



Item B4

Key Housing

Estate Management Policy

First approved: September 2025

KEY HOUSING ASSOCIATION

ESTATE MANAGEMENT POLICY

Overall Policy Statement

Estate Management is a general term used to describe the overseeing, maintenance and improvement of properties and environment. The purpose of this policy is to effectively manage Key Housing Associations property and the environment around our property, including any communal areas. Key Housing Association want to make sure that our neighbourhoods and estates are safe, maintained to the highest possible standard and be areas that tenants can take pride in. The Association aims to provide an efficient and effective Estate Management service which is both proactive and responsive. To achieve this, the Association will undertake various maintenance activities, inspection actions and consultation with tenants to enhance the appearance of our neighbourhoods and ensure the safety of our tenants.

Estate Management covers a wide range of areas, which this policy will go into more detail on:

- Cyclical and Planned Maintenance
- Garden Management
- Communal Close Management
- Security
- Neighbourhood Issues
- Waste Management
- External Installations and Alterations
- Car Parking

Estate Management is linked to, but separate from, Anti-Social Behaviour Management. Key Housing Association have an Anti-Social Behaviour Policy which sets out how we respond to and deal with Anti-Social Behaviour in our neighbourhoods. In some cases Estate Management issues could escalate and warrant investigation under our Anti-Social Behaviour guidelines and procedures.

Background

Tenants of Key Housing Association will have a Scottish Secure Tenancy Agreement (SST) or Short Scottish Secure Tenancy Agreement (SSST) which is a legal agreement between the association and the tenant and details the rights of the tenant and the associations duties as a landlord. The Association has legal and statutory responsibilities for the delivery of Estate Management Services, detailed within the Tenancy Agreement.

The Association, in preparing this policy and the related procedures has considered and sought compliance with the following: Scottish Social Housing Charter, as defined by The Scottish Housing Regulator – the regulatory body for housing associations.

Legal framework:

- The Housing (Scotland) Act 2001
- Human Rights Act 1998
- Environmental Protection Act 1990
- The Dog Fouling (Scotland) Act 2003
- Scottish Housing Quality Standard (SHQS)

At Key Housing we are committed to:

- Providing good quality housing
- Delivering a high standard of housing service
- Engaging with our tenants on all aspects of their housing service
- Offering a range of personalised housing solutions
- Offering expertise in adapting your home to suit your needs
- Working closely with organisations which support our tenants, particularly Key and Community Lifestyles.

Aims

The Key aims of this policy are:

- To ensure all stakeholders are aware of the responsibility of the landlord and the tenant in relation to Estate Management and provide advice and guidance on Estate Management matters.
- To provide a comprehensive, proactive and responsive Estate Management service to our tenants.

- To ensure our property and the surrounding areas are well maintained, clean and attractive environments.
- To have a robust Asset Management Strategy to ensure the long-term maintenance of our property.
- To provide our tenants with excellent value for money in relation to Estate Management.
- To support our tenants who are experiencing issues within their neighbourhoods.
- To ensure our tenants feel safe and secure in their neighbourhoods.
- To ensure appropriate risk assessment and inspections are carried out on our properties, communal areas and areas surrounding our properties on a regular basis and documented appropriately.
- As far as resources allow, to work co-operatively with relevant external agencies and where possible develop a partnership approach to Estate Management.
- To ensure compliance with the Scottish Housing Quality Standard (SHQS), Energy Efficiency in Social Housing (EESH) and any subsequent Government regulatory requirements.

Scottish Housing Quality Standard (SHQS)

The Scottish Housing Quality Standard (SHQS) outlines requirements for social landlords to ensure properties are safe, energy efficient, and in good condition. Estate management, as part of the SHQS, involves the overall upkeep and maintenance of properties and their surroundings, including communal areas. This encompasses aspects like cleaning, repairs, grounds maintenance and safety.

