



Estate Management Policy

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Version History

Version	Date	Author	Changes Made	Approved By
1.0	2.2.2005	Housing Policy	Initial policy agreed	Communities Committee
1.1	18.6.2026	Housing Policy	Full policy review	Housing and Community Safety Committee
1.2	10.9.26	Housing Policy	Revised draft policy post consultation.	Housing and Community Safety Committee

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1. Scope of the policy

- 1.1 This policy sets out the framework for estate management activity relating to land, housing estates and property that is owned and managed by the Housing Service. Estate management focuses on the effective management of the environment around Housing Service properties and common areas, to ensure neighbourhoods are safe, attractive and well maintained.
- 1.2 The policy reflects the Council's role as landlord and supports the delivery of safe, secure and sustainable neighbourhoods, in line with statutory responsibilities and good practice.
- 1.3 The policy applies to all housing estates owned and managed through the Housing Revenue Account, including mixed tenure areas.
- 1.4 A preventative and proactive approach underpins this policy, recognising the importance of early intervention and prompt action to ensure that estates do not deteriorate and continue to be places where people want to live.
- 1.5 Tenant participation and community engagement are central to effective estate management and are essential to the successful delivery of this policy.

2. Strategic context

- 2.1 The Estate Management Policy will support the delivery of [the Local Housing Strategy](#), [Corporate Plan](#) and the [Moray 10 Year Local Outcomes Improvement Plan](#). It will also assist the Council to achieve the objectives of the Tenant Participation Strategy and promote tenant satisfaction within their neighbourhood.
- 2.2 The policy aligns with:
 - the Community Planning priorities to build stronger communities, achieve safer communities and protect and enhance the environment; and
 - the Community Safety and Antisocial Behaviour Strategy, particularly actions to improve the quality of the physical environment through reducing vandalism, graffiti, litter, dog fouling, noise nuisance and abandoned vehicles.

3. Objectives and principles of the policy

- 3.1 The aim of the Estate Management Policy is to support tenants' right to quiet enjoyment of their homes by maintaining neighbourhoods that are safe, attractive and well cared for. The policy establishes clear standards, responsibilities and approaches to management and enforcement to support this aim.
- 3.2 The specific objectives of the Estate Management Policy are to:
 - take a proactive and preventative approach to estate management;
 - maintain high standards of cleanliness, safety and environmental appearance;

- ensure residents understand their responsibilities and are supported to meet them;
- encourage tenant involvement and shared responsibility, including reporting estate management issues;
- work in partnership where issues fall outside the Housing Service's direct control;
- contribute to safe, secure and sustainable communities; and
- ensure enforcement action is lawful, proportionate, consistent with the tenancy agreement and aligned with good practice.

3.3 The principles underpinning the Estate Management Policy are:

- compliance with relevant legislation and adoption of good practice;
- consistent application of agreed procedures and standards;
- appropriate training and support for staff; and
- clear, plain language communication with residents and service users.

4. Estate management activities

4.1 Estate management relates to the physical condition and environmental quality of housing estates and includes:

- estate caretaking;
- maintenance and cleaning of common areas;
- grounds maintenance;
- refuse collection and management of fly tipping;
- management of parking and the removal of abandoned vehicles;
- removal of graffiti;
- estate inspections, audits and walkabouts; and
- providing advice, assistance and signposting to residents.

The above list is not exhaustive and demonstrates the range of issues which contribute to effective estate management.

4.2 Estate management is affected by wider housing issues such as allocations, neighbour disputes and antisocial behaviour, pets, permissions, noise, repairs and the mixed tenure nature of estates. These issues are addressed by other housing service policies and procedures but have an important relationship with the Estate Management Policy.

