

HOU09

ADOPTED: 27.6.12

REVIEWED: 24.06.15; 28.6.17; 24.6.20; 27.3.24

ESTATE MANAGEMENT POLICY

1.0 INTRODUCTION

- 1.1 We recognise that the environmental management and maintenance of our estates is an essential part of our overall housing management function. The aim of this policy is to ensure a common, consistent and proactive approach to the management of these areas, achieving high standards for the benefit of our tenants and all other residents.
- 1.2 We also recognise that effective estate management contributes to the overall sustainability of our properties, and of individual tenancies, through providing clean, attractive and safe places for tenants and their families to live.
- 1.3 Estate Management covers a wide range of issues such as lettings, pets, noise, repairs & maintenance, antisocial behaviour, factoring etc. Many of these are covered by other specific policies and procedures. This policy is concerned with the aspects of Estate Management that relate to maintaining clean, attractive and safe common areas and private gardens.
- 1.4 This policy is supported by our Estate Management Strategy and Estate Management procedures.

2.0 THE SCOTTISH SOCIAL HOUSING CHARTER

- 2.1 The relevant outcome for this strategy is;

Outcome 6 Neighbourhood and Community:

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.

3.0 PROSPECT RESPONSIBILITIES

- 3.1 The responsibility of looking after our estates is shared between us and our tenants. In general, we are responsible for looking after common areas, including common stairs within blocks of flats. Where we have the majority ownership of common areas we are responsible for ensuring that they are kept clean and well-maintained. The services we provide are detailed in the procedures supporting this policy.

- 3.2 Where we do not own a common area, it will in most cases be the City of Edinburgh Council who are responsible for maintenance and cleaning. We will liaise closely with the appropriate Council staff to ensure that these areas are looked after to a high standard.
- 3.3 We will work in partnership to support local groups and organisations whose aim is to improve the environment of the communities we serve. We maintain the Westburn Woods in partnership with others with the aim of maximising its use as a community resource.

4.0 TENANT RESPONSIBILITIES

- 4.1 Tenants and any other residents have a responsibility to make sure they do not create a problem in common areas by, for example, dumping rubbish on landscaped areas, abandoning vehicles, or creating fire risks in stairs through the storage of hazardous or bulky materials etc.
- 4.2 The responsibilities of tenants are set out in their Tenancy Agreement, and the responsibilities of factored owners are set out in the description of factoring services we provide to them.
- 4.3 Where a tenant has a garden area that is for their sole use, they are responsible for maintaining it to an acceptable standard. We will carry out annual garden inspections to make sure that tenants comply with this requirement.

5.0 IMPLEMENTATION AND REVIEW

- 5.1 The Housing Manager and Property Services Manager are responsible for ensuring that their staff implement this policy and relevant procedures.
- 5.2 The Housing Manager will ensure that this policy is reviewed at least every 3 years by the Management Committee.

Approved by the Management Committee on: 27 March 2024

Next review due by: March 2027

PROSPECT EQUALITY IMPACT ASSESSMENT RECORD

Title of policy/ practice/ strategy	Estate Management Strategy & Policy		
Department	Housing		
Who is involved in the EQIA?	Catherine Louch		
Type of policy/ practice/ strategy	New <input type="checkbox"/>	Existing <input checked="" type="checkbox"/>	
Date completed	15 March 2024		

Stage 1: Screening Record

What is the main purpose of the policy?

Describe in this paragraph what the purpose of your policy/strategy/plan is and its desired outcomes and if relevant, how it contributes to the Scottish Social Housing Charter.

Who will the policy benefit and how?

This policy impacts on all of our tenants as it outlines how we manage the upkeep of the common areas around our properties. Any changes to the policy will therefore impact on all of our communities.

For each equality group, does or could the policy have a negative impact?

Protected characteristic	Negative	Positive/no impact	Don't know
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy & maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief (including no belief)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If you answered negative or don't know to the above question you should consider doing a full EQIA.

Are there any potential barriers to implementing the policy?

The relevant resource commitment is required to ensure effective management of our estates. A further factor is the need to work in partnership with City of Edinburgh Council. Their capacity to dedicate appropriate resources is a potential barrier to implementing the policy as we would prefer.

	Yes	No
Is a full EQIA required?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If you answered no to the above question explain why a full EQIA is not required:

No impact on equalities identified:	<input type="checkbox"/>
Other:	

Stage 2: Data and evidence gathering, involvement and consultation

Include here the results of your evidence gathering, including qualitative and quantitative data and the source of that information, whether national statistics, surveys or consultations with relevant equality groups.

Source	Qualitative evidence provided	Quantitative evidence provided	Which protected characteristics are covered?	Gaps identified/ action taken
Management information data		Annual staff and committee equalities data	Age, disability, gender, ethnicity. In some cases other protected characteristics	Membership data not collected.
Tenant satisfaction survey		Survey carried out in 2022	Age, disability, gender, ethnicity. In some cases other protected characteristics	
Committee, Equalities Working Group and Tenants Forum minutes	Equality related issues identified and discussed		Various	
Review of complaints received	Tenant/service user experience	Statistical data on types of complaint	All protected characteristics	Quarterly review of complaints as part of Key Performance Indicator report assists with data collection and analysis of protected characteristics
Observations/conversations (anecdotal)	Staff/committee/tenant/service user levels of understanding, inclusive practice		All protected characteristics	
Edinburgh Census 2011		Statistical data	Age disability, gender, ethnicity, marital status, religion or belief.	Data becoming out of date.
EdIndex data		Statistical data provided for individuals on the housing waiting list	Age, disability, gender, ethnicity. In some cases other protected characteristics.	Data becoming out of date.
What Scotland Thinks data		Statistical data on attitudes	All protected characteristics	

Community Profile

The following profile summarises key data for Prospect stock, the Wester Hailes Community and Edinburgh.

