



Estate Management Policy

1. Introduction

The purpose of this policy is to establish the principles and procedures for the management, maintenance, and improvement of estates and communal areas within properties owned and managed by Rugby Borough Council.

The policy aims to ensure that estates are safe, well-maintained, and provide a good quality of life for our tenants. The policy outlines the approach to managing both the physical and social aspects of the estates, including estate cleanliness, repairs, health and safety, and tenant engagement.

2. Scope

2.1 This policy applies to all residential estates and communal areas owned, managed, or maintained by Rugby Borough Council. It covers:

- **Estate and communal area maintenance:** Cleaning, grounds maintenance, repairs, and improvements.
- **Health and safety:** Ensuring estates meet health and safety requirements, including fire safety, security, and environmental health.
- **Tenant engagement:** Encouraging and supporting tenant involvement in managing and improving estates.
- **Tenancy management:** Ensuring that estates are well-managed in terms of tenant behaviour, tenancy enforcement, and addressing anti-social behaviour.
- **Sustainability:** Promoting sustainable living and environmentally friendly practices on estates.

2.2 Compliance with this policy is mandatory for all RBC employees.

3. Relevant Legislation and Regulation

3.1 RBC is committed to ensuring compliance with all relevant legislation, guidance, and best practices, including:

- The Housing Act 1985 (including tenant obligations and landlord responsibilities)
- The Housing Act 1996
- The Housing Health and Safety Rating System (HHSRS)
- The Landlord and Tenant Act 1985 (relating to repairs and maintenance)

- The Equality Act 2010 (ensuring services are accessible to all tenants)
- The Regulatory Reform (Fire Safety) Order 2005
- The Environmental Protection Act 1990 (relating to waste management)
- The Health and Safety at Work Act 1974

4. Responsibilities

- 4.1 The Housing Services Team are responsible for;
- Estate management.
 - Estate inspections
 - Tenancy enforcement
 - Tenant engagement.
- 4.2 Repairs & Maintenance Teams are responsible for;
- Ensuring a timely response to repairs in communal and external areas.
- 4.3 The Grounds Maintenance Team are responsible for;
- Gardening and management of trees in communal areas
- 4.4 The Assets Team are responsible for;
- Cleaning of communal areas
- 4.5 Tenants are responsible for;
- Fulfilling tenancy obligations, reporting issues promptly, and contributing positively to their community.
 - Disposing of waste correctly.

5. Principles

- 5.1 The principles that underpin our approach to estate management are:
- **Tenant-Centred Approach:** We will prioritise the needs and concerns of tenants, ensuring that their living environments are safe, well-maintained, and conducive to a good quality of life.
 - **Tenant Engagement:** Active involvement of tenants in decision-making and estate management is essential. We will seek to build strong, cooperative relationships with tenants and promote tenant-led initiatives.
 - **Safety and Security:** Estates will be maintained to ensure the safety and security of tenants, with regular checks on communal areas, fire safety, and anti-social behaviour.
 - **Sustainability and Environmental Responsibility:** We will promote environmentally sustainable practices across our estates, including energy efficiency, waste reduction, and sustainable landscaping.
 - **Effective Communication:** Clear, transparent communication between RBC and our tenants is essential to ensuring that the estate is well-managed, and tenants' needs are met.
 - **Value for Money:** We will deliver estate management services that are cost-effective, ensuring that resources are used efficiently to maintain high

standards while managing public funds responsibly.

6. Policy Statement

- 6.1 We will ensure that all estates are well-maintained through a combination of planned and responsive maintenance services.
- 6.2 Communal areas, including corridors, stairwells, lifts, and external spaces, will be cleaned regularly to ensure a high standard of hygiene and appearance. The frequency of cleaning will be based on the level of use and the type of estate.
- 6.3 Regular maintenance of green spaces, gardens, and communal landscaping will be carried out, including lawn mowing, planting, and seasonal maintenance. RBC will also address any issues related to overgrown vegetation or damaged communal areas.
- 6.4 Routine and responsive repairs to communal areas and external parts of the estate will be completed in accordance with the Repairs and Maintenance Policy. This includes repairs to communal lighting, gates, fences, and shared facilities.
- 6.5 We will provide adequate waste disposal facilities, ensuring that bins are regularly emptied, and that waste is managed effectively to prevent littering and environmental issues.
- 6.6 We will ensure that our estates comply with all relevant health and safety regulations.
- 6.7 We will carry out regular fire safety checks and risk assessments in line with fire safety legislation. Fire alarms, extinguishers, emergency exits, and fire signage will be maintained, and tenants will be informed of fire safety procedures.
- 6.8 We will regularly assess our estates for security risks. Measures such as lighting, CCTV (where appropriate), secure entry systems, and fencing will be installed and maintained to ensure the safety of tenants and visitors.
- 6.9 We will ensure that communal areas meet environmental health standards, including maintaining sanitary conditions and managing pest control.
- 6.10 We will take a proactive and partnership-based approach to managing anti-social behaviour on estates. This will include the use of tenancy agreements and enforcement procedures where necessary, alongside close collaboration with key partners such as the police, community safety teams, support services, and voluntary organisations. By working together, we will ensure that ASB is addressed effectively, balancing enforcement with support. Tenants involved in ASB will be offered guidance and access to appropriate support services to help address the underlying issues and promote positive behaviour.
- 6.11 We will encourage tenants to participate in the management of their estates through consultations, focus groups, and tenants' associations. Feedback from

