

# Estate Management Policy

Service: Property Services	Date	Staff Member
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**Scottish Social Housing Charter Relevant Standards and Outcomes**

STANDARD	OUTCOME
<p><b>Section: The customer/landlord relationship</b></p> <p>2. Communication</p> <p>Social landlords manage their businesses so that:</p> <ul style="list-style-type: none"> <li>• <i>tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.</i></li> </ul>	<p>This <b>outcome</b> covers all aspects of landlords' communication with tenants and other customers. This could include making use of new technologies such as web-based tenancy management systems and smart-phone applications. It is not just about how clearly and effectively a landlord gives information to those who want it. It also covers making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.</p>
<p><b>Section: Neighbourhood and Community</b></p> <p>6 Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes</p> <p>Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:-</p> <ul style="list-style-type: none"> <li>• <i>tenants and other customers live in well maintained neighbourhoods where they feel safe.</i></li> </ul>	<p>This <b>outcome</b> covers a range of actions that social landlords can take on their own and in partnership with others. It covers action to enforce tenancy conditions on estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role of landlords in working with others to tackle anti-social behaviour.</p>

**Section: Getting good value from rents and service charges**

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.*

This **standard** covers the efficient and effective management of services. It includes minimising the time houses are empty; managing arrears and all resources effectively; controlling costs; getting value out of contracts; giving better value for money by increasing the quality of services with minimum extra costs to tenants, owners and other customers; and involving tenants and other customers in monitoring and reviewing how landlords give value for money.

## Scottish Housing Regulator – Relevant Standards of Governance and Financial Management and Guidance

STANDARD	GUIDANCE
<p><b>1</b> The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p>	<p><b>1.3</b> The governing body ensures the RSL complies with its constitution and its legal obligations. Its constitution adheres to these Standards and the constitutional requirements set out below.</p>
<p><b>2</b> The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p>	<p><b>2.2</b> The governing body recognises it is accountable to its tenants, and has a wider public accountability to the taxpayer as a recipient of public funds, and actively manages its accountabilities.</p> <p><b>2.4</b> The RSL seeks out the needs, priorities, views and aspirations of tenants, service users and stakeholders. The governing body takes account of this information in its strategies, plans and decisions.</p>
<p><b>4</b> The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p>	<p><b>4.3</b> The governing body identifies risks that might prevent it from achieving the RSL's purpose and has effective strategies and systems for risk management and mitigation, internal control and audit.</p>

# **ESTATE MANAGEMENT POLICY**

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## **ESTATE MANAGEMENT POLICY**

### **1. INTRODUCTION**

- 1.1 The Association recognises that effective Estate Management is a vital part of its role as a landlord and that the delivery of Estate Management, often in conjunction with other agencies, will assist greatly in promoting and sustaining safe, secure and desirable communities.
- 1.2 Estate Management is defined as property and environmental management and services designed to give tenants and residents quiet enjoyment of their homes in a safe, secure and decent environment. This goes beyond the physical care, repair and improvement of the built environment. It also includes the provision of good, clear advice and information to tenants and residents, effective liaison with tenants and residents and ensuring that our estates provide a safe environment for all those who may visit, use or enter Association land or property.
- 1.3 Estate Management covers the following:-
- Providing advice and information on the rights and responsibilities of the Association and of tenants and residents.
  - Enforcing tenancy conditions, occupancy agreement conditions and deeds of conditions in a firm, fair, prompt, consistent and sensitive manner.
  - Providing advice to tenants and other residents on services which may be available to enhance or improve their environment.
  - Consulting tenants and other appropriate parties, for example sharing owners, on Estate Management issues and ensuring that our services are appropriate to local needs.
  - Agreeing and meeting standards for the management of all assets in the ownership of the Association.
  - Working in partnership with individuals and agencies to ensure that Estate Management standards are achieved.
- 1.4 The Estates Management Policy does not sit in isolation and clearly interfaces with our Tenancy and Occupancy Agreements, Repairs and Maintenance, Health and Safety, Void Management, Tenant Participation, Anti-Social Behaviour and Factoring Policies.
- 1.5 A range of procedures support this Policy document to ensure a consistent and effective approach to service delivery which will be regularly reviewed and updated during the period of the Policy. Examples of Procedures are:
- Abandonments
  - Abandoned vehicles and vehicle parking
  - Alterations and Additions to properties by tenants