Indicator	Prospect	Wester Hailes	Edinburgh	Source	Comment
The number of households in receipt of Universal Credit.	42%	4,605-40%	34,317-9%	Prospect – Cx 22.11.21 Wester Hailes – as at 14.10.21 Universal Credit: Official Statistics (arcgis.com)	Prospect received housing costs directly for 42% of tenants.
The proportion of households in owner occupation, private rented accommodation, and social housing	100%	OO-25.7% PR-9% SH-64.5%	OO-58.9 PR-22.4% SH- 17%	WH-2011 Census Edinburgh- 2011 Census	
The number of people from minority ethnic communities;	23%	20.3%	11%	Prospect – Tenant Survey 2022 WH- 2011 Census CEC- 2011 Census	
The number of people over 60;	18.6% over 65	10.5% Over 65	15% Over 65	Prospect – Tenant Survey 2022 WH- 2011 Census CEC- 2011 Census	
The number of lone parent families;	23%	14%	5.8%	Prospect – Tenant Survey 2022 WH-2011 Census CEC-2011 Census	
The number of people with long-term limiting illnesses;	38.5%	30%	26.7%	Prospect – Tenant Survey 2022 WH-2011 Census CEC- 2011 Census	
The number of homeless persons;	n/a	Not available	1,912	2020/21 Homelessness Statistics 2020-21 - gov.scot (www.gov.scot)	
The number of single households;	38.6%	37.6%	39.1%	Prospect – Tenant Survey 2022 WH-2011 Census CEC-2011 Census	

Stage 3: Assessing the impacts

How might the policy impact on people who share protected characteristics? Include both positive and negative impacts.

Protected Characteristic	Description of Impact
Age	We offer assistance with gardening for older tenants who are unable to upkeep their gardens. We provide a stair cleaning service for all our stairs which supports our older tenants to remain independent in their properties longer. We clear out blocked bin shuts and tidy common areas and remove dumped items if required.
Disability	We offer assistance with gardening for disabled tenants who are unable to upkeep their gardens. We provide a stair cleaning service for all our stairs which supports our disabled tenants to remain independent in their properties longer. We provide a grounds maintenance service for our land which improves the local environment.
Gender reassignment	No impact identified.
Marriage & civil partnership	No impact identified.
Pregnancy & maternity	We offer assistance with gardening to pregnant women who are unable to manage the gardening work. We provide a grounds maintenance service for our land which improves the local environment. We provide a stair cleaning service for all our stairs which supports our pregnant tenants.
Race	No impact identified.
Religion or belief (including no belief)	No impact identified.
Sex	No impact identified.
Sexual orientation	No impact identified.

How does the policy promote equality of opportunity?

By providing a stair cleaning service, this policy supports our tenants to live independently within the community. Our grounds maintenance service improves the environment of our communities.

How does the policy promote good relations?

We work in partnership with local agencies and groups to improve the local environment. These groups support tenants to make use of the local resources and assist them to manage the greenspace areas. The community clear ups programme brings neighbours together for a common purpose.

Stage 4: Decision making and monitoring

Identifying and establishing any required mitigating action

Does the assessment show a potential for differential impact on any group(s)?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is there potential for unlawful direct or indirect discrimination?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

What arrangements could be implemented to reduce or mitigate any potential adverse or negative impacts identified?

No discrimination identified.

Describing how Equality Impact analysis has shaped the policy making process

- ◆ In carrying out this equality impact assessment we decided that no changes need to be made to the policy.
- ◆ There have been no impact on budgets as a result of this assessment.
- ◆ We have recognised the role of the voluntary sector and our support for groups who work with our tenants to extend positive access to our environments to our tenants.

Monitoring and Review

The Housing Manager maintains the list of tenants who receive gardening aid. It will be their responsibility to monitor this list to ensure that it is kept up to date. A review of this EQIA will take place as part of the review of this policy.

Stage 5 - Authorisation of EQIA

Please confirm that:

- ◆ This Equality Impact Assessment has informed the development of this policy:
Yes No
- ◆ Opportunities to promote equality in respect of age, disability, sex, pregnancy and maternity, gender reassignment, sexual orientation, race and religion or belief have been considered, i.e.:
 - Eliminating unlawful discrimination, harassment, victimisation;
 - Removing or minimising any barriers and/or disadvantages;
 - Taking steps which assist with promoting equality and meeting people's different needs;
 - Encouraging participation (e.g. in public life)
 - Fostering good relations, tackling prejudice and promoting understanding.

Yes

No

Declaration

**I am satisfied with the equality impact assessment that has been undertaken for
Estate Management Policy**

Name: Catherine Louch

Position: Housing Manager

Authorisation date: 15 March 2024