Key aspects of SHQS related to estate management:

- Free from serious disrepair: Properties should not have significant defects like structural problems, dampness, or issues with essential elements like walls, floors, or foundations.
- Energy efficiency: Meeting the Energy Efficiency Standard for Social Housing (EESH) is a key part of SHQS, focusing on heating systems, insulation, and ventilation.
- Clean and well-maintained: Communal areas, including stairwells and gardens, should be kept clean and in good condition.
- Safe and secure: Properties should be free from hazards and provide a safe environment for tenants.

Procurement

Key Housing Association ensures procurement services are carried out in a manner that complies with current legislation and best practice. Procurement is the process of locating and agreeing to terms and purchasing goods, services, or other works from an external contractor. The Associations Garden maintenance and stair cleaning contract is a cyclical maintenance contract and is awarded following a full tendering process through Public Contract Scotland.

Contractors will submit tenders for specific areas of Key, and these will be scored against quality and value for money. The winning contractors would be appointed for a minimum of three years with an option to extend on a yearly basis for the following two years. The current maximum the contract would be in place is five years. The Association would then restart the procurement process again to ensure continual quality and value for money.

Inspections and Service Standards

Our housing and maintenance teams will carry out estate management inspections to manage and monitor the condition of our developments. This will include;

- Common Close Inspections
- Service Visits
- Estate Management Inspections
- Regular routine visits, including inspections of common areas, stairways, external pathways, gardens and amenity areas
- Monitoring of the Associations common landscaped areas
- Monitoring of the close cleaning contract
- Effective management of any 'problem' areas that have been identified by tenants or staff
- Organising meetings with tenants to deal with and resolve any ongoing issues
- Record and monitor responses to complaints

The maintenance team within Key Housing Association carry out regular inspections of closes and communal areas during routine visits. At a minimum of once per year, the maintenance officer will formally record this 'common close inspection' (Appendix 1) which covers the following areas.

- Property Description and Build Date
- Stairwell and Landings

- Flat Entrance Doors
- Landing Fire Doors
- Common area access Hatches
- Landing and Stairs Free of obstructions
- Floor and Stair Tread Coverings
- Common Close Lighting
- Common area ducts
- Common Area Cupboards
- Common Area Handrails
- Common Area Windows
- Common External Doors
- Door Entry System
- Repairs and Actions

The maintenance team also carry out service visits, which at a minimum are 4 yearly. These service visits cover all aspects within a tenant's home and their surrounding development (Appendix 2), which is summarised below. The maintenance officers work alongside the housing officer to deal with any individual tenant issues that may arise.

- External walls
- Roofs
- Windows, including pointing and fittings
- External doors, including décor and fittings
- Gutters and down pipes
- External décor
- Common interior décor
- Common floor finishes
- Door Entry System
- Slabbing
- Tarmac
- Lighting to common areas
- External lighting
- Signage if any
- Manholes
- Fencing, garden walling and gates
- Kitchens
- Distribution Boards
- Bathrooms
- Heating system, including radiators
- Asbestos if any
- Mould and Dampness

- Soft landscaping
- Useful Property Information
- Repairs Issued

The housing team carry out regular Estate Management Inspections (Appendix 3), which is summarised below. These inspections are planned, it is expected that each area is visited once per year, with areas not been formally inspected recently or problem areas identified as priority. Any repairs and common area issues are passed to the maintenance team for further investigation and any issues relating to individual tenancies or tenants are addressed with the housing officer.

- Outside of building- roof/overflow/gutters
- Front & back door- including door entry system
- Close interior- including floors/windows
- Back court- bins/grass/paths/fencing
- Individual gardens
- Grit bins
- Landlord supply meter readings

Planned Replacement and Cyclical Maintenance

Planned and Cyclical Maintenance involves the formulation and delivery of a programme of maintenance over the life of our housing stock. This programme of works is intended to secure and prolong the useful life of our properties whilst at the same time meeting the needs and aspirations of the people who live in them. More information regarding the Associations Planned Replacement Programme can be found within our Repairs and Maintenance Policy. Regarding planned replacement for estate management matters, the following timescales apply.

- Roofs- 60 years
- Windows- 25 years

Regarding cyclical maintenance, the following applies.