5. Legal and regulatory framework

5.1 Moray Council will ensure that the Estate Management Policy complies with relevant legislation, including:

- The Housing (Scotland) Act 2001
- The Housing (Scotland) Act 2010
- The Housing (Scotland) Act 2014
- The Tenement (Scotland) Act 2004
- The Dog Fouling (Scotland) Act 2003
- The Antisocial Behaviour etc. (Scotland) Act 2004

- The Removal and Disposal of Vehicle Regulations 1986, as amended by the Removal and Disposal of Vehicles Amendment (Scotland) Regulations 2002)
- The Data Protection Act 2018
- UK General Data Protection Regulations (UK GDPR)
- The Equality Act 2010
- The Human Rights Act 1998

Scottish Secure Tenancy

- 5.2 The Scottish Secure Tenancy (SST) and short Scottish Secure Tenancy (SSST) agreement sets out the rights and obligations of both tenants and landlords in relation to the use of the property and common parts. It is a legally binding document and by signing the SST/ SSST at the start of a tenancy both parties agree to adhere to its conditions.
- 5.3 Tenants are responsible for ensuring that members of their household and visitors comply with tenancy conditions and do not cause nuisance or damage within the estate.
- 5.4 The policy is consistent with the terms and conditions of the Scottish Secure Tenancy (SST) and short Scottish Secure Tenancy (SSST) agreement. It reinforces existing tenant responsibilities and does not introduce new or unreasonable requirements.
- 5.6 In delivering the Estate Management Policy, the Housing Service will respond to breaches of an SST / SSST agreement, within the limits of resources and cost effectiveness of available remedies. The response to a breach of tenancy will be proportionate to the severity of the evidenced problem. Where enforcement or recharge is proposed, the policy adopts a proportionate, staged approach consistent with SST / SSST conditions and good practice.

Scottish Social Housing Charter

- 5.7 The Scottish Social Housing Charter sets standards and outcomes that describe the results that tenants and others who use their services can expect from social landlords. The relevant outcomes are set out in **APPENDIX A**.

6. Equalities, rights and socio-economic requirements

- 6.1 Moray Council is committed to preventing discrimination, advancing equality of opportunity and fostering good relations. In delivering this policy, the Council will comply with the Equality Act 2010, Human Rights Act 1998, the Fairer Scotland Duty and the United Nations Convention on the Rights of the Child (UNCRC). This includes:
- making reasonable adjustments for disabled tenants;
 - identifying and addressing barriers experienced by marginalised groups;
 - adopting an inclusive and non-discriminatory approach to decisions on estate management issues; and
 - monitoring outcomes to avoid disproportionate impacts on protected groups.

- 6.2 The Council is committed to preventing discrimination and promoting equality of opportunity for every person. In accordance with the [Equality Act 2010](#), the Council seeks to ensure that the Estate Management Policy does not discriminate between individuals with one or more of the following protected characteristics: age, disability, gender reassignment, marital status/civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.
- 6.3 In accordance with the Public Sector Equality Duty (PSED), the Housing Service will have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share protected characteristics and those who do not.
- 6.4 Disability-related needs and requests for reasonable adjustments will be considered in accordance with the Council's duties under the [Equality Act 2010](#) and relevant corporate policies, procedures and guidance. The Housing Service will seek to ensure that disabled tenants and service users are not placed at a substantial disadvantage when accessing housing services or when estate management decisions are made.
- 6.5 Detailed arrangements relating to the assessment of disability-related needs, consideration of reasonable adjustment requests, recording of Equality Act considerations and decisions, communication methods, reviews and complaints will be managed through corporate procedures and staff guidance.
- 6.6 The Housing Service will:
- communicate with tenants and service users using clear and concise plain language to aid the understanding of important information;
 - make information available in alternative formats, where required; and
 - provide interpretation and translation services free of charge, where required.

7. Confidentiality and data protection

- 7.1 The Council will treat all tenants with courtesy, sensitivity and complete confidence and ensure that any information given to it as part of the estate management process will be used in accordance with the [UK General Data Protection Regulations \(UK GDPR\)](#) and [the Data Protection Act 2018](#). Relevant privacy notices will advise applicants how personal information may be collected, used, stored, shared and securely disposed of and the legal basis for doing so and what their Data Subject Rights are.

