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# Estates policy

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## **1. INTRODUCTION**

This policy sets out One Housing's approach to ensuring its estates are kept clean and in good repair. It also sets out One Housing's approach to car parking management. This policy should be read in conjunction with the [Estate services procedure](#), [Tort procedure](#) and [Hoarding procedure](#).

### **1.1 Definition**

One Housing classifies an estate as: a group of dwellings built together as a single development where shared facilities are maintained by One Housing. Section 7 (Hoarding) of this policy will also apply to those tenants who live in individual properties that are not part of an estate.

## **2. AIMS AND OBJECTIVES**

- To keep estates safe and clean in line with regulatory and statutory requirements.
- To carry out regular estate inspections of all estates and playground equipment.
- To tackle resident hoarding where it affects health and safety or the condition of properties.
- To ensure that all enquiries by our customers for parking are dealt with consistently and fairly.
- To monitor performance against key performance indicators.
- To consider fire safety requirements as part of estate management.

## **3. LEGISLATION AND REGULATION**

One Housing will comply with its duties under the Regulatory Reform (Fire Safety) Order 2005 and the Homes and Communities Agency's Neighbourhood and Home Standards.

Where it is necessary for One Housing to remove tenants' goods in order to prevent fire risks, it will do so in line with the Torts [Interference with Goods Act] 1977.

## **4. ESTATE MANAGEMENT**

Residents can contact the Customer Information Hub, their Housing Officer or Homeownership Advisor, Estate Services Supervisor, or their Estate Caretaker to report an issue. All One Housing staff have a duty to report any problems seen when visiting estates.

Estate inspections, including the inspection of playground equipment, will usually take place monthly on all estates and will be conducted by a Housing Officer, Homeownership Advisor or the Estates Services Officer where applicable, a resident, and a caretaking supervisor where available.

Residents will be notified of estate inspections in good time and encouraged to take part. Residents will be provided with accessible, relevant and timely information about the progress of communal repairs.

## **5. ACTION TO REMOVE BULK ITEMS (TORT NOTICE)**

Bulk items in communal areas are a health and safety hazard and pose a serious fire risk. One Housing has a duty to keep communal areas in a safe condition and to remove any goods to prevent a fire risk.

Residents will be served with a Tort notice in line with the Torts [Interference with Goods] Act 1977 if their goods are removed from a prohibited area.

The Torts Act 1977 also covers the removal and disposal of goods which have been abandoned (usually in empty properties). This means that One Housing can serve a Tort notice to a previous occupant of a now empty property to remove any goods that have been left behind.

## **6. MOBILITY SCOOTERS, WHEELCHAIR AND OTHER MOBILITY AID**

Residents who are owners of mobility scooters, wheelchairs and other mobility aids left in communal areas will need to request special consideration from the Head of Regional Operations via their Neighbourhood / Housing Officer who will ascertain if alternative storage can be identified.

## **7. HOARDING**

Hoarding is defined as the persistent collecting of goods, objects or animals and being unable to discard such possessions when the quantity has become excessive. Hoarding may vary from mild to severe cases. One Housing will intervene in a case where it affects:

- The health and safety of residents
- The health and safety of their neighbours
- The condition of the property.

Each case will be assessed individually taking into account the mental and physical wellbeing of the resident, their support network and external agencies that can assist in resolving the issue.

Enforcement action will be taken if all other reasonable avenues to ensure the issue is resolved have failed.

## **8. PARKING**

One Housing will introduce parking control and enforce this on schemes:

- It owns or otherwise manages where parking restrictions are in place or are required
- Where there is limited or no parking on site
- Where the development is deemed to be 'car-free'.
- Where parking facilities are misused or become a location of nuisance.

### **8.1 Allocation**

One Housing allows one parking bay per household. Priority for available parking for general use will be those that are chronically ill or disabled, followed by all other residents, and lastly non-residents. One Housing may offer a second permit to a household at our discretion. Visitor parking may be provided, subject to availability.

Residents owing money to One Housing or in serious breach of their tenancy will not be given permission to park or be issued with a permit. A permit can also be revoked if a serious breach of tenancy occurs after it has been issued. Discretion to issue a temporary permit up to a maximum of four weeks may be exercised by a manager in accordance with One Housing's [Income collection policy](#).

### **8.2 Blue badge holders and resident support**

Disabled bays will be offered to blue badge holding residents. One Housing will assist households where possible with the parking needs for a supporting member of their household or an approved carer, subject to availability. Permits issued to carers will enable them to share the resident's designated bay or allow access to visitor bays on the development. In exceptional circumstances One Housing may issue a temporary permit and charge market rent.

### **8.3 Garages**

Some tenancies allow for parking within a garage, for which a charge is administered through rent charges, a sub account or service charges. The use of such garages will be stipulated as per a user's tenancy agreement or lease.

### **8.4 Motorcycles**

The parking of motorcycles on One Housing managed schemes is subject to the terms of parking on a particular estate. Where designated motorcycle bays exist, a permit may be purchased and parking regulated as per any other vehicle. Where designated motorcycle bays do not exist, motorcycles may only be permitted at the discretion of One Housing.

### **8.5 Application and Permits**

In parking controlled areas, One Housing will issue residents with a permit and/or licence for parking their vehicle and provide parking management guidelines from the appointed contractor. Applicants must ensure that they ensure that they display their permit at all times, obtaining a valid temporary permit when required.