- External redecoration- 5 years
- Internal redecoration and flooring- no programme timeframe and identified on the back of service visit/close inspections. If the close was less than satisfactory condition would be included in the internal redecoration programme for that financial year.

- Fencing and guttering- not part of the cyclical maintenance programme. Inspected as part of service visits/close inspections and responded to on the back of tenant concern and complaint.

All of these are approximate timescales, and other factors are taken into consideration during routine inspections such as general wear and tear, frequency of repairs, energy efficiency and overall effectiveness.

Communal Close Management

Key Housing Association recognises the importance of maintaining its communal closes and stairs. It is the responsibility of all tenants to ensure they are keeping their communal closes tidy, removing any rubbish and ensuring spillages are cleaned.

The Association will provide a stair cleaning service in some areas through an external contractor. Tenants will be charged a stair cleaning service charge monthly to cover this which will be reviewed yearly during our rent setting process. The Association will seek to ensure that stair cleaning services are planned, effectively budgeted for, and managed to a high standard. The monitoring of this contract is the responsibility of the Tenancy Services Team Manager.

The minimum visit requirements of any stair cleaning contractor are attendance to agreed sites to carry out the following (general) specification:

- Brush and mop all stairs and landings or vacuum all carpeted areas.
- Clean any treads and risers.
- Dust and clean any light switches, skirting, dado rails and window ledges.
- Dust and clean banister rails.
- Damp wipe any wall tiles.
- Dust front and rear doors (cleaning of any glass panels is not included).
- Clean and polish any door brasses on entrance door.

The frequency of stair cleaning visits is agreed on the basis of costing agreed with the tenants for each area. Most areas have a frequency of bi-weekly.

In other areas, it is the tenant's responsibility to ensure the cleaning of their communal close. Tenants will be made aware of any responsibility for stair cleaning during the signing of the Tenancy Agreement when they move in. If there is no stair cleaning contractor and it is tenant responsibility, the Association suggest that a rota is agreed between tenants to ensure fair distribution of the stair cleaning

responsibility. Appendix (4) details an example Stair Cleaning rota that can be adapted depending on the development.

The minimum requirements for tenants carrying out their own stair cleaning is:

- Brush and mop all stairs and landings or vacuum all carpeted areas.
- Damp wipe any surfaces and railings.
- Dispose of rubbish and keep areas clear.

The repair of any door entry systems, fixtures, lighting, wear and tear within communal close areas is the responsibility of the landlord. As mentioned above regular inspections of closes will be carried out by both the Housing Officer and Maintenance Officer for the area and any repairs identified on the back of these visits will be addressed and a follow up visit arranged to check on completion.

Should a tenant identify any health and safety risk or repair required to any area of the communal close area within their development, they should report it to the Maintenance Team, who will arrange inspection if required and organise a contractor to attend. The landlord is responsible for the cost of any communal close related repairs, with the exception of deliberate damage or vandalism, which will be investigated and recharged to the tenant at fault.

As detailed above, decoration of communal closes is carried out on a cyclical basis. Following regular inspections from Housing Officers and Maintenance Officers, if it is identified that this work needs to be carried out sooner, this can be requested. If tenants have any concern with the condition of the decoration within their communal close, they can report to their Housing Officer or the Maintenance Team at any time.

Garden Management

Key Housing Association recognises the importance of maintaining its gardens and common areas to ensure that all tenants and residents can live in an attractive, safe and secure environment. The Association will provide a garden maintenance service through an external contractor for any communal garden areas. Tenants will be charged a monthly service charge for garden maintenance, which will be reviewed yearly during the rent setting process.

The Association will seek to ensure that garden maintenance services are planned, effectively budgeted for, and managed to a high standard. The monitoring of this contract is the responsibility of the Maintenance Administration Team Manager.

The minimum visit requirements of any garden maintenance contractor is attendance to sites every two weeks during the months of April to October. During months November to March, the requirement is one visit during October and one visit during November to litter pick all areas including removal of dead leaves and vegetation from site.

