

ESTATES MANAGEMENT PROCEDURE



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:

ESTATE MANAGEMENT PROCEDURE

DATE APPROVED:

JUNE 2024

EXPIRY DATE:

JUNE 2027

OWNER:

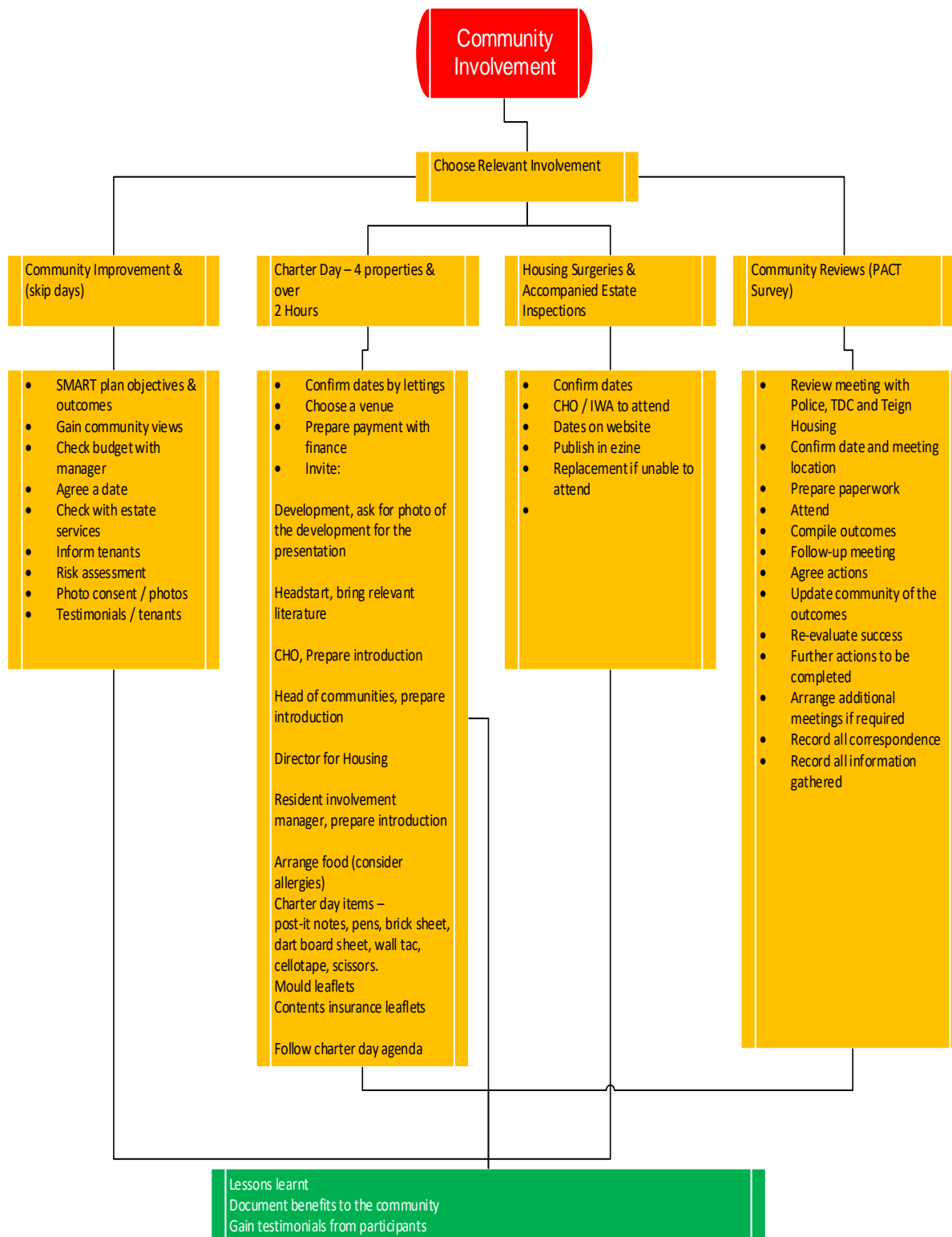
HEAD OF COMMUNITIES & ESTATES

APPROVAL ROUTE:

