



ESTATE MANAGEMENT POLICY (2025)

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1. INTRODUCTION

- 1.1 This policy outlines how Calvay HA will deliver estate management services and how we will work in partnership with our tenants, sharing owners, owners and third-party agencies to achieve a sustainable community. We will strive to ensure effective property and tenancy management and ensure that our residents are able to live in well managed and well-maintained housing with an environment that is attractive, safe and secure that is free from nuisance, intimidation and harassment. Calvay HA promises to provide all our services users with a high-quality estate management service which is consistent in its approach, responsive to the needs of our residents and within agreed target timescales.
- 1.2 Estate Management covers a diverse range of services including: -

Maintaining common areas such as landscaped areas, backcourt areas, common stairs, road and paths (within our ownership) and playparks.
- 1.3 Calvay HA will also ensure that our tenants comply with their tenancy conditions as noted in the Scottish Secure Tenancy Agreement, which also relates to the maintenance of the garden and disposal of refuse/bulk and encourage tenants to report issues directly to the relevant authorities, where required.

2. AIMS AND OBJECTIVES

The aim and objectives of the Estate Management Policy are: -

- 2.1 To provide a comprehensive estate management service, which is effective in ensuring that areas in which the Association operates are attractive, well-maintained and a safe place to live.
- 2.2 Ensure all our tenants are made aware of and accept their responsibilities in relation to the upkeep of their property and surrounding environment. Responsibilities will be reinforced in the Tenants' Handbook, newsletters, estate visits and on our website.
- 2.3 Ensure that no person is treated less favourably than others because of their race, ethnic or national origin or because of : religion or belief; age; sex; sexual orientation; disability; gender reassignment; marriage and civil partnerships; pregnancy and maternity or race.
- 2.4 To carry out regular estate management inspections to all common areas.
- 2.5 To liaise with other appropriate organisations and agencies in providing an effective estate management service i.e.: Environmental Health, GCC Cleansing Dept, Street Lighting, Police Scotland, Community Safety Glasgow etc.
- 2.6 Ensure that those residents who are not our tenants but for whom we act as property factors are also served by this Policy and get good value for money from the services that we provide.
- 2.7 To encourage tenants/residents to report issues directly to Environmental Health, GCC Cleansing Dept, Street Lighting, Police Scotland, Community Safety Glasgow etc

- 2.8 To provide guidelines that set our clear responsibility, is transparent, understandable and easily accessible to staff and residents, on all issues related to our management of our properties and estates.

3. THE LEGAL & REGULATORY FRAMEWORK

The main legislative provision relating to this Policy is the Housing (Scotland) Act 2001 and the undernoted legislation which is also relevant in addressing estate management issues which fall within the Association's remit: -

- Housing (Scotland) Acts 2010 and 2014
- Equality Act 2010
- Environmental Protection Act 1990
- Dangerous Dogs Act 1991/Control of Dangerous Dogs Act (Scotland) 2010
- The Dog Fouling (Scotland) Act 2003
- General Data Protection Act 2018

The Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve for their tenants. The relevant Charter standards in relation to this policy are:

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- Outcome 1: Equality – “every tenant and other customer has their individual needs recognised, is treated fairly and with respect and receives fair access to housing and housing services”
- Outcome 2: Communication – “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 that the landlord provides”
- Outcome 3: Participation – “tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with”.
- Outcome 6: Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes – “tenants and other customers live in well-maintained neighbourhoods where they feel safe”.
- Outcome 11: Tenancy Sustainment – “tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations”.
- Outcome 13 relates to Value for money and requires that 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.

4. ESTATE MANAGEMENT ISSUES

The Estate Management Policy will consider the following areas: -

- Common Areas
- Close Cleaning
- Garden Maintenance
- Pets
- Vandalism and Graffiti
- Glasgow City Council: - Cleansing Service and Fly-tipping
- Bulk Uplift
- Roads, Street and Close Lighting
- Pest Control
- Abandoned Vehicles
- Anti-social Behaviour
- Miscellaneous
- Abandoned properties
- Voids Properties
- Playparks

5 COMMON AREAS

- 5.1 Common areas will include all common closes, pathways, backcourts, bin stores, internal drying areas, close (access) areas between terraced houses and most common open spaces, play areas etc. The SST lays out responsibilities and obligations of the tenant in relation to the use of the house and common parts and forms the framework for this policy.

