



Name of Policy	Estate Management
Responsible Officer	Director
Date approved by Committee	27 January 2026
Date of next Review	January 2029
Section	Housing Management

1 **INTRODUCTION**

Kingsridge Cleddans Housing Association (KCHA) owns and manages 292 homes in the Kingsridge Cleddans area of Drumchapel, and our stock base is predominately new build properties.

The aim of this policy is to provide the Association with a framework to deal effectively with problems which may occur in the management of our estates.

Estate Management is primarily concerned with ensuring that conditions of let are adhered to as defined within the Tenancy Agreement.

The procedures outlined within the policy document are designed to allow Housing Management staff to focus on the aims of Estate Management, specify the management tools available and give general guidance on how and when to apply them.

In developing the policy, KCHA has referred to good practice guidelines such as:-

The Scottish Social Housing Charter – The Scottish Government, through the Scottish Social Housing Charter, sets the outcomes it expects Housing Associations to achieve for its residents. In terms of how Associations manage their estates and neighbourhoods, it states that:

Outcome 6: Estate management, anti-social behaviour, neighbour nuisance, and tenancy disputes. Social landlords, working in partnership with other agencies, help to ensure that:

- Tenants and other customers live in well-maintained neighbourhoods where they feel safe. The policy document covers the following key areas:

2.1 **POLICY OBJECTIVES**

- To help and assist tenants to maintain enjoyment of their homes by operating policies/procedures which endeavour to prevent problems occurring.
- To deal promptly and effectively with complaints or problems which are received.
- To ensure that existing and new tenants are made fully aware of their obligations and responsibilities and that of the Association.
- To encourage and promote opportunities for community empowerment and tenant participation.

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2.2 THE ROLE OF ESTATE MANAGEMENT

The focus of Estate Management is about ~~supporting~~~~dealing with~~ tenants, their homes, the neighbourhood, and the environment. Estate Management is a key area of housing and is essential to ensure that the area is effectively managed, and investment protected.

2.3 ESTATE MANAGEMENT

KCHA manages 292 properties within the Kingsridge Cleddans area of Drumchapel, and we have a combination of 2 storey houses (55.1%), 2 disabled bungalows (0.7%), ~~and~~ cottage flats (28.4%) and tenement flats (15.7%).

To ensure standards are maintained, weekly Estate Management inspections will be carried out by the Housing Assistant which will focus on:

- Common closes
- Communal back courts
- Communal bin stores
- Controlled entry systems
- Front/rear gardens.
- Communal areas
- Front/rear elevations.
- Gable ends.

The purpose of inspections is to note problems and take appropriate follow up action, for example:

- Issue repair lines.
- Write to tenants in respect of condition of common closes, gardens etc.
- Any other contractual breach of tenancy agreement

~~Estate Management inspections will be recorded on a pro-forma and a quarterly Estate Management report will be presented to the Management Committee highlighting concerns arising from inspections and action taken in response to this. Management Committee will be reported to following tenant surveys which ask tenants to detail satisfaction on the management of the neighbourhood, this is also detailed in the ARC.~~

We will also adopt a proactive role to Estate Management by:

- Emphasising tenancy conditions and responsibilities at sign up stage.
- Encouraging tenant responsibility.
- Providing support and assistance.
- Responding quickly to any problems.
- Carrying out new tenant visits.
- Encouraging and promoting the establishment of an Estate Management focus group to empower tenants to become involved in setting/monitoring standards and performance.

2.3.1 Common closes

In most closes, KCHA employs a stair cleaning company to clean and wash the close area and windows. For this service, there is a service charged. Tenants should not store any personal possessions or waste within the common close area.

Where there is no close cleaning service, tenants are required to clean and wash the communal area on a weekly rotation. In considering this, KCHA will be mindful of any tenants with disabilities or support needs which may limit their ability to carry out these tasks. Tenants may elect to clean their own close and to not have a service provided by KCHA. In such circumstances, a majority of tenants may decide to change this service. Where no service is in place, if the close is not adequately maintained, KCHA may reinstate the service and charge tenants accordingly.