8. Inter-agency working

- 8.1 The Housing Service acknowledges that services for Council tenants cannot be delivered in isolation and recognises that effective estate management relies on partnership working across Council services and external agencies. It will work collaboratively with all involved to promote safe and secure environments.

8.2 The Housing Service will:

- work with tenants, residents (owners and non-tenants) and other key stakeholders, including Police Scotland, the Community Safety Team, Environmental Health, Roads and Open Spaces to promote safe, secure and well maintained environments; and
- respond proactively to issues and will liaise at the earliest opportunity with other relevant partners.

8.3 Inter-agency working will:

- assist in identifying and resolving issues such as lighting concerns, discarded refuse, vandalism and abandoned vehicles; and
- provide opportunities for tenants and residents to contribute to decisions affecting their estates and support the development of safe, strong and attractive communities.

9. Roles and responsibilities

9.1 The Housing Service is responsible for ensuring that the appearance and cleanliness of Council-owned properties and surrounding estate environments are maintained to the highest reasonable standard and that tenancy conditions are enforced fairly and consistently. However, attractive and well cared for estates can only be achieved through partnership and cooperation with tenants and residents. Shared responsibility between tenants and staff is essential to maintaining high standards and ensuring that estates remain safe, welcoming places to live. All residents are expected to have regard for others living within the estate.

Housing Service responsibilities

9.2 The Housing Service has a proactive role in managing estates and supporting residents. This includes:

- carrying out regular estate inspections to ensure housing stock and surrounding environments are clean, tidy and safe;
- identifying estate management issues through inspections, tenant visits, maintenance contractor activity and reports from residents;
- maintaining a visible presence on estates and engaging regularly with residents;
- providing clear information to tenants about their responsibilities under the tenancy agreement;
- offering advice and assistance to residents, including signposting to support services where appropriate;
- supporting and encouraging tenant engagement, including participation in estate walkabouts;
- taking early, proportionate and appropriate action to address breaches of tenancy conditions where necessary; and
- working with other Council services and external agencies to resolve issues outside the Housing Service's direct control.

- 9.3 When contacting residents about estate management issues, the Housing Service will:
- use clear and accessible communication methods to explain the issue and the action required to resolve it;
 - provide contact details and advice to help residents take appropriate action;
 - maintain a clear audit trail of contact and actions taken; and
 - monitor agreed outcomes to ensure issues are resolved and estate standards are maintained.

Tenant responsibilities

- 9.4 Tenants play a key role in maintaining estates and have responsibilities under their tenancy agreement to take care of their home and the surrounding environment. This includes:
- complying with the terms of the SST / SSST, including responsibilities relating to gardens and common areas;
 - reporting estate management concerns and repairs;
 - having regard for others living within the estate; and
 - contributing views, ideas and feedback to support service improvement and estate management planning.
- 9.5 Tenant responsibilities are explained and reinforced:
- during the tenancy sign up process;
 - at the tenant settling in visit, normally within six weeks of the tenancy starting; and
 - through ongoing contact and follow up visits during the tenancy.
- 9.6 Tenants are also provided with information through:
- SST / SSST / occupancy agreements;
 - Tenants' Handbook;
 - Tenants' Voice newsletters;
 - leaflets (available online, in hard copy and alternative formats on request);
 - the Moray Council website;
 - Council social media updates; and
 - direct communications from the Housing Service.
- 9.7 Estate management may involve tenants, owners and other residents. All estate management issues are treated with equal priority regardless of tenure. However, the range of actions available to the Council in respect of property owners is more limited and will reflect relevant title conditions and legislation.
- 9.8 All residents are expected to have regard for others living within the estate and to report issues that affect the safety, appearance or enjoyment of the neighbourhood.
- 9.9 Roles and responsibilities in estate management are summarised below:

