

BELGRAVE NEIGHBOURHOOD CO-OPERATIVE HOUSING ASSOCIATION ESTATE SERVICES POLICY

Aims of the estate services policy

The following are aims of the estate services policy:

- To ensure clean, safe and well maintained external and internal communal areas
- To ensure that members can shape their services
- To ensure that members get good value for money for the services they pay for
- To comply with the Neighbourhood and Community Standard

Delegated Authority

- 1 The co-op delegates authority to its Senior Property and Compliance Lead, working in conjunction with the Senior Housing Lead where appropriate, to implement the estate services policy, reporting to the chair on any significant actions needed in relation to the policy.

Communal areas and estate services

- 2 The co-op owns the following properties that include communal areas and where a service charge is charged for estate services:
 - 6 houses @1, 3, 5, 7, 9 Ratcliffe Street & 58 Melton Road
 - 5 flats @ 2a Ratcliffe Street
 - 2 flats @ 39 Belgrave Avenue
 - 26 flats @ 40, 42, 44 & 46, 68, 70 & 72 Melton Road
 - 36 flats @ 29, 31, 41, 43-45, 61, 65 & 113 Loughborough Road
 - 21 flats @ Canterbury House
 - 21 flats @ Loughborough Cottages
 - 86 Marfitt Street
- 3 The following services are charged for:
 - Cleaning and deep cleaning
 - Window cleaning
 - Communal electricity
 - Gardening and grounds maintenance

- Aerial/satellite system
 - Fire safety maintenance contracts & fire alarm systems
 - Emergency lighting systems
 - Door entry systems
 - Communal floor covering
 - Drying area equipment
 - CCTV systems
 - Lift maintenance
 - Security
 - Communal utilities and furniture
 - External waylighting, unadopted lighting & street furniture
 - Legionella works contract
 - Administration charge
- 4 The co-op will periodically review services provided to ensure that all services provided are being charged for appropriately.

Service charges

- 5 The co-op charges members in the above properties a service charge equivalent to what is spent providing services, facilities and utilities as well as an administration charge based on a percentage of the costs of providing services.

Involving members

- 6 Members living in the homes where services are provided may either propose additional services that could be provided or services that could be ended. The co-op will consider any sensible suggestions made by members receiving services and seek to ascertain the views of all those receiving services before making any changes.

Inspecting communal areas

- 7 The co-op periodically inspects communal areas of homes to check for any health and safety issues or repairs issues.
- 8 The co-op has a policy to remove graffiti, particularly offensive graffiti, as an emergency repair.

Car parks and paved areas

- 9 The co-op will maintain its communal car parks and paved areas and will take appropriate action to ensure that:
 - only members or visiting members of their families are permitted to park in communal car parking spaces
 - key workers and carers may also use car parking spaces on a temporary basis if they are using them to provide services to members or members of their families
 - abandoned, damaged or unsightly vehicles are removed
 - caravans, boats, trailers or exceedingly large vehicles or anything that is not a standard car are not parked in communal car parking spaces.
- 10 Breaches relating to this policy will be managed in accordance to the Anti-Social Behaviour Policy or Residents Disputes Policy.
- 11 The co-op will ensure:
 - the safety and maintenance of footpaths and paved areas on communal areas owned by the co-op
 - that appropriate external lighting is provided and maintained.

Loughborough Cottages

- 12 Loughborough Cottages is a scheme for elderly people over the age of 55. Facilities at Loughborough Cottages include a communal lounge, a communal kitchen, a guest room, a laundry room.
- 13 The scheme is supported by a warden, who provides services such as reading, explaining & writing letters, completing forms, arranging phone calls, liaising with external agencies (such as Social Services, care providers, Department of Works and Pensions, the repairs service) and arranging social events, activities and meetings.
- 14 Communal electricity and water meters at Loughborough Cottages include electricity and water supplies to individual flats resulting in an apportionment of such charges to each member in the scheme. Such charges are required to be paid by the member and are ineligible for Universal Credit or Housing Benefit.

Other estate services issues

- 15 The co-op has adopted a zero-tolerance approach to items left in indoor communal areas. The co-op will periodically inspect communal areas and will ensure that any items left in communal areas are removed.
- 16 The co-op will ensure that appropriate drying facilities are provided for members in safe and suitable positions.
- 17 The co-op will consider what methods may be appropriate to enable members to safely dispose of bulk removals of items that otherwise might be left in communal areas and will ensure that members are informed of potential options (whether they are provided by the co-op or by other means).
- 18 The co-op will take steps against perpetrators regarding any member damaging communal areas, pet fouling or other pet related damage in communal areas.
- 19 The co-op will ensure that no smoking signage is clearly displayed in all communal areas. The co-op will ensure fire resistant materials in communal areas, including fire and arson preventing letter boxes.
- 20 The co-op will liaise with the Police and/or the local authority on serious safety issues in communal areas, particularly regarding the management of potential hazards in communal areas such as hypodermic syringes, faeces, blood or other bodily fluids in homes or communal areas.
- 21 The co-op will take seriously any reports of vermin in communal areas and will take appropriate pest control actions potentially also liaising with the local authority. The co-op will inform members that they should not feed pigeons.

Potential risks to be avoided

- members do not participate sufficiently in maintaining standards in communal areas and communal areas deteriorate leading to further deterioration
- the co-op does not take sufficient action to maintain standards in communal areas
- the co-op does not maintain sufficient records of estate services expenditure to justify service charges