Arawak Walton Housing Association
Estate Management Policy

Approved by	Tenant Experience Committee
Date of Approval	02 November 2026
Date issued to Staff	03 November 2026
E&D impact Assessed	Yes
Date of Next Full Review	November 2029
Policy Ownership	Head of Tenant Services
Legal Review	No
Version	3.0
Corporate Objectives	• Customers and Communities: Providing excellent services, listening to tenant voices, and ensuring safe homes.

Change Log – Version 3.0 (Draft, September 2026)

This revision incorporates findings and agreed actions from the Tenant & Estate Management Survey 2026 (102 responses: 21 online, 81 postal, representing 100 unique tenants after 2 duplicate submissions). Insertions below are shown as tracked changes throughout the document for SMT and Board review; accept or reject in the usual way once approved.

Section	Change	Reason (2026 Tenant & Estate Management Survey)
Cover sheet	Version 2.0 → 3.0; revision details updated	Governance record of this revision
1. Introduction	New 1.5 added on survey-led continuous improvement	Establishes the evidence base for this revision
2. Key Objectives	New 2.8 added: tenant-led contractor performance review	87% of respondents want to take part in, or support, contractor performance reviews
3. Risk Management	3.1 extended with survey evidence	48% of respondents reported fly-tipping; grounds maintenance the second most frequently raised issue
Estate Inspection Procedure, 4.1	Monthly communal scheme inspection frequency made explicit	Survey question assumed monthly inspections; policy text only specified an annual programme
Estate Inspection Procedure, 4.2	Checklist instruction extended to cover fly-tipping hotspots	Fly-tipping is the most-reported neighbourhood issue (48%), concentrated in named hotspots
Estate Inspection Procedure, new 4.6	New clause: tenant contractor performance review panel	87% of respondents would take part in, or support, contractor reviews
New Section 9	New: Car Parking Management approach (scope, off-street car parks, abandoned vehicles, neighbour disputes, monitoring)	One of the strongest themes in the survey and a priority for 46% of respondents; explicit tenant/Board request to set out AWHA's approach
2. Key Objectives	New 2.9 added: car parking management	Supports new Section 9
Estate Inspection Procedure, 4.2	Checklist instruction extended to cover car park/gate access checks	Survey free text raised broken gates, locks and non-resident use of car parks
New Section 10 (formerly 9)	Survey Evidence and Continuous Improvement – renumbered, parking finding added	Keeps the evidence log complete following the Section 9 insertion
Section 10 (survey evidence)	TQP deep dive (25 June 2026) recorded as the originating scrutiny step, ahead of the survey	Evidences the two-stage tenant scrutiny process for the Regulator and TEC
Section 10 (survey evidence)	Demographic representativeness finding added, plus action to extend Tenant Involvement Strategy Priority 2 outreach to estate management engagement	100 unique respondents profiled; Black British and female tenants found underrepresented, echoing the Tenant Involvement Strategy scrutiny findings
2.2 / Section 10	Commitment added: extend 'Your Scheme, Our Plans' to General Needs areas via a new Neighbourhood Plan during 2027/28	Tenant request for equivalent clarity in areas without a specific scheme inspection
Estate Inspection Procedure, 4.1	Inspection frequency refined to 'the third week of each month'	Aligned to the current published inspection rota

1. Introduction

1.1 As part of its commitment to provide excellent services, Arawak Walton Housing association is dedicated to providing homes in neighbourhoods where people want to live and will thrive.

1.2 Our homes form part of estates owned and managed by other organisations in Manchester, Trafford and Stockport.

1.3 This policy sets out our approach to managing our properties so that we will create and sustain outstanding homes and neighbourhoods for our tenants and the local community.

1.4 Estate inspections allow us to carry out a formal assessment of our homes and the neighbourhood where they are based. However, all staff members have a duty when visiting the association's properties to carry out an informal inspection and report any issues to the relevant team. This will allow us to quickly identify any problems that need to be addressed.

1.5 This policy is reviewed against tenant feedback gathered through periodic tenant surveys and Tenant Voice. The 2026 Tenant & Estate Management Survey has directly informed this revision and its headline findings and resulting actions are set out in Section 10.

