

Estate Inspection Policy

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Section 1: Introduction

- 1.1 South Cambridgeshire District Council (SCDC) recognises the importance of good environments around our properties and are committed to having a robust estate management policy to maintain good quality areas around our properties and communal areas.
- 1.2 We aim to be proactive in our estate management to meet our 'Grounds Maintenance Service Standards' for the benefit of the whole community.
- 1.3 We will work with other agencies where necessary to provide an effective estate management service.

Section 2: Scope & Purpose

- 2.1 This policy applies to all members of staff (permanent or temporary) that are working within the South Cambridgeshire District Council housing department (either as a direct employee or through an agency).
- 2.2 The purpose of this Policy is to outline the Council's approach to estate inspections.

Section 3: Overview of Estate Inspections

- 3.1 It is expected that staff will pick up on any issues they might find around the estates while they are out in the district or while they are speaking to residents in their day to day duties.
- 3.2 An estate inspection will be carried out by each Housing Services Officer (HSO) at least once per month within one of their villages.
- 3.3 The HSO will use the Estate Inspection checklist to identify any areas that need action and take notes to follow up on once the inspection has been completed.
- 3.4 The HSO will organise and carry out formal inspections with tenants at least three times per year. These can be included as one of their monthly inspections outlined in 3.2.
- 3.5 We will look to publish an annual calendar of the formal inspections, including the location and time.
- 3.6 Estate inspections provide a proactive opportunity to pick up any repair or maintenance issues in our housing areas.
- 3.7 The Estate Inspection procedure provides more information on all the areas to be covered in the inspection.

Section 4: Equality and Diversity

- 4.1 Equality is about treating individuals fairly, supported by legislation designed to promote equality and eliminate discrimination and harassment. Diversity is about the recognition and valuing of difference for the benefit of the Council and the individual. Equality and diversity are not interchangeable but are interdependent. There is no equality of opportunity if difference is not recognised and valued.
- 4.2 We are committed to identifying, understanding and eliminating all barriers that prevent access to services, information and employment.
- 4.3 As a major employer and provider of services, South Cambridgeshire District Council is committed to actively promoting equality and diversity, and working to combat discrimination across all nine protected characteristics of equality;
- Age
 - Disability
 - Gender Reassignment
 - Marriage and Civil Partnerships
 - Pregnancy and Maternity
 - Race
 - Religion/Belief
 - Sex
 - Sexual Orientation
- 4.4 An equality impact assessment has been carried out for this policy.

Section 5: Complaints

- 5.1 Any complaints should be addressed in line with the Housing Department's 'Comments, compliments and complaints' procedure.
- 5.2 An overview of the complaints procedure is available on the [website](#).

Section 6: Review

- 6.1 This policy and its procedures will be reviewed every two years. However, earlier reassessment may be required if there are changes in operations and / or legislation etc.

Section 7: About this policy

7.1 See the table below for information about this policy:

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Signed off by	Geoff Clark, November 2020

7.2 See the table(s) below for an overview of the history of this policy:

Version History Version 1.

Effective Date	-
Review Date	-