There are some open space areas within the stock which continue to be owned and maintained by GCC. Calvay HA acknowledges that GCC do not maintain certain grass areas to encourage wildflower growth.

- 5.2 The Association is responsible for the inspection and safe working of playpark equipment within the play areas on Calvay Crescent as well as the Garvel Crescent. A suitably qualified member of staff will inspect these weekly with a further inspection carried out on an annual basis by a ROSPA Certified inspector. If found to be unsafe then equipment will be taken out of commission until it is repaired or removed.
- 5.3 Staff will also liaise with external agencies which provide services in the area to ensure they fulfil their obligations. The Association will also ensure up to date information and contact details are provided to tenants as requested and via our newsletters and website, so they can report any specific issues directly to the appropriate authorities.
- 5.4 The Association will provide certain services to assist in maintaining common areas, e.g. close-cleaning, grass-cutting, litter-picking, fortnightly cleaning of bin stores. However, tenants are also responsible for ensuring their close is kept clean and clear, and common areas are free from litter, bulky items are disposed of properly and backcourts kept free from dog fouling, as per their tenancy conditions.

5.5 Trees

The Association has trees across its stock some of which are in communal areas and require ongoing management. A survey will be carried out at a minimum of every 2 years to assess trees and prioritise the urgency of any work required. This survey will typically be carried out by an external consultant/contractor and remedial actions managed by the Maintenance Team.

During Estate Inspections, staff should note any obvious issues or concerns with trees. If during regular Estates Inspections, a tree or trees are found to be causing a potential danger to surrounding properties, or have become damaged or diseased, the Association reserve the right to instruct the tenant to prune or remove the tree as necessary. The Senior Maintenance Officer has the discretion to instruct tree surgeons to carry out the necessary works to make the tree safe. If the actions of the tenant are found to have contributed to the need to make the tree safe, the Association reserves the right to recharge all or part of the associated costs as necessary.

It is the tenant's responsibility to maintain trees within the garden grounds of their property, particularly if the tree is causing a nuisance or disturbance to others. However, tree works can be expensive and need to be done properly to be safe so if works required are major it may be more appropriate for CHA to undertake the works. It would depend on the circumstances whether the works should be recharged. Staff should make this decision on an individual basis with discussion with Senior Housing Officer, Senior Maintenance Officer and Operations Manager.

At void stage, trees (and general condition of garden) should be checked for any works that may be required to maintain or make safe trees associated with the property. The Association may decide to have trees cut back, crowned or completely removed at void stage. Need, cost and practicality will be considered when deciding on any course of action.

6 CLOSE CLEANING

- 6.1 The Association provides a stair cleaning and communal window cleaning service to all tenement properties. This service will be provided by an external contractor, selected via the Association's tendering procedures and will be carried out on set days each week.

NB. In mixed tenure blocks, where majority owners have withdrawn from this service, tenants will be responsible for taking their turn of cleaning the close and windows, as detailed in their tenancy agreement. Owners will have the same responsibility as detailed in their Factoring Code of Conduct.

- 6.2. Tenants will also have responsibility for the general tidiness and cleanliness of the close and pathways and the Association will ensure that every tenant is aware of their responsibilities in this regard, as detailed in the conditions of their tenancy.
- 6.3 Staff will monitor the contractors work and pursue all issues raised within individual closes, while also enforcing the tenancy conditions for those tenants who fail in their duty to maintain their own areas.
- 6.4 Residents must not leave litter, rubbish and refuse bags lying around or store any items in the close e.g. prams, bikes, mobility scooters or other bulky items as these may cause obstruction to other residents, present health and safety issues, such as trip

hazards or fires, as well as preventing the contractors from properly carrying out the close-cleaning service. Where such items are found, residents will be required to move them.

Failure to do so within a specified time and despite warnings from the Association may result in the Association removing such items and recharging the resident(s) accordingly.

6.5 Fire Safety

We aim to enforce the importance of fire safety not only within the home but also within common spaces. In trying to minimize fire risk the association will:

- Ensure all communal stairs have appropriate lighting
- Carry out regular inspections on all communal areas to ensure access routes are clear and free from personal belongings.

