



Arawak Walton Housing Association

Estate Management Policy

Arawak Walton Housing Association

Approved by	Senior Management Team
Date of Approval	23 December 2021
Date issued to staff	5 January 2022
E&D impact Assessed	November 2021
Date of Next Review	November 2024
Policy Ownership	Operations Director
Strategic Bridges	Maintain our Financial Strength Growth and Innovation to Achieve Objectives
Legal Review	No
Version	2.0
Revision details	
Statement of Values	We Aim High We shall improve the quality of our services We Value People We shall listen and respond to the needs of all people involved with Arawak Walton We Move With The Times We stay alert to changing circumstances and respond to them with imagination and innovation

1. Introduction

- 1.1 As part of its commitment to provide excellent services, Arawak Walton Housing association is dedicated to providing homes in neighbourhoods where people want to live and will thrive.
- 1.2 Our homes form part of estates owned and managed by other organisations in Manchester, Trafford and Stockport.
- 1.3 This policy sets out our approach to managing our properties so that we will create and sustain outstanding homes and neighbourhoods for our tenants and the local community.
- 1.4 Estate inspections allow us to carry out a formal assessment of our homes and the neighbourhood where they are based. However, all staff members have a duty when visiting the association's properties to carry out an informal inspection and report any issues to the relevant team. This will allow us to quickly identify any problems that need to be addressed.

2. Key Objectives

- 2.1 To ensure our housing stock and communal areas are maintained to a high standard which increases the stability of the community and removes the negative stereotypes of social housing.
- 2.2 To involve and engage our tenants in the management of their home, using their insight to improve our neighbourhoods.
- 2.3 To work with other organisations and agencies to maintain and develop safe and strong communities.
- 2.4 To ensure our tenants, within reason, are satisfied with the services provided and the neighbourhood, in general.
- 2.5 To protect the associations investment and reputation by doing as much as possible to properly maintain our homes and the immediate environment.
- 2.6 To check that service contractors are carrying out their work effectively
- 2.7 To ensure that works carried out in our neighbourhoods enhance them and provides value-for-money to our tenants.

3. Risk Management

- 3.1. S5 Reputational Damage and S7 Ineffective Asset Management: The association risks the unchecked deterioration in appearance and upkeep of its properties. This would lead to a poor reputation, a decrease in the demand of the area and may ultimately prove difficult to let our properties, resulting in financial loss.

4. Equality, Diversity and Inclusion

- 4.1. The association will ensure that this policy is applied fairly and consistently. We will not directly or indirectly discriminate against any person or group of people in line with our Equality, Diversity and Inclusion Policy. We will act sensitively towards the diverse needs of individuals and communities and will take positive action where appropriate.
- 4.2. The organisation will operate within equality legislation and regulation and recognises the nine protected characteristics of Equality Act 2010 which are: Race, Sex, Gender Reassignment, Disability, Sexual Orientation, Religion or Belief, Marriage and Civil Partnership, Age and Pregnancy and Maternity explicitly.

5. Legal Background & Compliance

- 5.1 Housing Act 2004
- 5.2 Regulatory Reform (Fire Safety) Order 2005
- 5.3 Health and Safety at Work Act 1974
- 5.4 Equality Act 2010
- 5.5 Data Protection Act 1998
- 5.6 Social Housing White Paper
- 5.7 Consumer Standards

6. Associated Documents

- 7. This policy is supported by the following documents:

- 7.1 Business Plan
- 7.2 Asset Management Strategy
- 7.3 Anti Social Behaviour Policy
- 7.4 Repairs & Maintenance Policy
- 7.5 Voids Management Policy
- 7.6 Data Protection Policy
- 7.7 Complaints Policy
- 7.8 Equality, Diversity and Inclusion Policy
- 7.9 Resident Involvement Consultation Policy
- 7.10 Health and Safety Policy

8. Review

- 8.1. This policy will be reviewed every 3 years unless changes in practice, legislation or regulations require an earlier review.

Estate Inspection Procedure

1. The purpose of this document is to outline the way in which the association's properties will be inspected.
2. Our homes are managed by the Housing Services Team and Communal Services Team as set out below.
 - 2.1. Communal Schemes: Homes with an element of communal space where the communal contracts are managed by the Communal Services Team and the housing management by the Housing Services Team.
 - 2.2. General Needs: Houses and flats in isolation or in neighbourhoods managed by the Housing Services Team.
 - 2.3. Sheltered schemes: Homes for people aged 55+ which have an annual inspection and a further range of inspections and risk assessments detailed in the Health and Safety Policy and managed by the Communal Services Team.
3. **Housing Services Team - Patch Visits**
 - 3.1 Housing Officers will carry out visits to all properties on their patch on an annual basis. This is known as 'Patch Visits'.
 - 3.2 A letter should be sent to each tenant to let them know the date and time the housing officer will be in the area, inviting the tenant to meet with them to discuss any issues they may have.
 - 3.3 The housing officer should include door knocking whilst carrying out their patch visit to ensure that they engage with as many tenants as possible.
 - 3.3 During the visit the Housing Officer will make a note of any repairs identified and report these directly to the customer services team for action.
 - 3.4 A list of uncontactable tenants should be compiled and investigated to protect vulnerable and hard to reach tenants.
4. **Communal Services Team - General Office and Fire Risk Assessments**
 - 4.1 Each year the Housing Officer and Maintenance Inspector will organise a programme of inspections of the communal schemes. The Housing Officer will share the programme with the Corporate Services Team so that they can advertise in newsletters, our website and on social media to notify tenants of the inspection dates and times.
 - 4.2 The inspections will cover the internal and external aspects of the schemes taking into account any health & safety and fire safety hazards. A checklist has been prepared at Appendix 1 to assist in this process. This must be completed.
 - 4.3 Once the inspection has been completed the Housing Officer should create an action plan on an excel spreadsheet, setting out all actions and team responsible.

Photos should be uploaded and saved in the Schemes Gallery folder. Time can be saved if the action plan is set up and completed during the inspection.

- 4.4 All actions should be distributed amongst the relevant teams and monitored to completion by the Housing Officer. Any issues should be brought to the attention of the Communal Services Manager.
- 4.5 A copy of the Risk Assessment and Checklist must be saved in the health and safety folder for each scheme.