Roles	Responsibilities
Tenants	Comply with SST / SSST, including garden maintenance, reporting issues. Participate in Estate Walkabouts Have regard for others in the estate
Elected Members	Participate in Estate Walkabouts
Residents	Complying with title deeds / tenancy agreements, reporting issues Have regard for others in the estate
Estate Caretakers	Carrying out inspections, supporting tenants, liaising with other agencies and stakeholders, enforcing required standards
Area Housing Officer	Liaising with tenants, other agencies and stakeholders, enforcing required standards
Area Housing Manager	Overseeing the consistent operation of the Estate Management Policy and Procedure
Customer Engagement Officer	Facilitating and promoting estate walkabouts
DLO	Carry out maintenance and repair of buildings and infrastructure
Community Safety Team	Address antisocial behaviour
Open Spaces	Grass Cutting and communal garden/land area maintenance
Environmental Health	Includes public health concerns / risks, waste management including fly tipping

10. Estate audits and improvements

Estate Improvement Budget

- 10.1 The Estate Improvement Budget is used to deliver strategic improvements within multi-tenure estates and forms part of the Council's wider Housing Investment Plan. The budget is funded through the Housing Revenue Account and is agreed annually.
- 10.2 The Estate Improvement Budget supports a collaborative approach to estate management, enabling tenants, Elected Members and officers to work together to identify, prioritise and deliver estate improvement projects.
- 10.3 Each Area Housing Manager will maintain an annual estate audit programme. Audits, completed no later than May each year, identify concerns, repairs and investment priorities and inform estate walkabouts which take place in August / September. These provide an opportunity to collectively agree which estate upgrades will be considered for completion in the next financial year.
- 10.4 To maximise tenant participation, the Customer Engagement Officer will contact tenant representatives and will promote estate walkabouts on the Moray Council website and across social media platforms.

- 10.5 Agreed works will be communicated to tenants and monitored to completion.
- 10.6 The Housing Service will plan, control and monitor estate management expenditure to ensure it remains within approved budgets.

11. Estate Caretaking

- 11.1 The Housing Service provides an Estate Caretaking Service across all housing management areas. The service is targeted at areas identified by the Area Housing Manager as requiring additional monitoring or intervention.

Role of the Estate Caretaking Service

- 11.2 The Estate Caretaking Service will monitor the general environmental conditions of the estates and works proactively to identify and address issues. This includes but is not restricted to:
- inspections of common areas, such as stairways, external pathways, garden areas, amenity areas etc;
 - monitoring the condition of Council owned gardens and estates;
 - dealing with complaints relating to common areas and garden areas;
 - referring non-housing issues or complaints to the appropriate Council service or external agency;
 - monitoring responses to referrals and complaints; and
 - liaising with relevant staff, service and partner agencies.

Estate inspections and access

- 11.3 In order to support effective tenancy and estate management, the Council will undertake routine inspections of the neighbourhood, including tenant gardens. There may be occasions where the Council will visit unannounced. Such visits will only take place where they are reasonable and proportionate to the purpose of the visit.
- 11.4 Where unannounced visits are not convenient, the tenants retain the right to request a future visit be made at a mutually convenient time. This will be confirmed in writing.
- 11.5 Where access to the property is required for the purpose of the visit, the tenant will be provided with a minimum of 24 hours' notice in writing, unless this is to carry out necessary emergency work.
- 11.6 The Estate Caretaker will report routine repairs, which will be undertaken within relevant timescales as set out in the Response Repairs Policy.
- 11.7 Staff will ensure that a robust and transparent audit trail of all estate management activity undertaken is completed. Records will be monitored to ensure appropriate actions are taken and outcomes achieved.

12. Common areas

- 12.1 Housing Service and tenant responsibilities for common areas are set out in the SST / SSST. The responsibility of owners for common areas is set out in their title deeds.

Definitions and standards

- 12.2 Common areas include entrance doorways, stairs, bin stores, drying areas, pathways and parking areas.

- 12.3 The Council will ensure that all common areas are:
- appropriately located to meet residents' needs;
 - regularly inspected to identify and address issues at an early stage;
 - maintained to a high standard;
 - kept clean, safe, and secure;
 - repaired within established timescales when faults or damage are reported or identified;
 - free from graffiti, litter, and unwanted items; and
 - adequately serviced and lit, ensuring usability and safety, particularly in communal and outdoor areas.

