

Grainger Trust Limited ('GT') Estate Management Policy

February 2025

1. Introduction and rationale to policy

Grainger Trust takes a long term, proactive approach towards Estate Management in order to create homes and communities of the future. Placemaking is an important part of our role as a Registered Provider of social housing, to empower our residents to feel proud to live in our properties.

The Regulator of Social Housing, [Neighbourhood and Community Standard](#) has four required outcomes for good Estate Management;

1. Safety of shared spaces

Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces

2. Local cooperation

Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.

3. Anti-social behaviour and hate incidents

Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.

4. Domestic abuse

Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

The rationale behind this policy is to outline our approach to Estate Management and the delivery across our portfolio.

2. Definitions

An estate refers to the location of a group of Grainger Trust properties where several tenants and/or homeowners reside.

Estate management refers to the services provided by Grainger Trust Ltd (GT) related to the management of communal areas.

3. Policy Statement (scope and aims)

Grainger Trust is in a very fortunate position, as previous work has ensured that all of its homes are being built to achieve the below.

- Meet modern building standards (Building Standards, Decent Homes Standard, Lifetime Homes Standard etc)
- Achieve an EPC rating of 'B' (some units also have solar panels)
- Be 'Tenure Blind'
- Have Integrated Tenures – affordable homes are mixed with Shared Ownership, Intermediate Rent and market sales on an Estate wide scale

Grainger Trust creates safe, aspirational and sustainable neighbourhoods which are inclusive to all. Grainger achieves this by empowering our staff so that they are able to ensure that our estates answer the needs of the residents and are at all times maintained and delivered to a high standard.

This scope of this policy applies to all GTL customers residing within our accommodation.

This policy aims to set our approach to deliver safe, compliant and responsive Estate Management service to our customers.

We inspect estates on a bi-monthly basis, recording and reporting any queries or concerns in order to track trends and proactively manage any issues which may arise.

4. Policy

Grainger Trust works very closely in partnership with residents, the local community, third sector organisations, the police and local councils. We recognise the importance of multifaceted layers of resources to deliver great estate management.

On some of our Estates, our parent company Grainger is delivering the wider development project, and we will capitalise on any benefits that this could provide for Grainger Trust residents. We will also co-operate with the wider Estate Management teams to ensure homes are kept tidy, communal areas are respected and community development activities can take place.

Our approach

Grainger Trust limited recognises that ongoing work is needed to both meet the required outcomes of the Neighbourhood and Community Standard and to tackle stigma. It is clear that placemaking plays an extremely important role in ensuring that people feel part of a desirable place to live. Grainger Trust can achieve this by focussing upon the following key areas:

- Keeping common areas clean and safe
- Responding quickly and effectively to matters of disrepair
- Anti-social behaviour management
- Domestic Abuse action and support

Keeping common areas clean and safe

We carry out regular Estate inspections internally and externally to proactively identify issues that are then dealt with as below.

Keeping the Externals Clean

Grainger Trust has gardening services in place for all of the external areas that are under our control. We also carry out gardening work for residents who are disabled or otherwise not able to take care of their front gardens themselves, to ensure the visage is kept neat. If an able-bodied resident's front garden is looking untidy, we will write to them to ask that they keep it to a higher standard.

If we receive a complaint about an untidy external area that is not within the control of Grainger Trust, we will work with the other organisations to ask that it is maintained – either the Estate Management Company, housebuilders (if not yet handed over to an EMC), the Grainger development team or even other Housing Associations.

Where necessary, we also have litter picking carried out.

Keeping the Externals Safe

We will tackle any reported issue of dangerous parking and driving, through communication with the person responsible where we know who they are. Where a whole street has a dangerous parking issue we will write to the whole street, taking a blanket approach.

We will work with other agencies to put in place parking deterrents where these requests are not adhered to, and the parking creates an unacceptable risk (e.g. parking around junctions).

We will work closely with the housebuilders to ensure that their contractors are not parking on residential streets and compounding the issue of lack of parking.

If an external element is damaged or creating risk – e.g. a loose paving stone creating a trip hazard – we will action a repair ASAP or inform the relevant party.

Residents are not permitted to erect or place any structure, even temporary, in the communal areas or gardens. This includes paddling pools, bouncy castles, BBQs etc to protect the health and safety of residents and third parties as well as comply with the terms of our public liability insurance. We will ensure that this is clearly outlined within all tenure issued.

