

This policy covers how we manage land and property owned by Amplius. Estate management means taking care of the areas around our homes and shared spaces to keep the neighbourhood clean, safe, and a pleasant place to live.

# Estate Management Policy

## Document management

Directorate	Operations
Policy sponsor	Chief Operations Officer
Policy owner	Director of Housing and Healthy Communities
Policy author	Director of Housing and Healthy Communities

## Review process

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Approved by	Lead Executive
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## Part 2

# Overview

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### Scope

This policy supports Amplius' values and is a commitment to improving lives and supporting colleagues by:

Providing a good estate management service that meets the standards set by the Regulator of Social Housing (RSH) for neighbourhoods and communities. We aim to;

- Keep our approach consistent across Amplius, while allowing for local differences.
- Support strong, safe and sustainable communities.
- Proactively manage our properties, estates and neighbourhoods.
- Look after the areas around our homes and shared spaces.
- Be clear and open with customers about their rights and responsibilities and vice-versa.
- Make sure no one is treated unfairly or differently because of how we manage our estates.

The main goal of this policy is to provide a reliable and effective service so that customers can enjoy their homes in safe, secure neighbourhoods that can grow and thrive.

The term Amplius incorporates all member companies and subsidiaries.

The policy applies to all customers who hold a tenancy with Amplius.

Legal responsibility for the Estate Management Policy is held jointly by:

- Amplius Chief Executive; and
- Chief Operations Officer

Operational responsibility is held by the:

- Director of Housing and Health Communities.

Procedural responsibility is held by the:

- Senior leadership within the operations teams

Day-to-day responsibility is held by:

- Colleagues in the operations teams.

The policy does not form part of any colleague's contract of employment and the policy may be amended at any time.

## Part 3

# Policy details

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### **Scheme / Estate Inspections**

Amplius will regularly check its properties and areas, using information from the business and feedback from customers. This is to make sure we are using our resources in the best way for each locality.

We will work with partners like the Police, Local Authorities and our customers to check specific areas and talk to the local community to get feedback on the neighbourhood and any issues they want to raise.

We make regular visits to our local areas to spot any environmental and property-based problems that need fixing. We then work with the right team at Amplius to sort these issues out quickly and efficiently.

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### **Communal Areas**

Amplius Tenancy Agreements clearly explain what customers are responsible for and what we are responsible for.

We will make sure repairs to door entry systems, lighting, fencing, and graffiti removal, etc are done on time. We will carry out necessary safety checks as required by our repair's contractor service level agreements.

Amplius has a zero-tolerance approach to customers storing and/ or charging items in communal areas.

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### **Grounds Maintenance**

Customers are responsible for keeping their gardens in good condition, as outlined in their tenancy agreement. If a garden isn't being properly maintained, we will talk to the customer to understand why and let them know what needs to be done and by when. If there's no improvement after warnings, we may take legal action, which could include trying to end the tenancy. In some cases, we might arrange for a contractor to do the work, and the customer will be charged for it.

Private homeowners are fully responsible for their own gardens. If their garden is neglected and causing a problem, the Council's Environmental Health Section may step in and take action to fix the issue.

Amplius looks after shared green spaces and uses environmentally friendly methods, such as a "cut and drop" service.

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### **Fire Safety**

Fire safety is very important to Amplius. We carry out regular fire safety checks in our properties and shared areas. If any issues are found, they are logged and dealt with by the right team. If a customer doesn't follow the required actions within the given time, we may take legal action, which could include trying to end their tenancy.

Items left in communal areas that pose a risk, or danger may be removed by Amplius colleagues or our contractors.

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### **Needles / Sharps**

Amplius colleagues will not collect or dispose of needles and sharps.

If we find any needles or sharps during our inspections or visits, we will contact the Local Authority Environment Health service by telephone or online to arrange for their safe removal.

If sharps or needles are found in our communal areas, private car parks, or other spaces, we will inform our contractors who will arrange safe disposal.

Should we receive notification from a customer via face to face, electronic or other digital media asking us to remove needles or sharps, we will report these through to Environmental Health. We will let the customer know what we have done about it.

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### **Vehicles and Parking**

Customers should only park their vehicles on properly built areas like driveways, paved areas, roads, or designated parking spaces. You must ask for permission before driving or parking on any other land, including paths, grass areas, or common land.

Caravans, motorhomes, boats, trailers, or large commercial vehicles cannot be parked on your garden, driveway, paved areas around your home, or in shared parking areas unless we have agreed to it in writing.