tenants will be used to inform decision-making and improve estate services.

- 6.12 We will carry out regular estate inspections to assess the condition of communal areas, identify maintenance needs, and address any concerns raised by tenants. Tenants will be encouraged to participate in these inspections.
- 6.13 We will monitor tenant satisfaction with estate management services and respond promptly to complaints or suggestions for improvement.
- 6.14 We will take steps to improve the energy efficiency of communal areas, such as upgrading lighting to energy-efficient LED bulbs, improving insulation, and promoting energy-saving habits among tenants.
- 6.15 Estates will be encouraged to implement recycling and waste reduction initiatives, including providing tenants with recycling bins and encouraging responsible waste disposal.
- 6.16 Estate gardens and green spaces will be managed in an environmentally sustainable way, using drought-resistant plants, reducing the use of pesticides, and promoting biodiversity.
- 6.17 We will actively engage tenants in decisions that affect their estates, including:
- Regular Consultations: We will regularly consult with tenants regarding estate management services, repairs, and planned improvements.
 - Tenant Forums: We will support tenant forums or associations to encourage participation in estate management and decision-making.
 - Feedback Mechanisms: Tenants will be provided with clear ways to provide feedback on estate management services, such as surveys and meetings.
- 6.18 Clear and effective communication is essential for the successful management of estates. We will use a variety of methods to communicate with tenants, including:
- Newsletters: Regular newsletters will be issued to update tenants on estate developments, planned works, and local issues.
 - Noticeboards: Information will be displayed on noticeboards in communal areas to keep tenants informed about local matters, estate activities, and upcoming events.
- 6.19 We will regularly monitor the performance of estate management services to ensure that they meet the required standards through:
- Estate Inspections: Routine estate inspections will be carried out to ensure the cleanliness and safety of communal areas.
 - Customer Satisfaction: Tenant satisfaction surveys (including Tenant Satisfaction measures) will be conducted to assess the quality of estate management services and identify areas for improvement.
 - Key Performance Indicators (KPI's): Performance will be measured against KPI's such as repair times, response to ASB, planned estate inspections completed and tenant engagement, amongst others.

- 6.20 We will use feedback from tenants, inspections, and performance reviews to continuously improve estate management services, including:
- Periodic reviews of estate management services to ensure that they are effective, efficient, and responsive to tenant needs.
 - Training and Development: Staff will receive ongoing training to ensure that they are equipped to manage estates effectively and respond to emerging challenges.
- 6.21 We will share data with other agencies in line with the appropriate Data Protection legislation to enable the safety and wellbeing of our tenants.

7. Monitoring and review

- 7.1 This policy will be reviewed on a three yearly cycle, unless there is a business need, change in legislation or regulation which prompts an earlier review.
- 7.2 We will publish this document on our website and our intranet to ensure visibility and access for staff and tenants.
- 7.3 We will provide training to staff who have responsibility for implementing the policy to ensure that it is understood.
- 7.4 As this is a tenant facing policy, we will review the effectiveness of the policy with our involved tenants one year from the implementation of the policy.

8. Related documents

- 8.1 Health and Safety Policy
- 8.2 RBC Tenancy Agreements
- 8.3 Repairs and Maintenance Policy
- 8.4 Fire Safety Policy
- 8.5 Anti-Social Behaviour Policy

9. Governance

Effective from	1 October 2025	Expires	30 September 2028
Policy Owner	Housing Services Manager		
Policy Author	Communities and Projects Manager		
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Approved by	Chief Officer – Communities and Homes		
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