Tenants are required to:

- Ensure communal corridors are not obstructed and are free from personal belongings and household waste at all times.
- Ensure fire doors are not propped open.
- Do not store flammable materials in communal areas with electric circuits.
- Dispose all household waste in refuse bins provided and all bins are kept within the bin stores provided.

7. GARDEN MAINTENANCE / LANDSCAPE MAINTENANCE

- 7.1 Private gardens are the tenant's own responsibility, as per their tenancy agreement.
- 7.2 Where tenants are not adhering to their agreement the Property Services Staff will take action to address the issue and enforce the conditions of tenancy through written correspondence and face to face discussion. Where tenants persistently fail to maintain their garden in a tidy condition, the Association may instruct contractors to do it and recharge the tenant accordingly.
- 7.3 Tenants with front and/or back gardens (including main door flats with fenced off gardens) are responsible for all garden maintenance and ensuring the gardens are kept tidy. Gardens must not be used for storage of bulky items or dog fouling.
- 7.4 Where tenants are deemed unable to maintain their garden due to age or disability and have no other household member, relative or friend who can help, the Association may offer assistance. This service however is limited therefore such assistance will be at the Association's discretion, availability and subject to specific criteria, as determined by the Association from time to time. When the list is at full capacity the tenant will be responsible to make alternative arrangements to have their garden maintained.
- (See Appendix 1 for details of the Assisted Gardening Scheme)
- 7.5 The Association will monitor empty properties, gardens and surrounding areas to ensure they remain secure and do not become unsightly. The Association will provide garden maintenance of void properties, where necessary until the property is let.

- 7.6 All main door properties are responsible for the disposal of their garden waste. However, tenants residing in main door properties will be required to contact GCC and arrange for a permit to allow their bins to be uplifted. The cost of this permit is on the onus of the tenant.
- 7.7 All owners are responsible for their garden maintenance and disposal. The Association does not have any jurisdiction in this matter.
- 7.8 Landscape Maintenance
- The Association will cultivate, maintain and keep tidy all landscaped and planted areas under their ownership.
 - The Association will regularly liaise Contractor for this purpose and regular meetings will be held to ensure that standards are maintained.
 - The basic standard for landscaped areas is that it is clean and tidy and free from litter, moss and weeds.

8. PETS

- 8.1 Tenants must always keep their pets under control in accordance with their Tenancy Agreement and the Association will take appropriate action where they fail to do so.
- 8.2 The erection of any structure for the housing of pets, birds, etc. will not be accepted by the Association without the tenant having sought and received written approval via the Alterations and Improvements Policy. If no permission has been granted, then the Association will request for this structure to be removed.
- 8.3 Fouling is not acceptable whether in common areas or self-contained gardens and will be dealt with in accordance with the Anti-Social Behaviour and Neighbour Disputes Policy.
- 8.4 Where there is an ongoing dog fouling problem, the Association will liaise with the Community Enforcement Officers Task Force and this may lead to subsequent fixed penalty notices being issued by Glasgow City Council. Residents who fail to clean up after their dog on public land, act against the law and could also receive a fixed fine under the Dog Fouling (Scotland) Act 2003
- 8.5 There are no specific laws aimed at cats fouling on land. All cat owners have a common law duty to take reasonable steps to ensure their cats do not cause damage to someone's property or cause injury to anyone.

9. VANDALISM / GRAFFITI

- 9.1 Residents are responsible for making good or paying for the damage caused by deliberate acts of vandalism due to behavioural activity by themselves, any member of their household or visitors to their property.
- 8.2 Residents will be encouraged to report vandalism to the Association as soon as possible and where the identity of the culprit is known or suspected, further action may be taken to pursue the evidence and deal with them accordingly.

- 8.3 Any graffiti of an offensive nature will be removed as a matter of urgency, either by the Association's contractors or via GCC, depending on where it is cited, e.g. within the Association's common close or in a public area.
- 8.4 Any costs attributed to tenants due to vandalism, will be pursued via the Association's Rechargeable Repairs Policy. The Association may also liaise with other external agencies i.e. Police.

