

	<h2>Estate Management Policy</h2>
<p>Policy statement</p>	<p>Paradigm is committed to delivering attractive, well maintained, and safe estates. The way we manage our estates affects the quality of life and the environment of our residents.</p> <p>The purpose of this policy is to set out our approach to the delivery and management of estate services to internal and external communal areas.</p> <p>We are committed to working with developers on new build sites to ensure that any new homes meet Paradigm’s agreed estate management standards. This means that they should be designed with the long term management services that they will require in mind, and with a focus on keeping service charge costs reasonable and in line with our service charge policy.</p>
<p>Objective</p>	<ul style="list-style-type: none"> • To maintain a high standard of estate management services that deliver value for money and are accounted for in residents service charges. • To have estates that are kept clean, well maintained and safe, and that Paradigm and our residents are proud of. • To ensure we have clear estate management standards, which make clear what residents can expect, and what the respective obligations are for both Paradigm and residents in delivering those standards. • To maintain a regular, visible presence on estates. • To ensure we comply with all Health & Safety requirements. • To encourage residents to take responsibility for their environment/estate.
<p>Policy</p>	<p><u>Service Contracts</u></p> <p>Cleaning: We will carry out regular cleaning to our blocks and communal areas.</p> <p>The frequency of cleaning will depend on the need of each block. The cleaning frequency and summary of the specification will be displayed on the notice board in each block.</p> <p>Grounds Maintenance: We will ensure that the communal land looks clean and tidy, hedges/shrubs cut back and grass maintained. Our communal land is classified into three key types for our grounds maintenance specification - Sheltered Schemes, General needs stock, Amenity land (land that is not part of an estate and includes grass verges, and small community grass areas).</p> <p>The grounds maintenance summary of the specification will be displayed on the notice board in each block.</p> <p>We will not maintain private or individual gardens. This will be the responsibility of</p>

the resident/owner as detailed in their tenancy/licence agreement (where applicable).

Window Cleaning:

Paradigm will carry out window cleaning in communal areas and on the external part of individual flat windows where the design is such that they cannot be cleaned by the resident (i.e. the resident cannot reach the external face of the window). All window cleaning is service chargeable to the residents.

For Sheltered schemes all windows are cleaned externally and service charged.

Parking:

Car parks are designed for resident use only. Where there is provision then visitor's parking will be allowed. All vehicles parking within our car parks must have current valid road tax and be roadworthy.

Where practical, controlled car parking schemes will be introduced across estates to minimise non-resident parking. If any cost is incurred by Paradigm to run these schemes, residents will be charged. If a cost is to be incurred by residents Paradigm will consult with residents and a simple majority (of those voting) will determine the scheme. Paradigm will allow the parking contractor to use all legal measures to deter parking that contravenes the scheme and to set charges in agreement with Paradigm.

Tree management:

See our Tree Management policy.

Garages:

Our garages are managed by a specialist garage management company. The garage management company are responsible for all aspects of garage management, see our garage lettings policy.

Communal bins:

Communal bins are for use by residents only and must be used in accordance with local authority guidelines. Where guidelines are not followed and a resident contravenes this, Paradigm may recover the costs for any rectification through re-charging both individuals and residents of a block.

Where non-residents are the cause of the contravention we will deal with this as fly tipping (please see section regarding use of communal areas). Paradigm may recover the costs for any rectification through re-charging both individuals and residents of a block.

Bike sheds:

Bike sheds are for use of residents only and bikes are left at the resident's risk. Any items other than bikes left in bike sheds may be removed and the cost associated to this will be recharged to the owner where possible.

Use of communal areas (internal and external):

Bulky and personal items:

Communal areas must be kept free of bulky items and nothing should be stored in communal areas, including cupboards with shared access. We want our estates to

be safe and items within communal areas can cause both fire hazards and restrict escape routes. Paradigm operate a zero tolerance approach to this, with the exception of:

- Door mats
- Potted plants that do not impede emergency escape from the building

Paradigm retains the right to remove such items as detailed in the procedure marked “ Ensuring communal areas are kept free from combustible materials and trip hazards”

Any items left in internal or external communal areas that are damaged or causing a fire/health & safety risk will be removed immediately and re-charges made where applicable.

Communal gardens:

Communal gardens are for the enjoyment of all residents who have a right to access these. There must be no fences, barriers, locks or obstructions put in communal gardens that stop residents accessing it. Residents must not use the communal gardens for their own use (i.e. planting shrubs and beds) unless agreement is given in writing. Residents must use communal gardens with consideration for others particularly in relation to the time and noise associated with any social use in accordance with PHG’s ASB policy.

