

## **Estate management**

The Association has an Estate Management Policy in place in order to have a framework for residents and staff to deal efficiently with problems which may occur within the estate.

We want to ensure that all residents can enjoy a clean, tidy and safe environment and can live peacefully in their own homes.

### **Objectives**

The Association aims to ensure that tenants are fully aware of and accept their obligations and responsibilities in relation to Estate Management.

### **Making tenants aware of their responsibilities**

The Association believes that much can be done to prevent problems arising by ensuring that tenants are kept fully informed about their obligations as tenants.

We do this in several ways:

- Accompanied viewings of vacant properties allows the Housing Officer to explain to explain any garden responsibility which the new tenant may have.
- New tenants are talked through the tenancy agreement when they sign up for their new home.
- By carrying out new tenant visits after a new tenant has moved in.
- Each tenant is issued with a tenant's handbook which provides a quick reference to the terms of the tenancy and briefly details all aspects of the Association's housing service.
- We notify tenants of problems or issues through newsletters.
- We will hold close meetings or general public meetings if required.

### **The association's responsibilities**

The Association accepts that we have a responsibility too. We will carry out weekly inspections of our areas and take prompt action where problems are found.

### **Stairs and communal areas**

In properties where no stair cleaning is provided, the responsibility for keeping these areas clean and tidy rests with the residents. To assist residents, the Association is happy to give out stair rotas and will monitor the operation of rotas. The Association is responsible for the replacement/renewal of stair and communal lighting.

### **Gardens**

Responsibility for individual gardens rests with the residents themselves and residents are expected to ensure grass is cut and gardens kept free of litter and debris. The Association is responsible for keeping open areas under our ownership in a tidy and well-maintained condition. We employ contractors to do this for us at regular intervals throughout the year.

**Receiver aerials and satellite**

The Association has a separate policy on fixing of satellite dishes and permission is always required before any dishes are installed on buildings.

**Graffiti and vandalism**

All incidents of graffiti and vandalism should be reported immediately both to the Association and to the local Police office. In cases where the person responsible is known and confirmed, then the cost of making good the damage will be recharged to the individual/household concerned.

The Association undertakes to remove graffiti as soon as practicable. Graffiti of a racist or offensive nature will be removed as a matter of urgency.

**Pets**

Tenants are required to seek the permission of the Association before they take in a pet. Where permission is granted, it is the tenant's responsibility to ensure that the pet is properly looked after and cared for. Tenants must also ensure it is always supervised and kept under control . The tenancy agreement details the procedure for the keeping of pets.

The Association may withdraw permission where it is found that the conditions for keeping of pets have been breached.

Kingsridge Cleddans Housing Association

The Commercial Centre  
Units 2/3 Ladyloan Place  
Glasgow G15 8LB

Telephone: 0141 944 3881  
Fax: 0141 944 4864  
E-mail: [admin@kc-ha.com](mailto:admin@kc-ha.com)