- 12.4 Where recurrent problems arise, such as repeated vandalism, dog fouling or fly tipping, Area Housing teams will work in partnership with Community Wardens, the police and relevant agencies to resolve issues effectively.

Communal area cleaning

- 12.5 Section 2.9 of the SST / SSST agreement sets out tenants' obligations for cleaning communal areas. In mixed-tenure communal blocks, the title deeds for each property will specify the areas for which the owner is responsible, including cleaning duties. If the title deeds do not clearly define these responsibilities, the Tenements (Scotland) Act 2004 will apply. This establishes a [Tenement Management Scheme](#) that provides a default framework for managing and maintaining tenements, including shared cleaning duties.

- 12.6 The Council will ensure that residents keep communal access clean and tidy. This includes but is not restricted to regularly cleaning, washing and tidying of common stairs, windows and banisters.
- 12.7 Where residents cannot agree on the arrangements, or where cleaning is not of an acceptable standard, the Council will decide responsibilities, following consultation with residents. If residents do not comply, enforcement action may be taken in accordance with terms of the SST / SSST agreement and title deed conditions. This may include the Council completing the required cleaning and recharging tenants and owners for the associated costs.

13. Gardens

- 13.1 Gardens will be inspected during wider estate walk rounds (where accessible) and in response to comments or complaints from other residents.

Individual garden maintenance

- 13.2 The Council will ensure that tenants are aware of the standards to which their gardens must be maintained, in accordance with their SST / SSST Agreement.
- 13.3 Where a garden is not maintained to a reasonable standard, the Housing Service will:
- Investigate whether there is a valid reason for the condition of the garden.
 - Notify the tenant of the actions required to bring the garden up to the standard, allowing 14 days for compliance.
 - Reinspect the garden after 14 days:
 - If no improvement is identified, the tenant will be contacted and advised that they have a further 14 days to resolve the issue. If the issue is not resolved, the Council will arrange for the work to be completed, and the tenant will be recharged in accordance with the tenancy conditions.
 - If the issue remains unresolved:
 - Advise the tenant that they are in breach of their tenancy conditions.
 - Provide details of the work to be completed, the estimated cost, and their right to request a review of the decision.
 - Arrange for the completion of the necessary work and recharge the tenant accordingly, in line with tenancy conditions.

Owners' garden maintenance

- 13.4 Owners are fully responsible for their own gardens. If an owner neglects to maintain their garden to the point that it is causing a nuisance, the Council's Environmental Health Section will be notified where there may be any potential health risk and may take statutory action to abate the nuisance if necessary or Open Spaces if the nuisance relates to overgrown vegetation onto a public space.

Shared garden maintenance

- 13.5 The Council will ensure that tenants and owners maintain shared gardens in accordance with the responsibilities set out in SST / SSST Agreements and title deeds.
- 13.6 Where tenants and owners who share a communal garden cannot agree maintenance responsibilities, or fail to complete the work, the Housing Service will decide, following consultation with tenants and owners, who is responsible for specific actions. In such cases the Housing Service will:
- Investigate and establish if the person(s) responsible are known and determine if there is a valid reason for the condition of the garden.
 - Notify the tenant(s) or owner(s) of the required actions to improve the garden, allowing 14 days for compliance.
 - Reinspect the garden after 14 days:
 - If no improvement is identified, then contact the tenant(s) or owner(s) and advise that if the issue is not resolved within 14 days, the Council will arrange for the work to be completed, and costs recharged proportionally.
 - If the issue remains unresolved:

- Advise the tenant(s) and/or owner(s) that they are in breach of their tenancy and/or title deeds.
- Provide details of the work to be completed, the estimated cost, and their right to request a review of the decision.
- Arrange for the completion of the necessary work and recharge the tenant(s) and/or owner(s) for their share of the work in accordance with tenancy and title deed conditions.