2. Key Objectives

2.1 To ensure our housing stock and communal areas are maintained to a high standard which increases the stability of the community and removes the negative stereotypes of social housing.

2.2 To involve and engage our tenants in the management of their home, using their insight to improve our neighbourhoods.

2.3 To work with other organisations and agencies to maintain and develop safe and strong communities.

2.4 To ensure our tenants, within reason, are satisfied with the services provided and the neighbourhood, in general.

2.5 To protect the associations investment and reputation by doing as much as possible to properly maintain our homes and the immediate environment.

2.6 To check that service contractors are carrying out their work effectively

2.7 To ensure that works carried out in our neighbourhoods enhance them and provides value-for-money to our tenants.

2.8 To give tenants a direct role in scrutinising contractor performance through a tenant-led contractor performance review panel, reflecting the strong tenant appetite for this identified in the 2026 survey (87% of respondents wanted to take part in, or support, contractor performance reviews). See Estate Inspection Procedure, clause 4.6.

2.9 To manage car parks, bays and driveways within our ownership fairly, safely and transparently, and to work constructively with tenants and the Local Authority on the wider

parking pressures affecting our neighbourhoods. See new Section 9, Car Parking Management.

3. Risk Management

3.1. S7 Asset Management (risk appetite – Cautious) and S2 Legal / Regulatory Compliance (incl Governance) (risk appetite – Averse): The association risks the unchecked deterioration in appearance and upkeep of its properties. This would lead to a poor reputation, a decrease in the demand of the area and may ultimately prove difficult to let our properties, resulting in financial loss. The 2026 Tenant & Estate Management Survey provides direct evidence of this risk: 48% of respondents reported fly-tipping in their neighbourhood, and grounds maintenance was the second most frequently raised issue, with 68% of respondents naming grounds maintenance and cleaning as a priority — tenants' second-highest priority. This evidence should inform the risk register and the mitigating actions set out in Section 10.

4. Equality, Diversity and Inclusion

4.1. The association will ensure that this policy is applied fairly and consistently. We will not directly or indirectly discriminate against any person or group of people in line with our Equality, Diversity and Inclusion Policy. We will act sensitively towards the diverse needs of individuals and communities and will take positive action where appropriate.

4.2. The organisation will operate within equality legislation and regulation and recognises the nine protected characteristics of Equality Act 2010 which are: Race, Sex, Gender Reassignment, Disability, Sexual Orientation, Religion or Belief, Marriage and Civil Partnership, Age and Pregnancy and Maternity explicitly.

5. Legal Background & Compliance

5.1 Housing Act 2004

5.2 Regulatory Reform (Fire Safety) Order 2005

5.3 Health and Safety at Work Act 1974

5.4 Equality Act 2010

5.5 Data Protection Act 1998

5.6 Social Housing White Paper

5.7 Consumer Standards

6. Associated Documents

7. This policy is supported by the following documents:

7.1 Business Plan

7.2 Asset Management Strategy

7.3 Anti-Social Behaviour Policy

7.4 Repairs & Maintenance Policy

7.5 Voids Management Policy

7.6 Data Protection Policy

7.7 Complaints Policy

7.8 Equality, Diversity and Inclusion Policy

7.9 Resident Involvement Consultation Policy

7.10 Health and Safety Policy

7.11 Home Visit Policy

8. Review

8.1. This policy will be reviewed every 3 years unless changes in practice, legislation or regulations require an earlier review. This review (September 2026) was brought forward from the scheduled November 2024 date to incorporate the findings of the Tenant & Estate Management Survey 2026; the next scheduled review is September 2029.

Estate Inspection Procedure

1. The purpose of this document is to outline the way in which the association's properties will be inspected.

2. Our homes are managed by the Housing Services Team and Communal Services Team as set out below.

2.1. Communal Schemes: Homes with an element of communal space where the communal contracts are managed by the Communal Services Team and the housing management by the Housing Services Team.

