



Dunbritton Housing Association Limited

Name of Policy	Tenancy and Estate Management
Responsible Officer	Operations Manager
Date approved by Board	18 April 2018
Date of next Review	April 2021
Section	Customer Services
Reference	CS10

We can produce information, on request, in large print, Braille, tape and on disc. It is also available in other languages. If you need information in any of these formats please contact us on 01389 761486

Contents.

Section		Page
1.	Introduction	3
2.	Principles and Objectives	3-4
3.	Legal and Good Practice	4
4.	Tenancy Management	4-7
5.	Estate Management	7
6.	Performance	7
7.	Customer Service	8
8.	Equality and Diversity	8
9.	Links with other Policies	8

Appendices N/A

1. INTRODUCTION

- 1.1 Dunbritton Housing Association is a registered social landlord established in 1992 to provide housing for social rent and services to owners through factoring.
- 1.2 We are governed by our Board, which is supported by a number of Committees. Our governance arrangements set out clearly the roles and responsibilities of our Board and Committee members and our members of staff.
- 1.3 Operational services are delivered through our office based in 32 High Street, Dumbarton G82 1LL.
- 1.4 As a landlord Dunbritton Housing Association aims to promote the health and wellbeing of our customers by providing quality homes, located in estates that are safe, environmentally clean and well managed.
- 1.5 This Policy outlines our responsibilities in relation to management and maintenance of our estates and the management of our tenancies in relation to incidents of anti-social behaviour and breaches of tenancy as contained within the terms of the Scottish Secure tenancy agreement.
- 1.6 The Policy recognises that we have geographically dispersed housing stock, located in a number of wider communities. Dunbritton Housing Association recognises the importance of partnership working in achieving good neighbourhood management and will work with other landlords, local authorities and partner agencies in our areas of operation, to achieve good estate and tenancy management.

2. PRINCIPLES AND OBJECTIVES

- 2.1 To ensure our residents live in homes that are well managed through enforcement of the conditions of the Scottish Secure tenancy agreement.
- 2.2 To provide a sustainable, safe, clean and secure environment in the estates where our residents live.
- 2.3 To deliver environmental services in our estates that represent value for money and provide good quality services.
- 2.4 Ensure that our residents are aware of their responsibilities for the maintenance of their properties and common areas within the terms of the Scottish Secure Tenancy agreement

- 2.5 To promote community cohesion and resident health and well-being in our areas of operation, in partnership with other landlords, Police Scotland and local authority departments including cleansing, waste management and environmental health.
- 2.6 To manage our tenancies and estates well, dealing with reported incidences of anti-social behaviour or breach of tenancy conditions in a balanced, impartial way.
- 2.7 To look at prevention and early intervention in tenancy breaches and anti-social behaviour while endeavouring to achieve sustainable tenancies and prevent homelessness.
- 2.8 Ensure that all incidents of anti-social behaviour are investigated, managed and where possible, resolved within the agreed timescales of this Policy.

3. LEGAL AND GOOD PRACTICE

- 3.1 The Scottish Secure Tenancy agreement outlines the requirements that an individual tenant, joint tenant, household members and visitors to the property are required to comply with in respect of acceptable behaviour.
- 3.2 Enforcement of tenancy conditions or investigations into complaints relating to breaches of tenancy will be carried out by Housing Officers, supported by other agencies ie environmental health and Police Scotland, particularly in cases of reported crimes in our properties or in the vicinity of our properties.
- 3.3 This Policy reflects the partnership agreement in place with West Dunbartonshire Council and Argyll and Bute Council in matters relating to community safety and estate management
- 3.4 Other legal and good practice legislative requirements in relation to this policy are –

The Scottish Secure Tenancy (SST)
 Housing (Scotland) Act 2001 * will include 2014 Act when enforced
 Crime and Disorder Act
 Anti-Social Behaviour etc. (Scotland) Act 2004
 The Scottish Social Housing Charter (Indicator 17)

4. TENANCY MANAGEMENT

- 4.1 The scope of anti-social behaviour can range from relatively minor disputes involving noise, pet nuisance or parking issues to more serious incidences of criminal behaviour, significant damage to property and serious harassment.

- 4.2 All incidents of anti-social behaviour can negatively impact on individuals and the communities they live in. Housing Officers are responsible for investigating all reported incidents of anti-social behaviour and breaches of tenancy in a balanced, impartial way.
- 4.3 Dunbritton Housing Association refers to the following definition of anti-social behaviour as outlined within the Anti-social Behaviour (Scotland) Act 2004 which states as follows

A person engages in anti-social behaviour if they:

- *Act in a manner that causes or is likely to cause alarm or distress*
- *Pursues a course of 'conduct' that causes or is likely to cause alarm or distress, to at least one person who is not of the same household (conduct includes speech and must involve conduct on at least two occasions)*

The definition of what constitutes anti-social behaviour is based on what is viewed reasonable and unreasonable. The types of behaviour viewed as anti-social can include:

- *drug dealing*
- *harassment*
- *racism*
- *sectarianism*
- *violence or threat of violence*
- *people gathering and causing a disturbance*
- *noise*
- *failing to control pets*
- *failing to maintain a garden or communal area to an acceptable standard*
- *failing to keep communal areas clean and tidy (stairs, closes, back court, bin areas etc.)*
- *failing to comply with instructions on the storage of rubbish, recycling goods and the storage and collection of rubbish/recycling bins.*