Communal gardens and areas

- 13.7 Communal gardens or areas are intended for shared use by residents of a particular block or group of properties. Where this land is identified as Council-maintained, Open Spaces will be responsible for grounds maintenance.

14. Household refuse disposal and litter

- 14.1 The Council will ensure that appropriate and well-sited facilities are provided for refuse disposal and recycling and will maintain any communal bin stores.
- 14.2 The Housing Service will provide tenants with information on refuse disposal at the start of their tenancy, including the arrangements for the uplift of refuse and recyclable material.
- 14.3 All residents are responsible for ensuring that their refuse and recyclable material is disposed of safely, tidily and in the correct recycling bins provided by the Council. Residents are responsible for purchasing garden waste permits, where appropriate.
- 14.4 The Housing Service will provide residents with information on the disposal of large household items and items which may be regarded as hazardous.

15. Visual appearance of estates

- 15.1 The Housing Service has a cyclical contract with Open Spaces for the pruning and maintenance of landscaped areas. Due to the weather dependant nature of the work, the programme is subject to flexibility. The Housing Service will monitor the condition of landscaped areas and will contact Open Spaces and discuss the best resolution for any bushes or trees considered a danger to the public or are dead and unsightly.

Grounds maintenance

- 15.2 The Council will ensure that work is undertaken on a routine basis to ensure that communal areas on housing estates are maintained to a good standard. Grounds maintenance will take place between March and October weather permitting with the inclusion of strimming, tree maintenance, shrub pruning and weed control, where appropriate.
- 15.3 Council owned play areas will be maintained and regularly inspected to ensure they are safe to use.

Graffiti

- 15.4 The Council will, subject to financial constraints, provide a free graffiti removal service across Moray. The Housing Service will take photographs of any graffiti and report it within one working day to the Community Safety Team who will address the issue in line with the Moray Council [Graffiti Policy](#):
- offensive graffiti, including graffiti that is racist, sexist, homophobic, abusive or discriminatory, will be prioritised and removed within 48 hours of being reported, where reasonably practicable; and
 - all other reported graffiti will normally be removed within 14 days of being reported, subject to available resources.

Dog fouling

- 15.5 The Dog Fouling (Scotland) Act 2003 applies to any public open place, which is defined as:
- “any place which is open to the open air and to which the public or any section of the public has access on payment or otherwise;” and
 - “any common passage, close, court, stair, back green, yard or other similar common area.”
- 15.6 Housing staff will work proactively with Community Wardens to address issues of dog fouling on housing estates. Where appropriate, Fixed Penalty Notices may be issued.
- 15.7 Estate Caretaking staff will record and monitor incidents of dog fouling in gardens and communal areas and will take escalating action as appropriate. This may range from contacting the tenant or owner to arranging professional cleaning and recharging the tenant or owner.

Disposal of land

- 15.8 The Council will consider the disposal of land. When deciding whether to dispose of land, the Council will take into account the overall impact of its disposal on individual estates and the wider community.

Litter

- 15.9 Litter detracts from the visual appearance of areas and may contribute to wider environmental problems, including attracting rodents and causing infestations. Housing management staff will be proactive in identifying problem areas and ensure that prompt action is taken.

Fly-tipping

- 15.10 Fly-tipping is a serious criminal offence, which can have a harmful impact on communities. It is defined as the illegal disposal of waste in unauthorised locations and can pose risks to both the environment and public health.
- 15.11 The Housing Service will work together with other Council services and external agencies to identify fly-tipping, share information and arrange for the safe disposal of fly-tipped rubbish. The Housing Service will aim to remove fly-

tipping from land it owns within seven working days. Hazardous items, such as needles, toxic waste or flammable materials, will be treated as a priority and removed as soon as reasonably practicable.

- 15.12 Where unauthorised items are left outside a property or within a shared area, Housing staff will attempt to establish ownership of the items and request that the person removes the rubbish as a matter of urgency. Housing staff will provide information on the bulky uplift service and monitor if the items are removed. Where items remain, staff will arrange for the items to be uplifted and where relevant, recharge the tenant or owner for the relevant cost.

