



# **ESTATE MANAGEMENT POLICY**

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# 1. Introduction

- 1.1** Eastlight Community Homes (hereafter ‘Eastlight’) is committed to maintaining its communities and estates in ways that meet the diverse needs of residents.
- 1.2** This Estate Management Policy aims to create thriving neighbourhoods where residents can feel safe and content at home and enjoy their surroundings.
- 1.3** Where the provision of services falls outside our responsibility, we will work collaboratively with residents, other landlords and relevant organisations to ensure all shared spaces are well maintained and promote community cohesion and wellbeing.
- 1.4** This Policy has also been designed to ensure that we meet our legal and statutory requirements under UK legislative and regulatory obligations.

# 2. Scope

- 2.1** The Estate Management Policy applies to all Eastlight employees, residents, consultants, Board Members, volunteers, representatives of Eastlight, and contractors (third parties) engaged to carry out Eastlight’s duties and manage data on our behalf and by our instructions.
- 2.2** This Policy applies to the estates of homes we own and manage.

# 3. Statutory & Regulatory Requirements

- 3.1** This Policy is designed to ensure Eastlight meets its obligations under the following statutory and regulatory requirements:
  - Anti-Social Behaviour Crime & Policing Act 2014
  - Health & Safety at Work Act 1974
  - Occupiers Liability Act 1984
  - Torts (Interference with Goods) Act 1977
  - The Regulatory Reform (Fire Safety) Order 2005
  - The Building Safety Act 2022
  - Neighbourhood & Community Standard – Consumer Standards 2024.

## 4. Think Customer

- 4.1** At Eastlight, we exist to provide the best possible homes and services for our residents.
- 4.2** Our ‘Think Customer’ approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.
- 4.3** ‘Think Customer’ ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people are required to think about:
- The short and long-term effects of their actions
  - The residents’ individual needs and preferences
  - Whether their communication is clear, respectful and appropriate
  - If they can draw on any past insights or experiences to help them when making tough decisions
  - Whether they, themselves, would be happy with the service being provided.
- 4.4** The ‘Think Customer’ model is designed to complement and work alongside all Eastlight policies and procedures, including this Estate Management Policy.

## 5. Our Roles & Responsibilities

- 5.1** We will consult with residents on what matters to them and use feedback to shape our services and improve their communal areas.
- 5.2** We will empower residents to drive local change which creates estates that inspire pride.
- 5.3** We will ensure great service by holding our contractors to account. Alongside residents, we will monitor and manage their performance to ensure a consistent approach and improve resident satisfaction. If the contractor does not meet the requirements, we will enforce clauses in the contract to improve their performance. In extreme cases, the contract may be terminated.
- 5.4** We will regularly inspect our estates and communal areas to ensure resident safety.
- 5.5** We will work with other organisations and managing agents where we are not solely responsible for the upkeep of certain estates.

## 6. Our Estates

- 6.1** We will upkeep the appearance, maintenance, cleanliness and safety of our estates to ensure resident satisfaction, reduce the likelihood of anti-social behaviour and promote good community cohesion.
- 6.2** Where we are not solely responsible for estate management, we will:
- Work with third parties to ensure these estates maintain our high standards, which are set and agreed by Eastlight residents
  - Work with other organisations to manage our shared spaces and resolve anti-social behaviour effectively. This includes, but is not limited to, reducing fly tipping, repairing defective lighting and removing offensive graffiti
  - Advocate for residents to resolve issues, such as refuse collections and illegal parking, by working collaboratively with other organisations to create solutions together.
- 6.3** We will appropriately recover costs for services delivered in line with Eastlight's Service Charge and Recharge policies.
- 6.4** Any criminal activity will be reported to the police immediately, and the situation will be dealt with in line with our Anti-Social Behaviour & Hate Crime Policy.