The (general) specification for April to October visits is as follows:

Grassed Areas-

- Grassed areas to be mown, all cuttings to be removed from site.
- Edges of grassed areas to be neatly strimmed, all cuttings to be removed from site.
- During the month of May, apply Feed Weed and Moss killer to all grassed areas in accordance with the manufacturer's instructions, ensuring that any overspread is swept from any paving.

Hedgerows/leylandii-

- To be trimmed twice during the growing season, first cut mid June, second cut October. All cuttings removed from site.
- Litter pick as required.

Soil and Bark Shrub beds-

- To be turned over at least twice annually.
- Remove any weeds and unwanted/dead vegetation from shrub beds as and where required. Any chemicals used must be harmless to the decorative planting.
- Trim and Tidy shrubs as and when required to prevent encroachment of footpaths, Parking bays, windows, doors and bin stores.
- During the month of October, all shrubs to be hard pruned as far species allows, all cuttings to be removed from site.

Driveways, Bin store, paved areas and Gravel Beds-

- To be kept weed free by application of weed killer and/or manual weed removal.
- To be swept once monthly.

The Association expect that tenants keep any private garden areas maintained by cutting grass, weeding and ensuring trees or hedges are trimmed, as per the tenancy agreement. There are specific circumstances where agreements are made for the Association to carry out this work, at a cost to the tenant. Failure of the tenant to maintain a garden to an acceptable standard will result in the Association carrying out the work on the tenant's behalf and recharging the tenant for the cost of the work. If breaches of the tenancy agreement continue, enforcement action could be taken.

Waste Management

Bins and bin storage

It is the tenant's responsibility to make appropriate use of the bins provided to dispose of household waste. This includes placing bins at the local collection point no earlier than the evening before the day of collection and returning the bin to the local storage area as soon as the rubbish has been collected.

The tenant is responsible for arranging the replacement of lost/damaged bins or ordering additional bins where required. Where the local authority allows, if the Association must order a bin on behalf of a tenant, they will be recharged the full cost. Where possible, the Association will work with the relevant local authority to ensure that the appropriate facilities are provided for refuse disposal and recycling.

The tenant is responsible for ensuring that bin stores are kept in a clean and tidy condition. The Association is responsible for the ongoing maintenance of bin storage areas. Where there is deliberate damage or malicious misuse, the Association will seek to identify individual responsible, carry out the necessary repairs and recharge the individual at fault.

Bulk uplifts

Bulk items stored inappropriately within a communal area, whether inside or outside could be a health and safety or fire risk. Tenants are responsible for arranging the uplift of bulk items via the service provided by the local authority. They are also responsible for the cost of this service. Items should only be placed out for collection on the night before the day of collection at the earliest.

If an item is left out without an arrangement in place, the Association will seek to identify the individual responsible. The Association will ask the individual to return the item to their home until the night before an arranged collection date. Failing this, the Association will have the uplift carried out and recharge the individual.

We will provide clear information and guidance to all new tenants during signing of the tenancy agreement regarding the disposal of rubbish, bulk items and other estate issues. We will also remind existing tenants of our standards from time to time via tenant facing publications, regular postal reminders and online platforms.

Pests and vermin

If a tenant identifies an issue with pests in their property, it is their responsibility to arrange for Pest Control to attend at the earliest convenience. The Association's Maintenance department can be contacted for advice and guidance on reputable contractors. Any treatments which are required must be done by an approved contractor. The Association also recommends the tenant reports this issue to the local Environmental Health department. Tenants are responsible for reporting the occurrence of pests or vermin within their home to the Association's Maintenance department. If the issue is widespread, or ongoing, the Landlord will seek to investigate the issue and action remedial works.

Tenants are responsible for reporting all repairs and maintenance issues regarding their property to the Maintenance department as soon as the issue arises. Tenants are also responsible for maintaining the cleanliness of their property to reduce the risk of pests and vermin becoming an issue. Where the infestation can be attributed to the tenant's living conditions, the Association will advise the tenant on how to best rectify the environment, so the issue does not re-occur.

