

1 Scope

- 1.1 This policy applies to all customers who live on our estates where we own or have a responsibility for properties, including garages and land ownership.
- 1.2 Estate management relates to the activities we undertake in any are we have homes. These activities can include, but are not limited to, grass cutting, neighbourhood inspections, cleaning, and grounds maintenance.
- 1.3 We will implement this policy through our colleagues, and other associated procedures as listed below.
- 1.4 The policy ensures that in line with the Regulatory Framework guidelines, we will aim to keep the neighbourhood and communal areas associated with the homes that we own clean, secure and safe.
- 1.5 All colleagues who go out on our estates are responsible for ensuring they comply with the requirements of this policy.
- 1.6 We will give consideration to improve and/or enhance our estates, where there is scope to do so in line with the neighbourhood enhancement process.
- 1.7 This policy underpins the delivery & vision of the objectives of the landlord strategy.

2 Policy Statement

- 2.1 We will provide an estate management service for our customers, which will be delivered having full regard to safety, costs and value of the service.
- 2.2 We will deliver this policy in partnership with the local authorities in the areas we work, and through service level agreements with our contractors.
- 2.3 We will set the frequency of inspections by region, and review these annually (or in response to any risk factors, whichever is sooner). Estates will be inspected at least once a year.
- 2.4 We will carry out neighbourhood inspections in partnership with relevant colleagues, customers and other agencies (e.g. police) as appropriate.
- 2.5 We will keep a record of any actions resulting from inspections. They will be checked at the next inspection. We will keep attending customers informed of progress if required.
- 2.6 We will work with customers, local authorities, statutory authorities and other landlords to resolve issues identified that are not Aster's responsibility and will

maintain strong links with these groups to ensure a multi-agency approach can be adopted where appropriate.

- 2.7 We will encourage customers to report issues around their homes, communal areas, and neighbourhoods to Aster or signpost to other agencies if applicable.
- 2.8 We will work with customers to identify any neighbourhood enhancement works. We will consult appropriately with all affected customers on any proposed works.
- 2.9 We will ensure that, where we are responsible for bin stores, they are suitable for the number of customers in our properties and are well maintained. Recycling, collection and disposal of household waste is the responsibility of customers and local authorities.
- 2.10 We will ensure that grounds maintenance is carried out in line with agreed contractors' specifications.
- 2.11 We will attend specific working groups such as the Crime & Disorder Partnership, to ensure we have an appropriate role in the management of our estates, neighbourhoods, and communities.

3 Monitoring and Review

- 3.1 This policy will be reviewed every 3 years, unless there is a change to regulation, legislation, or services provided by us.
- 3.2 The effectiveness of this policy will be scrutinised annually by the Business Performance & Strategy Panel
- 3.3 The policy will be introduced at Neighbourhoods, Home Ownership, and Independent Living Team meetings. A check at 6 months after the effective date will be completed to ensure successful implementation and the policy remains fit for purpose.
- 3.4 Annually set Key Performance Indicators (KPIs) will be utilised to monitor its implementation – number/frequency of neighbourhood inspections completed, number of environmental anti-social behaviour cases logged, red alerts logged, & previous orders logged on neighbourhood inspections to check job completion.
- 3.5 We will monitor customer results from Housemark Survey of Tenants and Residents (STAR) responses, customer feedback, and lessons learnt from complaints.
- 3.6 Monitoring of Estate and Tenancy Management Service Standards/Promise.

4 Related Policies and Procedures

- [ASB Policy](#)
- [Health & Safety Policy](#)
- [Customer Engagement Policy](#)
- [ASB Procedure](#)
- [Abandoned Vehicle Procedure](#)
- [Neighbourhood Inspections Procedure](#)

5 Governance

Effective From:	05/09/2019	Expires:	05/09/2022
Policy Owner:	Regional Director – Somerset, Dorset, Devon & Cornwall		
Policy Author:	Policy Officer		
Approved by:	Customer Community Network		
Delegation Matrix Code:	R066	Version Number:	3.0