This list is not exhaustive

It is important to note that conduct which in law amounts to anti-social behaviour does not necessarily mean that such conduct also amounts to a criminal offence

and

Conduct which does amount to a criminal offence does not necessarily fall within the legal definition of anti-social behaviour

- 4.4 Dunbritton residents are entitled to live in their homes free from fear and disruption from others. The Association's Housing Officers will respond and investigate all complaints about breaches of tenancy conditions within the timescales attached in section 4.7.
- 4.5 Staff will treat all reports of anti-social behaviour sensitively, taking a balanced and impartial approach at all times.
- 4.6 Housing staff will work with all of the individuals involved with a view to early intervention and resolution of tenancy management complaints, taking account of all facts and supporting evidence in their investigations. Practical support and advice will be provided to all parties, and if required, additional services from independent mediation services or specialist support services i.e. advocacy.
- 4.7 The Association recognises three categories of anti-social behaviour
- Category A (investigate within 24 hours)
Complaints that relate to extreme forms of anti-social behaviour and includes criminal behaviour such as drug dealing.
- Category B (investigate within 5 days)
Serious and persistent anti-social behaviour – behaviour which could result in action through issuing an acceptable behaviour contract or legal remedy through Anti-Social Behaviour Order, interdict or eviction proceedings
- Category C (15 days)
Nuisance behaviour which would include infrequent disturbance, low level neighbour disputes, one off noise incidents or behaviour of children or visitors, failure to maintain garden/common areas and pet nuisance
- 4.8 Housing Officers will investigate all incidences of anti-social behaviour taking a person centred approach, ensuring all parties are given the opportunity to participate in the investigatory process.
- 4.9 In Category A incidents, advice will be taken from Police Scotland in respect of victim support and any specialist counselling that may be required.
- 4.10 In cases of reported domestic abuse, the account of the victim will be taken as read and any action in respect of safety and security of the property where the victim lives, will be prioritised by the Association, with advice from Police Scotland.
- 4.11 All parties involved in any reported incident of anti-social behaviour will be kept informed of the progress of the investigation and outcome. This communication can be through a verbal update or other method; however the final outcome will be notified in writing to all parties.
- 4.12 The Association will participate in any preventative agenda or initiatives

delivered by local authority departments, partner RSL's or other agencies in the reduction of crime or associated anti-social behaviour in the communities in which we operate.

- 4.13 Management of all incidences of anti-social behaviour will be carried out taking account of our Customer Service Standards and in line with our Equal Opportunities Policy.

5 ESTATE MANAGEMENT

- 5.1 Estate Management is concerned with the physical appearance, condition, cleanliness and safety of the local and surrounding areas. It covers communal areas, open spaces, shared common closes and stairs and corridors.
- 5.2 At the start of a new tenancy, Housing Officers will clearly outline the responsibilities for new tenants in respect of their properties and any shared or self-contained gardens/open spaces and ensure that standards are being maintained by carrying out regular inspections.
- 5.3 Where the Association is responsible for providing estate management services, e.g. grass cutting, close cleaning, these shall be tendered and planned, represent value for money and be regularly reviewed to ensure quality of services being delivered to residents.
- 5.4 The Association will regularly seek the views of our residents in relation to their satisfaction with the environment where they live – this will be reported as part of the requirements of the Scottish Social Housing Charter indicator 17.
- 5.5 The Association will also encourage residents to participate in shaping and evaluating the quality of our estate services through our resident forums and Tenant Scrutiny Panel.
- 5.6 The Association will reflect any changes in practice or legislation in respect of estate management as required through Performance Standards, the Scottish Housing Regulator, COSLA or other local authority legislative requirements.

6. PERFORMANCE

- 6.1 The Association will monitor the number and type of incidents of anti-social behaviour, trends and outcomes as well as ensuring compliance with the timescales for resolution as contained within this Policy.
- 6.2 Estate management standards will be maintained and managed within the requirements of this Policy and satisfaction outcomes from tenant surveys reported each year as part of the Annual Return on the Charter indicator 17.

7. CUSTOMER SERVICES

- 7.1 All tenancy and estate management services will be carried out in line with our Customer Service Standards.
- 7.2 Complaints in relation to service failures in our obligations for tenancy or estate management will be dealt with in line with our Complaint Handling Policy/procedure.

8. EQUALITY & DIVERSITY

- 8.1 As a service provider and employer we recognise the requirements of the Equality Act 2010, oppose any form of discrimination and will treat all customers, internal and external, with dignity and respect. We recognise diversity and will ensure that all of our actions ensure accessibility and reduce barriers to employment and the services we provide.

9. LINKS TO OTHER POLICIES

The following Policies relate to and should be referred to in respect of the Tenancy and Estate Management Policy

- Allocations Policy
- Void Management Policy (in respect of abandonment procedures)
- Asset Management Maintenance Standards and Performance
- Tenant Alterations and Improvements
- Multi Agency Public Protection Arrangements Policy (**still to be written**)