

LISTER HOUSING CO-OPERATIVE LTD

ESTATE MANAGEMENT POLICY

1. The Co-operative has agreed this policy on estate management so as to define clearly what individual policies are covered by this general term.
2. Estate management is taken by Lister to **not** include the topics below:
 - a. Allocations, transfers and exchanges
 - b. Tenancy agreements and tenancy matters (apart from neighbour/nuisance)
 - c. Rents, service charges, housing benefit issues and arrears.
3. The table below shows the topics deemed by Lister to be estate management issues. The Co-operative has drafted separate policies already on these, as set out below in the table.

Item	Topic area	Policy available already?
1.	Repairs & maintenance	yes
2.	Stock condition / maintenance programmes	yes
3.	Void property management	yes
4.	Back green / gardens / dogs / football	yes
5.	Barbecues and parties in the back greens	yes
6.	Neighbour disputes / nuisance / complaints	yes
7.	Tenant improvements / alterations	yes
8.	Satellite dishes / cable TV	yes

4. The Co-operative aims to have a high standard of estate management, both to provide a good service and amenity to tenants, and to maintain the stock and the environment in good condition. Obviously certain problems are solved more easily than others, and Lister's approach is to involve tenants in the positive management of their flat and its environment.
5. The condition of the back greens and stairs shall be checked regularly by a mix of random inspections, walk-arounds plus reports from the gardener and from individual tenants. There are also scheduled inspections of all the main external and common areas, including the play equipment and surfacing. This is to check the safety of areas and take action upon any other items noticed or causes for concern.
6. Lister tenants shall be involved as much as possible in caring for the environment in which they live, and the Co-operative shall foster an approach of getting tenants to look after their community and locality.
7. Complaints shall be recorded in a systematic way and investigated by staff where there is sufficient information. Statistics from the complaints register shall be presented to Committee regularly together with a report outlining the general nature of complaints over the past period analysed.
8. This policy, and the individual policies, shall be reviewed regularly.

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