- Estate Inspection
- Fire precautions in Common Areas
- Inspection of Landscaping and Play Area
- Pest Control
- Pets
- Racial Harassment
- Tackling Anti-Social Behaviour

## 2. **AIMS AND OBJECTIVES**

2.1 This Policy aims to ensure that:-

- Tenants and residents can live in their homes in a safe, secure and decent environment.
- Good relationships are developed between the Association, our tenants and sharing owners and adjoining residents.
- Our properties and the surrounding environment are managed and maintained to agreed standards and enhance tenant and resident satisfaction.
- The length of time that properties are vacant is minimised.
- Estate Management services are planned, adequately resourced, effectively budgeted, controlled and monitored.

## 3. **EQUAL OPPORTUNITIES**

3.1 This Policy will be delivered in a way which recognises and respects diversity and in accordance with the Association's Equal Opportunities and Equality and Diversity Policies.

## 4. **RESOURCES**

4.1 The effective delivery of the Estate Management Policy is dependant upon:-

- Good quality design and construction of developments.
- A responsive and effective Reactive Repairs service.
- An Assessment Management Strategy and Programme including provision for Planned, Cyclical, Major and Reactive Repairs.
- Regular inspections by staff and agents of individual properties and estates to quickly identify issues and take appropriate and preventative or remedial action.
- The effective provision of Ground Maintenance services.
- The effective provision of Communal Cleaning services.
- Tenants' and Sharing Owners' adherence to their tenancy and occupancy agreements.
- The effective provision of Factoring Services.

- 4.2 The Association will closely monitor the impact and quality of the services it provides, either directly or through agents, including the use of surveys and other means to record tenant and resident satisfaction.
- 4.3 Tenants also have a key role to play in helping the Association to monitor the provision of services and copies of service specifications will be made available to tenants on request.

## **5. ESTATE MANAGEMENT STANDARDS**

### **5.1 Household Refuse Disposal and Litter**

- 5.1.1 The Association will, in conjunction with the Highland Council, which has responsibility for refuse disposal, ensure that appropriate and well-sited facilities are provided for the disposal of refuse. The Association will maintain communal bin stores where these have been provided and will also take responsibility for the disposal of refuse on land in its ownership, pending development.
- 5.1.2 Tenants and sharing owners are advised at the start of their tenancy/occupancy of arrangements and appropriate days for the uplift of refuse. Tenants and sharing owners are responsible for ensuring that their refuse is disposed of safely, tidily and securely wrapped and for making arrangements for the uplift of large or bulky items. The Association will liaise with The Highland Council to take action on the illegal and unsightly dumping of rubbish and litter on its land or premises.

### **5.2 Internal Common Areas in Flatted Developments**

- 5.2.1 The Association will be responsible for the cleaning of communal areas in flatted developments through its Technical Services team which will be required to deliver services as specified. There will be a service charge applied to cover the costs of these works.
- 5.2.2 Tenants and sharing owners also have a responsibility to keep the common areas clean as specified in the Tenancy Agreement and Deed of Conditions and, in particular, must not store personal belongings such as prams, bicycles, clothing, furniture or white goods in the communal areas. Deposits, temporary or otherwise, of household waste are strictly prohibited. Items found in the common areas and not removed after reasonable notice will be removed to storage by the Association at the tenants' expense and may subsequently be disposed off.

### **5.3 Parking**

- 5.3.1 The Association is responsible for the maintenance of communal parking areas in its ownership unless they have been adopted by the Highland Council. Vehicles using communal parking areas must be road legal. Statutory Off Road Notices (SORN) are no longer accepted as an alternative

to current vehicle taxation, except in exceptional circumstances. Abandoned or untaxed vehicles will be reported to the Police and The Highland Council and removed where appropriate.

- 5.3.2 The Tenancy Agreement also requires that no vehicle, caravan, trailer or boat or other property belonging to the tenant or anyone living with them or visiting them may be parked or stored on Association land or property permanently or temporarily unless that land or property is set aside for parking or storage. In addition, written permission from the Association is required and in every case the parking or storage must not cause a nuisance or annoyance to neighbours.

#### **5.4 Private Gardens**

- 5.4.1 The Association will ensure that all private gardens in its ownership are maintained to an agreed standard and action will be taken if the Tenancy Agreement is not adhered to. A tenant or sharing owner or private owner within an Estate managed by the Association who has exclusive use of a garden is responsible for its maintenance and if they are unable to maintain it themselves, the Association will direct them to organisations and contractors who may be able to assist.