External Installations

The Association understands that tenants and family members of tenants may wish to install external structures such as sheds, garages or outbuildings. If a tenant wishes to put up an external structure they must receive written permission from the Association, prior to commencing the work. Appendix 5 contains a copy of our 'Alterations Request Form'. The Association will not refuse permission unreasonably, although permission may be subject to certain conditions. The Association may ask the tenant to remove any items they did not seek permission for. The Association will wish to ensure that the building meets planning regulations and appropriate building standards. If the tenant wishes to erect an external structure within a communal garden, all tenants will be consulted by the Association before work can commence.

Following the erection of any external structure, the Maintenance and Housing teams will carry out visual inspections of structures during routine visits. Any disrepair (deterioration in condition), health or safety concerns identified will be the

responsibility of the tenant. The Association may ask the tenant to make good or remove the structure. If a tenant decides to move away, they may be asked to cover the cost of removing the structure. The tenant is responsible for ensuring the structure is secure and always locked, the Association does not take any responsibility for security of these structures. The Association requests that no flammable material (for example paint, electrical equipment, aerosols) is stored within outbuildings.

Regarding outdoor furniture, if this will be put within a communal garden, the Association recommends that tenants consult all those within the development. Tenants must be prepared to share the furniture with other tenants. No permission is required if a tenant has an individual garden. The Association takes no responsibility for the use, damage or repair of any outdoor furniture.

Alterations

Individual garden areas provided to tenants upon signing for a tenancy are 'taken as seen', but will always be safe and free from serious defects (inspected during void process). On occasion, the Association receives requests from tenants, family members or support staff acting on the tenants behalf wishing upgrade individual garden areas. To carry out any alteration to a garden area the tenant must receive written permission from the Association before carrying out the work. Appendix 5 contains a copy of our 'Alterations Request Form'. The tenant must provide detailed plans to the Association so that works can be checked for compliance with relevant regulations, building standards and drainage concerns. Permission will not be unreasonably refused by the Association, but there may be ongoing discussion and involvement from the Association to ensure works are compliant. Any ongoing maintenance and repair of altered areas would be the responsibility of the tenant.

Liability

If the Association has assessed that there are risks associated with an alteration request, then permission may not be granted and we may ask the tenant to make some changes to this request before approving. The liability for any injury/loss/damage which occurs during works being carried out by tenants (or by contractors appointed by them) would be the responsibility of the tenant. When the Association grants permission, guidance will be provided to ensure that the tenant (or their contractor) takes out adequate insurance. As any ongoing maintenance and repair of altered areas is the responsibility of the tenant, the Association will regularly

inspect altered areas and may ask the tenant to ensure essential health and safety repairs are carried out as the liability for any injury/loss/damage within Key developments is the responsibility of the Landlord.

Car Parking

The majority of Key Housing Association's developments have some car parking provision for the use of tenants. Car parking spaces are primarily for the use of tenants and their visitors. In some areas there is not enough spaces for all the properties and in these situations the Association has guidelines on how spaces are allocated.

Allocation of car parking spaces is done by consultation with all tenants within the development. The Association will designate spaces to tenants who own vehicles and blue badges or mobility vehicles first. These tenants will also be given priority for a space near their property where possible. Other car owners within the development can then be allocated any remaining spaces. Spaces which are not allocated to specific properties are for the use of family and visitors of tenants (and these spaces are marked 'visitor'). Car parking is not provided for Key Housing or Key Support staff on site and staff members should not be using tenant's allocated spaces unless agreed. The allocation of spaces will be reviewed when required or requested.

Tenants or visitors to their properties should not be parking in a way that could cause an obstruction or issue with emergency services attending the development if required. Motorbikes should also be parked in designated spaces and not stored in back courts or common entrances.

If a tenant would like to park any caravans, trailers, large vans on a regular basis in car parking areas, they must seek written permission from the Housing Officer first.

Security

Tenants have a responsibility to keep communal spaces and their private homes secure. This includes closing entrance doors and windows when tenants are not present. Windows should not be opened past the window restrictors at any time.