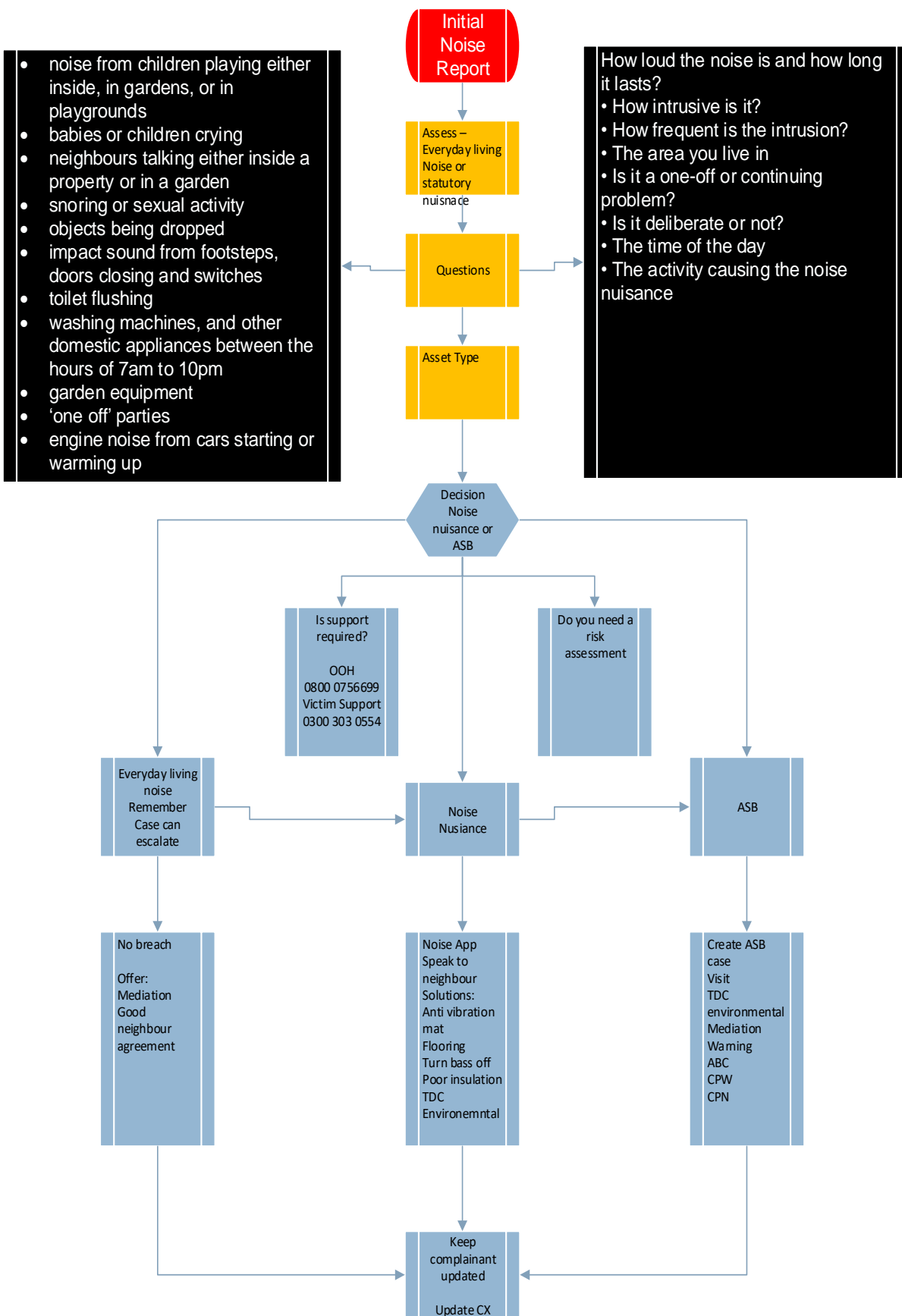
EXECUTIVE MANAGEMENT TEAM

Estates Management Procedure

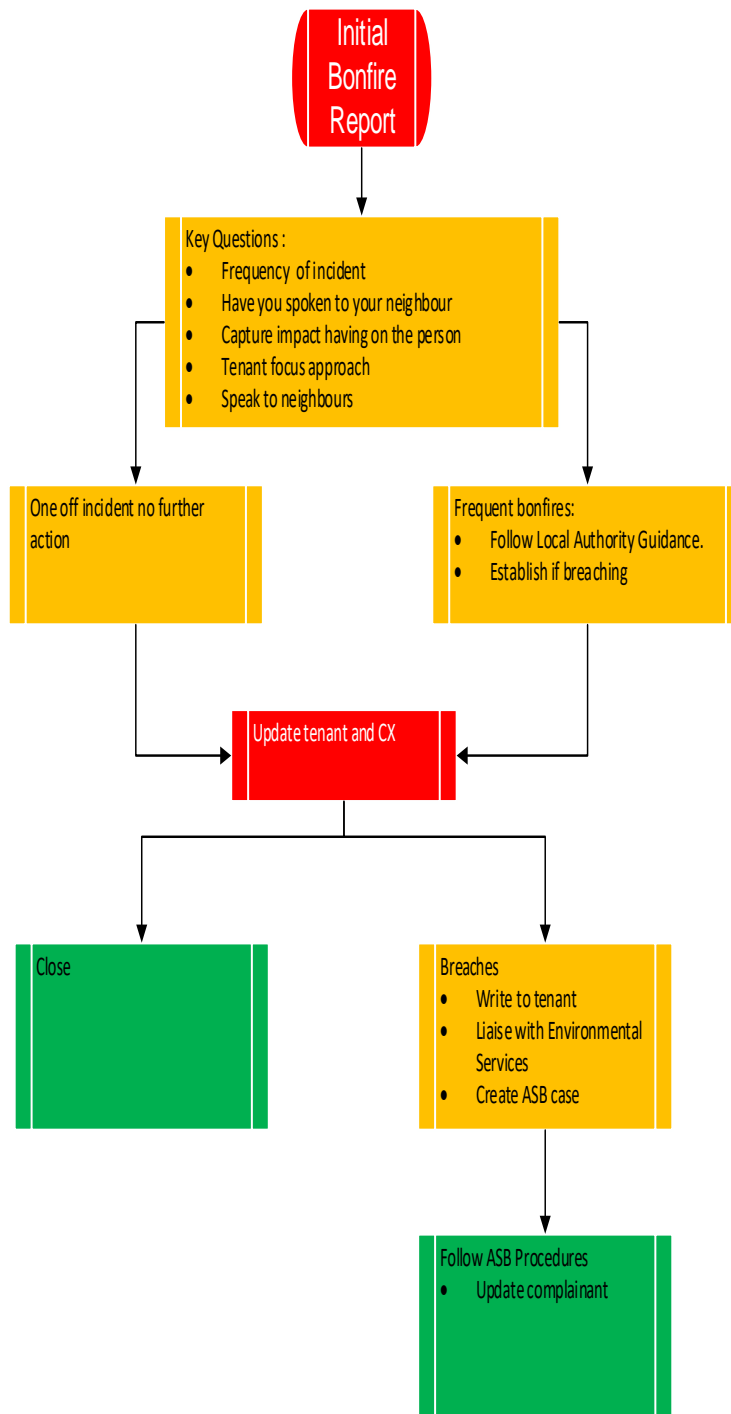
1.0 Community Involvement



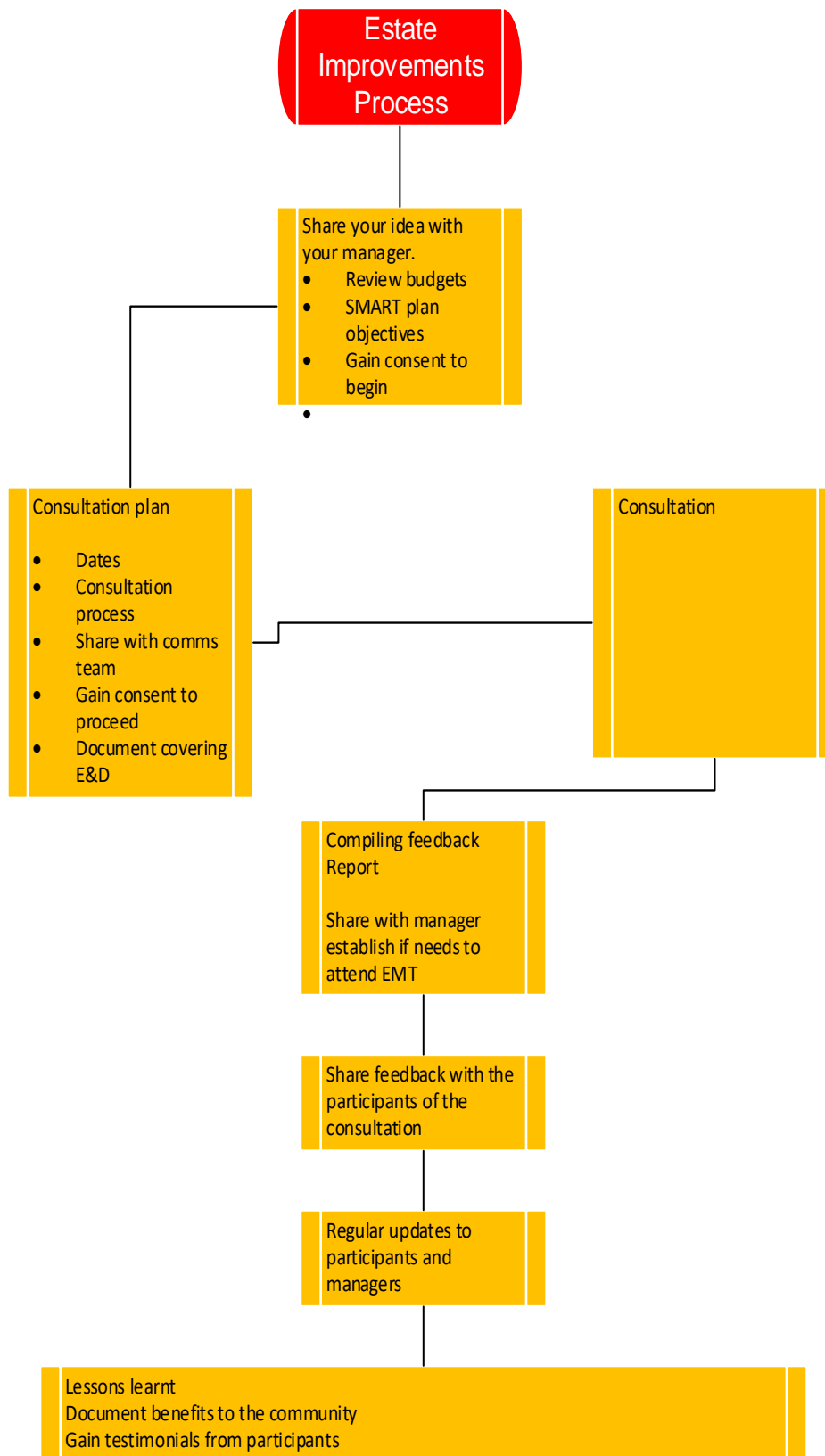
2.0 Noise Nuisance



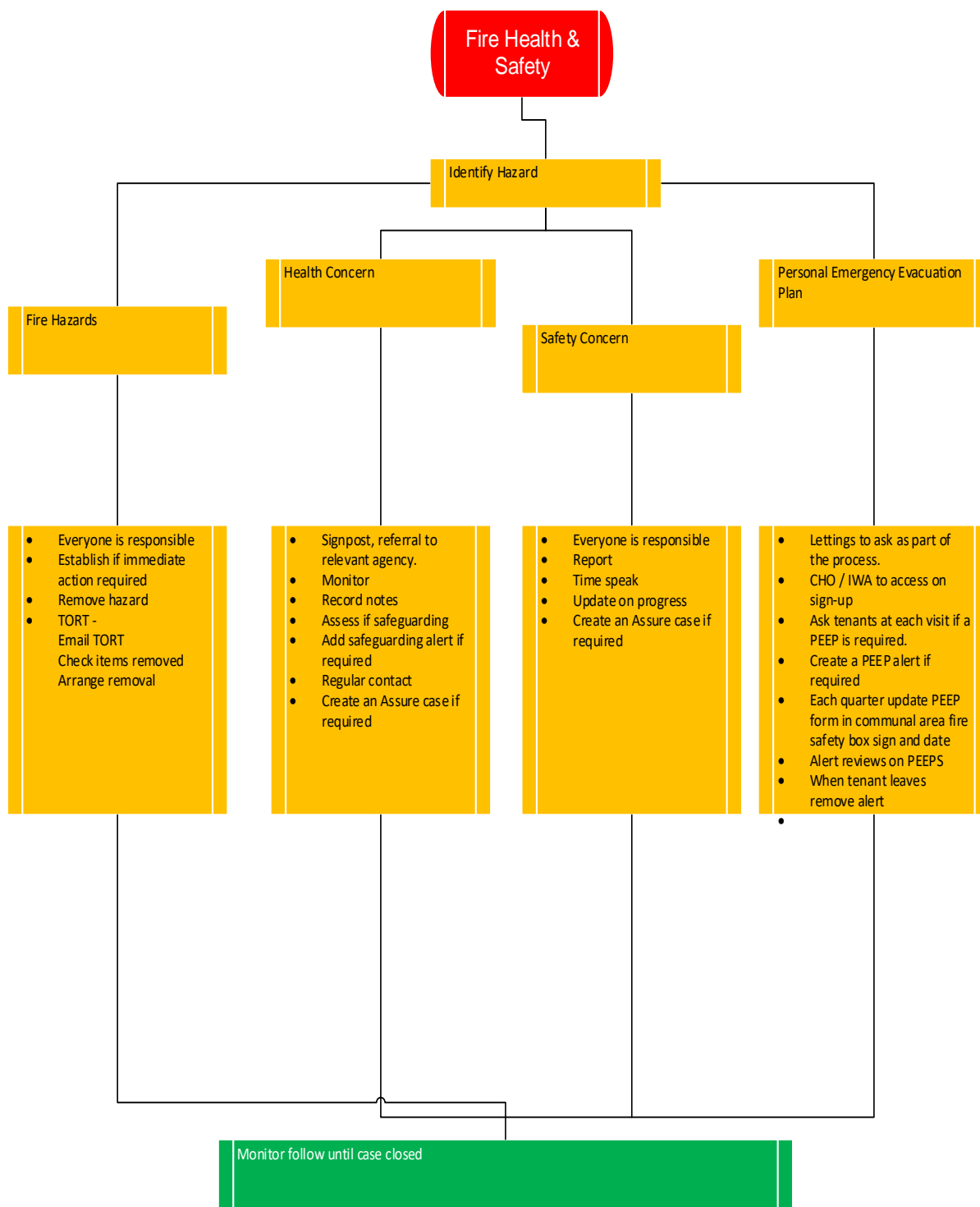
3.0 Bonfire Nuisance



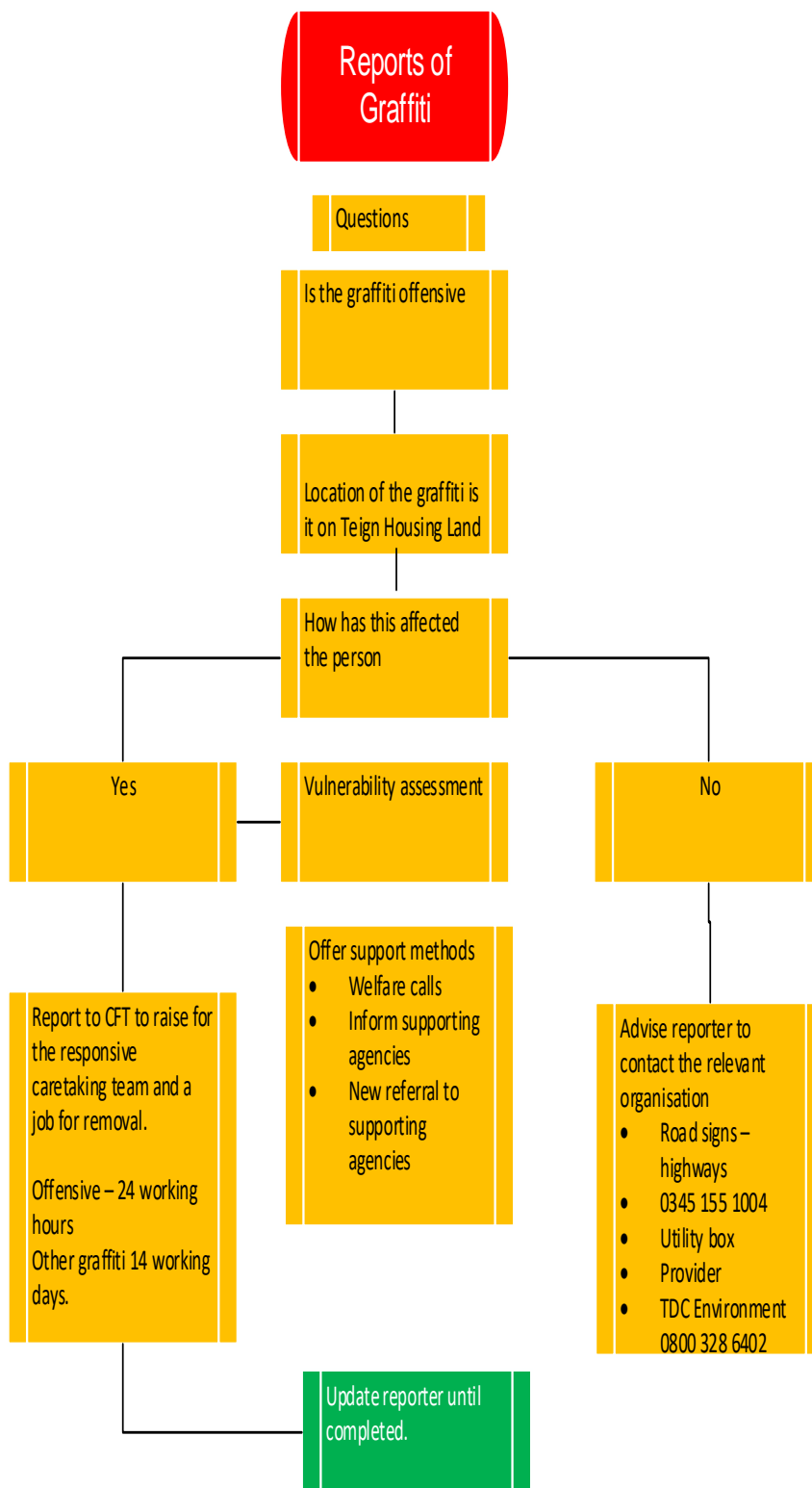
4.0 Estate Improvements



5.0 Fire Health & Safety



6.0 Graffiti



7.0 Personal CCTV / surveillance

You must use this surveillance in a way that respects other people's privacy and understand the laws that may apply to you.

7.1 A tenant needs to obtain permission from Teign Housing and needs to consider:

