring that adequate monitoring of the implementation of its policies is undertaken. The Association aims to achieve this by:

- Reporting annually to the Board on its performance in relation to Estate Management
- Reporting annually to the Scottish Housing Regular in the Annual Return to the Charter on the level of tenant satisfaction with our management of their neighbourhood
- Reporting to tenants regularly on its performance in relation to Estate Management through various performance reports and newsletters

5.2 This policy will be reviewed every 5 years unless key changes are required earlier to comply with legislation, guidance or new learning.

6.0 Other Relevant Policies

6.1 This policy will be complimented by a suite of related policies including, but not limited to:

- Abandoned Tenancy Policy
- Abandoned Vehicles Policy
- Allocations Policy
- Anti-bribery Policy
- Anti-Social Behaviour
- Complaints Policy
- Equality & Diversity Policy
- Factoring Policy
- Keeping of Pets Policy
- Service Charges Policy

7.0 Complaints

7.1 Complaints about how the Association deals with Estate Management issues will be dealt with in accordance with the Association's Complaints Policy. A copy of the Association's Complaints policy can be found on our website or available upon request.

7.2 Complaints relating to anti-social behaviour or harassment will be dealt with as detailed in the respective policies covering each.

8.0 Equality and Diversity

- 8.1 The Association is committed to equal opportunities to all persons or groups within its area of operation. It will operate this policy and all practices in compliance with equal opportunity principles and will undertake all Estate Management activities in a manner which promotes and encourages equal opportunities in all aspects of our service delivery.
- 8.2 In line with the Association's commitment to equality and diversity, this policy can be made available in a variety of formats including large print, or translated into another language or media.