Tenants have a duty to immediately report any disrepair that may undermine security. This includes issues with entrance doorways, windows, door entry systems and perimeter fencing. Tenants have a duty to report to the Association instances of security breaches by unauthorised persons.

Where CCTV systems are operated by the Association, this will be done in line with the guidance provided by the Information Commissioner's Office (ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/cctv-and-video-surveillance/guidance-on-video-surveillance-including-cctv/).

Tenants can request the Association installs CCTV by contacting their housing officer who will consider the request. CCTV will only be installed following a consultation with all tenants in the building/s and where there is an established security concern.

Tenants who wish to install personal CCTV (Smart Doorbell) must first obtain written permission from the Association. Where approved, the personal system must operate in line with the guidance provided by the Information Commissioner's Office (ico.org.uk/for-the-public/home-cctv-systems/). The Association will provide a summary of this guidance where an application is approved. A copy of the Smart Door Bell Guidance can be found on the Key website.

Fire Safety

The Association recognises that Estate Management issues can cause concern with Fire Safety. Key Housing's properties are well built, low rise (no higher than 4 floors) and are separated from each other by fire breaks, fire doors, safe corridors and stairwells. All tenants have a fire detection system both inside their home and within communal stairways, which the Association maintain regularly.

Tenants are responsible for keeping communal areas and stairways free from anything that could cause a potential fire risk. During routine visits and regular inspections, Maintenance Officers and Housing Officers will look for any fire safety concerns and report issues for repair. A tenant may be asked to remove items which pose a fire risk such as bulk stored in the communal stairway or flammable materials stored within a communal cupboard. Tenants and those that support them must be aware of activity that can cause a fire risk within communal areas of Key's developments.

- Items that could burn should not be stored against the building. This includes wheelie bins or other plastic containers.
- The paths leading away from the property should be kept clear (for tenants and the fire brigade).

- Tenants or staff should not store anything, including garden equipment and mobility scooters, in a common close or stairwell. This is everyone's escape route.

Neighbourhood Issues

Multi-Agency Working

Key Housing Association fully recognises that Estate Management must be tackled in partnership with other agencies such as Police Scotland, Local Authority, Environmental Health as this is the only way to effectively tackle wide-ranging issues and deliver an effective service. Meetings with external agencies will be convened by the Tenancy Services Team Manager, Planned Maintenance Team Manager and Maintenance Administration Team Manager as appropriate, depending on the issue being raised. This includes areas covered by the local authority such as public footpaths, public waste and cleansing services.

Dog Fouling

The Association will act where a tenant fails to control their pets in terms of the Tenancy Agreement and the Association's Anti-Social Behaviour and Pets Policies. It is the tenant's responsibility to request permission for pets and always keep pets under control. Where it is reported that a tenant allows their dog to foul on a public footpath or area, the Association can report this to the relevant Local Authority's Environmental Protection Services for investigation. Local Authority staff can issue Fixed Penalty Notices of £40. The Dog Fouling (Scotland) Act 2003 makes it an offence for a person to allow a dog to foul in a public place without immediately removing it. Where dog fouling is found to be occurring in a communal or individual garden, the Association will investigate this and take appropriate action against the individual at fault. The same applies for other household pets.

Reporting and Complaints

When a tenant, family member or support staff member identify a repair, issue or safety concern relating to Estate Management, this should be reported to Key Housing Association as soon as possible. The Housing Services Team contact information can be found on the Key Website. Examples of what should be reported includes:

- Lighting or accessibility concerns within communal areas
- Communal door security concerns

- Tripping or falling hazards
- Repair to internal or external communal area
- Bulk items in communal areas
- Bins not being collected
- Fire safety concerns
- Pests or vermin issues
- Damage to external installations

If a tenant, family member or support staff member are dissatisfied with a service carried out by Key Housing Association or have raised a request for service that has not been carried out, a complaint should be made. The Housing Services Team contact information can be found on the Key Website, along with a copy of the Association's complaints policy. Examples of estate management complaints includes:

- External contractor service not carried out (stair cleaning or gardening)
- A repair not being carried out
- A repair not completed to a satisfactory standard
- Estate Management issues raised not being addressed

Consultation

Key Housing Association reach out to tenants on a regular basis for consultation on different areas of the business. It is important to the Association that tenants' views are heard, and they are given the opportunity to be involved before decisions are made. Regular consultation also allows the Association to monitor service delivery and improve areas of dissatisfaction. The current consultations take place in relation to Estate Management:

- Repairs survey (every 2 years)- takes into consideration tenant feedback on satisfaction with repairs, satisfaction with contractors, satisfaction with garden maintenance and stair cleaning services, satisfaction with communal decoration.
- Tenant Satisfaction survey (every 2 years)- takes into consideration overall housing service satisfaction, satisfaction with neighbourhood management, opinion on value for money.
- My Home Group (meetings once a month in various locations)- Tenant engagement group who are consulted on changes to policy, publications and changes to service.

- Rent consultation (every year)- Tenant involvement in yearly rent setting process.

It is also important to note that any requests from tenants for changes or alterations to communal areas will involve a consultation process with all tenants that may be impacted. This will be driven by the housing officer and involve any support teams working in that area. This process will involve a mixture of letter consultations and onsite visits to discuss proposed changes. All must agree for the proposed alteration to take place.

Policy Review

This policy will be reviewed on a 3 yearly basis or earlier if legislation changes.

Equal Opportunities Statement

Key Housing Association is committed to encouraging diversity and eliminating discrimination by providing equality of opportunity for all. Within Key there will be a consistent approach in promoting equality and diversity across all areas of service delivery, including Housing, in accordance with the Equality Act 2010. Tackling inequality is not something new. Key has a long-standing track record and remains committed to tackling discrimination and promoting equality and to illustrate its compliance with legislation and support the government's policy aim of promoting a culture of dignity and respect for all and eliminating discrimination. We are committed to ensuring that no tenant or housing applicant, service user or member receives less favourable treatment on the grounds of sex (including gender re-assignment), marital or civil partnership status, pregnancy or maternity, religion or belief, sexual orientation, age, disability, colour, race, nationality, or ethnic or national origins. Key seeks to ensure that the policies and procedures adopted in relation service provision (housing and support) allow people to be afforded equal opportunity in the way they are treated by Key.

Data Protection

Key Housing Association is committed to high standards of data protection and compliance with the requirements of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Together, these regulations place a greater responsibility on us to ensure that your personal data is managed lawfully,

fairly and securely. If you require more information, please request a copy of our Data Protection Policy.

Appendix 1- Maintenance Common Close Inspection

Common Close Inspection Proforma.

PROPERTY:

INSPECTION CARRIED OUT BY:



DATE OF INSPECTION:

Property Description and Build Date:

Stairwell and Landings:

Flat Entrance Doors:

Landing Fire Doors:

Common area access Hatches:

Landing and Stairs Free of obstructions:

Floor and Stair Tread Coverings:

Common Close Lighting:

Common area ducts:

Common Area Cupboards:

Common Area Handrails:

Common Area Windows:

Common External Doors:

Door Entry System:

Repairs and Actions:

Appendix 2- Service Visit Inspection

Service Visit for:

Carried out by:

Date:

SHQS Compliance: This Condition Survey has taken into consideration the 55 elements of SHQS. Unless otherwise indicated within this report, all elements are confirmed as compliant, and not at risk from failure in the short to medium term. Any element identified as at risk of imminent failure, will be considered for inclusion in Planned Maintenance Programming.