- What is the most privacy-friendly way to set up the system?
- What areas do I want the cameras to capture?
- Can I position the cameras to avoid intruding on my neighbours' property or any shared or public spaces?
- Do I need to record the images, or is a live feed enough?
- Where a system has an audio-recording facility, this should be disabled as it is very privacy intrusive.
- Think about the problem you are trying to tackle. It will usually be to safeguard you and your property against crime. Better locks, security lighting or an alarm system may be more effective and less expensive ways of securing your property.
- Consider speaking to your neighbours and explaining what you are installing. Listen to any objections or concerns they may have. Invite them to view what is being captured.
- Publicly uploading or streaming footage of identifiable people is not allowed.
- You must maintain records of how and why you are capturing images outside of the boundary of your home, and for how long you are keeping them. You may need to make these records available to the Information Commissioner's Office (ICO) on request.

7.2 A tenant needs to be informed of the following to be in line with the ICO (Information Commissioners Office):

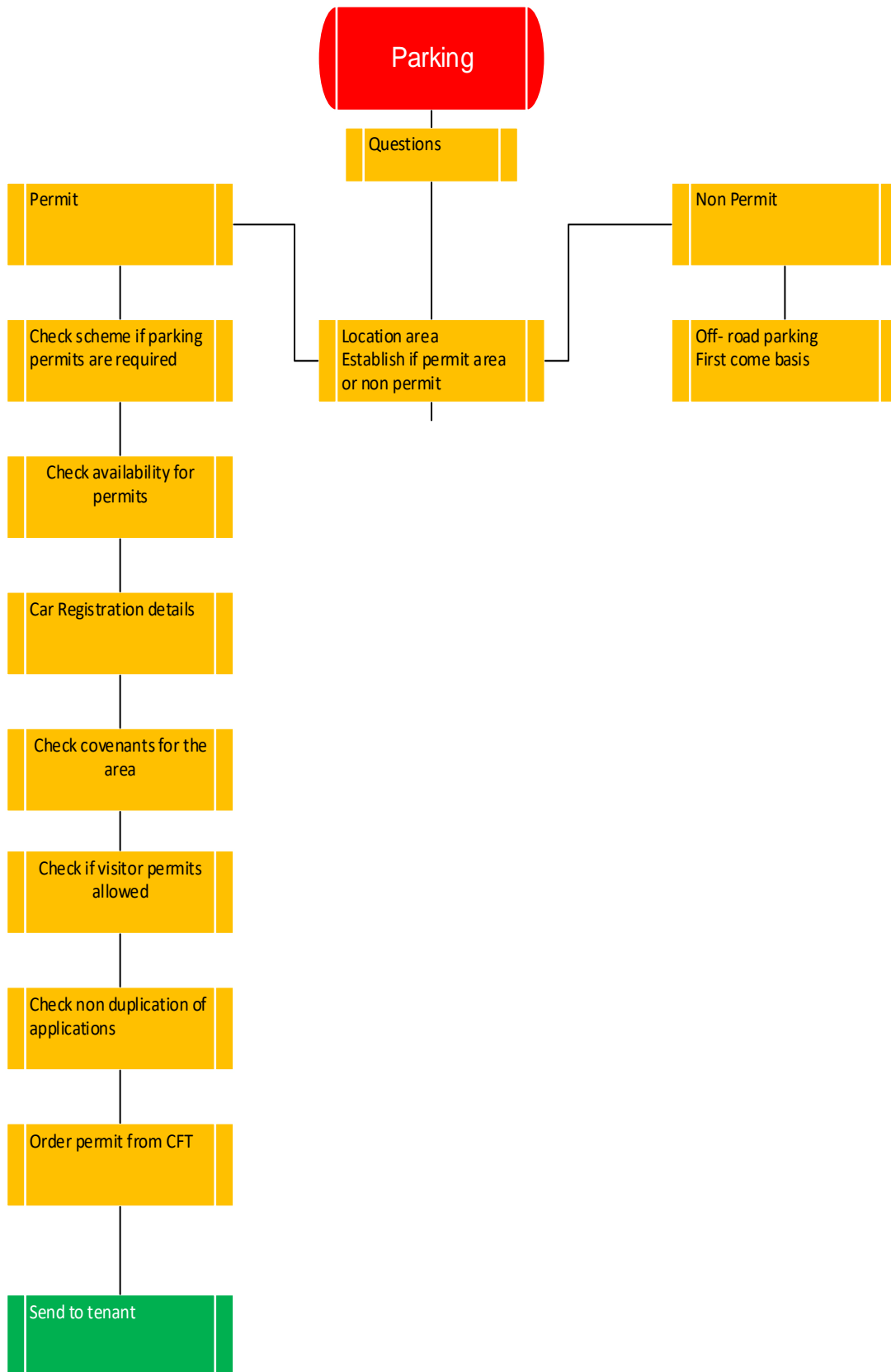
- If you set up your system so it captures images within the boundary of your private domestic property (including your garden), then the data protection laws will not apply to you.
- If your system captures images of people **outside** the boundary of your private domestic property - for example, in neighbours' homes or gardens, shared spaces including communal landings and walkways or on a public footpath or a street - the [General Data Protection Regulation](#) (GDPR) and the [Data Protection Act 2018](#) will apply to you, and you will need to ensure your use of CCTV meets with these laws.