#### **5.5 Communal Gardens and Landscaped Areas**

- 5.5.1 Communal garden ground and landscaped areas will be maintained by the Association's new Estate Maintenance team which will be required to deliver services as specified. The cost of this work is included within the rents charged by the Association and where appropriate, included in Factoring Charges levied on sharing or private owners within an Estate managed by the Association.
- 5.5.2 Estate Improvements identified during estate inspections will be considered and used to inform the Asset Management Programme and budget for the following financial year.

#### **5.6 Security**

- 5.6.1 The Association's Design Brief and Specification ensures that all new developments can be accredited by the Police Scotland with Secured by Design status. Through Community Planning arrangements, the Association will ensure that it is aware of new initiatives in respect of home security and will regularly advise tenants and sharing owners of new measures through regular Newsletters and our Web page.

#### **5.7 Vandalism**

- 5.7.1 Although we do not experience high levels of vandalism, occasionally we are required to respond to isolated incidents and through our Newsletters and Web page we will encourage residents to report these to us. We will respond promptly to such reports and make good any damage which is not the

responsibility of the tenant. The tenant is responsible for making good or paying for damage caused by deliberate acts of vandalism by themselves, members of their household or visitors to the property.

## 5.8 **Graffiti**

5.8.1 We will encourage residents through our Newsletters and Web page to report any instances of graffiti and we will remove all graffiti as soon as it is practicable. We will aim to remove graffiti of an offensive, sexual or racial nature within one working day of it having been reported to us.

## 5.9 **Vermin, Pest and Insect Control**

5.9.1 The Association will provide information and advice to tenants and factored owners to help keep properties free from vermin, pests and insect infestations but it is not normally the responsibility of the Association for dealing with the problem. The tenant/factored owner is responsible for recognising any issues and acting on these to minimise damage to the house, fixtures, fittings and common parts. This may involve contracting a pest control company to address the issue or purchasing off the shelf treatment products to use within the property. The Association should only be notified of the issue if it is severe, in a communal area, or affects more than one property.

This is not an exhaustive list, but provides examples of the types of vermin, pests and insects covered by this policy:

- Rodents
- Moths
- Ants
- Beetles
- Cockroaches
- Bedbugs
- Mice
- Bats (protected species, to be dealt with specially by Scottish National Heritage)
- Wasps
- Fleas
- Squirrels
- birds

5.9.2 When a tenant reports to the Association the presence of vermin, pests or insects as per 5.9.1 the Association will arrange to investigate the cause of the infestation. This could be completed by an internal staff member inspecting the property or a specialist contractor where the problem is severe or requires external expertise.

If the investigation determines that the infestation can be directly attributed to a tenant's living conditions (e.g. cleanliness and hygiene, mis-management of pets, management of humidity/ventilation), mental health challenges (e.g. hoarding) or habits, e.g. bird feeding, the Association will normally instruct the tenants on how best to address the problems to ensure it does not recur. This can either be organised privately by the tenant themselves or where it is evident that the Associations' intervention is necessary then we will arrange for remedial work and re-charge the tenant for the costs incurred. Examples of where the Association may intervene include but are not limited to:

- where the tenant does not have capacity or fails to cooperate with the Association
- where there are multiple works requiring co-ordination
- where more than one property is affected and there is a high risk of the issue worsening – spreading to other properties or causing serious damage if there is no timely intervention. This includes where the inaction of a tenant will increase the health and safety risk to other tenants/factored owners.
- Specialist organisations and agencies will be involved where this is appropriate, to support the tenant and minimise disruption or distress.

5.9.3 Where there is internal infestation not attributable to the tenant's living conditions or habits, the Association will seek to understand the cause of the issue and act accordingly:

- If the cause of the issue is unknown or impossible to determine and there is nothing that the Association could have done to prevent the infestation then the responsibility to resolve the issue falls to the tenant/factored owner. The Association can offer advice and information on how to treat the issue but will not be accountable for resolving the infestation. For example, the infestation was likely the result of vermin/pests/insects accessing the property through an open window or door, or transported via soft furnishings installed by the tenants/occupants, the result of particular foodstuffs being purchased, adverse weather, pets or persons entering and moving around the building.
- If the infestation has been caused by the infrastructure or fabric of the building for which the Association is responsible to maintain and keep in good condition then the Association will take proportionate action to reduce or eradicate the issue, and minimise the risk of recurrence. For example, if the investigation determines that the infestation was likely to be caused or exacerbated by particular materials used in the building of the property or due to an unresolved repair/health and safety issue.
- If vermin are present, like rats, which present a health and safety risk such as spreading of disease then the Association may intervene.