We take a zero tolerance approach to environmental crime; which includes fly tipping, littering, animal faeces and abandoned cars. We will work in partnership with local enforcement agencies; which could include legal action against those committing such crimes on our land.

TV Aerials/satellite dishes:

Permission needs to be sought from Paradigm to install satellite dishes or aerials on individual dwellings including houses. Paradigm provides a communal aerial for blocks and this is service charged to residents. These arrangements are detailed in tenancy agreements.

Invasive plants:

Invasive plants can cause severe damage to communal grounds and can take several years for successful removal. Such plants include:

- Japanese knotweed
- Hogweed
- Ivy

Paradigm will take reasonable steps to ensure invasive plants are identified and treated / removed at the earliest opportunity. These plants will be removed in line with good horticultural practice and legislation.

Any resident found to have planted, introduced or caused spread of these plants will be liable for the cost of the removal.

CCTV:

A small number of blocks/estates have CCTV in place. Paradigm will recover all reasonable costs via service charges. CCTV is passively monitored, which means that footage is only viewed when needed. If CCTV is to be installed or replaced Paradigm will consult with residents over the requirements for the facilities.

	<p>Paradigm may use CCTV on occasion to aid investigations of anti-social behaviour and criminal behaviour. The use of CCTV evidence in such circumstances will be in line with legislation and regulation.</p> <p><u>Fire management:</u> Refer to PHG's Fire Safety Management Policy</p> <p><u>Signage (excluding parking):</u> Paradigm will not 'brand' any estate; however, name signs will be erected for each block.</p> <p>Requests for signs on estates (e.g. – 'no ball games') will normally be refused due to them being non-enforceable and that they can create a detrimental view of an estate.</p> <p><u>Play areas:</u> We have very few play areas; however, where we are responsible for the maintenance and management we will carry out regular inspections. Paradigm will recover the costs through service charges.</p> <p><u>Pest control in communal areas:</u> Where pest infestations are identified within communal areas Paradigm will be responsible for organising treatment. If during investigations it is found the pest infestation is from a resident's property Paradigm will act to recover the costs of the treatment.</p>
<p>Scope</p>	<p>For the purpose of this Policy the following areas will not be included:</p> <ul style="list-style-type: none"> • Communal repairs and maintenance (including fencing, street lighting) • Investment works (planned works relating to communal decoration, window replacement, flooring replacement) • Anti-social behaviour • Service charge policy and approach • Approach to land disposal <p>All of the above have policies within their own right and read in conjunction with this policy.</p> <p>Others areas excluded from this policy are services that are delivered by other Partners/agencies including:</p> <ul style="list-style-type: none"> • Provision of recycling • Highway issues • Parking outside of Paradigm land • Street lighting
<p>Accountability and Responsibility</p>	<p>The Executive Director of Operations will have overall responsibility for the policy.</p> <p>The Service Lead is the Head of Asset Management.</p> <p>Estate management services are delivered by various teams within the business including:</p> <ul style="list-style-type: none"> • Estate Services • Regional Housing Teams • Supported Housing Teams

	<ul style="list-style-type: none"> • Property Services
Monitoring / Auditing and Controls	<p>The testing of estate standards will be monitored and audited through estate visits each month to:</p> <ul style="list-style-type: none"> • Test contract compliance • Test equipment • Assess health and safety • Identify, remedy or report any defects, such as; Repairs, Graffiti, Abandoned vehicles <p>The Estate Services Manager will monitor and report on:</p> <ul style="list-style-type: none"> • Performance indicators • Service contract monitoring • Spot checks • Estate testing • Resident Quality Inspectors
Cross References	<ul style="list-style-type: none"> • Tenancy and Estate Management Statement of Approach • Tenancy management policy • Anti-social behaviour policy • Responsive Repairs policy Service charge policy • Procurement policy • Garage Lettings Policy • Tree Policy
Policy Owner	Executive Director of Operations
Prepared by	Head of Asset Management
Approved by	Amalgamated Board
Date of Board approval	6 th June 2018
Effective date	6 th June 2018
Review date	6 th June 2021
Version control	Version 3.0

Record of Amendments

Date	Version	Approved By	Details of Amendments
Sep 2014	V1	Housing Services Committee Amalgamated Board Nov 2014	Final amendment with change to service standards accepted by HSC November 14
Sep 2017	V2		Reviewed no changes
June 2018	V3	Amalgamated Board	Reviewed in line with service now under Asset Management