

Estate Management Policy

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| Department | Customer Services |
| Author | Head of Housing |
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| Proof Read By | Director of Customer Services |
| Board/Committee Approval Required | No |
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| Internal References – Policies & Procedures (Located on HAPI) | <p>Equality, Diversity and Inclusion Policy</p> <p>Hanover Scottish Secure Tenancy Agreement</p> <p>Tenants Handbook</p> <p>Anti-Social Behaviour Policy and Procedure</p> <p>Cleaning of Common Areas and Facilities Procedure</p> <p>Open Space Maintenance Procedure</p> <p>Pets on Developments Procedure</p> <p>Lift Safety Policy and Procedure</p> <p>Disabled Parking Requests Procedure</p> <p>Keys on Developments Procedure</p> <p>Vandalism on Development Procedure</p> <p>Mobility Scooter on Developments Procedure</p> <p>Guest Room Use Procedure</p> <p>Snow, Ice and Gritting on Developments Procedure</p> <p>Customer Alteration and Improvement Procedure</p> |

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| | Hazardous substances (COSHH) Policy |
| External References | Housing (Scotland)2025 Act |

Additional Considerations

| | <u>yes</u> | <u>no</u> | <u>Link or further info</u> |
|--|-------------------|------------------|--|
| Archiving requirements | Y | | Previous version to be archived |
| Audience – Training and Awareness Approach | Y | | All employees within Customer Services will be advised of the updated policy |
| Consultation with external stakeholders required | | N | |
| Equalities Impact Assessment required | | N | |
| Modern Slavery Statement considerations | | N | |
| Data Protection Compliance | Y | | Any information obtained under this policy will be held and used according to Hanover's Data Protection Policy and Procedure |
| Sustainability Impact Assessment required | | N | |

Revision History

| <u>Version Number</u> | <u>Revision Date</u> | <u>Approval Date</u> | <u>Approved by</u> | <u>Review Reason</u> |
|------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| 8 | | 26 July 2023 | SMT | New format |
| 9 | May 2025 | 6 June 2025 | Director of Customer Services | Updated section 13 on Parking |
| 10 | April 2026 | 3 April 2026 | Director of Customer Services | Updated section 11 on Pets |
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1. Policy Purpose

- 1.1 This policy sets out Hanover's responsibilities for the management of the common facilities and areas in and around Hanover's buildings (such as: the common close, common stairway, entrance steps, paths, passages, bin chute access, yard, gardens, bin areas, back green, back court, car park, common lounges, laundry areas, storage rooms, corridors, clothes drying areas, lifts and guest bedrooms) for which Hanover has a responsibility.

2. Policy Scope, Explanations or Requirements

- 2.1 This Policy applies to all Hanover's rented and owned developments unless otherwise stated.

3. Definitions

- 3.1 Nuisance - Behaviour which unreasonably interferes with other people's rights to the use and enjoyment of their home and community e.g., playing loud music, not dealing with rubbish properly.

- 3.2 Anti-Social Behaviour - A person engages in anti-social behaviour if they:

- a) act in a manner that causes or is likely to cause alarm or distress;
- b) pursue a course of conduct that causes or is likely to cause alarm or distress

to at least one person who is not of the same household (see our anti-social behaviour policy & procedure)

- 3.3 Harassment - Behaviour deliberately intended to intimidate, dominate or harm an individual or a certain group such as a minority ethnic group. It can also be continual or persistent. For the specific definitions used by Hanover for racial harassment see the Equality, Diversity and Inclusion Policy.

4. Responsibilities of Customers

- 4.1 Hanover expects customers and their visitors to take reasonable care to prevent damage to the common facilities and areas, that these areas are kept free from litter, and they are used in accordance with Hanover's procedures.
- 4.2 Hanover expects customers to take their turn, with all other customers sharing the common parts, in keeping them clean and tidy unless Hanover has agreed to do so.

5. Services to Customers

5.1 Tenant Customers

The Scottish Secure Tenancy Agreement and Tenants' Handbook together with Hanover's policies and procedures and Service Standards will establish Hanover's services to tenant customers.

5.2 Owner Customers

The Written Statement of Services and Owners' Handbook together with Hanover's policies and procedures and Service Standards will establish Hanover's services to owner customers.

5.3 For a list of the services provided to tenant customers in the context of Estate Management, see ***Appendix I***.

6. General Management of Common Parts

6.1 Hanover has responsibility for ensuring that customers, employees and visitors can safely use common parts.

6.2 Common facilities and areas will be maintained in accordance with the Scottish Secure Tenancy Agreement for rented developments or the Written Statement of Services for owner developments.