5.9.4 If pests, vermin or infestations are found in communal areas, the Association will intervene and instruct the recommended remedy; the costs of this will be apportioned and recharged to the residents unless there is a clear indication that specific occupants have caused or contributed to the presence of pests/infestations then individuals responsible will be recharged

5.9.5 In the case of infestation externally, e.g. wasp nests, the Association will assess the risk to tenants and property and determine whether professional eradication is required and apportion costs as required.

## **5.10 Pets and Livestock**

- 5.10.1 The Association will ensure that tenants and sharing owners comply with the conditions of their Tenancy or Occupancy Agreements or Deed of Conditions in respect of the keeping of pets and livestock.
- 5.10.2 The Association aims to minimise any nuisance or health risk associated with keeping pets or livestock and will liaise with The Highland Council and the Police on issues such as stray dogs and fouling and, as appropriate, will utilise aspects of The Dog Fouling Act (Scotland) 2003, which makes the owners of animals responsible for removing their faeces.

## **5.11 Satellite Dishes**

- 5.11.1 Flats will normally be equipped with a communal dish for the supply of Satellite Television. Satellite Systems will be maintained by the Association as will any Terrestrial System aerials still in use. Tenants will be required to pay a service charge to cover the cost of maintaining communal systems.
- 5.11.2 In all other cases, written permission for Satellite Installations should be obtained and our Standard Conditions for undertaking this work outlines our minimum requirements in this regard. The tenant/sharing owner will be responsible for all costs incurred in installation and maintenance of the system. The tenant/sharing owner will also be responsible for any repairs to the fabric of the building due to faulty installation and should insure the dish to include public liability.

## **5.12 External Alterations/Additions**

- 5.12.1 The Association will, wherever possible, give permission to tenants to carry out minor additions or alterations to the external areas or gardens of their homes.
- 5.12.2 These, however, will be restricted in scale and nature to protect the interests of other tenants, the Association and the general amenity of a particular area.
- 5.12.3 Tenants will require to apply in writing for authorisation for alterations and additions and the request must include sufficient detail to allow the Association to carry out an adequate assessment of the consequences of the work.
- 5.12.4 All requests will be acknowledged within seven days and pending any further inspections or investigations a decision will be supplied in writing within twenty eight days.
- 5.12.5 We have Standard Conditions to cover most alterations and additions and we must be in receipt of this completed document prior to any work commencing. These conditions apply to, but are not restricted, to the following work:

- Erection of sheds and greenhouses
- Installation of satellite dishes
- Erection of garden fences and gates
- External and internal additions / alterations
- Installation of showers

**NB: Installation of gas cookers or any other gas appliances will not be permitted.**

5.12.6 These conditions do not apply to common areas where access and amenity is available to all tenants. Consideration will be given to approving applications relating to common areas, provided all affected tenants agree to the application.

## 6. **TRAINING**

6.1 Training on the Estate Management Policy and associated procedures will be provided to all appropriate staff members.

## 7. **COMPLAINTS AND APPEALS**

7.1 Anyone who feels that the Association has not complied with its Estate Management Policy can use the Association's complaints procedure which is described in the Tenants' Handbook and is available on our Web page.

## 8. **GENERAL DATA PROTECTION REGULATIONS**

8.1 The Association will treat your personal data in line with our obligations under the current data protection regulations and our own policies and procedures.

8.2 Information regarding how your data will be used and the basis for processing your data is provided in the Association's Privacy Policy.

## 9. **REVIEW**

9.1 This document will be reviewed by the Board or Sub-Committee set up for that purpose in accordance with the requirements of the Association's Register of Policies and Procedures.

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**PROPERTY SERVICES PROCEDURE:  
Flatted Properties - fire and safety issues—items left in common  
areas and stairwells**

**GENERAL**

All common halls and stairways, access doors and fire exits in flatted properties (whether the properties are tenanted or partly tenanted and partly owned) must be kept clear of any items and must not be used for the storage of any items of any nature- e.g. bikes, prams, boxes, potted plants, rubbish or furniture etc. This includes any item which in a fire or emergency situation or otherwise, whether entering or exiting the building, may cause a trip hazard or fire safety issue.