10. GCC CLEANSING SERVICE – DOMESTIC REFUSE

- 10.1 GCC is responsible for the regular collection of domestic refuse and will determine the days, times and frequency of these collections. Confirmation of bin collection days for properties can be found on the GCC website. GCC will also determine whether and when other uplifts are carried out such as recycling and special items e.g. fridges.
- 10.2 The Association will strive to maintain regular liaison with GCC's Land and Environmental Services to encourage an effective working relationship and better monitoring of the service.
- 10.3 The Association will ensure residents are aware of the arrangements for regular, recycling, bulk and special uplifts, as appropriate to each property type and street. The Association will also ensure that tenants have up to date information and contact details for GCC and will be encouraged to contact them directly to arrange any special uplifts or report any problems with the Cleansing Service. GCC can be contacted on 0141 287 9700 or requests/issues can be reported using "MYGlasgowApp".
- 10.4 If unauthorised items are placed in recycle bins, GCC will label them contaminated and refuse to empty them. Where this occurs in tenement properties and the Association has cause to instruct our own contractors to empty them, we will attempt to identify those responsible and recharge them accordingly. Where the culprit is unknown, we may split the cost amongst all residents in the tenement concerned.
- 10.5 The Association further assists residents in tenement properties by arranging fortnightly cleaning of bin stores. However, if a binstore is found to be in an unacceptable condition the Association may instruct a further clean out with the rota and subsequently recharge all the tenants within the close as this would be deemed to be in breach of your tenancy agreement.

11. BULK UPLIFT / FLY TIPPING

- 11.1 Tenants of main door properties wishing to dispose of bulk items (ie; cookers, large items of furniture) should contact GCC direct to arrange a convenient uplift from their property.
- 11.2 Tenants of tenemental properties should leave all bulk items beside the binstore in the backcourt area. Household items should not be left in the back close areas. The Association provides a bulk uplift service, and a service charge is debited to the rents for all tenemental properties. However, any service the Association provides will be influenced by changes in service from GCC.

- 11.3 If the Association has cause to remove any bulky items from unauthorised areas (Common close areas and land belonging to the Association), we will attempt to identify those responsible, if not already known and recharge the cost for this work.
- 11.4 Any bulk item on GCC land will be deemed as fly tipping and therefore will be reported directly to GCC.

12. ROADS, CLOSE & STREET LIGHTING

- 12.1 GCC is responsible for the maintenance of most roads, pavements and street and close lighting within the area. Where issues are identified such as lights being out, or potholes on roads, these will be reported to GCC for follow up action.
- 12.2 The Association will also ensure that tenants have up to date contact details for GCC and are encouraged to contact GCC directly to report any issues. These contact details will generally be provided in the Association's newsletters, social media and on our website. GCC can be contacted on 0141 287 9700 or requests/issues can be reported using "MYGlasgowApp".

13. PEST CONTROL

- 13.1 The Association may help if a pest problem affecting a tenanted property proves particularly difficult to resolve and will respond promptly to any incidences or reports of vermin and pest infestation. We will offer advice and assistance to manage the problem. This will include: -

- (i) Pigeons: the Association will clean any area affected by droppings either at the void stage or prior to the tenant moving in. It is then the tenant's responsibility to ensure that the area is kept in a clean and tidy manner and pigeon free.

Tenants will be asked to seek to take reasonable steps to remedy this, however where persistent issues arise tenants can contact the Association for assistance/guidance.

- (ii) Rats: signpost tenants to Environmental Health Department of Glasgow City Council and give advice regarding keeping areas clean, tidy and food free (and if required we will arrange with our contractor to have access points sealed).
- (iii) Mice: CHA will arrange for our contractor to visit and/or give advice on how to deal with the issue.
- (iv) Squirrels: If squirrels are found to be within a property, we will arrange with our contractor to have them removed and the access point sealed.
- (v) Wasps: Wasp's nesting period generally ends in September. Wasps are beneficial to the garden helping with pollination and keeping other garden pests under control. The nest will die off naturally if left alone. However, if the nest is formed within a communal area, then the Association will remove free from charge but if the nest is within a tenant's own private area, then the tenant will be responsible for the removal and cost.

