

Estate Management Policy

Name	Reason for change	Date
Andrea Baker	Review following change to Government fire safety guidance	July 2019

Approval process for current version

Presented to	Date	Outcome
CMT	July 2019	Approved
Poplar HARCA	November 2017	Approved
Services	November 2015	Approved
JEP	October 2015	Approved

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1. Communal Spaces and Private Balconies

Items should not be left in shared areas, and private balconies should not be used for storage. If items are left in shared areas or on private balconies, they must:

- a. Be stored so they do not cause an obstruction
- b. Not be bulk or bags of rubbish
- c. Not be fabric, wood or other flammable material
- d. Not contain flammable liquids
- e. Not be a risk to health and/or safety e.g. BBQs and/or white goods Residents will normally be given 24 hours to remove unsafe items.

After 24 hours, items in communal areas will be removed and disposed of. If private balconies have not been made safe without notice injunctive proceedings will be initiated. All associated costs will be recharged to the tenant or leaseholder.

Items that present an immediate risk to health and/or safety will be removed without notice, with all associated costs recharged to the tenant or leaseholder.

If enforcement is necessary, this escalation policy will apply:

- 1st incident Warning letter
- 2nd incident Injunction, with costs
- 3rd incident Legal action for possession/forfeiture, with costs

2. Installations

Poplar HARCA must give permission before:

- a. A structural change is made in a leased property
- b. Anything is changed or installed in a rented property
- c. Anything is fixed to the structure of one of its buildings
- d. Anything is installed on its land

Except if there is an exceptional reason, Poplar HARCA will normally refuse permission.

The whole cost of advice and work for Poplar HARCA to take a decision will be recharged.

Installations are at residents' sole risk and cost. If permission is given, the resident must take appropriate professional advice, use qualified trades people and take out appropriate insurance.

Any damage to Poplar HARCA's property will be the responsibility of the resident to remedy. When the resident leaves the property they must remove the installation and make good. If Poplar HARCA has to remove an installation it will be offered back to the

resident. If not collected it will be disposed of. All associated costs incurred by Poplar HARCA will be recharged.

3. Parking & Pramsheds

The license for a bay, garage or pramshed can be ended at Poplar HARCA's sole discretion. This may happen if the licensee has an unreasonable expectation of Poplar HARCA e.g. demanding increased patrols or appealing a penalty to Poplar HARCA rather than the contractor.

In order, priority for available parking will be given to:

- a. A resident required by Poplar HARCA to relocate their parking bay, garage or pramshed
- b. A Poplar HARCA tenant or resident leaseholder who is or lives with a person with a blue badge
- c. Poplar HARCA Tenants and resident leaseholders
- d. Anyone else

Applications from an address where Poplar HARCA is owed money will be refused. A license will be terminated if arrears or other debts accrue subsequent to it being issued.

A Poplar HARCA tenant or resident leaseholder who is or lives with a person with a blue badge is eligible to a parking bay or pramshed free of charge; or garage at 50% of the charge.

4. Estates Budget

Each year in April, constituted Estate Boards or Gatherings will be allocated a budget based on the number of homes on the estate.

The budget can only be spent on projects that:

- a. Benefit more than one Poplar HARCA resident household; and
- b. Enhances how an area looks and/or how safe an area is; and
- c. Is 'revenue' not 'capital' expenditure e.g. small fixture, fitting or feature (e.g. planter, lighting, gate, railing, vehicle or bike measure, notice board, public art, bench, small tools)

Funds must be allocated by September; and cannot be carried over to the next financial year.

5. Policy review

- 5.1. Policies are reviewed every 5 years or sooner if they no longer reflect best practice.

6. Appendix 1: Impact assessment

How does the policy/procedure/strategy contribute to Poplar HARCA's aims?	This policy regularises the management of Poplar HARCA estates.
Which group(s) of people benefit from the policy/procedure/strategy? If any group could be disadvantaged, what is the mitigation or justification?	Everyone benefits from good estate management. Exemptions and concessions are included for people with a disability.
How have residents been involved in developing the policy/procedure/strategy? If they have not been involved, why not?	Over time, reviews have taken place at Estate Boards and at JEP.
How will the policy/procedure/strategy be monitored and measured? (e.g. performance indicators?)	The resident satisfaction survey measures how residents feel about the estate they live on.
If any, what are the Value for Money implications?	Provision is made to recharge costs when appropriate.
Will personal data be collected, stored, used or shared? If yes, a privacy impact assessment must be carried out.	