Keeping the Internals Clean

GT has cleaning contracts in place to service the communal areas for all of our blocks. The cleaners also clean the windows and the bin stores at appropriate intervals. Our cleaning teams report back to us if there are bulk items left in the bin stores (which prevents bin collection) so we can remedy before the situation becomes unhygienic. As this is classed as fly-tipping (it is expensive for us to remove and dispose of bulk items) we would try to identify who has left the items and direct them to the Council's bulk item collection service which has a reduced fee.

We work with Local Authority refuse teams to remedy any bin contamination which can also impede collections. Where necessary we will correct the issue and educate the residents about correct recycling, imposing their individual responsibilities to look after these areas themselves. We may need to recharge clearing fees if no one will accept responsibility.

Keeping the Internals Safe

We will carry out Fire Risk Assessments in all blocks and will endeavour to action any required remedies in the appropriate timeframes. We will carry out periodic block inspections to ensure that no flammable objects or trip hazards are being left in the common areas. Monthly safety checks are carried out for the emergency lighting, alarms (where present), smoke detection and automatic opening vents.

All of our blocks have audio or audio/visual access intercoms and secure locking doors to ensure the residents are able to control who gains access to their internal spaces. We will always repair these access systems as a priority in the interest of security.

We will provide and repair locks to all bin stores and bike stores.

Responding quickly and effectively to matters of disrepair

Grainger Trust will ensure that all customers are aware of how to report a repair and that our information is easily accessible to all customers.

We will publish our target repair times for different priorities of works and track our success in meeting these.

As all our properties are new builds, we do have a large number of units which are still within their defects period, meaning any repair (that isn't damage) is still the responsibility of the housebuilder. We will act as middle person and support our residents in getting the housebuilders to carry out these repairs, using the expertise of our surveying team where required.

We will develop a targeted planned maintenance programme to be delivered as part of our ongoing asset management strategy.

Anti-social behaviour and hate crime management

We take ASB and/or hate crime very seriously and will respond swiftly to any reports. We will manage all reported incidents in line with our Anti-Social Behaviour and/or Hate Crime Policy that can be found on our website. We have a traffic light system that builds to eviction proceedings after 12 instances of verified ASB within a 12-month period, unless the issue is serious enough to warrant immediate proceedings. We also conduct home visits with families when we first received complaints to understand their situation and any contextual information.

If the issue is serious enough that possession proceedings become a possibility, we will also arrange a Crisis Meeting with the Local Authority's Homelessness Prevention team to agree a behaviour management plan with the residents and to clarify our expectations and concessions regarding the behaviour.

We have forged alliances with the local policing teams, and they inform us of any ASB they observe.

If the ASB is high risk, we do refer residents to Vulnerabilities Operation Groups and attend meetings to co-operate with other agencies to best manage the issue.

Please note that if you have witnessed or experience dangerous or violent ASB and/or hate crime, please call the police first. Please report everything you know to them in the first instance and then call us. If appropriate, we will contact the police also or support you

to do so but we are usually unable to report things on your behalf as we were not witnesses.

Domestic Abuse.

Grainger Trust will act upon all suspected, reported and witnessed incidents of domestic abuse. Our approach is detailed within our domestic abuse policy.

5. Communication of policy

All employees must read, understand and comply with this policy.

6. References

The following legislation underpins this policy:

- Housing Act 1996/2004
- Housing Act 1988
- Equality Act 2006/2010
- Human Rights Act 1998
- Crime and Disorder Act 1998
- Landlord and Tenant Act 1985
- RSH Consumer Standards 2024
- Data Protection Act 2018
- Safeguarding Vulnerable Adults Act 2006
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Criminal Justice Act 2003
- ASB Action Plan 2023
- Antisocial Behaviour, Crime and Policing Act 2014
- Anti-Social Behaviour Act 2003
- Protection from Harassment Act 1997
- Domestic Abuse Act 2021
- Social Housing Regulation Act 2023

7. Responsibilities

GTL has overall responsibility for general oversight of this policy.

Monitoring will be undertaken by the Senior Housing and Resident Services Manager to provide policy assurance.

GTL's property managers are responsible for ensuring those reporting to them are made aware, understand and adhere to this policy.

8. Associated policies

- Allocations
- Anti-social behaviour
- Hate crime
- Domestic Abuse

9. Review

This policy shall be reviewed after 3 years.

Document Owner and Approval

The Head of Grainger Trust is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of Data Protection.

A current version of this document is available to all members of staff on the corporate intranet.

Document History

Policy Owner	Head of Grainger Trust
Date of last review	February 2025
Date of next review	February 2028
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