ESTATE MANAGEMENT POLICY

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ESTATES MANAGEMENT POLICY

DOCUMENTATION MASTER SHEET

Amendments to this Document are Detailed Below.

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
01	29/12/16	Policy review	12/01/17	WS	Tenant Panel
02	14/03/19	Minor review	14/03/19	EP	N/A
03	21/10/21	Minor review of grounds maintenance contractors name and management of cleaning contract removed. Change of timing of review from triennially to annually. Change of specific areas covered to general overview.	18/11/21	JO	Steve Williams
04	09/06/25	Changed policy to reflect us now having and in-house ground maintenance team and not offering one off cuts.	09/06/2025	JO/DP	
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ESTATES MANAGEMENT POLICY
INTRODUCTION

GCH is committed to delivering high quality estate management services that provide residents with safe, clean, and pleasant environments in which to live and be proud of.

The purpose of this policy is to set out our approach of the Estate Services Team to the delivery and management of estate services to internal and external communal areas. Planning and delivery of these services will be in a way that represents value for money and meets service standards agreed in consultation with stakeholders.

An estate refers to a block of flats or a collection of houses with shared internal and/or external areas.

SCOPE OF POLICY

This policy applies to all GCH owned land and estates, and our commitment is to all who live in, or near them, regardless of tenure.

The policy covers a range of services that are related to the maintenance and upkeep of estates and neighbourhoods including:

- Grounds maintenance of communal areas including alleyways & garage sites
- Waste management & fly tipping.
- Estate inspections
- Sheltered scheme estate services.
- Health & safety assessments of communal areas including block checks.
- Development of a Health & Safety and training matrix ensuring safe systems of work and an appropriate skillset within the team to deliver a quality service.

LEGAL AND REGULATORY EXPECTATIONS

GCH will meet the requirements set out by the Government's social housing regulator, currently the Homes & Communities Agency (HCA).

The Neighbourhood and Community Standard, as set out by the HCA, states that, within Neighbourhood Management, housing associations will:

1.1.1 Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.

At GCH, we have:

- Estate Services Team will keep communal areas maintained and estate services, such as grounds maintenance, fly tipping, waste management, etc., are delivered to a high standard.

- Grounds Maintenance is delivered by our in-house team ensure a high standard of grass cutting, hedge/shrub maintenance, and border care.
- Waste and recycling collection is delivered on a routine basis by Ubico who are contracted by Gloucester City Council.
- Our team of Neighbourhood Managers and virtual patch teams ensures that estates are inspected on a regular basis and that management issues and areas of potential improvement continue to be identified and maintained to a high standard.

2.1.1 Registered providers shall consult with tenants in developing and publishing policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes.

GCH policies for maintaining and improving neighbourhoods associated with our homes are defined and available in our Tenants Handbook and on our website, together with other information on the management of services supplied to those neighbourhoods and the parties responsible.

The Estate Management Policy links to several other GCH policies and services which should be read in conjunction with this policy including:

- Neighbourhood Standard
- Tenancy Management
- Antisocial Behaviour
- Repairs & Maintenance
- Health & Safety (including Fire Safety)
- Garage Lettings
- Service Charge Setting
- Citywide Cleaning Contract
- Independent Living
- Driving At Work Policy

SERVICE STANDARDS

The objectives of Estate Services are to maintain a high standard that delivers value for money in the upkeep of safe, clean and pleasant estates in which residents can be proud; to provide clear standards so that residents know what to expect from GCH and what they are service charged for; and to ensure that we comply with all Health & Safety requirements.

The Estate Services Team is comprised of seven operatives including an Estates Manager and Estate service supervisor. This team will cover all our estates in a four weekly cycle according to the Estate Services Programmed Work Schedule:

All areas will be covered on a four weekly cycle and visited by the Team 13 times per year as per the Schedule. (this may be impacted by public holidays).

Whilst on site, the Estate Services Team will complete a thorough block check – identify and then resolve or report any issues including:

- Removal of items from communal areas that present a health & safety/fire risk at the time of discovery.
- Clear ice, snow, leaves and grit areas (particularly sheltered and vulnerable schemes) that present a health & safety risk as a priority over other tasks as the weather/season dictates.
- Remove offensive graffiti as a priority over other tasks when identified.
- Check communal waste/bin storage areas on a weekly basis, removing any excess bags in order that bins can be collected by the City Council routine collection service through Ubico.
- Complete a litter pick of the area every time on site.
- Check, clear and maintain GCH owned alleyways and paths as part of the Schedule.
- Check, clear and maintain garage sites and compounds as part of the Schedule.
- Void gardens will be cleared on request in order of prioritization.

Sheltered Schemes will be routinely maintained to the same standards as above by the Estate service team on a fortnightly rota.

CONSULTATION

This policy has been drawn up in consultation with Tenant Panel.

GCH will consult regularly with local authorities and other relevant agencies to continually develop good practice in this policy area. GCH will attend any forums existing now or in the future to encourage joined up working with Local Authorities or any other relevant agency either voluntary or statutory.

APPEALS

Complaints about the delivery of services covered by this policy will be dealt with under GCH's own Complaints Policy. Please refer to:

GCH Complaints policy at www.gch.co.uk

REVIEW

This policy will normally be reviewed annually to ensure that it reminds fit for purpose, unless an earlier review is required due to regulatory, statutory, or other requirements.