6.3 Hanover will ensure that it has adequate insurance cover for landlord's contents in common parts.

6.4 Hanover will not permit the storage of property belonging to customers or anyone visiting the accommodation, including but not limited to bicycles, motorcycles, powered mobility vehicles, wheelchairs or prams, in any of the common parts except in areas specifically designated by Hanover for such storage.

6.5 Hanover will not permit the use or storage of paraffin, LPG or any flammable substances by customers in their house or in any of the common facilities and areas.

7. Neighbour Complaints and Anti-Social Behaviour

7.1 Hanover provides accommodation for its customers to live in a peaceful environment with an expectation that both customers and their visitors will not cause nuisance to neighbours or any person in the neighbourhood.

7.2 When problems occur Hanover will investigate any complaint in an equitable and fair way. Complaints about neighbours will be dealt with in accordance with the Anti-Social Behaviour Policy and Procedure. Should someone complain about the way in which we have managed a neighbour complaint or about the service they have received after making such a complaint that would be dealt with through the Hanover's Complaints Policy.

8. Cleaning of Common Areas

8.1 Hanover will appoint a cleaner to clean common parts in Amenity, Sheltered, Very Sheltered and Housing with Care developments. The standard of cleaning will be monitored to ensure that a high standard is maintained.

8.2 Under Hanover's Scottish Secure Tenancy there is a contractual condition requiring general needs customers to keep common parts in a clean and tidy condition.

9. Communal Gardens

- 9.1 Where there are communal garden areas on developments Hanover will employ appropriate contractors to maintain these areas.
- 9.2 The maintenance of gardens will be monitored regularly.
- 9.3 In principle, applications from customers who wish to tend an area of the communal garden will be considered positively.
- 9.4 Customers must not remove, chop down or destroy any bushes, hedges or trees in communal areas without Hanover's prior written permission. For private gardens see para 10.

10. Private Gardens

- 10.1 Hanover has made it a condition of the Scottish Secure Tenancy that customers with exclusive use of a garden will ensure that gardens are kept tidy and free from rubbish and do not cause a nuisance to others.
- 10.2 In accordance with the Scottish Secure Tenancy Agreement customers must not remove, chop down or destroy any bushes, hedges or trees without Hanover's written permission unless they planted them.

11. Pets

- 11.1 Customers wishing to keep a domestic pet (or more than one domestic pet) will be required to receive Hanover's prior written permission. Hanover will respond within 28 days to the written request.
- 11.2 Hanover will refuse or withdraw permission to keep a pet if the customer does not meet the specified conditions as outlined below.
- 11.3 The conditions for keeping a pet are detailed in the Pets on Developments Procedure.
- 11.4 Dogs are not permitted in common rooms in developments, except for assistance dogs.

12. Lifts

- 12.1 Hanover will aim to ensure that lifts meet the requirements of the Equality Act 2010 to ensure that disabled people are not placed at a substantial disadvantage.
- 12.2 Lifts will be cleaned and maintained on a regular basis and will be connected to an emergency alarm system. Full details are found in the Lift Safety Policy.
- 12.3 Customers may use the lift to transport furniture providing due care is taken to ensure that no damage is done to the lift or its surrounds.
- 12.4 Lifts are covered by a comprehensive maintenance agreement which ensures that lift breakdowns are responded to in a timeous manner.

13. Car Parking and Garages

- 13.1 Roads and car parks on Hanover's developments are under various ownership and management arrangements, details of which are available from the Asset Management Team. This section of the policy only applies to roads and car parks owned and managed by Hanover.
- 13.2 Hanover will not permit the parking of any caravan, trailer or boat etc belonging to customers or visitors to the accommodation, on Hanover land unless the land has been set aside for parking or Hanover has granted written permission.
- 13.3 Hanover may designate car parking spaces for blue badge holders, but these are not allocated for sole use. Allocated parking spaces are only provided to customers where the parking space is within a driveway or other area allocated as part of the tenancy. All other parking spaces are a communal facility, and it is not possible to allocate them for sole use.
- 13.4 Requests for additional car parking spaces as disabled spaces should be made in writing to Hanover. Full details are available in the Disabled Parking Requests Procedure.
- 13.5 Customers with more than one car must ensure that other customers in the development are not prevented from parking their own car in the parking area. If customers with more than one car are causing parking restrictions for other customers, they may be asked to park their additional vehicles out with the development car park to allow other customers to use the parking area.
- 13.6 When cars are parked without authorisation or are abandoned on Hanover property, employees identifying this issue will contact the police.
- 13.7 Hanover will not permit major repair work on cars or other vehicles parked in car park areas, in gardens or on any other grounds managed by Hanover.
- 13.8 In certain areas there are a limited number of garages available to customers and these should be used in accordance with the garage lease.
- 13.9 No vehicles should be parked:
- in spaces designated for emergency vehicles
 - where they would block a lowered kerb which gives access to the development
 - in turning or drop off areas
 - where they would restrict access to any garage.

