



**Clackmannanshire
Council**

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Tenancy Management Team
Estates & Common Area Standards

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1.0 Tenancy and Estate Management

Housing is a key service for households throughout Clackmannanshire. The quality of their housing and the environment in which they live in is very important to our tenants and can have a major impact on their quality of life.

Estate Management is a term used to describe a wide range of services relating to the management of housing areas. Any matter, which can impact upon a resident's quiet enjoyment of their home or the environment in which they live, can be described as an Estate Management issue.

Clackmannanshire Council is committed to enabling its tenants to enjoy their home free from any nuisance, annoyance and disturbance. In addition, the Council will aim to ensure that the environment within the housing estates is maintained to the highest possible standard within budgets.

Housing officers will have a regular presence in housing areas and will act in a pro-active manner to deal with issues before they become problems. In dealing with matters of concern to residents the fundamental objective of estate management will be to identify and achieve the best possible outcome. In addition, the Council will work closely in partnership with other agencies and residents to produce the highest possible quality of service.

Clackmannanshire Council will aim to deliver an effective and robust Tenancy and Estate Management Service by taking all necessary steps to ensure that tenants adhere to their tenancy obligations. We aim to provide advice to tenants and other service users regarding their rights and responsibilities and the standards of service they can expect to receive.

2.0 General Standards

We will ensure our estates are maintained to a high standard and will do this by:

- i. Making sure that all communal landscaped areas are regularly monitored to ensure that they are tidy and well maintained. Any problems will be raised with contractors and tenants where appropriate.
- ii. Regularly monitoring the fabric and cleanliness of communal areas including stairs, bin stores, lock-up garages, parking areas and drying facilities and taking appropriate remedial action to resolve any issues that may arise.
- iii. Attending to repairs to walls, fences, gates, signposts, bin stores, lock-up garages or other communal property in our ownership promptly and in accordance with our maintenance policies and procedures.
- iv. Regularly monitoring general environmental matters such as parking, street cleaning, lighting, refuse collection, condition of pavements etc. and take the appropriate action to remedy any issue which may arise.
- v. Dealing promptly with issues such as vandalism including graffiti, damage to fences, etc.
- vi. Dealing with issues such as complaints of vermin and pest infestation promptly.

3.0 Closes and stairwells

We aim to maintain our closes and stairwells to a high standard by:

- i. Circulating our close standard to new and current tenants.
- ii. We will consider the use of all appropriate remedies, including the use of cleaning rotas, service charges and, ultimately, tenancy enforcement action to keep our communal areas neat and tidy.
- iii. We operate a stair cleaning contract for specific blocks which residents are required to pay a service charge. We monitor this contract on a regular basis to ensure that the work is being carried out satisfactorily.

4.0 Gardens

We will outline the importance of garden maintenance to all new tenants at the start of their tenancy. In addition, we will carry out home visits to tenants whose gardens are not being maintained to identify the cause of the problem.

A Garden Aid Scheme is available to all of our tenants who are unable to look after their garden. We will accept tenants on to the scheme provided that they meet the following criteria:

- i. They are a council tenant.
- ii. They have no-one living with them who could reasonably be expected to care for the garden.
- iii. Over 65 years of age.
- iv. If under 65 years of age, and in receipt of the following benefit:
 - DLA care high or middle rate
 - DLA mobility high rate
 - Attendance Allowance.

We will carry out an annual review of all tenants on this scheme to ensure that they continue to qualify and to measure their levels of satisfaction with the service.

5.0 Parking bays

Car parking spaces are available to tenants and their visitors in some of our developments. Since the number of spaces is limited it is not possible to allocate spaces for the sole use of specific tenants, this also includes disabled parking spaces which are open to all disabled badge holders.

Our car parks are provided for the sole use of parking private cars belonging to residents and their visitors. We will take appropriate measures to remove vehicles parked without authorisation (e.g. caravans, commercial vehicles) if they are causing a problem, or vehicles that have been abandoned in our car parks.

In addition we will also:

- i. Report untaxed cars to Environmental Services who will investigate this and take the necessary action.
- ii. Not allow major repair work on cars or other vehicles parked in car parks owned or managed by us.

6.0 Comments and Complaints

Let us know your COMMENTS if ...

- you have received exceptionally good service;
- you have a suggestion on how to improve our service;
- we have done something wrong;
- we have not done something we should have done;
- you have been treated unfairly.

We would like to know, because:

- if we have done well, we would like to promote the same good practice throughout the council services;
- if we have been at fault, we would like to put things right and make sure it doesn't happen again;
- if we have not been at fault, we will make sure you get a full explanation.

What is a COMPLAINT?

Complaints fall into different categories, e.g.

- the attitude of an employee of the Council or discrimination by an officer
- failure of an officer to provide a service at a standard expected by the Council
- delay in responding to an enquiry or a request for service
- failure to follow Council's policies, rules or procedures
- a quality decision in which the Council is not providing Best Value
- a risk concerning Health and Safety issues

What is NOT a COMPLAINT?

- the first request for action or for a service
- a first request for information or explanation
- an appeal relating to a planning decision, a review request under Freedom of Information or other area where a formal statutory process already exists.

What to do if you want to make a COMMENT or COMPLAINT...

Either write or telephone the relevant services (brief descriptions of each service's functions and contact details are listed below). If you have a complaint, please provide us with as much detail as possible, include names, places, dates and let us know how we might put matters right.

If this is not convenient, you may call at any local office, where a member of staff will be happy to help you, or use the on-line form. If you want to write to us, please state which service you are writing to and use our Freepost Address, which means you do not need a stamp.

FREEPOST

TY805

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If you have any queries about this document, please contact:

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