Estate Management Policy

V.1 – November 2026

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SSHC Reference	Standard 1 – Equalities Standard 2 – Communication Standard 6 – Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes

Related Documents

Related Documents

- Scottish Secure Tenancy Agreement
- Short Scottish Secure Tenancy Agreement
- Equality & Diversity Policy
- Void Management Policy
- Anti Social Behaviour Policy
- Repairs & Maintenance Policy
- Common Factoring Policy
- HOME Argyll Allocations Policy
- Tenant Participation Strategy

Translation Statement

If you have any difficulties reading this information or need further help understanding our processes, please contact us. We can make this document available in a variety of formats. All you need to do is let us know what you need, and we will try to assist.

Compliance

This policy has been drafted to ensure that it complies with current legislation and industry good practice.

Equality & Diversity

Fyne Homes is committed to providing services which embrace diversity, and which promote equality of opportunity. As an employer we are also committed to equality and diversity within our workforce. Our goal is to ensure that these commitments, reinforced by our Values, are embedded in our day-to-day working practices.

Openness & Confidentiality

Fyne Homes believes that its members, tenants and other interested parties should have access to information on how it conducts itself. This means that unless information requested is considered commercially sensitive or personally confidential it will be made available on request.

General Data Protection Regulations

Fyne Homes recognises that the General Data Protection Regulations are an important piece of legislation to protect the rights of individuals in respect to any personal information that we may keep about them, whether on computer or in manual systems. We will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Transparency Statements

1. Introduction

1.1. Fyne Homes is committed to providing high quality housing services and maintaining neighbourhoods that are safe, clean, attractive and sustainable.

1.2. Effective estate management plays a vital role in supporting thriving communities, protecting our assets, promoting tenant satisfaction and ensuring tenants and residents can enjoy their homes and surrounding environment.

1.3. We recognise that the condition and appearance of our estates can have a significant impact on quality of life, community wellbeing, tenant satisfaction and the long term sustainability of our housing stock. We are therefore committed to managing our estates proactively, identifying issues at an early stage and taking appropriate action to address them.

1.4. This policy sets out how Fyne Homes will manage neighbourhoods and communal areas and work with tenants, residents, owners and other stakeholders to achieve agreed estate standards and maintain safe, attractive and sustainable communities.

1.5. We will work collaboratively with tenants, residents, Police Scotland, Argyll & Bute Council, Community Groups and other relevant partners to address estate management issues and promote neighbourhoods that are welcoming, inclusive and well maintained.

1.6. This policy supports Fyne Homes' vision of "Homes that help communities flourish" by promoting neighbourhood's where people feel safe, respected and proud to live.

2. Aim

2.1. The main aims of this policy are to:

- Maintain estates, communal areas and open spaces to a high standard.
- Provide tenants and residents with safe, clean and attractive neighbourhoods.
- Promote community pride, wellbeing and tenant satisfaction.
- Ensure a consistent, fair and transparent approach to estate management.
- Identify and address environmental issues quickly, including fly-tipping, vandalism, graffiti, littering and abandoned items.
- Support tenancy sustainment and reduce issues that may negatively affect residents' quality of life.
- Encourage tenants and residents to contribute positively to the upkeep of their neighbourhoods.
- Work in partnership with relevant agencies and stakeholders to resolve estate-related concerns.
- Protect and enhance Fyne Homes' assets and the wider environment.
- Ensure compliance with relevant legislation, regulatory requirements and recognised good practice

2.2. To achieve this, we aim to:

- Maintain clear standards for the management and appearance of our estates and neighbourhoods.
- Carry out regular inspections and monitoring of communal areas and the wider environment.
- Respond appropriately to environmental and estate management issues.
- Encourage tenants and residents to take pride in and contribute positively to their neighbourhoods.
- Work in partnership with Argyll & Bute Council, Police Scotland and other relevant parters and stakeholders.
- Promote safe, clean and attractive communities for all tenants and residents.
- Clearly define the responsibilities of Fyne Homes, tenants, residents and other stakeholders.
- Monitor performance and use feedback to improve our services.
- Ensure compliance with relevant legislation, regulatory requirements and good practice.

3. Links to vision and strategic priorities

3.1. This policy aims to fulfil the needs of our Strategic Priorities, in particular:

- Promote a Safe and well maintained neighbourhood environment.
- Actively listen to tenants & service users, ensuring their experiences directly shape how we develop, deliver & monitor our services.
- Invest in an Environmental Fund and Tenant Welfare Fund.
- Engage with Residents on Community Spaces & Neighbourhood Initiatives.
- Strengthen customer insight to drive continuous improvement.

3.2. These priorities will be achieved through the consistent application of this policy and it's supporting staff procedures.

