

Tenant and Leaseholder Services Estate Policy

1.0 Purpose and scope

We want to deliver estate services that are accountable, transparent and demonstrate good value for money in consultation with our residents.

The aim is to improve our estates by having estate management principles that enable residents to have 'quiet enjoyment of their homes and a decent, safe and secure environment.'¹

This policy sets out how we will deliver effective estate management by:

- Managing the environment around our properties and communal areas effectively.
- Ensuring that all residents are aware of their rights and responsibilities.
- Setting appropriate estate management standards.

2.0 Definitions

Estate Management incorporates activities such as (but not exclusively):

- Health and safety controls
- Caretaking
- Communal area maintenance
- Communal area cleaning
- Grounds maintenance
- Waste collection
- Removal of abandoned vehicles
- Removal of graffiti
- Management of garages, sheds and other estate buildings
- Estate inspections
- General aesthetics of the area

¹ Chartered Institute of Housing

3.0 Resident responsibilities

Residents are jointly responsible for maintaining a good standard on the estate in which they live, by respecting the rights of their neighbours as laid down in their tenancy and lease agreements. This includes:

- Giving council employees and contractor access to complete health and safety checks
- Disposing of their refuse in line with the arrangements on their estate
- Following the correct procedures for bulky waste collection
- Responsible dog ownership
- No littering or fly tipping in communal and common areas including communal gardens
- Not causing damage to the communal areas or passenger lifts
- Responsible use of communal gardens, this includes not installing trampolines or leaving water filled paddling pools unattended
- Not parking SORN vehicles in resident parking areas
- Not leaving refuse or belongings in communal areas
- Not encouraging any vermin or pests to communal area including gardens
- Residents must not store and charge their mobility scooter in any communal area.

4.0 Objectives

The four objectives from the Estate Strategy are addressed through this policy.

4.1 Promote community

To promote community we will:

- Gather insight from residents to influence the estate standards.
- Support opportunities for residents to scrutinise estate standards.
- Hold community partnership events which include resident involvement in estate inspections.
- Improve information on our community notice boards and in our newsletters.
- Support and give recognition to residents who voluntarily contribute to improving their estate environment.

4.2 Improve estate appearance

There are four themes we need to act upon to improve the appearance of our estates:

4.2.1 Grounds maintenance

Grounds maintenance includes grass cutting, weeds, and hedge trimming of common areas.

- We monitor the grounds maintenance on our estates and report any issues to the service provider.
- We identify ad hoc areas which need attention in addition to the planned schedule.

- Where we have resources, we will complete grounds maintenance tasks - for example removing weeds.

4.2.2 Litter

Litter is a big issue on our estates which affects the way that they look; and one that is often out of our control, as wind blows litter in from other areas and the general public drop litter on TDC grounds. It must be recognised that TDC is unable to keep all areas litter free at all times but every effort will be made.

- Where there is resource, we will carry out litter picking exercises
- Residents will be encouraged to join community litter picking events

4.2.3 Repair and decoration

Repair and decoration includes the decoration of communal areas including walls, floors and ceilings and the standard of repairs in communal parts.

- Day to day repairs can be reported to our partnering contractors and will be dealt with as per our Repairs Standard.
- Programmed and recurring works are planned using asset lifecycle data and through estate reviews.
- Necessary repairs to utilities such as gas, water and electricity within communal areas which providers are responsible will be reported directly to providers.

4.2.4 Communal cleaning

Communal cleaning includes the mopping, sweeping and dusting of communal areas.

- We monitor communal cleaning and report any issues to the service provider.
- Carry out inspections to review the standard with the service provider.
- Review monthly performance data including cleaning audits.
- Hold quarterly performance meetings in which residents attend to scrutinise the service.

4.3 Better vehicle management

Each estate has a different arrangement in place for residents parking, the following is applicable where there is a car park for residents. This does not apply to street parking.

Where there is resident parking, this is allocated on a first come first served basis.

