

Scrutiny Report **Estate Management**

Estate Management is carried out to all areas where Fyne Homes have properties, from urban town areas including tenemental stock to more rural semi and detached properties.

Whilst each area may have localised issues such as cleanliness of a close or the condition of a communal area, there are more general issues that are raised as a concern by tenants such as bin collections and dog fouling.

In cases such as close or communal area issues, Housing Officer and Housing Admin discuss these issues with tenants on a face to face basis or write out to tenants to remind them of their responsibilities. In the past agreement has been reached with tenants to put a cleaning contractor in place to carry out close cleaning which is recharged to the tenants. This approach has been a success and any issues with the cleaning contractor are addressed by the Housing Team.

With general issues such as dog fouling and bin collections, these are passed on to Argyll & Bute Council as Fyne Homes doesn't have the authority to address them unless the issue is on Fyne Homes land. Again, the Housing Team will engage with tenants to rectify the issue and in some cases have installed CCTV to examine what tenants are responsible for any ongoing issues.

Estate Management is working, although feedback from tenants on Gigha where a face-to-face Scrutiny exercise was conducted, highlighted the need for a more proactive approach.

The very nature of Estate Management lends itself to being reactive and whilst the Housing Team react in a timely fashion, being proactive may lead to less instances of being reactive.

During the Scrutiny exercise, Gigha tenants raised various questions about their estate and with input from Technical Services it was agreed that a bike shelter would be installed at Grianan, however, the tenants at Roan Mor decided for the time being not to have one installed.

A waste area of ground that Fyne Homes own was also raised as this had become overgrown. Whilst this is a benefit to local wildlife and birds it has become unsightly and questions were raised as what would be done about it. This led to a discussion about the possibility of a community orchard, this will form the basis of a separate report.

The main feedback was that whilst the tenants are quite happy with the condition of the two estates on Gigha and often see either Housing, Technical Services or Tenant Participation staff on the island from time to time, it would be beneficial to tenants if they knew when staff would be on the island.

This was considered and discussed with the various departments. The conclusion was that, for Gigha, a trial would be conducted whereby a timetable was produced and sent to tenants of when staff would be on the island. This timetable would not be the only time staff would be on the island and they would attend when required, however, it would allow tenants to know when staff were available to have a face-to-face meeting regards Estate Management.

Whilst Gigha is on 18 properties and travel to the island has to be preplanned to an extent, it is hoped that having a timetable for Estate Management would be a way forward for other areas and a timetable, similar to the council bin collection timetable would be produced and distributed to all tenants.