

1.0 INTRODUCTION

- 1.1 The Estate Management Policy provides a suite of Standards which detail how SBHA aims to provide excellent services in relation to the physical upkeep and use of common parts and the maintenance and improvement of SBHA homes to impact positively on the quality of Tenants' lives.
- 1.2 This Policy contributes towards achieving SBHA's Strategic objectives of Great Customer Experience" and "Great Places". This Estate Management Policy should be read in conjunction with SBHA's Tenancy Agreement; Empty Homes Management Policy; Equalities, Inclusion & Diversity Policy; and the Antisocial Behaviour Policy.

2.0 LEGAL AND REGULATORY CONTEXT

- 2.1 The Policy underpins SBHA's core values and supports the vision of 'Enhancing lives by providing quality homes and great places to live across the Scottish Borders'.
- 2.2 This Policy is an overarching document to cover the suite of 4 SBHA Standards, namely the:
- Lettable Standard (**Appendix 2.1**)
 - Repairing & Maintenance Standard (**Appendix 2.2**)
 - Property Improvement Standard (**Appendix 2.3**)
 - Managing our Neighbourhoods Standard (**Appendix 2.4**)
- 2.3 The above Standards complement SBHA's Customer Services Standard.
- 2.4 The Policy works towards achieving the following regulatory customer/landlord relationship outcomes contained within the Scottish Social Housing Charter:

Charter Outcome	
1, Equalities	Social landlords perform all aspects of their housing services so that every tenant and other customer have their individual needs recognized, are treated fairly and with respect, and receive fair access to housing and housing services.
4. Quality of Housing	Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated, are always clean, tidy and in a good state of repair and meet the Energy Efficiency Standard for Social Housing (ESSH).
5. Repairs, maintenance and improvements	Social landlords manage their businesses to that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
6. Estate management, anti-social behaviour, neighbour nuisance and tenants disputes	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.
13. Value for Money	Social landlords manage all aspects of their businesses so that: tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

3.0 POLICY OBJECTIVES

3.1 A key objective of the Policy is that the SBHA Standards will advise Tenants what they can expect:

- when they first move into an SBHA home
- when they report a responsive repair
- when major improvements are made to that home
- what environmental improvements they should expect for the Neighbourhood in which they live

4.0 CUSTOMER BACK

4.1 A key principle of the Standards is to ensure Tenants are aware of the level of service they can expect to receive from SBHA in relation to the repair and maintenance of their home and the investment in their neighbourhood.

4.2 This policy supports the 'Customer back' approach adopted by SBHA, and a key aspect of the model is that SBHA Teams tailor services that reflect individual communities and that they are empowered to make decisions on behalf of the organisation that will delight customers. This is achieved through the community team approach and a devolved budget framework.

4.3 All personal information that SBHA gathers about individuals will be processed, retained, and kept secure in accordance with the fair Processing Notice within the UK General Data Protection Regulations.

5.0 TENANT CONSULTATION AND INVOLVEMENT

5.1 SBHA consulted with Tenants when formulating the Standards and regular feedback from Tenants and customers allows SBHA to gauge the effectiveness of this Policy and the delivery of the Standards.

5.2 A variety of methods are used for this purpose: surveys, questionnaires and scrutiny projects. Updates will be provided via the Tenants Newsletter, Tenant events, and the Annual Report to demonstrate action taken in relation to feedback received.

5.3 SBHA encourages Tenants to take both a positive and active interest in their local community and surrounding environment. SBHA's Tenant newsletters and website will be used whenever possible to circulate estate management information to all residents. SBHA carries out regular estate walkabouts to which all residents and community stakeholders are invited to attend to share their views and feedback on the appearance and upkeep of the neighbourhood.

6.0 REPORTING

6.1 Community Teams, comprising Neighbourhood Housing Officers and Neighbourhood Property Officers, are responsible for implementing this Policy and the ensuring that the various standards are met. They also have responsibility for engaging with and keeping Tenants informed of progress of any works in neighbourhoods.

6.2 The Heads of Service are responsible for overall operational management of this Policy and the accompanying Standards, including managing resources appropriately and ensure team members are appropriately trained to deliver these effectively.

- 6.3 The Operational Directors are responsible for ensuring effective frameworks are in place to deliver this Policy, including financial planning.
- 6.4 Reports on the performance and outcomes will be provided quarterly to the Customer Board to provide assurance on delivery of this Policy, including:
- % of Tenants satisfied with SBHA’s management of their neighborhood
 - % satisfied with the quality of their homes
 - % satisfied with quality of home at time of moving in
 - % satisfied with the opportunity to participate in decision making
 - % satisfied with being kept informed
 - % satisfied with last repair carried out in last 12 months
 - No. of complaints received relating to estate management and property investment and repair
 - The level of investment made across SBHA communities

7.0 ROLES & RESPONSIBILITIES

Lead Person	Area
Customer Board/Board of Management	<ul style="list-style-type: none"> • Monitor performance against published targets • Reviewing and approving the Estate Management Policy
Director of Customer Services/Director of Property Services	<p>Responsible for monitoring and ensuring this Policy is delivered consistently</p> <p>Responsible for ensuring effective frameworks are in place to deliver this Policy, including financial planning.</p>
Head of Neighbourhood & Solutions/ Head of Programme & Deliver	Responsible for overall operational management of this Policy and the accompanying Standards, including managing resources appropriately and ensure team members are appropriately trained to deliver these effectively.
Managers and Team Leaders	Responsible for supporting team members to meet standards and to consider/approve projects brought forward by team members to reflect the Customer Back approach to improving neighbourhoods
Neighbourhood Housing Officer/Neighbourhood Property Officer	Responsible for implementing this Policy and the ensuring that the various standards are met. They also have responsibility for engaging with and keeping Tenants informed of progress of any works in neighbourhoods.
All SBHA Team Members	Make every contact count, if you see it please report it.

8.0 EQUALITY IMPACT ASSESSMENT

- 8.1 This policy will not be used to discriminate against any individual or household on grounds of race, religion, marital status, disability, age, sexual orientation, gender reassignment, political opinion, pregnancy, and maternity. SBHA aims to promote equal opportunities and comply with the requirements of the Equality Act 2010.

9.0 COMPLAINTS

- 9.1 If a Tenant or customer of SBHA is dissatisfied with the way this policy has been applied, they may submit a complaint using SBHA’s Complaints Handling Procedure.

10.0 NOTIFIABLE EVENTS

- 10.1 In the event of any serious breach of it’s statutory duty, SBHA is required to alert the Scottish Housing Regulator of the incident under Notifiable Events in accordance with the SHR’s guidance.

11.0 POLICY REVIEW

- 11.1 This policy will be reviewed every 3 years or earlier if legislative, performance or other changes necessitate this. Any amendments will be made following full consultation with Tenants.