2.2. General Needs: Houses and flats in isolation or in neighbourhoods managed by the Housing Services Team. Following an action from the Tenant Quality Panel's 25 June 2026 meeting to achieve a better balance of services and oversight across property types, during 2027/28 we plan to extend our tenant-facing 'Your Scheme, Our Plans' approach to General Needs areas with a corresponding Neighbourhood Plan, so tenants outside a specific communal scheme inspection receive equivalent information on service delivery. See Section 10.

2.3. Sheltered schemes: Homes for people aged 55+ which have an annual inspection and a further range of inspections and risk assessments detailed in the Health and Safety Policy and managed by the Communal Services Team.

3. Housing Services Team – Patch Visits

3.1 Housing Officers will carry out visits to all properties on their patch on an annual basis. This is known as 'Patch Visits'.

3.2 A letter should be sent to each tenant to let them know the date and time the housing officer will be in the area, inviting the tenant to meet with them to discuss any issues they may have.

3.3 The housing officer should include door knocking whilst carrying out their patch visit to ensure that they engage with as many tenants as possible.

3.3 During the visit the Housing Officer will make a note of any repairs identified and report these directly to the customer services team for action.

3.4 A list of uncontactable tenants should be compiled and investigated to protect vulnerable and hard to reach tenants.

4. Communal Services Team – General Office and Fire Risk Assessments

4.1 Each year the Housing Officer and Maintenance Inspector will organise a programme of inspections of the communal schemes. Communal scheme inspections are carried out on a monthly cycle, in the third week of each month; the annual programme sets the schedule and coordination for these monthly visits. The Housing Officer will share the programme with the Corporate Services Team so that they can advertise in newsletters, our website and on social media to notify tenants of the inspection dates and times. The 2026 Tenant & Estate

Management Survey found 61% of tenants think the current monthly frequency is about right and only 7% want it less often, so this frequency is retained.

4.2 The inspections will cover the internal and external aspects of the schemes taking into account any health & safety and fire safety hazards. A checklist has been prepared at Appendix 1 to assist in this process. This must be completed. The checklist must include a specific check for fly-tipping and dumped waste, with particular attention at schemes identified as recurring hotspots (currently Linwood Grove, Cotterdale Close, Sycamore Court, Longsight and Ardwick), reflecting the 2026 survey finding that fly-tipping was the most reported neighbourhood issue (48% of respondents). The checklist must also include a check of car park and gate access arrangements (locks, key fobs, electronic gates and visitor/tenant space markings) at schemes with a managed car park, reflecting parking access issues raised in the survey – see Section 9.

4.3 Once the inspection has been completed the Housing Officer should create an action plan on an excel spreadsheet, setting out all actions and team responsible. Photos should be uploaded and saved in the Schemes Gallery folder. Time can be saved if the action plan is set up and completed during the inspection.

4.4 All actions should be distributed amongst the relevant teams and monitored to completion by the Housing Officer. Any issues should be brought to the attention of the Communal Services Manager.

4.5 A copy of the Risk Assessment and Checklist must be saved in the health and safety folder for each scheme.

4.6 Tenant Contractor Performance Review Panel

Reflecting the strong tenant appetite identified in the 2026 survey (87% of respondents wanted to take part in, or support, contractor performance reviews), AWHA will establish a tenant-led panel to review the performance of estate and grounds maintenance contractors. The Communal Services Manager will convene the panel at least twice a year, invite tenant members through Tenant Voice, and report panel findings into the contractor management process alongside the inspections and checklists described above.

9. Car Parking Management

Car parking emerged as one of the strongest themes in the 2026 Tenant & Estate Management Survey, and was named a priority by 46% of respondents. This section sets out our approach for the first time, in response to that feedback.

9.1 Scope

This section applies to car parks, parking bays, driveways and other parking areas within Arawak Walton's ownership or management ("off-street parking"). It does not extend to on-street or public highway parking — including double yellow lines, on-street residents' permit schemes and school-time congestion — which is the responsibility of the relevant Local Authority (e.g. Manchester City Council) and its Highways team. Where tenants raise on-street issues with us, we will signpost them to the correct service and support local requests for a council-run residents' scheme where there is clear demand, but we cannot resolve these issues directly.