4. Legal Framework

4.1. This policy acts in accordance with:

- Housing (Scotland) Act 2001, 2010, 2014
- Scottish Social Housing Charter
- Data Protection Act 2018 and the UK General Data Protection Regulation
- Equality Act 2010
- Anti Social Behaviour etc. (Scotland) Act 2004
- Environmental Protection Act 1990
- The Property Factors (Scotland) Act 2011
- Tenements (Scotland) Act 2004
- Health and Safety at Work Act 1974

5. Implementing our Aims

5.1. Carry out Regular Estate Inspections

- Undertake planned estate inspections of our neighbourhoods and communal areas.
- Monitor the condition, cleanliness and safety of communal areas and estates and identify areas requiring attention.
- Record, prioritise and follow up identified actions within agreed timescales.
- Use inspection findings to inform service improvements and investment decisions.

5.2. Maintain High Environmental Standards

- Ensure communal areas and open spaces for which we are responsible are maintained to an agreed standard.
- Deliver grounds maintenance, cleaning and environmental services effectively.
- Take appropriate action to address issues such as litter, graffiti, fly-tipping, abandoned vehicles and vandalism.
- Promote environmental sustainability and support initiatives that improve neighbourhood quality.

5.3. Engage with Tenants, Residents and Communities

- Encourage tenants and residents to report estate management concerns and suggest improvements.
- Undertake neighbourhood walkabouts with tenants and residents to encourage meaningful engagement, identify estate management issues and gather feedback and suggestions to help improve our neighbourhoods and communities.
- Liaise with residents and owners where land is held in common ownership to encourage joint responsibility and partnership working in maintaining and improving shared areas.
- Provide clear information about service standards, responsibilities and reporting arrangements.
- Support initiatives that promote community pride and contribute to the upkeep and improvement of local neighbourhoods.

5.4. Promote Safe and Secure Neighbourhoods

- Work to identify and address environmental issues that may contribute to crime, fear of crime or antisocial behaviour.
- Liaise with Police Scotland, Argyll & Bute Council and other agencies where appropriate.
- Ensure communal areas remain safe, accessible and free from hazards.
- Support a coordinated approach to addressing neighbourhood concerns.

5.5. Health & Safety in Communal Areas

- Ensure communal areas, including closes, stairwells, landings and access routes, are kept clear of obstructions and potential hazards.

- Promote the safe use of communal areas for residents, visitors and emergency services.
- Take appropriate action where items stored in communal areas create a health and safety risk, obstruct access or emergency escape routes, or interfere with the intended use of the area.
- Manage and address such issues in accordance with the Estate Management Procedure and any related health and safety guidance.

5.6. Work in Partnership

- Collaborate with local authorities, factors, owners, community groups and other stakeholders to resolve estate management issues.
- Participate in multi-agency approaches where issues require coordinated intervention.
- Clearly communicate responsibilities where ownership or management obligations are shared.

6. Managing and Reporting

6.1. The Housing Services Director has overall responsibility for the effective oversight, implementation and review of this Policy.

6.2. The Technical Services Manager and Housing Team Leaders are responsible for the effective implementation of this Policy and the Estate Management procedure which supports it, within their areas of responsibility.

6.3. Housing and Technical Services staff are responsible for delivering estate management services in accordance with this Policy, maintaining estate standards, organising and participating in neighbourhood walkabouts, engaging with tenants and residents, identifying and reporting issues, and ensuring appropriate actions are taken to improve and sustain our neighbourhoods.

6.4. **Reporting**: Fyne Homes will monitor performance on Estate Management using both statutory and local performance indicators

- **Statutory Performance Indicators – Scottish Social Housing Charter:**
  - Percentage of tenants satisfied with the overall service provided by their Landlord.
  - Percentage of tenants who feel their Landlord is good at keeping them informed about their services and decisions.

- **Local Performance Indicators:**
  - Estate inspection completion rates.
  - Estate inspection actions completed within target timescales.
  - Number of neighbourhood walkabouts undertaken annually.
  - Number of environmental improvement initiatives instructed and completed annually, to monitor investment and enhancement of the estate environment.
  - Ground maintenance contractor performance against agreed standards.
  - Close cleaning contractor performance against agreed standards.

6.5. **Targets**: Performance will be monitored and reported to the Management Committee on a regular basis. The Housing Services Director will review the targets annually, informed by performance data, and will present any proposed changes to the Management Committee for consideration and approval.

7. Reviewing Process

7.1. This policy will be reviewed in line with the respective current Fyne Homes' policies, and/or where a change in legislation arises.

7.2. If there is a procedural delay in the policy revision then the relative legislation in force at the time will prevail.

Version number	Revision Date	Part of doc revised	Reason for revision	Approved by
V1	18/11/2028		New Policy	Management Committe