- No resident has a right to reserve a space for themselves or their visitors
- Residents or their guests cannot keep vehicles with a statutory off road notice (SORN) in resident parking areas
- Resident parking areas will have appropriate signage

We will:

- Report abandoned vehicles
- Look at measures to prevent unauthorised parking on undesignated parking areas

- Investigate vehicles with SORN and non motor vehicles parked in our resident car park areas without permission

4.4 Safe place to live

It is important that our residents feel safe in their homes and therefore the following measures are in place to achieve this:

4.4.1 CCTV

Where available, we will use CCTV footage to identify perpetrators of antisocial behaviour and take formal action.

4.4.2 Fire safety

Fire safety is covered in detail in the TDC fire safety policy. Relevant clauses of the fire safety policy include:

- Fire risk assessments will be carried out by a competent person in all communal areas
- All fire safety equipment, in communal areas and individual properties, are tested and maintained as per current Regulation and British Standards
- Communal fire alarms are monitored 24/7
- Instances of arson or malicious activation of fire alarms will be investigated by the police
- Flat front doors need to withstand smoke and fire for a minimum of 30 mins

Residents are responsible for the following:

- Allowing access for door and fire safety equipment testing
- Not leaving refuse or belongings in communal areas

Items left in communal areas are a fire hazard and trip hazard if residents are attempting to escape in the case of a fire. Items left in the communal areas, will be dealt with in the following way:

- A legal notice (known as a TORT Notice) will be issued when items are left in communal areas, giving residents 7 days to remove them
- If items remain in the communal areas after 7 days contractors will arrange for the removal and storage
- After 1 month any unclaimed items will be disposed of

4.4.3 Refuse:

Refuse includes the removal of domestic household waste and where practical recyclable waste from communal bin stores.

- At the start of a new tenancy, residents will be advised of their refuse disposal arrangements

- There will be appropriate and well-sited facilities provided for refuse disposal and where possible, recycling.

All residents are responsible for disposing of their refuse in line with the arrangements at their estate in a safe and tidy manner.

We will ensure that all contractors will leave areas clear and tidy, removing their own refuse and bulky waste.

4.4.4 Fly tipping:

Fly tipping is the illegal dumping of waste on land or in water. This includes dumping of bags of household waste, bulky unwanted household items or builders material.

We will:

- Prioritise the removal of waste on the risk it presents to the residents
- Where appropriate, use the Councils fly tipping service to remove waste
- Where we can prove that one of our residents is fly tipping, we will take legal action.

Residents must take responsibility of their waste and unwanted goods, they can do this by:

- Using the refuse facilities on the estate
- Booking a bulky waste collection using this link: [Bulky waste collection information and booking](#)
- Taking waste to the local Household Waste and Recycling Centre [Household Waste Recycling Centre](#)
- Report fly tipping to TDC in the appropriate way [link to report fly tipping to TDC](#)

4.4.5 Pest control

The council has no duty to provide pest control services; however under the Prevention of Damage by Pests Act 1949 both Councils and individuals have duties relating to rodents (rats and mice) on land.

The Council has arranged for Monitor Pest Control to offer Thanet residents a pest control service at the specially negotiated rates [Pest Control](#)

- Residents are responsible for the eradication of any infestation (bed bugs, cockroaches, mice) in their own home in the first instance.

We will investigate where:

- Rodent activity from neighbouring land or property
- Rodent, bedbug, cockroach activity in communal areas of flatted blocks

4.4.6 Antisocial behaviour (ASB)

Refer to ASB policy

5.0 Resident involvement

We will provide residents with a wide range of opportunities to :

- Feedback level of satisfaction with their estate
- Scrutinise and influence estate services
- Feedback community concerns
- Build greater sense of community so residents take pride in their homes and work in partnership by trialling community engagement project

6.0 References

Through the implementation of this policy, we will act in accordance with the relevant legislation as detailed below (this list is not exhaustive):

- Prevention of Damage by Pests Act 1949
- TDC tenancy agreement

7.0 Document control

Date	Version	Action	Amendments
31/3/2022	1	New policy	
	1	Equality impact assessment	Insert headings. Add full stops and simplify language for readability and access for screen readers.