The [ICO data protection guide](#) may be useful so the tenant understand their responsibilities.

8.0 Grounds Maintenance / Estate Inspections

- 8.1. Teign Housing wants all our estates to be clean, tidy, and free from hazards. Community Housing Officers will undertake quarterly inspections to identify work needed to keep our estates to their expected standard.
- 8.2. We use a checklist for Estate Inspections to ensure that our checks are consistent and thorough, and that actions identified at inspections are completed.
- 8.3. A calendar of Estate Inspections is available on Teign Housing's website. Wherever possible this will be honoured, however there will be occasions when unbelievably severe weather, staff absence or emergencies elsewhere mean that inspection dates need to be moved.
- 8.4. Tenants and leaseholders are welcome to attend Estate Inspections, and/or to bring issues to our attention in advance of the inspection that they have identified.
- 8.5. A minimum of two Teign Housing staff will attend each Estate Inspection. This will include the Community Housing Officer or Senior Hub Co-ordinator (or someone with a similar level of knowledge of the area), the Estates Service Supervisor and where possible a representative from Templer HomeBuild. The Estates Service Supervisor will where address issues such as litter and misplaced bins at the inspection.
- 8.6. Following the inspection, the Community Housing Officer or Senior Hub Co-ordinator will inform relevant tenants and leaseholders if any works have been identified and the expected timescales for them to be completed.
- 8.7. When any Teign Housing or Templer HomeBuild staff are on our estates, we expect them to identify and report any issues such as litter, fly tipping or hazards which require attention.
- 8.9. There is a specific Tenant Satisfaction Measure relating to satisfaction with the neighbourhood. The Estates Services Manager also conducts satisfaction surveys relating to the quality of caretaking and grounds maintenance services.