- (vi) Bees: Bees are a valuable pollinators and pest control companies in Scotland will generally not destroy bee nests. However, if a nest is found and it imposes a risk to health or prevent work from being carried out ie: roof/loft repair then the Association will arrange to remove where possible.
- (vii) Any insect Infestations are the tenants' responsibility and advice will be given, and a contractor may be instructed to visit the property. However, if the infestation threatens other properties within the block the Association will treat and may recharge the tenant too safeguard our other tenants and property. (recharge). Where infestation can be attributed to the tenant's living conditions, the Association will advise the tenant on how best to rectify the situation to ensure it does not recur. If an infestation has occurred, in the home or in the communal area, because of the tenant's living conditions, the Housing Officer will take action to ensure compliance with the tenancy agreement.
- (viii) In the case of nesting birds, the Association will take due cognisance of the Wildlife and Countryside Act 1981 (Licence No. SEGEN/10 Licence to Kill Certain Birds etc) which allows for the removal of birds' nests and/or destruction of birds and/or eggs if they constitute a danger to public health and safety or air safety.

This list is not exhaustive, and individual issues will be considered in line with this policy.

- 13.2 Tenants are therefore encouraged to deter pests wherever possible, by not feeding birds, especially from windows and balconies, by using good domestic hygiene, disposing of food properly, treating areas with insecticide sprays, etc.

14. ABANDONED VEHICLES/CARAVANS/TRAILERS

- 14.1 No vehicle, caravan or trailer may be parked on communal land unless the land is set aside for parking
- 14.2 If a tenant wishes to park a caravan/trailer/boat in the curtilage of their own driveway, then providing the tenant lays a suitable hard standing to accommodate the vehicle, it is unlikely to cause nuisance or annoyance to neighbours and no one will be living in it noting that while it is parked in the garden under no circumstances should it be hitched up to any electric or gas supply, then permission can be given to store the caravan or trailer.
- 14.2 Where it is suspected that a vehicle has been abandoned it will be reported to GCC's Abandoned Vehicle section for removal.
- 14.3 Investigations may also be carried out with the DVLA to check whether the vehicle is taxed. Where vehicles are found to be untaxed, abandoned and not subject to a DVLA SORN, it will be reported to GCC's Land Services Department for removal.

15. ANTI SOCIAL BEHAVIOUR

- 15.1 Anti-social behaviour and neighbour disputes will generally be dealt with in accordance with the Association's Antisocial Behaviour & Neighbour Disputes Policy.

- 15.2 Condition or use of property can pose another issue for neighbours. Where it is found that a tenant's living standards or practices are having an impact on others, e.g. level of cleanliness, hoarding, etc., the Association will offer help directly or via external support agencies, on how best to rectify the situation and will monitor improvement regularly until the matter is resolved.

16. ABANDONED PROPERTIES

- 16.1 The Association's staff will ensure abandoned properties are promptly identified. Action taken will be in accordance with the Association's Abandonment Policy and SST.

17. ALTERATIONS / IMPROVEMENTS

- 17.1 Tenants must seek our permission for any external alterations or additions to Calvary homes and garden areas in accordance with the Alterations & Improvements Policy. This includes (but is not limited to) requests to erect sheds, fences, patios and to install satellite TV dishes. This must be done in writing and provide sufficient detail (including measurements, materials etc.) to allow us to carry out an assessment of the proposals. Failure to seek permission for alterations will be deemed to be a breach of tenancy agreement.

18. MISCELLANEOUS

- 18.1 Hazards - Where we are aware of hazards such as hypodermic syringes, faeces, blood, other bodily fluids or any other hazardous materials within our area, we will respond to these promptly to minimise risks to health and safety. In areas out-with our jurisdiction, where we are made aware of such issues, we will report them to the local authority promptly.
- 18.2 Street Furniture, Signage, Electric Boxes, Communication boxes, etc. – are the responsibility of the local authority or utility provider to whom they belong. Where we are made aware of any health and safety issues relating to these items, we will report them to the local authority or other responsible body.

