

HOU09	ADOPTED: 27.6.12	REVIEWED: 24.06.15; 28.6.17;
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ESTATE MANAGEMENT POLICY

1.0 INTRODUCTION

- 1.1 We recognise that the environmental management and maintenance of our estates is an essential part of our overall housing management function. The aim of this policy is to ensure a common, consistent and proactive approach to the management of these areas, achieving high standards for the benefit of our tenants and all other residents.
- 1.2 We also recognise that effective estate management contributes to the overall sustainability of our properties, and of individual tenancies, through providing clean, attractive and safe places for tenants and their families to live.
- 1.3 Estate Management covers a wide range of issues such as lettings, pets, noise, repairs & maintenance, antisocial behaviour, factoring etc. Many of these are covered by other specific policies and procedures. This policy is concerned with the aspects of Estate Management that relate to maintaining clean, attractive and safe common areas and private gardens.
- 1.4 This policy is supported by our Estate Management Strategy and the following Management procedures covering the responsibilities of Housing Management and Property Services staff:
- Estate Management – Dumped Items: Covers the processes we have in place to deal with residents who dump items in our estates. (HOU56)
 - Estate Management – Garden Inspections: Covers the arrangements for annual garden inspections and any follow-up action required. (HOU57)
 - Estate Management – Walkabouts: Covers the arrangements for the quarterly ‘walkabouts’ in each estate attended by the appropriate Housing Management and Property Services staff together with representatives of local tenants. (HOU59)
 - Estate Management: Covers the arrangements for stair cleaning, landscape maintenance, litter picking, abandoned vehicles. (PS35)
 - Fire Safety in Stairs: Covers the arrangements for regular inspections of common stairs and internal drying areas and the removal of hazardous or potentially hazardous items. (PS39)

2.0 THE SCOTTISH SOCIAL HOUSING CHARTER

The relevant standards and outcomes of The Social Housing Charter for the Estate Management Policy are:

Outcome 1: Equalities

Social landlords perform all aspects of their housing services so that:

- Every tenant and other customer has their individual needs recognized, is treated fairly and with response, and receives fair access to housing and housing services.

Outcome 6: Neighbourhood and community

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.

Outcome 14: Rent and service charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- A balance is struck between the level of service provided, the cost of services, and how far current and prospective tenants and other customers can afford them.

3.0 PROSPECT RESPONSIBILITIES

- 3.1 The responsibility of looking after our estates is shared between us and our tenants. In general, we are responsible for looking after common areas, including common stairs within blocks of flats. Where we have the majority ownership of common areas we are responsible for ensuring that they are kept clean and well-maintained. The services we provide are detailed in the procedures supporting this policy.
- 3.2 Where we do not own a common area, it will in most cases be the City of Edinburgh Council who are responsible for maintenance and cleaning. We will liaise closely with the appropriate Council staff to ensure that these areas are looked after to a high standard.
- 3.3 We will work in partnership to support local groups and organisations whose aim is to improve the environment of the communities we serve. We maintain the Westburn Woods in partnership with others with the aim of maximising its use as a community resource.

4.0 TENANT RESPONSIBILITIES

- 4.1 Tenants and any other residents have a responsibility to make sure they do not create a problem in common areas by, for example, dumping rubbish on landscaped areas, abandoning vehicles, or creating fire risks in stairs through the storage of hazardous or bulky materials etc.
- 4.2 The responsibilities of tenants are set out in their Tenancy Agreement, and the responsibilities of factored owners are set out in the description of factoring services we provide to them.
- 4.3 Where a tenant has a garden area that is for their sole use, they are responsible for maintaining it to an acceptable standard. We will carry out annual garden inspections to make sure that tenants comply with this requirement.

5.0 IMPLEMENTATION AND REVIEW

- 5.1 The Housing Manager and Property Services Manager are responsible for ensuring that their staff implement this policy and relevant procedures.
- 5.2 The Housing Manager will ensure that this policy is reviewed at least every 3 years by the Management Committee.

Approved by the Management Committee on: 28 June 2017

Next review due by: June 2020

PROSPECT EQUALITY IMPACT ASSESSMENT RECORD



Title of policy/ practice/ strategy	Estate Management Strategy & Policy		
Department	Housing		
Who is involved in the EQIA?	Catherine Louch		
Type of policy/ practice/ strategy	New <input type="checkbox"/>	Existing <input checked="" type="checkbox"/>	
Date completed	12 June 2017		

Stage 1: Screening Record

What is the main purpose of the policy?

Describe in this paragraph what the purpose of your policy/strategy/plan is and its desired outcomes and if relevant, how it contributes to the Scottish Social Housing Charter.

Who will the policy benefit and how?

This policy impacts on all of our tenants as it outlines how we manage the upkeep of the common areas around our properties. Any changes to the policy will therefore impact on all of our communities.

For each equality group, does or could the policy have a negative impact?

Protected characteristic	Negative	Positive/no impact	Don't know
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy & maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief (including no belief)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If you answered negative or don't know to the above question you should consider doing a full EQIA.

Are there any potential barriers to implementing the policy?

The relevant resource commitment is required to ensure effective management of our estates. A further factor is the need to work in partnership with City of Edinburgh Council. Their capacity to dedicate appropriate resources is a potential barrier to implementing the policy as we would prefer.

