

H1- Estate Management Policy

Title: Estate Management Policy

Date of Issue: June 2019

Approved by: Board

Review Date: November 2021

Next review date: November 2023

Policy Document Reference No.: H1

Purpose:

HAIL recognises that the quality of its housing and surroundings is important to its tenants. Housing quality has a major impact on the physical and mental wellbeing of tenants. HAIL aims to ensure where possible that all estates where we are owners are maintained to the highest standard possible and in compliance with all relevant regulations.

Risk:

To be read in conjunction with the requirements of the Risk Management Strategy and Corporate Risk Register, specifically in accordance with the below risks identified:

- Poor performance in the organisation
- Extensive damage to property
- Non-compliance with relevant laws, regulations or Health & Safety regulation

1. Policy

1.1. To provide good quality homes with affordable rents;

- HAIL will maintain our homes to a high standard by responding to day to day maintenance requests and by planned investment in the properties and into key components
- HAIL will acquire good quality homes in good areas
- HAIL will provide transparent calculations of rents charged to tenants and review on an annual basis
- HAIL will provide transparent calculations of service charges to tenants. HAIL does not pass on the full amount of service charges incurred and charges are

currently capped at €15pw exclusive of utilities where applicable.

1.2. To provide a pleasant environment for tenants to live and to ensure that tenants feelsafe and secure in their homes;

- Meeting our Health and Safety and statutory obligations and meeting minimum standards in rented accommodation
- Where necessary and possible installing CCTV in our estates
- Carrying out property checks by ensuring all of our properties are inspected at least once every year
- Implementing as required the recommendations from Stock Condition Surveys

1.3. To protect our properties and surroundings by managing the environment around our properties;

- HAIL will maintain the common areas and grounds around the estates that we have in our own management. This will entail routine estate checks to ensure that our estates are free from any hazards and more in-depth checks by our Housing and Technical Officers . The HAIL Estate Inspection Form (Appendix 1) will be completed at each check and actions will also be monitored.
- Where HAIL own properties in multi-unit developments not controlled by HAIL we will attempt, through the means available to us, to ensure that the common areas are well maintained and regulatory obligations are in place.
- Where HAIL own properties in a multi-unit development and manage the communal area, bi-annual checks will be complete by our Technical Officer to ensure all regulatory requirements are in place and being managed effectively via the Communal Area Inspection Form (Appendix 2).

1.4. To ensure the neighbourhood is safe, peaceful and a pleasant place to live;

- HAIL will where possible select properties for acquisition in areas that are safe and in a pleasant environment
- HAIL will liaise with other agencies such as Gardai, other housing providers, city and county councils and community organisations.

1.5. To ensure that both the tenant and the landlord are aware of and accept their obligations in relation to Estate Management, through;

- Clear Pre-tenancy information
- Adhering to our policies
- Clear communication with tenants

1.6. To encourage feedback from tenants by;

- Conducting Tenant Satisfaction Surveys and maintaining the Tenant Forum
- Being approachable and continuing to build good relationships with tenants.

- Fostering and maintaining good relationships with our tenants, encouraging feedback
- Enacting our Tenant Engagement Strategy 2022 – 2024.

1.7. To encourage tenants to take pride in common areas by;

- Reporting maintenance issues in common areas controlled by HAIL such as hallways, stairwells and bin storage areas and to refer to their Tenant's Handbook in terms of any clarification on responsibilities
- Providing timely, efficient maintenance for areas controlled by HAIL
- Encouraging initiatives by tenants such as planting, painting etc
- Ensuring that the appropriate service contracts are in situ

1.8. To supporting tenants when Anti-Social Behaviour occurs by;

- Following our Anti-Social and Nuisance Behaviour policy and procedure
- Acting promptly on ASB issues when caused by our tenant as per policy
- Ensuring that our tenants are supported to take part in their community and have a say in the way which they feel it needs to be monitored

1.9. By adhering to fire, health and safety regulations by;

- Ensuring that our lettings standards as per our Maintenance Manual are adhered to
- Ensuring that our cyclical maintenance is completed 100% year on year
- Ensuring that the Fire safety checks as per HAIL's Safety Statement are carried out accordingly and follow up actions swiftly managed.

Appendices:

1. Estate Inspection Form
2. Common Area Inspection Report

Related Documents:

- a. Anti Social and Nuisance Behaviour Policy
- b. Tenancy Agreement
- c. Tenant Engagement Strategy 2022 – 2024.
- d. HAIL's Safety Statement
- e. HAIL's Maintenance Manual
- f. HAIL's Asset Management Strategy
- g. HAIL's Risk Management Strategy