2.3.2 Communal back courts

Each of the tenement properties has a back court consisting of a common drying area and a bin housing area. The common drying area is for the use of all the tenants the use of which should be by agreement between neighbours, no tenant is allowed to 'commandeer' the drying area at the expense of others wishing to use the area.

2.3.3 Common bin area will contain both domestic general waste and domestic re-cycling. All waste should be deposited in the bins provided and not left strewn negligently about the area.

Responsibility for the removal of rubbish, including the emptying of bins and the removal of bulk items, falls with the tenant and with Glasgow City Council. Whilst KCHA will monitor the cleanliness of communal areas, if we are required to arrange for the removal of rubbish it will be a cost for the Association and we may look to pass this on to the responsible tenant as a recharge.

The Association is not responsible for the uplifting or disposal of rubbish, including bulk items. This is the remit of the Council. Tenants should be aware that the improper disposal of rubbish can result in fines and may be an offence.

Where there is no common bin area, the general and recycling bins should not be left at the front of the property but should be located to the rear of the property. The tenant has the sole responsibility for placing the respective bins on the front kerbside collection area the night before the collection date stipulated by Glasgow City Council Environmental Services, see <https://www.glasgow.gov.uk/recycling> for further information.

Special arrangements are made for bulk uplift for which tenants should adhere to local council arrangements check online at <https://www.glasgow.gov.uk/recycling>.

2.3.4 Controlled entry system

All tenement properties have a controlled entry system installed. In order for the system to remain effective, tenants should ensure that they and visitors ensure that the door is closed once entering the common area. At no time should the door be left ajar; by doing so the system will be rendered inoperable and would allow unhindered access into the common close area.

2.3.5 Front and Rear Gardens

Commented [CB1]: This should be moved up to follow on from the previous paragraph - it seems quite bitty? I think the phrasing of 'special arrangements' is misleading. I would just add at the end of the paragraph above which mentions bulk and it being an offence that the link for GCC should be here?

Main door properties will have front and rear garden areas, whereas the cottage flats will have either or both. It is the tenant's responsibility to keep clean and maintain the areas. Where grassed, the tenant must cut and maintain the grassed area throughout the year.

Where a garden maintenance service is in operation, the tenant must ensure that the garden area is free from dog fouling and personal items e.g. toys/tools etc. if this is found not to be the case, the service may be withdrawn and the responsibility for the maintenance reverts to the tenant.

2.3.6 Front and Rear Elevations & Gable Ends

Nothing should be attached to or positioned onto the front, rear, or gable end elevations of the property without the express permission of KCHA, e.g. satellite dishes should be sited in accordance with 3.0. Any item, fixture/structure, cabling etc may be removed by KCHA at the tenant's expense.

3.0 Satellite Dishes

3.1 KCHA has adopted guidelines issued by Glasgow City Council's Department of Development and Regeneration Services (DRS) relating to the installation of satellite dishes on residential property.

These guidelines are adopted and approved in local plan documents.

Satellite dishes are no longer common, and most services are now provided online and not via cable or satellite.

Should a tenant wish to erect a satellite dish, permission must be sought from KCHA although permission will not be refused unreasonably, the following will apply:

- When requesting permission to install a satellite dish, tenants will be issued with the relevant form and copy of the guide.
- Properties will be inspected on completion of installation to ensure it complies with policy guidelines.
- Where it does, permission approval will be confirmed in writing and copy will be retained in tenants file and recorded on the [SDM](#) housing management system.
- Tenants will be responsible for the safe installation of the dish. They may be liable for repair costs arising from any damage caused.

Where installation does not comply with policy guidelines then the tenant will be told to remove it and legal remedies may be applied if they fail to do so.

4. Equality and Diversity

4.1 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 our actions ensure accessibility and reduce barriers to employment and the services we provide.