14. Security on the Developments

- 14.1 Hanover is aware of the need for customers to live in a safe and secure environment.
- 14.2 Employees will always carry identification cards when visiting a development.

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- 14.3 Hanover will ensure that appropriate physical security measures are incorporated in doors and windows as required. Communal door entry systems monitored by a central alarm service are installed in most of Hanover's developments.
- 14.4 Adequate and energy efficient lighting will be installed in communal areas, and this will be monitored regularly for deficiencies.
- 14.5 In certain situations, security lighting may be fitted.
- 14.6 CCTV cameras may be used on developments on a permanent or temporary basis where it is considered that such monitoring is appropriate. They will be used in accordance with Hanover's Data Protection Policy and CCTV Procedure. The local police will be informed when CCTV is being used in a particular public location. The footage will be held securely and access to it will be strictly controlled for those employees who require to see it to properly carry out their duties.
- 14.7 On developments with a master key and other keys for employee and contractor use, they should be stored and used as per the Keys on Development procedure.
- 14.8 Hanover will not hold keys for individual customer's properties.
- 14.9 Hanover will only enter customers' properties without prior permission in a suspected emergency e.g., medical, flood, fire. Customers may give Hanover permission in advance to enter their property when they are not at home.

15. Health and Safety

- 15.1 Hanover will ensure that it complies with relevant legislation, regulations and codes of practice relating to health and safety. All health and safety related policies are available to employees on the intranet.
- 15.2 Information and advice about safety precautions will be made available to customers on the development noticeboard and Staying Safe from Fire Booklet.
- 15.3 Information and advice on fire safety and information on procedures to follow in the event of a fire will be provided to customers and employees through our Fire Safety Policy, procedures, fire signage and training.
- 15.4 The disposal of substances by customers or employees which are considered hazardous to health will be undertaken in accordance with Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended). Please refer to the Hazardous substances (COSHH) Policy.
- 15.5 Disposal of electrical and electronic property which is the responsibility of Hanover will be in accordance with the Waste Electric and Electronic Equipment (WEEE) Regulations 2013 and will be managed by our ICT Team.

16. Refuse Disposal and Litter

- 16.1 Customers, or anyone acting on their behalf, or their visitors are expected to dispose of rubbish in bins at the designated areas and ensure that common parts are kept free from litter.

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- 16.2 Hanover will also ensure as far as possible that the designated areas for refuse storage are accessible to all customers.
- 16.3 Where refuse storage areas are communal Hanover will ensure that the areas and bins are kept clean and tidy.
- 16.4 Refuse chutes, where applicable, will be kept clean and in safe working order and customers are expected to use the chutes in a proper manner as advised by employees.
- 16.5 Where rubbish is normally collected from the street, customers should comply with local arrangements for disposal.
- 16.6 Customers wanting to dispose of garden rubbish or large items (such as large electrical items) must comply with local arrangements for disposal of such items in accordance with the [Waste duty of care: code of practice \(accessible version\) - GOV.UK \(www.gov.uk\)](#)
- 16.7 Customers are responsible for disposing of any unwanted fridges and freezers and they should contact their local authority for guidance on disposing of such items.
- 16.8 In areas surrounding a development where items or substances are hazardous to health Hanover will seek assistance from other agencies and advise employees and customers appropriately.
- 17. Vermin/Pest Control**
- 17.1 Where Hanover is responsible for problems from vermin or pests, employees will contact either a private company or the council to eradicate any problems.
- 17.2 Customers will be requested to co-operate with any pest control measures applied to manage such problems.
- 18. Vandalism**
- 18.1 Hanover will endeavour to take preventative measures to deal with vandalism of property on a development. Employees may seek assistance or advice from the local community police on the best ways to reduce vandalism.
- 19. Satellite Dishes and External Aerials**
- 19.1 If a customer wishes to erect a satellite dish, external aerial or similar, they must request and be in receipt of Hanover's written permission prior to the installation taking place and comply with any conditions required by Hanover. These will include the removal of the equipment at the end of the tenancy and re-instatement of any damage to Hanover's property, both at the customer's expense. Please refer to the Customer Alterations and Improvement Procedure.
- 19.2 If planning or any other permissions are required from the local authority, obtaining this is the customer's responsibility and must be done prior to any installation taking place.

20. Right to Adapt Common Parts

- 20.1 Under S52 of the Housing (Scotland) Act 2006 and S37 of the Equality Act 2010 customers have the right to request 'relevant adjustments'. A relevant adjustment is defined as an 'alteration or addition to the common parts of a building that is intended to prevent a disabled person from being placed at a substantial disadvantage compared with persons who are not disabled.
- 20.2 Hanover will provide customers who wish to apply for 'relevant adjustments' with assistance as appropriate within its role as factor or landlord and will not unreasonably withhold consent. The responsibility, under the regulations, lies with the disabled person, or someone acting on their behalf, to consult with the neighbours, get quotations for the work, organise the work and apply for any relevant grants. Customers are encouraged to arrange an assessment by an Occupational Therapist to support their application.