	Yes	No
Is a full EQIA required?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If you answered no to the above question explain why a full EQIA is not required:

No impact on equalities identified:	<input type="checkbox"/>
Other:	

Stage 2: Data and evidence gathering, involvement and consultation

Include here the results of your evidence gathering, including qualitative and quantitative data and the source of that information, whether national statistics, surveys or consultations with relevant equality groups.

Source	Qualitative evidence provided	Quantitative evidence provided	Which protected characteristics are covered?	Gaps identified/ action taken
Management information data		Annual staff and committee equalities data	Age, disability, gender, ethnicity. In some cases other protected characteristics	Membership data not collected. Implementation of Cx may assist with data collection.
Tenant satisfaction survey		Survey carried out in 2016	Age, disability, gender, ethnicity. In some cases other protected characteristics	Data becoming out of date. Implementation of Cx may assist with data collection.
Committee, Equalities Working Group and Tenants Forum minutes	Equality related issues identified and discussed		Various	
Review of complaints received	Tenant/service user experience	Statistical data on types of complaint	All protected characteristics	Implementation of Cx may assist with data collection and analysis of protected characteristics
Observations/conversations (anecdotal)	Staff/committee/tenant/service user levels of understanding, inclusive practice		All protected characteristics	
Edinburgh Census 2011		Statistical data	Age disability, gender, ethnicity, marital status, religion or belief.	Data becoming out of date.
EdIndex data		Statistical data provided for individuals on the housing waiting list	Age, disability, gender, ethnicity. In some cases other protected characteristics.	Data becoming out of date.
SHR Annual Return on Charter data		Statistical data on staff, committee and tenant profile for RSLs	Disability, ethnicity.	

Stage 3: Assessing the impacts

How might the policy impact on people who share protected characteristics? Include both positive and negative impacts.

Protected Characteristic	Description of Impact
Age	We offer assistance with gardening for older tenants who are unable to upkeep their gardens. We provide a stair cleaning service for all our stairs which supports our older tenants to remain independent in their properties longer. We clear out blocked bin shuts and tidy common areas and remove dumped items if required.
Disability	We offer assistance with gardening for disabled tenants who are unable to upkeep their gardens. We provide a stair cleaning service for all our stairs which supports our disabled tenants to remain independent in their properties longer. We provide a grounds maintenance service for our land which improves the local environment.
Gender reassignment	No impact identified.
Marriage & civil partnership	No impact identified.
Pregnancy & maternity	We offer assistance with gardening to pregnant women who are unable to manage the gardening work. We provide a grounds maintenance service for our land which improves the local environment. We provide a stair cleaning service for all our stairs which supports our pregnant tenants.
Race	No impact identified.
Religion or belief (including no belief)	No impact identified.
Sex	No impact identified.
Sexual orientation	No impact identified.

How does the policy promote equality of opportunity?

By providing a stair cleaning service, this policy supports our tenants to live independently within the community. Our grounds maintenance service improves the environment of our communities.

How does the policy promote good relations?

We work in partnership with local agencies and groups to improve the local environment. These groups support tenants to make use of the local resources and assist them to manage the greenspace areas.

Stage 4: Decision making and monitoring

Identifying and establishing any required mitigating action

Does the assessment show a potential for differential impact on any group(s)?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is there potential for unlawful direct or indirect discrimination?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

What arrangements could be implemented to reduce or mitigate any potential adverse or negative impacts identified?

No discrimination identified.

Describing how Equality Impact analysis has shaped the policy making process

- ◆ In carrying out this equality impact assessment we decided that no changes need to be made to the policy.
- ◆ There have been no impact on budgets as a result of this assessment.
- ◆ We have recognised the role of the voluntary sector and our support for groups who work with our tenants to extend positive access to our environments to our tenants.

In this section, set out a narrative that describes how the equality impact analysis has shaped and informed your policy development. Include, for example:

- ◆ Explaining whether any changes have been made to the policy as a result of the impact analysis and clearly identifying those changes. Or, explaining why no changes have had to be made.
- ◆ Describing any new steps that have been / will be taken as a result of the data and evidence gathered through the EQIA process, for example: adding a new piece of work to ensure that the policy implementation includes ethnic minorities, or working with delivery partners to ensure they fully understand the equality impacts.
- ◆ Explaining if there have been, or will be, any implications on costs, resources etc. arising from the EQIA analysis, e.g. has the budget changed because of the EQIA?
- ◆ You should also include a paragraph on how the EQIA has helped you develop better outcomes for people and communities.

Monitoring and Review

The Housing Manager maintains the list of tenants who receive gardening aid. It will be their responsibility to monitor this list to ensure that it is kept up to date. A review of this EQIA will take place as part of the review of this policy.

Stage 5 - Authorisation of EQIA

Please confirm that:

- ◆ This Equality Impact Assessment has informed the development of this policy:

Yes No

- ◆ Opportunities to promote equality in respect of age, disability, sex, pregnancy and maternity, gender reassignment, sexual orientation, race and religion or belief have been considered, i.e.:

- Eliminating unlawful discrimination, harassment, victimisation;
- Removing or minimising any barriers and/or disadvantages;
- Taking steps which assist with promoting equality and meeting people's different needs;
- Encouraging participation (e.g. in public life)
- Fostering good relations, tackling prejudice and promoting understanding.

Yes No

Declaration

I am satisfied with the equality impact assessment that has been undertaken for Estate Management Policy

Name: Catherine Louch

Position: Housing Manager

Authorisation date: 28 June 2017