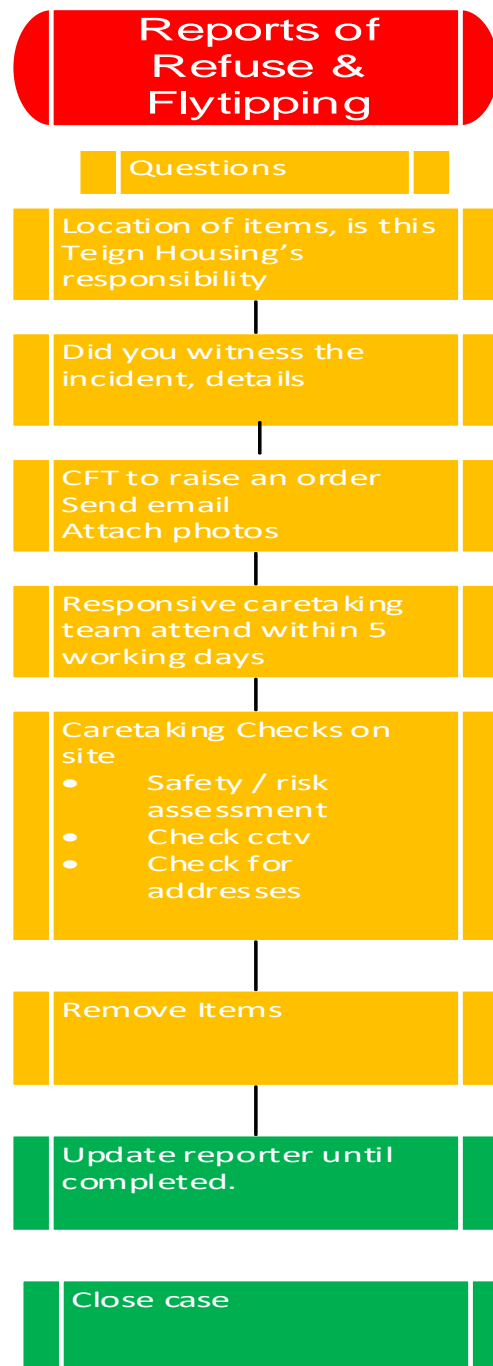
9.0 Parking



10.0 Abandoned Vehicles

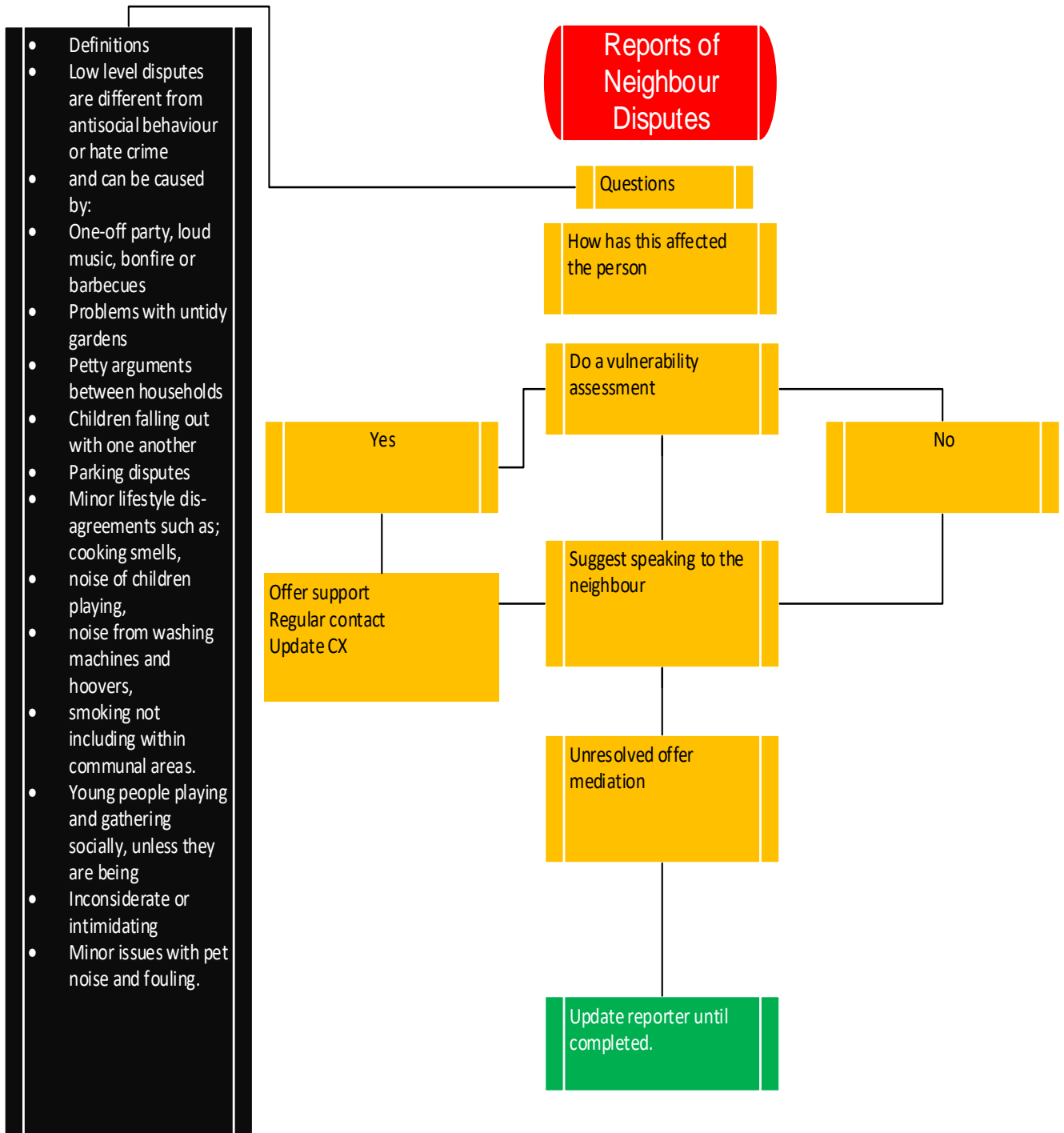


11.0 Refuse and Fly tipping



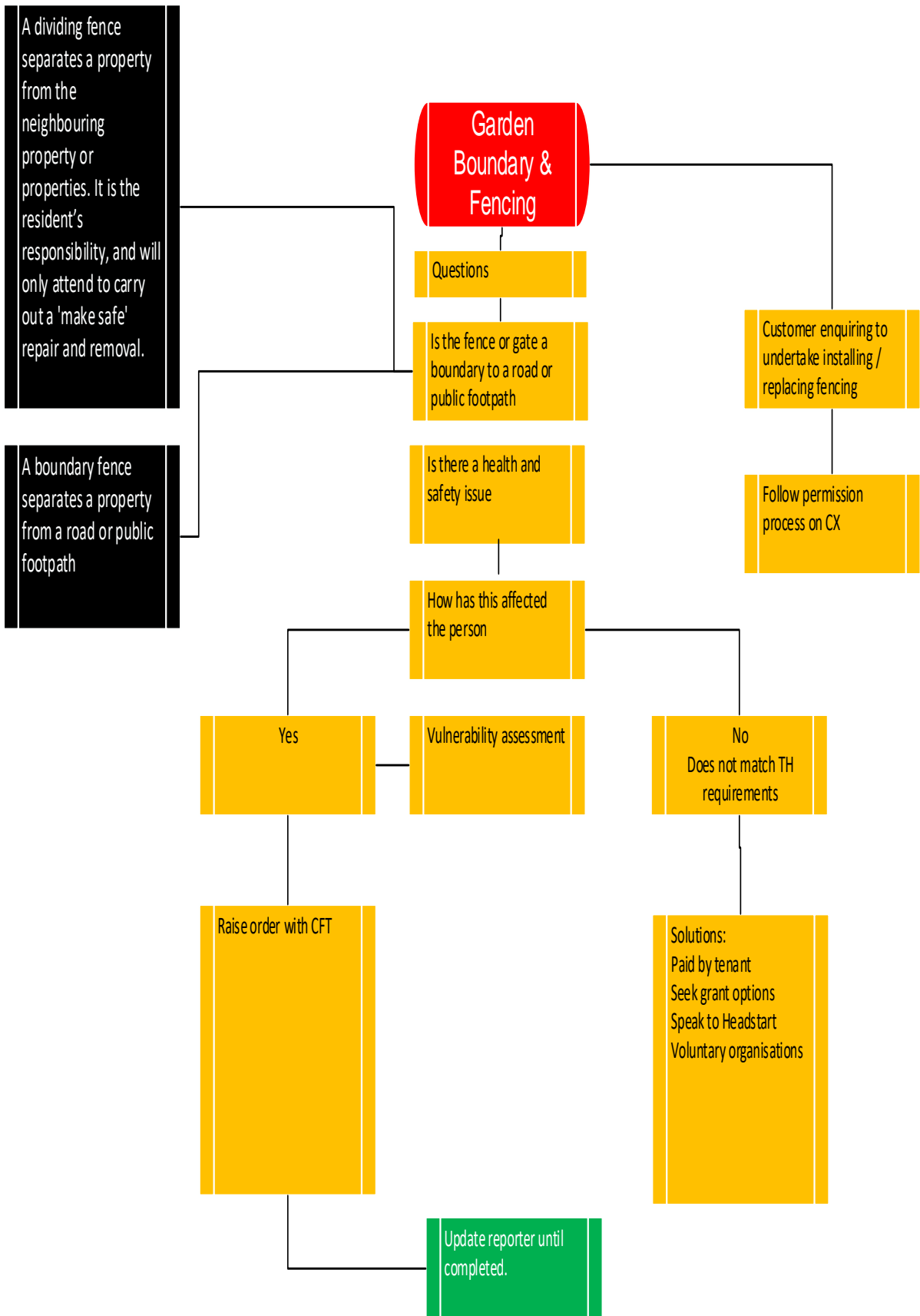
12.0 Neighbour Dispute

12.1 Teign Housing is committed to sustaining communities and empowering individuals to resolve low level disputes with their neighbours themselves.



- Definitions
- Low level disputes are different from antisocial behaviour or hate crime and can be caused by:
 - One-off party, loud music, bonfire or barbecues
 - Problems with untidy gardens
 - Petty arguments between households
 - Children falling out with one another
 - Parking disputes
 - Minor lifestyle disagreements such as; cooking smells, noise of children playing, noise from washing machines and hoovers, smoking not including within communal areas.
 - Young people playing and gathering socially, unless they are being
 - Inconsiderate or intimidating
 - Minor issues with pet noise and fouling.

13.0 Fencing & Party Walls



14.0 Pets

14.1 Teign Housing is a pet-friendly landlord and recognises the benefits that pets can bring to tenants' physical and mental wellbeing. This Procedure sets out how our Pets Policy, which is part of the Estates Management Policy, will be implemented.

14.2 In developing the Pets Policy and Procedure, Teign Housing consulted the Royal Society for the Prevention of Cruelty to Animals and our procedure follows their advice.

14.3 Tenants must ask permission to keep one or more pets. Permission will usually be granted, providing that:

- the accommodation is suitable for the pet(s) proposed.
- the tenant understands that they are responsible for the behaviour of their pet(s).
- the pet(s) is/are well cared for.

14.4 Permission may be withdrawn if a pet is aggressive towards neighbours and/or staff, causes damage within the tenancy or neighbourhood or if the pet's welfare is causing concern.

15.0 Procedures