16. Vehicle parking

- 16.1 As a landlord the Council does not provide dedicated parking for all properties. Where dedicated parking is provided within the boundary of the property, vehicles must be parked on a properly constructed and appropriately sized hard standing, driveway, paved parking area or within a garage.
- 16.2 Residents must be considerate of others and park vehicles in a manner that does not cause nuisance, obstruction or damage to estate environments. Vehicles should not be parked on pavements, or grassed or landscaped areas managed by the Council, where this causes damage or detracts from the appearance of the estate.
- 16.3 Tenants must not store or keep vehicles, including (but not limited to) motorbikes, road scooters, quad bikes or other fuel-powered motorised vehicles, inside the property or within communal areas of blocks of flats.

Parking standards and monitoring

- 16.4 The Housing Service will:
- take a proactive but proportionate approach to identifying and responding to parking related issues on housing estates, including abandoned, untaxed and unroadworthy vehicles, where these may pose a danger, cause nuisance or create an unsightly environment; and
 - focus on early engagement, advice and partnership working with relevant agencies, including Police Scotland, to address parking concerns proportionately.
- 16.5 Housing staff will carry out inspections of land owned by the Housing Service to monitor parking conditions. In doing so, the Housing Service will seek to ensure that vehicles are:
- be parked on land intended for or designated for parking purposes;
 - parked within the boundaries of a designated parking space or driveway; and
 - not causing nuisance, obstruction or annoyance to neighbouring residents or visitors.

Resident responsibilities and permissions

- 16.6 The Council will ensure that residents are aware of their responsibilities in relation to vehicle parking under the terms of their tenancy agreement or title deeds.
- 16.7 Tenants must seek the Council's permission where required under their tenancy conditions before using Housing Service land in a way that differs from its intended purpose. For example, permission may be required to park a caravan, trailer, motorhome or similar vehicle within a garden or on other Housing Service land. Requests will be considered reasonably and in line with relevant policies.
- 16.8 Vehicle repairs should not be carried out at a property where this is likely to result in nuisance or annoyance to neighbours, pollution to the locality, or damage to the interior or exterior of the property.

Garages, driveways and alterations

- 16.9 Any tenant wishing to construct a driveway or garage must apply for written permission in advance. In line with the Permissions Policy, consent will not be unreasonably withheld.
- 16.10 Residents are responsible for obtaining any additional consents required for such works, including planning permission and building warrants where applicable.

Vehicle condition and residential car parks

- 16.11 Where residential car parks are provided, vehicles parked within them must be roadworthy and, where required by law, taxed and insured. There may be constraints on the enforcement action the Council is able to take, particularly where estates comprise unadopted land. In such cases, the Housing Service will focus on engagement, advice and partnership working, including liaison with Police Scotland and other relevant agencies where appropriate.

Larger and commercial vehicles

- 16.12 The parking of lorries or other large or commercial vehicles within residential areas may cause nuisance or obstruction. Such vehicles should not be parked within designated residential areas without prior written consent from the Council, where required under tenancy conditions.

Abandoned vehicles

- 16.13 The Council has statutory powers to deal with abandoned vehicles under:
- [Section 3 of The Refuse Disposal \(Amenity\) Act 1978](#)
 - [The Road Traffic Regulation Act 1984](#); and
 - [The Removal and Disposal of Vehicles Regulations 1986.](#)
- These powers apply primarily to vehicles that are abandoned, dangerously parked or unlawfully present on public highways.

Action on Council owned land

- 16.14 Where the Housing Service reasonably believes that a vehicle has been abandoned on land owned by the Council, Estate Caretaking staff will investigate to establish ownership and determine whether the vehicle is abandoned.
- Where ownership is identified, the owner will be contacted and requested to remove the vehicle.
 - Where ownership cannot be established, an 'under investigation' notice will be placed on the vehicle.
- 16.15 If the vehicle remains following expiry of the notice period, the matter will be referred to the Community Safety Team for further action. Where appropriate and lawful, the vehicle may be removed or disposed of using statutory powers. Any action taken will be proportionate and consistent with tenancy conditions and relevant legislation.

