

Summary of Key Changes

Policy: Estate Management Policy



Forth Housing Association is reviewing the Estate Management Policy.

The Policy explains how we manage our estates and developments by inspecting them frequently and dealing with any issues which arise in the appropriate way.

A copy of the Policy is attached to this email and is open for your views, therefore any comments you have would be most welcome.

We have provided a tracked change version of this policy and a clean version to clearly show the changes.

The main things that have changed are:

CHANGES:

- We have added more subheadings including close cleaning, pets and car parking and what we do with issues with any of these.
- We have added some 'principles' we will work to for our customers.
- We have added what is expected of tenants and instances where rechargeable repairs will apply.

- We have changed the policy format. This is in line with more recently reviewed policies.

It would be helpful if you could complete the attached questionnaire and return it.

You can contact Mareta Greig, Head of Tenant Services or Samantha Buggy, Head of Corporate Services on 01786 446066 or info@forthha.org.uk with any questions or comments.

All comments are welcome by close of play on 6th September 2024.