

# Block and Estate Management Policy

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## 1. Our policy statement

- 1.1 We are committed to maintaining all our blocks and communities to a high standard. We will make sure that our blocks and communities are clean, safe and that the improvements we deliver offer value for money and are socially and environmentally sustainable.
- 1.2 This policy sets out our approach to keeping communal areas in the communities we manage in a safe, clean, and tidy condition that customers can be proud of.
- 1.3 We aim to provide well-managed communities through various dedicated programmes including block inspections, reactive repairs, and other improvements eg cyclical repairs and customer led estate improvements.
- 1.4 We will make sure that the services delivered to customers living in leasehold blocks are to a high standard by liaising and/or facilitating conversations with third party managing agents and contractors to meet their obligations as the appointed agent.
- 1.5 We provide services that meet contractual, legal, regulatory standards, health and safety requirements, maintenance needs and expectations as well as those which have been specifically requested and agreed with the customers affected.
- 1.6 We will demonstrate good value for money and accurately charge for the services we provide.
- 1.7 We are committed to undertake the following actions on our blocks and estates:
  - Regularly inspecting the condition and upkeep of our communities, at a minimum on a quarterly basis, identifying where standards can be improved
  - Identifying what action is needed regarding repairs, defects, and service improvements
  - Making sure our blocks are safe, secure, and meet our obligations in terms of compliance
  - Improving community standards and assist in reviewing value for money
  - Involving customers and partners; promoting customer engagement opportunities, estate improvements and inviting community champions to attend inspections.
- 1.8 To avoid any safety risks and unsightly clutter in communal areas, including bin and cycle stores, we take a zero-tolerance approach to the storage of items in communal areas and any items found will be removed.
- 1.9 Where pests are identified within a communal area, we undertake any required treatment work. Following treatment work, recommended proofing works will be undertaken to prevent reoccurrence.
- 1.10 We will consult with customers when we introduce or change services, or if they request new services or changes to services, in line with The Service Charges Regulations (2003).

## 2. The scope of this policy

- 2.1 This policy applies to all customers residing in both social and affordable rented homes, as well as shared owners and leaseholders where applicable.

## 3. Block and Estate Services

- 3.1 Contracted services will attend all sites in line with required frequencies; this will depend on the block make-up and the type of landscaping in place.
- 3.2 The types of services and their frequency may differ from site to site where for the same reasons.
- 3.3 We also provide a reactive service to keep our communities well maintained in addition to the scheduled service, eg repairs, fly-tip removal, graffiti removal and improvements.
- 3.4 Emergencies will be responded to within one working day of receiving the report
  - 3.4.1 these may include issues that are causing an obstruction or a health hazard, sharps waste, weapons, bodily fluids and other dangerous articles or substances.

## 4. Customer Responsibilities

- 4.1 Customers are responsible for the following within their block or estate:
  - Reporting any issues to us, such as repairs or incidents, so that we can promptly manage these issues
  - Making sure they dispose of their waste correctly and follow the correct procedures when disposing of bulky items
  - (If living in a house) making sure the areas demised to them are well maintained and clear from fly tipped rubbish.

## 5. Equality and diversity

- 5.1 Sage is committed to making sure all services are accessible to all our customers. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information.
- 5.2 This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the [Equality Act 2010](#)..
- 5.3 On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print.

## 6. Delivery of this policy

6.1 This policy should be read alongside:

- Parking and Abandoned Vehicle Policy
- Antisocial Behaviour Policy
- Communal Areas and Balcony Safety Policy

6.2 The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Field Services Team.

## 7. Policy review

7.1 We will review this policy at least once every three years to make sure it remains relevant and accurate unless:

- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
- We identify any problems or failures in this procedure as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
1.2	Head of Corporate Compliance and Control	Strategic review and update to corporate template	Head of Field Services	Jan 24	Office Management	Jan 27