

Prospect Estate Management Strategy 2020-2023



OUR VISION:
PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

OUR VALUES:
PIONEERING
RELIABILITY
LISTENING
FAIRNESS
PARTNERSHIP

Summary

1. Introduction

Prospect's Estate Management Strategy outlines our commitment to the environments of the communities in which we operate. This strategy outlines the impact we intend it to have on the service delivered by Prospect from 2020-2023.

Our vision is *providing homes and building communities together* and ensuring that our estates are well maintained pleasant places to live are integral to this vision.

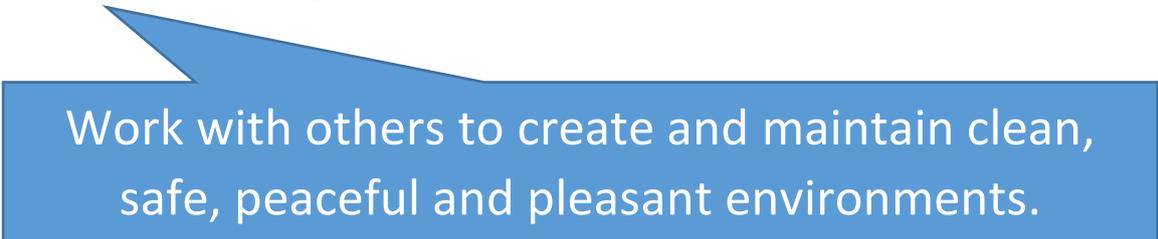
Our values are:

- Pioneering
- Reliability
- Listening
- Fairness
- Partnership

These values are incorporated in the approach we take to managing our estates and will be explored further within this strategy.

2. Aim of this Strategy

The service aim was agreed with the Prospect Tenants' Forum in 2017 as:



Work with others to create and maintain clean, safe, peaceful and pleasant environments.

The main environmental issues which Prospect works in partnership on are:

- Common stairs
- Bin store areas for flats
- Parking
- Landscaping and fencing
- Play areas
- Westburn Woods
- Abandoned vehicles
- Fly tipping
- Dog fouling
- Vandalism
- Graffiti

3. Scottish Social Housing Charter and wider context

The relevant outcome for this strategy is;

6. Neighbourhood and Community:

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.

We recognise that partnership working is key to implementing this strategy. We work closely with our tenants, City of Edinburgh Council and local voluntary agencies to achieve our aims.

4. Our Estate Management Objectives

To ensure we create and maintain clean, safe, peaceful and pleasant environments we have the following objectives:

- To provide value for money stair cleaning and landscaping services which our tenants and factored owners are satisfied with.
 - To carry out a regular painting programme,. this not only maintains the properties in a cost effective way, but enhances the physical environment and encourages residents to take pride in the area.
 - To ensure that tenants live in peace with their neighbours by implementing our antisocial behaviour policy and procedures promptly and effectively.
 - To consider the importance of design when developing new properties or carrying out refurbishments to incorporate good practice in terms of lighting, public transport, waste management, defensible space, parking, play areas etc.
 - To promote awareness about safety within the home, in common areas and on estates.
 - To enforce tenancy conditions and obligations.
 - To work in partnership on a range of issues including waste management, dog fouling, public transport, lighting, energy, roads, pavements etc.
- To ensure the service is responsive to the needs of our communities. We gauge staff and resident feedback via a range of methods including satisfaction surveys, tenant and staff consultations, walkabouts with staff and tenants, tenants groups, scrutiny exercises, compliments and complaints. We use this feedback to improve service delivery.

5. Resourcing this Strategy

Ensuring our environments are clean, safe, peaceful and pleasant is only possible with commitment of resources.

This ranges from the stair cleaning and landscaping services which are funded via service charges, to the Neighbourhood Improvement budget. Annual review of the funding of estate management services is reviewed within the remit of the budget setting process which is overseen by the Budget Working Group.

We work in partnership with local voluntary agencies to support community projects which maximise use of our environmental resources, such as, the Clovie Community Garden and Westburn Woods.

We also work in partnership with City of Edinburgh Council to sign post our tenants to council services and work with council colleagues on initiatives to improve the estates in which we both operate.

6. Monitoring and Review

All Prospect staff have a role to play in implementing this Strategy. We will develop an Action Plan with feedback from tenants, committee members and staff to ensure the strategy aims are met. We will monitor this Action Plan on an ongoing basis and provide an annual report to Committee on our progress in meeting its objectives.

We will review this strategy in 2023.