Customers and anyone they are responsible for must not park in a way that causes an obstruction or nuisance, such as parking in other people's parking spaces.

Customers or anyone they are responsible for should not carry out vehicle repairs at the property, except for basic routine maintenance on vehicles owned by people living in the household. Engine oil or similar substances must not be poured down drains or onto the ground.

Customers, or anyone they are responsible for, must not park illegal, untaxed, or unroadworthy vehicles on any land owned by Amplius. We will remove such vehicles after giving notice, following the Removal & Disposal of Vehicles Regulations 1986. If the owner cannot be found, we will report it to the Local Council's Environmental Health Section for removal.

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### **Managing Snow and Ice**

It's not always possible or practical for Amplius to clear snow and ice from all of the land we own. We will use a premise risk assessment to decide how to manage snow and ice based on factors like the type of property, the people living there, the layout, and any past accidents or problems.

The risk assessment will group properties into three categories: high, medium, or low risk.

**High risk:** This could include care homes and offices, where snow and ice clearance may be needed in certain areas. We'll set clear procedures for snow/ice clearance, and these will be communicated to the contractors responsible for the work.

**Medium risk:** This could include housing for older people, sheltered housing, and leasehold properties, where snow and ice clearance may also be needed in some areas. The same approach as for high-risk properties will be followed.

**Low risk:** This could include general housing and houses of multiple occupation (HMOs), where we may not need to clear snow and ice.

Snow and ice can affect large areas, but sometimes it's just in specific locations. We will check weather forecasts from sources like the Met Office or BBC Local weather reports. If snow or temperatures drop below +1°C are expected, we may take action to prevent ice or snow buildup.

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## **Running a Business**

Customers are not permitted to run a business or trade from the home without first getting written permission from us. We will not refuse permission without good reason. For example, we may refuse if we consider that the business may cause a nuisance to other people or damage to the home or any adjacent property. If we do give permission to run a business from the home and it causes a nuisance, we withhold the right to withdraw that permission. It is the responsibility of the tenant to make sure that they have all the necessary permits and consents in place, such as planning permission.

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## **Graffiti**

Amplius aims to remove graffiti within 7 days from the date reported and offensive graffiti within 24 hours of being reported.

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## **Equality, diversity and inclusion**

Amplius is committed to E,D&I and such will make reasonable adjustments to the policy to recognise, accommodate and support individual needs, where needed.

This policy adheres to Amplius' approach to Equality and Diversity.

Amplius colleagues will take a proactive approach to ensure that no individual or group is discriminated against or treated differently as a direct or indirect result of this Policy.

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## **Additional needs (addressing vulnerabilities)**

Amplius recognises that, for various reasons, some of our customers and service users may be vulnerable. Policies therefore will take account of the recommendations made by the Housing Ombudsman and Regulatory recommendations on vulnerabilities. Amplius will take a proactive approach when making a decision relating to a customer or service user and where practicable, tailor and adapt our services to suit the needs of customers and support vulnerable people.

## Part 4

# Compliance and administration

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## Legal and regulatory compliance

This policy fully complies with Amplius' legal and regulatory obligations.

- Regulator of Social Housing (RSH) Consumer Neighbourhood and Community Tenancy Standard
- The Housing Acts
- The Torts (Interference of Goods) Act 1977 The Data Protection Act 2018
- The Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Occupiers Liability Act 1957 The Occupiers Liability Act 1984
- The Regulatory Reform (Fire Safety Order) 2005.

This list is not exhaustive, and policy authors will undertake thorough research and/or seek professional advice to ensure that Amplius meets its obligations and complies with the current and relevant legislation and regulations.

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## Evaluation, review and performance monitoring

This policy will be reviewed on a Triennial basis to ensure that it remains fit for purpose. A policy review may also be required earlier, in response to internal or external changes for example changes in legislation. Prompt and effective action will be taken where improvements are identified.

Each region will carry out audits to monitor compliance. Regular checks will also be completed by our auditors.

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## Related policies

- Anti-Social Behaviour and Neighbourhood Management Policy
- CCTV and Surveillance Policy
- Data Protection and Confidentiality Policy
- Domestic Abuse Policy
- Hate Crime Policy
- Health and Safety Policy
- Hoarding Policy
- Income Management Policy
- Lettings and Allocations Policy
- Mutual Exchange Policy
- Tenancy Management Policy

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Part 5

# Appendices

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**A. Associated documents - Internal procedural document, colleague use only**

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Part 6

## Changelog

Amended date	Summary of changes	Version №