21. Use and Storage of Powered Mobility Vehicles on Developments

- 21.1 Hanover does not permit the keeping of powered mobility vehicles on developments for the communal use of customers. Should a gift of such equipment be offered to Hanover, it would be declined,
- 21.2 Customers who wish to use and store a powered mobility vehicle on a Hanover development, whether it is a first purchase, or they are replacing an existing vehicle, should request permission in writing from Hanover prior to bringing the vehicle on to the development. The vehicle should be of a suitable size and design for use inside buildings. Full details are in the Mobility Scooters on Development Procedure.

22. Guest rooms

- 22.1 Many Hanover developments have guest rooms that are available for booking. Full details are available in the Guest Room Procedure.

23. Storage Cupboards in Communal Areas

- 23.1 Where there are storage cupboards in the communal areas of developments these will be kept locked, and employees will store the keys securely together with the other keys for the development.
- 23.2 These cupboards are intended primarily for use by employees to store items for the communal benefit of customers.
- 23.3 **Rented Developments.** Where there is surplus storage space, customers may request permission to store personal items in a development cupboard for a limited period. This will not be unreasonably withheld. The storage of paraffin, LPG or any flammable substance will not be permitted.
- 23.4 **Owned Developments.** The use of development cupboards for personal use will be determined by the decision of each development Property Council meeting.

24. Gritting Ice and Clearing Snow

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24.1 Hanover will endeavor, where it deems it possible, to grit ice and clear snow from essential paths within developments managed whether or not an employee is based there. These routes will be specifically identified for each development. This information will be displayed on the development where possible, otherwise a copy will be given to each customer. Full details are in the Snow, Ice and Gritting Procedure.

25. Data Protection

25.1 Hanover will always respect the confidentiality of customers and use personal information about them in accordance with Hanover's Data Protection Policy and Procedures and our Customer Privacy Policy.

25.2 Where Hanover is required to share information with the local authority or Police this will be done within the agreements / protocols entered into with them for this purpose.

26. Monitoring & Evaluation

26.1 This policy will be monitored by the Head of Housing and Head of Care.

27. Review

27.1 This policy will be reviewed every three years or earlier if required.

Appendix I

Services to Tenant Customers

In the context of estate management Hanover has the responsibility of providing some or all the following services to customers as appropriate to the development:

Sheltered Housing

- i. Door entry system where appropriate
- ii. Laundry facility
- iii. Lift maintenance
- iv. Where possible to provide a car parking facility
- v. Communal facilities where appropriate
- vi. A guest room where appropriate
- vii. Cleaning of communal areas
- viii. Refuse disposal facility
- ix. Maintenance of communal garden or grounds
- x. Pest control
- xi. Replacement of furnishings and equipment in communal areas
- xii. General management and administration of services
- xiii. Insurance cover in respect of customers' contents insurance can be arranged through Hanover at a competitive cost

Very Sheltered and Housing with Care

- i. Door entry system where appropriate
- ii. Laundry facility
- iii. Lift maintenance
- iv. Where possible to provide a car parking facility
- v. Communal facilities
- vi. Guest room
- vii. Cleaning of communal areas
- viii. Refuse disposal facility
- ix. Maintenance of communal garden or grounds
- x. Pest control
- xi. Replacement of furnishings and equipment in communal areas
- xii. Insurance cover in respect of customers' contents insurance can be arranged through Hanover at a competitive cost
- xiii. Meals provided in communal dining room
- xiv. Assisted bathing facilities, where appropriate
- xv. General management and administration of services

Amenity Housing

- i. Door entry system where appropriate
- ii. Where possible to provide a car parking facility

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- iii. Cleaning of communal areas where appropriate
- iv. Refuse disposal facility
- v. Maintenance of communal garden or grounds
- iv. Pest control
- vii. Replacement of furnishings and equipment in communal areas
- viii. General management and administration of services
- ix. Insurance cover in respect of customers' contents insurance can be arranged through Hanover at a competitive cost

General Needs Housing

- i. Door entry system where appropriate
- ii. Where possible to provide a car parking facility
- iii. Cleaning of communal areas where appropriate
- iv. Refuse disposal facility
- v. Maintenance of communal garden or grounds
- vi. Pest control
- vii. Replacement of furnishings and equipment in communal areas
- viii. General management and administration of services
- ix. Insurance cover in respect of customers' contents insurance can be arranged through Hanover at a competitive cost