During routine cleaning of common areas or at any other time of routine fire safety inspections and estate management inspections, if any items are found anywhere in the common hallway or stairways immediate arrangements should be made for their removal. If located outside a flat door an attempt should be made to communicate with the flat occupier and request the item is immediately removed from the common area and taken into the flat.

**PROCEDURE**

The Technical Assistants will during the cleaning of flatted properties monitor and deal with any items left in the communal areas. Following the issue of a letter to all existing tenants and owners of flats, a version of which will also be sent to new tenants and owners in future, the Technical Assistants or any other designated Association staff will on inspection of the communal areas:-

1. Confirm the exact location of any item by taking a photographic record and will immediately remove the item to be taken to the Association's store. A notice advising that an item has been removed by the Association will be left in the same location as the item in question. A similar notice may also be left in an appropriate location in the entrance hall to the block of flats advising of removal of items. We cannot guarantee that the notice will still be in place when the owner of the item finds their item missing. Parcels and similar items addressed to a flat occupant left in the communal area for their collection should not be removed but if in doubt speak with someone at the Association office-e.g. if the item is still outside the flat during the next inspection. Perhaps the tenant/owner may be on holiday. Some discreet enquiries with others in the flats may be possible.
2. Bolt cutters may be used to cut any padlock or chain securing any item to a railing or banister in a communal area. The Association **will not be responsible for refunding the cost of the chain or padlock.** The Police have confirmed that they support the Association in this approach and they will

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be provided, for their records, with a copy of the letter being issued to flat occupiers and confirmation of the date from which we will be implementing this procedure.

3. No later than the next business day following the removal of any item from a communal area please ensure that Property Services staff at Morrison House are informed of the item details and location so the Police may be informed. Property Services should inform the Police as soon as possible and no later than 24 hours after being informed by our Technical Services staff---email to be sent until further notice to [Graham.Cameron@scotland.pnn.police.uk](mailto:Graham.Cameron@scotland.pnn.police.uk) and [Lesley.Campbell@scotland.pnn.police.uk](mailto:Lesley.Campbell@scotland.pnn.police.uk)
4. The Police will be provided with the general postal address for each block of flats and will (if receiving complaints that items have been stolen/removed) direct flat occupants to contact the LSHA office in the first instance. It is very important that Property Services staff are advised when items are removed. This part of the procedure may require to be reviewed subject to changes of personnel in Police Scotland.
5. The item in question will be stored for six weeks only in the Association's store. The owner of the item will require to phone or attend at the Association's office during office hours to request return of the item which they will be required to describe in detail. The owner of the item will require to pay an administrative fee of £50 before they will be able to retrieve their item. Items may only be collected from our stores at a time and from a location convenient to the Association and its staff.
6. If any item removed from a communal area is not claimed and thereafter not collected from the Association within six weeks of the date of its removal, it will, at the Association's discretion, be donated to a charity shop or be taken to the Council's recycling centre in Portree.
7. Those reclaiming an item will be advised that it should not be placed in the communal area again but kept in their flat and if an item is again found in the communal area it will immediately be given to a charity or taken to the recycling centre without further notice.
8. A digital folder for each flatted property development shall be kept by the Association containing a dated photographic record of all items removed. Photographic records of items removed should be retained for a year (only) and should show damage, if any, in case we are accused of damaging the item during removal. The record is also to be kept in the event that a claimed item is again left in a communal area. If an item is found to have previously been left in a communal area following comparison with the photo records for that flatted development, then the item in question can immediately be disposed of at the Council's recycling centre in Portree or could be taken and donated to a local charity shop.

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9. If any members of staff are harassed in any way by flat residents in undertaking cleaning or safety checks, or perceive there are issues as a result of the enforcement of this fire safety procedure, then such incidents or issues should be reported to, and a written record kept, by Property Services staff. Where necessary, and in consultation with the Chief Executive, any harassment incidents may be reported to the Police.
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**Draft letter for issue to all flatted premises residents**

NAME  
ADDRESS

Our Ref:  
date

DRAFT

Dear ??????????