9.2 Managing our own car parks, bays and driveways

- Where car parks or bays are allocated as part of a scheme, we will maintain a record of who they are allocated to and take action where non-residents are found using them without permission.
- We will ensure gated or secure car parks have working access — locks, key fobs and electronic gates — and repair faults promptly through the normal repairs process.
- Where reasonably practicable, we will provide marked visitor parking, separate from tenant bays, with clear signage.
- We will consider requests for a residents' parking permit or bay-marking scheme on a site-by-site basis, taking into account available space, cost and the level of support among tenants at that scheme. Introducing a scheme does not create additional capacity where none exists, and we cannot guarantee a space to every tenant with a vehicle.
- We will provide disabled parking bays where a need is identified and it is practicable to do so, including needs identified through Home Visits (see Home Visit Policy).
- Contractors and staff working at a scheme will be asked to park considerately and avoid occupying tenant or visitor spaces wherever alternative parking exists.

9.3 Abandoned and problem vehicles

- We will investigate reports of abandoned, untaxed or apparently abandoned vehicles on our land and take appropriate action, which may include removal in line with relevant legislation, working with the police or Local Authority where required.
- Vehicles blocking access for emergency services, refuse collection or other essential access on our land will be treated as a priority for action.

9.4 Neighbour disputes over parking

Day-to-day disagreements between neighbours over the informal use of unallocated space are generally a matter for tenants to resolve between themselves, in line with the reasonable-tolerance approach set out in the ASB and Hate Crime Policy, unless the behaviour escalates to obstruction, harassment or anti-social behaviour, in which case that policy applies.

9.5 Monitoring

Car parking issues raised through tenant surveys, complaints and Tenant Voice will be reviewed alongside estate inspections (see Estate Inspection Procedure, clause 4.2) to identify recurring problem sites and inform future capital or minor works programmes.

10. Survey Evidence and Continuous Improvement

This revision is grounded in two rounds of tenant scrutiny. The Tenant Quality Panel (now Tenant Voice), held an estate management deep dive on 25 June 2026, raising grounds maintenance contractor performance, fly-tipping, car parking, contractor accountability, anonymous ASB reporting, and the balance of services between communal schemes and General Needs properties – several of which the Panel agreed needed wider tenant testing. The Tenant & Estate Management Survey 2026 (102 responses: 21 online, 81 postal, representing 100 unique tenants) that followed directly informs this policy revision. Headline findings:

- Grounds maintenance was the second most frequently raised issue, and grounds maintenance and cleaning is tenants' second-highest stated priority (68% of respondents).
- Fly-tipping was the most reported neighbourhood issue (48% of respondents), concentrated in named hotspots.
- 87% of respondents would take part in, or support, tenant-led contractor performance reviews.
- 61% of respondents consider the current monthly communal scheme inspection frequency to be about right.
- Car parking was named a priority by 46% of respondents, with comments raising non-resident use of car parks, broken gates/locks, requests for permit schemes and abandoned vehicles.
- A subsequent demographic profile of the 100 unique respondents found Black British tenants (46% of the tenant base) underrepresented at 35% of respondents, and female tenants (60% of the tenant base) underrepresented at 51% – the same pattern identified in the Tenant Involvement Strategy scrutiny work.

Resulting actions, reflected in this policy, are: (i) explicit monthly frequency for communal scheme inspections (clause 4.1); (ii) a fly-tipping hotspot check added to the inspection checklist (clause 4.2); (iii) a new tenant contractor performance review panel (clause 4.6 and objective 2.8); (iv) this evidence recorded against risk 3.1 for the association's risk register; (v) a new Car Parking Management approach (Section 9 and objective 2.9); (vi) extending the Tenant Involvement Strategy's Priority 2 outreach actions to future estate management engagement, including recruitment to Tenant Voice and the Contractor Performance Review Panel, to address the representativeness gap identified above; and (vii) extending 'Your Scheme, Our Plans' to General Needs areas via a new Neighbourhood Plan during 2027/28 (clause 2.2). Progress against these actions will be reported to Tenant Voice and reviewed alongside future tenant surveys.