17. Pest problems

- 17.1 The Housing Service aims to ensure all properties in its ownership are free of vermin, pest and insect infestation.
- 17.2 Tenants are responsible for taking action to resolve minor pest problems such as ants, mice, bees, or wasps. For example, by trying home remedies or using a pest control contractor. The Housing Service can provide guidance and information about how to deal with pest infestations.
- 17.3 Where infestation can be directly attributed to a tenant's living conditions or habits the Housing Service will advise the tenant on how best to rectify the situation and ensure it does not re-occur.

18. Enforcement action

- 18.1 Estate Management may involve tenants and / or owners. Estate management issues will be given the same degree of priority regardless of tenure type. The Housing Service will ensure early intervention and prompt action is taken to avoid issues escalating and becoming unmanageable.
- 18.2 The Housing Service will respond to breaches of the SST / SSST Agreements and title deeds within the limits of resources and costs of remedies. The response to a breach of tenancy issue will be proportionate to the severity and frequency of the issue. The Housing Service will take account of individual circumstances and support needs when responding to breaches of tenancy.
- 18.3 The Housing Service will attempt to resolve problems using escalating actions. Where actions are unsuccessfully exhausted, other means available to address these issues, legal remedies may be used. However, there will be restrictions on the action that the Housing Service can take in cases where estate management issues are related directly to the actions of an owner.

- 18.4 Enforcement action includes but is not restricted to:
- verbal or written warnings;
 - breach of tenancy notices;
 - referral to the Community Safety Team or Legal Services;
 - issuing a Notice of proceedings for recovery of possession; and
 - eviction action, where considered reasonable and proportionate and where other actions have failed to resolve the issues or where the housing related debt incurred to resolve the issues has not been repaid or a repayment agreement made.
- 18.5 In the event that legal action is instigated, the Housing Service will:
- work closely with all relevant agencies;
 - continue to try and engage with the tenant to address and resolve the issue; and
 - make sure that the case is well coordinated and substantiated with necessary evidence.
- 19. Review and complaints**
- 19.1 Any tenant or resident who is not satisfied with the handling of an estate management issue should raise the matter with the relevant Area Housing Officer in the first instance. If the issue remains unresolved, they can request a review be undertaken, by writing to the relevant Area Housing Manager. If the tenant is not completely satisfied with the outcome of the case, they can request that it is referred to the Service Manager Housing Operations for their consideration.
- 19.2 Any tenant or resident who is not fully satisfied with the handling of an estate management issue can escalate the case through [Moray Council Corporate Complaints Process](#).
- 20. Monitoring and policy review**
- 20.1 The Housing Service will set performance standards in relation to its Estate Management Policy and will monitor its achievement of these standards.
- 20.2 In order to comply with its service commitments, the Council will monitor the following:
- level of tenant satisfaction with the environment in their estate (identified by the Tenants' Survey carried out periodically);
 - number of estate management related complaints each year, by reason; and
 - annual expenditure on repairs and maintenance arising from criminal damage by area.
- 20.3 The Estate Management Policy will be reviewed in 2029.

APPENDIX A

The [Scottish Social Housing Charter](#) outcomes relevant to the Estate Management Policy are:

Outcome 1: Equalities

Social landlords perform all aspects of their housing services so that:

- they support the right to adequate housing.
- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 2: Communication

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Charter Outcome 3: Participation

Social landlords manage their businesses so that:

- tenants and other customers are offered a range of opportunities that make it easy for them to participate in and influence their landlord's decisions at a level they feel comfortable with.

Charter Outcome 4: Quality of housing quality

Social landlords manage their businesses so that:

- tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.

Charter Outcome 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Charter Outcome 11: Tenancy Sustainment

Social landlords ensure that:

- tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Charter Outcome 13: Value for Money

Social landlords manage all aspects of their business so that:

- tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.