1. External walls:
2. Roofs:
3. Windows, including pointing and fittings:
4. External doors, including décor and fittings:
5. Gutters and down pipes:
6. External décor:
7. Common interior décor:
8. Common floor finishes:
9. Door Entry System:
10. Slabbing:
11. Tarmac:
12. Lighting to common areas:
13. External lighting:
14. Signage if any:
15. Manholes:
16. Fencing, garden walling and gates:
17. Kitchens:
18. Distribution Boards:
19. Bathrooms:

20. Heating system, including radiators:

21. Asbestos if any:

22. Mould and Dampness:

23. Soft landscaping:

24. Useful Property Information:

25. Repairs Issued:

Appendix 3- Housing Estate Management Inspection

KEY HOUSING ASSOCIATION LIMITED

COMMON PROPERTY/ESTATE MANAGEMENT INSPECTION

Visited

Address _____ Date _____ By _____

Category	Item	Yes	No	Comments/Action
Outside Front	Roof tiles			
	Overflows			
	Gutters/Downpipes			
Front Door	Closer/Lock			
	Door Entry			
	Door Entry Panel			
Close Interior	Walls			
	Tiling			
Floors/Landings	Ground			
	1 st			
	2 nd			
	3 rd			
	Windows			
Back Door	Closer/Lock			
BackCourt	Bin Area			
	Overflows			
	Gutters/Downpipes			
	Grass/Shrubs			
	Paths			

	Fencing			
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KEY HOUSING ASSOCIATION LIMITED

ESTATE MANAGEMENT INSPECTION

Addresses _____ Date _____

Visited By _____

Item	Yes	No	Comments
Common Landscape Areas			
Individual Gardens			
House Numbers Unsatisfactory			
Grit Bins			Do these need filled
			Location on Site
Common Meter Readings			
Pathways			
Fencing			
General Condition of Estate			

Action : _____

Appendix 4- Example Stair Cleaning Rota

STAIR CLEANING ROTA

58E and 58F MARY STREET LAURIESTON

DATE	ADDRESS
23/05/22 – 29/05/22	58E MARY STREET
30/05/22 – 05/06/22	58F MARY STREET
06/06/22 – 12/06/22	58E MARY STREET
13/06/22 – 19/06/22	58F MARY STREET
20/06/22 – 29/06/22	58E MARY STREET
27/06/22 – 03/07/22	58F MARY STREET

04/07/22 – 10/07/22	58E MARY STREET
11/07/22 – 17/07/22	58F MARY STREET
18/07/22 – 24/07/22	58E MARY STREET
25/07/22 – 31/07/22	58F MARY STREET
01/08/22 – 07/08/22	58E MARY STREET
08/08/22 – 14/08/22	58F MARY STREET
15/08/22 – 21/08/22	58E MARY STREET
22/08/22 – 28/08/22	58F MARY STREET
29/08/22 – 04/09/22	58E MARY STREET
05/09/22 – 11/09/22	58F MARY STREET
12/09/22 – 18/09/22	58E MARY STREET
19/09/22 – 25/09/22	58F MARY STREET
26/09/22 – 02/10/22	58E MARY STREET
03/10/22 – 09/10/22	58F MARY STREET
10/10/22 – 16/10/22	58E MARY STREET
17/10/22 – 23/10/22	58F MARY STREET
24/10/22 – 30/10/22	58E MARY STREET
31/10/22 – 06/11/22	58F MARY STREET
07/11/22 – 13/11/22	58E MARY STREET
14/11/22 – 20/11/22	58F MARY STREET
21/11/22 – 27/11/22	58E MARY STREET
28/11/22 – 04/12/22	58F MARY STREET
05/12/22 – 11/12/22	58E MARY STREET
12/12/22 – 18/12/22	58F MARY STREET
19/12/22 – 25/12/22	58E MARY STREET
26/12/22 – 01/01/23	58F MARY STREET

Appendix 5- Alteration and External Installation request form

Tenant Name.....

Tenant Address.....

Dear Key Housing Association,

I would like to request to make alterations to my garden or request an external installation.

The work I would like to carry out is detailed below:

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I have attached a contractors specification of the work I would like to carry out.

The total cost of the work is..... which I agree will be paid for by myself.

The contractor I intend to use is.....

I have attached a copy of the contractors public liability insurance.

I agree I will not carry out the work until written permission has been provided by Key.

Signed.....

Date.....