15.1 Tenants or applicants wishing to keep one or more pets need to complete a form giving details of the number and type of pet(s) they wish to keep.

15.2 Tenants will not be permitted to keep breeds of dog which are banned and/or bred for aggression. Any tenant with an XL Bully must have a valid Certificate of Exemption and abide by statutory restrictions (the dog must be neutered and always be muzzled and on a lead in public). Large dogs should be muzzled and, on the lead, when taken for walks.

15.3 Teign Housing will usually limit permission to two dogs or cats per tenancy. This is following recommendation from the Royal Society for the Prevention of Cruelty to Animals.

15.2 Teign Housing strongly recommends that tenants should ensure that cats and dogs are neutered and microchipped.

- 15.5 All pets must be kept clean and free of fleas, worms, and other risks to pet and human health. Tenants must pick up dog faeces when their pet is outdoors and dispose of the waste appropriately and responsibly.
- 15.6 Tenants must store pet food carefully to avoid attracting insect, mouse, or rat infestation.
- 15.7 If a pet is causing a nuisance to neighbours or staff, this will be a breach of tenancy and permission to keep it will be withdrawn. Nuisance includes but is not limited to noise, smell, infestations, damage to neighbours' possessions and/or gardens and aggressive behaviour.
- 15.8 When permission to keep a pet is withdrawn, the tenant will be given four weeks' notice to rehome the pet.
- 15.9 Any damage caused to a tenancy by a pet is the tenant's responsibility and will be a rechargeable repair.

16.0 Monitoring and Performance Standards:

- 16.1 At Keeping in Touch and other tenancy visits, Community Housing Officers (CHOs) will note any pets kept at a tenancy. If the CHO is aware of problems caused by the tenant's pet(s) they will advise the tenant what action they need to take to comply with their tenancy conditions.