## 7. Our Communal Areas

- 7.1** As a minimum Eastlight will inspect blocks and communal areas on a quarterly basis, to ensure our estates are in good condition and appropriate health and safety checks are completed. Where buildings are at high risk or have recurring issues, the frequency will be increased to monthly or weekly, as appropriate.
- 7.2** Eastlight is dedicated to maintaining communal areas that are safe, secure and free from fire hazards and other health and safety risks. Because of this, communal areas must be kept entirely free from personal belongings at all times for everyone's safety. We will act under the law of TORT and remove without notice, if necessary.
- 7.3** Where a need for improvement in a communal area has been identified by residents and/or other stakeholders, we will consider this as an 'Environmental Improvement'. In such cases, local residents will be consulted to create a collaborative, resident-led solution that addresses the required improvement.
- 7.4** We will identify communal areas in need of such investment by:

- Using inspection data to prioritise spaces most in need of improvement
- Developing comprehensive specifications to define and implement necessary upgrades
- Engaging with local residents to ensure planned works align with community needs.

## 8. Resident Involvement

- 8.1** We will seek feedback from residents to gain invaluable insight into what services do/do not work for them. This includes whether the service being provided maintains or raises standards and provides good value for money.
- 8.2** Through a range of methods, we will empower residents to:
- Monitor and feedback on the quality and frequency of contractor services
  - Raise concerns/improvements on services provided, like cleaning or gardening
  - Share their views on the introduction and frequency of any new work contracts and specifications.

## 9. Equality Impact Assessment

- 9.1** An Equality Impact Assessment (EIA) for this Policy was conducted. As a result, actions have been put in place to mitigate any negative impacts.

# APPENDIX 1 – OUR GUIDE TO ESTATE MANAGEMENT

	EASTLIGHT RESPONSIBILITIES	RESIDENT RESPONSIBILITIES
<b>Communal cleaning</b>	<ul style="list-style-type: none"> <li>● Thorough sweep and mop of the entrance and porch areas every two weeks, as a minimum</li> <li>● Sanitise light fittings, window ledges, handrails and balustrades</li> <li>● Carpets vacuumed</li> <li>● Display specifications and frequencies</li> <li>● Communal litter bins where needed</li> <li>● Communal area gutter cleans</li> </ul>	<ul style="list-style-type: none"> <li>● Clear litter in between cleans</li> <li>● Feedback on quality and frequency of service</li> <li>● Raise concerns/improvements on services provided</li> </ul>
<b>Grounds maintenance</b>	<ul style="list-style-type: none"> <li>● Sixteen communal grass cuts</li> <li>● Weeding and hard surface maintenance</li> <li>● Hedge and shrub maintenance</li> <li>● Removal of litter (prior to maintenance)</li> <li>● Display specifications and frequencies</li> </ul>	<ul style="list-style-type: none"> <li>● Clear litter in between maintenance visits</li> <li>● Maintain private front and back gardens</li> <li>● Feedback on quality and frequency of service</li> </ul>
<b>Trees</b>	<ul style="list-style-type: none"> <li>● Three-yearly inspections</li> <li>● General tree maintenance</li> <li>● Only to remove dead, dangerous or diseased trees</li> </ul>	<ul style="list-style-type: none"> <li>● Maintain trees in private front and back gardens</li> <li>● Trim back overhanging trees</li> </ul>
<b>Green spaces</b>	<ul style="list-style-type: none"> <li>● Enhance biodiversity on new-build estates</li> <li>● Develop rewilding spaces on existing estates</li> </ul>	<ul style="list-style-type: none"> <li>● Support rewilding initiatives</li> <li>● Maintain cleanliness of the area</li> </ul>
<b>Parking</b>	<ul style="list-style-type: none"> <li>● Clearly mark out parking spaces</li> <li>● Consult on allocated communal parking</li> </ul>	<ul style="list-style-type: none"> <li>● No parking on green wards</li> <li>● No unroadworthy vehicles</li> </ul>
<b>Playgrounds and play equipment</b>	<ul style="list-style-type: none"> <li>● Ensure grounds and equipment are safe to use and fit for purpose for all to enjoy</li> <li>● Monthly inspections</li> <li>● Annual safety inspection by independent specialist and rectify any faults</li> </ul>	<ul style="list-style-type: none"> <li>● Report any faults or repairs</li> <li>● Maintain cleanliness of the area</li> </ul>

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## Waste management

- Monitor fly-tip hot spots
  - Recharge for removal of fly-tips.
  - Use bin storage facilities correctly
  - Keep green waste bins for personal use
  - Keep bins in safe and secure areas.
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