**FIRE SAFETY  
FLATTED PROPERTIES - COMMUNAL AREAS and BIN STORES**

Thank you to those tenants and owners who have complied with our previous requests regarding removal of items from the communal areas and for your considerate and proper use of the bin stores.

Unfortunately, however, there are still some residents who are failing to meet their obligations and responsibilities in terms of their tenancy agreement or title and therefore for health and safety reasons, we are required to ensure that our policies on fire safety **are enforced without exception**. We have liaised with Police Scotland and the Fire and Rescue Service on these matters and they support the work we are doing to ensure fire safety.

Communal Areas

We have written to ALL owners and tenants on a number of occasions regarding the use of communal areas in our flatted properties and of occasions when our Technical Services staff highlight concerns regarding goods stored in these areas which can potentially cause a fire risk or tripping hazard.

As a result of those who are failing in their responsibilities and obligations, this letter is A FINAL REMINDER that commencing two weeks from the date of this letter, if our staff find any items (including but not confined to bicycles, prams/buggies, boxes, furniture etc) stored within the communal areas they will arrange to remove those items immediately and they will be taken for storage to one of the Housing Association's stores. Bolt cutters **will be used** to remove any items chained to railings or banisters---we will **NOT** refund the costs of chains and padlocks.

A notice/...

A notice will be left in the location of the item advising that our staff have removed the item. **We cannot guarantee that the notice will remain in place for you to see however.** A notice may also be left in an appropriate location in the main entrance area of the block of flats advising of removal of items.

We will keep a photographic record of the item and the place it was found in the communal area. If you wish to retrieve the removed item, you will be required to telephone the number below, or visit us, during office hours to check if we have removed the item. **You will be charged an administrative fee of £50 which you will require to pay before the item may be collected by you.** You will be advised when and where you may collect your item which you may then only store in your flat and not in the communal area.

If items are not claimed within six weeks they may be taken to the Council's recycling centre or donated to one of the local charity shops, entirely at our discretion.

If we have to remove an item for a second time there will be no opportunity to retrieve it as we will immediately dispose of the item.

#### Bin Stores

You are reminded that rubbish should be placed in the designated bins and NOT left anywhere else in the bin store. No other items such as furniture or other items of rubbish should be left in the bin store. If you are unable to take a bulky item to the dump you are required to make arrangements with The Highland Council for the uplift of bulky items and ensure that they are NOT stored in the bin store or the communal area pending uplift. You can do this by contacting the Council on 01349 886603 for more information.

You will be all too aware from fire incidents across the country where on occasion items in communal areas can be a target for fireraisers or they become a tripping or added hazard in a fire or incident when a speedy evacuation from a building is necessary. This is why we require your cooperation to ensure the safety of all who live in our flatted properties.

We will not tolerate any incidents of harassment of our staff as a result of the enforcement of our fire safety policy. Any such incidents will be reported by our staff to our offices and, where necessary, may be reported to the Police.

If you have any concerns regarding fire and health and safety within our flatted properties, please do not hesitate to contact me or our Property Services staff who will be able to assist you with any enquiries.

Yours sincerely,

**Lesley Kirkwood**  
**LEGAL SERVICES MANAGER**

SCHEDULE OF REVISIONS		
DATE	REVISION No.	DETAILS
25/01/2018	1.1	Paragraph 1.5 "...which will be regularly reviewed and updated during the period of the Policy." INSERTED
25/01/2018	1.1	Paragraph 1.5 "... Examples of Procedures are:" INSERTED
25/01/2018	1.1	Paragraph 1.5 "...for example" DELETED
25/01/2018	1.1	Paragraph 1.5 Bullet Point 4 "Estate Inspections" INSERTED
25/01/2018	1.1	Paragraph 5.5.1 "...normally" DELETED
25/01/2018	1.1	Paragraph 5.5.1 "new Estate Maintenance team which" INSERTED
25/01/2018	1.1	Paragraph 5.5.1 "..through contracts with firms who" DELETED
17/09/2018	1.2	Appendix 1 - Flatted Properties Fire & Safety Procedure
17/09/2018	1.2	Appendix 2 - Flatted Properties Draft Letter
13/11/2019	1.2	ADDED: Cover page – new SHR Standards of Governance and Financial Management
13/11/2019	1.2	ADDED: NEW Point 8 - <b>GENERAL DATA PROTECTION REGULATIONS</b>
21/06/2022	1.3	Section 5.9 – Updated clarification for Vermin, Pest and Control procedures.