19. PERFORMANCE MONITORING

- 19.1 Regular inspections will be carried out across all areas of estate management, e.g.:-
- (i) close and backcourt inspections, including fire safety in closes
 - (ii) common areas and garden maintenance, including dog fouling and fly tipping
 - (iii) general building maintenance inspections
 - (iv) stock condition surveys and contract related inspections

- 19.2 All estate management complaints will be recorded on the Association's housing software system (SDM) by the person who receives the complaint and follow-up actions will be noted accordingly by the relevant members of property services staff.
- 19.3 Estate Management will be reported on a quarterly basis to the Management Committee as part of Key Performance Indicators. Performance Indicators are approved by the Management Committee on an annual basis.

20. CONSULTATION AND PARTICIPATION

- 20.1 We wish to encourage the best possible relationships with our tenants and factored owners living in our estate. We will therefore encourage all our residents to take an active interest in matters concerning their housing environment and participate in the wider debate on our policies, procedures and the delivery of our services.
- 20.2 The Association's staff will seek to involve homeowners in our efforts to achieve our estate management objectives. In accordance with the Code of Conduct for Property Factors the Association will provide each owner with a written statement of service setting out, in a simple and transparent way, the terms and service delivery standards of the arrangement in place between the Association and the homeowner.

21. CONFIDENTIALITY AND DATA PROTECTION

- 21.1 All personal information provided to the Association during investigating a complaint of harassment, will be treated with the strictest of confidence. Any reports made to Committee will be anonymous unless the victim specifically gives permission for their identity to be given.
- 21.2 No personal details will be disclosed to any other body or person other than those mandated by the tenant or allowed under the Association's Data Protection Policy or the Data Protection Act 1998.

All information provided by complainers, witnesses or alleged perpetrators during any harassment investigation will be treated in strict confidence and will only be discussed with other parties with the individual's (or their appointed representative's) prior consent.

The Association will comply with the Data Protection Act 2018 and the General Data Protection Regulation in relation to all personal information held.

The GDPR includes the following rights for individuals:

- What personal data we hold about them
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from them, information about the source
- The right to have incomplete or inaccurate data about them corrected or completed and the process for requesting this
- The right to request erasure of personal data (where applicable) or to restrict

processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use

- The right to lodge a complaint or seek judicial remedy and who to contact in such instances

If a tenant wishes a copy of relevant personal information which the association holds about them, subject access requests can be requesting in writing to the Association, and we will respond within one month of this request. Further information regarding how we process your data can be found on our website along with a Subject Access Template.

22. EQUAL OPPORTUNITIES

The Association will consider its responsibilities under the Equality Act 2010 and its equality and diversity policy when implementing this policy and procedure

23. THE ROLE OF THE COMMITTEE

23.1 The Role of the Committee regarding estate management will be: -

- agreeing and reviewing the policy
- monitoring outcomes of the policy through reports
- considering any complaints regarding this policy via the complaints process

23.2 All information provided to Committee will be in a form that protects the tenant's confidentiality and ensures their anonymity is retained.

24. COMPLAINTS / APPEALS AND GRIEVANCE

24.1 Any person who is dissatisfied with any action taken regarding the Estate Management Policy will be advised to follow the Association's Complaints Policy, copies of which are available from the office, or our website, free of charge.

24.2 Anyone who remains dissatisfied will be advised that have final recourse to the Public Services Ombudsman, details of which are also available from the Association's office or website.

25. REVIEW

25.1 This Policy and related procedures will be reviewed three years from the date of approval, or earlier should the need arise to reflect changing circumstances or changes in legislation or good practice standards.

ASSISTED GARDENING SCHEME

The Assisted Gardening Scheme is available to tenants of Calvay HA who meet the following criteria:-

- the tenant is over 70 years of age, and / or
- has a medical condition that prevents them from maintaining the garden
- and there are no able-bodied persons between the ages of 16 and 69 in the household

Optional Gardening Service is available to tenants, factored owners and sharing owners within Calvay HA, for a small charge. This service includes grass-cutting, hedge-trimming, weeding and weed-killing, which is carried out via regular visits throughout the season.

The annual cost of this service must be paid upfront before any work is instructed. Any tenant who is currently on the scheme can pay monthly. However, this service will cease immediately should they fail to make payment.

As there is a maximum number of gardens that can be accommodated on the garden maintenance schemes, a waiting list system is operated.