

# Prospect Estate Management Strategy 2024-27



**OUR VISION:**  
PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

**OUR VALUES:**  
PIONEERING  
RELIABILITY  
LISTENING  
FAIRNESS  
PARTNERSHIP

## Summary

### 1. Introduction

Prospect's Estate Management Strategy outlines our commitment to the environments of the communities in which we operate. This strategy outlines the impact we intend it to have on the service delivered by Prospect from 2024-2027

Our vision is *providing homes and building communities together* and ensuring that our estates are well maintained pleasant places to live are integral to this vision.

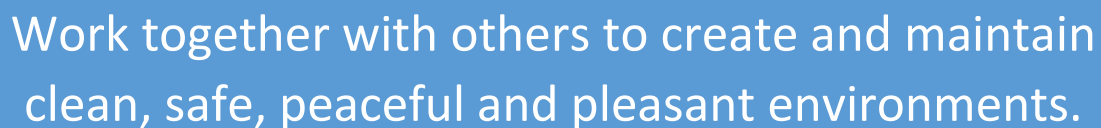
Our values are:

- Pioneering
- Reliability
- Listening
- Fairness
- Partnership

These values are incorporated in the approach we take to managing our estates and will be explored further within this strategy.

### 2. Aim of this Strategy

The service aim was agreed with the Prospect Tenants' Forum as:



Work together with others to create and maintain clean, safe, peaceful and pleasant environments.

The main environmental issues which Prospect works in partnership on are:

- Common stairs
- Bin store areas for flats
- Parking
- Landscaping and fencing
- Play areas
- Westburn Woods
- Abandoned vehicles
- Fly tipping
- Dog fouling
- Vandalism
- Graffiti

### **3. Scottish Social Housing Charter and wider context**

The relevant outcome for this strategy is;

#### *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.

We recognise that partnership working is key to implementing this strategy. We work closely with our tenants, City of Edinburgh Council and local voluntary agencies to achieve our aims.

### **4. Our Estate Management Objectives**

To ensure we create and maintain clean, safe, peaceful and pleasant environments we have the following objectives:

- To provide value for money stair cleaning and landscaping services which our tenants and factored owners are satisfied with.
- To carry out a regular painting programme, this not only maintains the properties in a cost-effective way but enhances the physical environment and encourages residents to take pride in the area.
- To ensure that tenants live in peace with their neighbours by implementing our antisocial behaviour policy and procedures promptly and effectively.
- To consider the importance of design when developing new properties or carrying out refurbishments to incorporate good practice in terms of lighting, public transport, waste management, defensible space, parking, play areas etc.
- To promote awareness about safety within the home, in common areas and on estates.
- To enforce tenancy conditions and obligations.
- To work in partnership on a range of issues including waste management, dog fouling, vermin control, public transport, lighting, energy, roads, pavements etc.
- To ensure the service is responsive to the needs of our communities. We gauge staff and resident feedback via a range of methods including satisfaction surveys, tenant and staff consultations, walkabouts with staff and tenants, tenants' groups, compliments, and complaints. We use this feedback to improve service delivery.
- To contribute towards our commitment to net zero as well as improving the biodiversity of the neighbourhoods we work within.

### **5. Neighbourhood Improvement Initiatives**

Prospect Management Committee appreciate the importance of ensuring well maintained neighbourhoods and have agreed to an annual Neighbourhood Improvements budget. This funds projects which are initiated or co-produced with tenants. Examples so far range from community clear ups, cycle racks and storage, provision of benches, the Dumbeg playpark, litter picking equipment, additional bins, and provision of free dog fouling bags.

## **6. Resourcing this Strategy**

Ensuring our environments are clean, safe, peaceful and pleasant is only possible with commitment of resources.

This ranges from the stair cleaning and landscaping services which are funded via service charges, to the Neighbourhood Improvement budget. Annual review of the funding of estate management services is reviewed within the remit of the budget setting process which is overseen by the Budget Working Group.

We work in partnership with local voluntary agencies to support community projects which maximise use of our environmental resources, such as, the Clovie Community Garden and Westburn Woods.

We also work in partnership with City of Edinburgh Council to sign post our tenants to council services and work with council colleagues on initiatives to improve the estates in which we both operate.

## **7. Monitoring and Review**

All Prospect staff have a role to play in implementing this Strategy. We will monitor this our progress on meeting the objectives of this Strategy via the tenant satisfaction survey action plan.

We will review this strategy in 2027.