One Housing will only give consent for roadworthy vehicles to park on its estates. It is the responsibility of the resident or authorised person to prove ownership of the vehicle (includes personal leasing arrangements) as its road-worthiness to the satisfaction of One Housing. Residents will be required to provide details of their vehicle and associated documents to One Housing on application.

The required details to process a parking application are listed in **Appendix A**.

### **8.6 Charges and costs**

Permits for parking bays to all social housing tenants will be charged at £80 per annum. Where visitor parking is available, this will be charged at up to £5 per day. Eligible resident applicants will be required to pay in full for their permit at application stage. Payment by instalment will not be considered. If a permit is lost, damaged

or stolen, a charge may be applicable for a replacement permit. Non residents will be considered for a permit if spaces are available. Charges for non residents will be £150 for a six month period. The permit will not be renewed if spaces are required by One Housing residents.

Discounts will be applied as set out in **Appendix B**.

### **8.7 Citystyle Customers**

These bays are charged at current market rents. Schemes which are occupied exclusively by leaseholders are not subject to parking control unless residents vote by simple majority in favour for this to be introduced. Residents who remain opposed to parking control can still have the right to opt out. If a Citystyle customer lives in a block on a mixed-tenure estate with shared parking and parking control has been introduced there is scope for leaseholders to opt in for patrols. An agreement must be signed, and the annual charge paid in advance.

### **8.8 Violations and Penalties**

In compliance with the Private Security Industry Act 2001, One Housing will only use parking enforcement contractors that are Security Industry Authority approved and licenced. Where a penalty has been enforced on a vehicle, the charge must be paid directly to the parking contractor. If a permit holder feels wrongly penalised by the parking enforcement they may make an appeal to the contractor.

### **8.9 Abandoned vehicles**

Abandoned vehicles will be removed in line with legislation.

### **8.10 Responsibilities:**

All residents and authorised persons must adhere to the following:

- To park in parking bays where provided and not on estate access roads
- Where individual parking bays have been allocated, to only park in the one designated to them
- Ensure visitors do not park in other tenant's designated parking spaces
- Not to leave or allow visitors to leave untaxed, Statutory Off Road Notification, non-roadworthy or abandoned vehicles on One Housing land as these will be removed and the costs recharged to the resident
- Not to allow friends to park in designated parking bays/ communal areas without prior consent
- Not to carry out major repairs to vehicles on association land, except basic maintenance. Minor repairs must be complete within 12 hours
- Not to bring commercial lorries, trailers or caravans onto the estate.
- Not to cause nuisance to neighbours with vehicle usage e.g. horns, lights, excessive speed.

One Housing will ensure:

- That any changes to the process of managing controlled parking is publicised to residents
- That maintenance of parking areas is carried out as per One Housing's Repairs and Maintenance Policy.
- That any vehicles found to be a health and safety risk will be immediately acted upon
- Customers receive adequate support and care when seek assistance for their parking needs.

One Housing is not responsible for vehicles parked within the parking area or liable for any damage, theft or vandalism to vehicles.

## **9. MONITORING & EVALUATION**

Estate inspections will be graded, recorded and monitored as part of One Housing's key performance indicators.

## **10. LEGISLATIVE / STATUTORY BACKGROUND**

- Torts [Interference with Goods Act] 1977
- Regulatory Reform (Fire Safety) Order 2005
- Refusal and Disposal (Amenity) Act 1978
- Removal and Disposal of Vehicle Regulations 1986
- Crime and Disorder Act 1998
- The Management of Health and Safety at Work Regulations 1992
- Environmental Protection Act 1990

- European Standards for Playground Equipment and Surfacing 1999
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- Occupiers' Liability Act 1957

The above documents are available on a website delivered by the National Archives:

[www.legislation.gov.uk](http://www.legislation.gov.uk)

## **11. EQUALITY AND DIVERSITY**

One Housing will ensure that all residents have an equal opportunity to get involved in estate inspections.

One Housing recognises the needs of a diverse population and always acts within the scope of its own **Equality and diversity policy**, the Human Rights Act 1998, The Disability Discrimination Act, and Race Relations Act. One Housing works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles.

## **12. CONFIDENTIALITY**

Under the Data Protection Act 1998 and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- Anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or committee member
- Sensitive organisational information

Officers will ensure that they only involve other agencies and share information with the consent of the resident concerned, unless:

- One Housing is required to by law
- The information is necessary for the protection of children

## **13. HEALTH AND SAFETY**

Officers will follow One Housing's **Health and safety policy** at all times

## Appendix A – Required documents to process a parking application

If an application is made for a mobility vehicle not registered at the resident's address, proof may be required and permits will be administered at the discretion of OH.

Required documents for a permit are:

- V5 (log book)
- Valid insurance
- Driving Licence
- Current MOT
- Blue Badge (where applicable)
- Mobility/Motability registration/confirmation (where applicable)

All vehicle documents should be registered to the OH property where the tenancy /lease is held.

If residents with a disability wish to apply for a permit for an unpaid carer, they will need to provide proof that care is required (Blue Badge, mobility/motability registration, or doctor certification) and vehicle registration details for the carer. Permits will be administered at the discretion of OH.

## Appendix B - Discounts

Discounts will be applied at the following rates:

<b>Residents who are disabled Blue Badge holders:</b>	Free An additional free permit may be granted to residents with a disability for use by an unpaid carer.
<b>Electric cars:</b>	20% discount