# DCPM Policy

**Estate Management**

The Dunedin Canmore group supports equal opportunities for all: [DunedinCanmore Group Equality & Diversity Policy.pdf](DunedinCanmore_Group_Equality_Diversity_Policy.pdf)

## Monitoring Form

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<th>Department</th>
<th>DCPM</th>
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<tr>
<td>Department Director</td>
<td>Susan Napier</td>
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<td>This policy is applicable to</td>
<td>DCPM</td>
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1.0 INTRODUCTION

This Policy outlines DCPM’s Estate Management obligations.

2.0 PROPERTY FACTORS ACT (SCOTLAND) ACT 2011

DCPM aims to comply with the Property Factor Code of Conduct, which sets out minimum standards of practice for registered property factors and has been prepared in terms of section 14 of the Property Factors (Scotland) Act 2011.

Part 1.1aBd of the Code states that a written statement should set out:

“the types of services and works which may be required in the overall maintenance of the land in addition to the core service....”

3.0 MANAGEMENT OF WIDER ESTATES

Objectives:

- DCPM aims to provide a high quality service and ensure the environment is maintained to a high standard.
- As far as possible, and within our control, DCPM will ensure that developments are safe and secure for owners and the general public
- Owners receive good value for money.
- Deliver services within statutory guidelines.
- Enforce deed of condition requirements relating to Estate Management in a firm, fairs, prompt and sensitive manner.
- Consult with owners on Wider Estate issues.
- Work with other agencies, including the statutory authorities, to ensure that high standards are achieved and maintained;
- Work with owners and committees with initiatives to reduce crime and improve the environment.
- Ensure that developments are effectively managed within restraints.

While DCPM will use its best endeavours to meet these principles and obligations, it will do so within its remit as factor and according to the guidelines laid out in the Deed of Conditions / Management Contract.

4.0 DEVELOPMENT/ STAIR SURVEYS

4.1 The Property Officer will carry out regular stair visits (minimum of 6 visits per annum). The purpose of these visits is to ensure that developments/ stairs meet the required standards and expectations of owners.
The Property Officer will also carry out an annual stock condition survey and copies will be sent to owners (and committees where applicable).

5.0  WIDER ESTATE MANAGEMENT ISSUES

There exist a number of key features which traditionally have impacted on the quality of amenity and estate management practices, these include.

5.1  Cars and Abandoned Vehicles:

5.1.1  DCPM aims to minimise the nuisance and danger to residents of unsafe or abandoned vehicles left within a development either by owners or outside parties.

5.1.2  Where specifically stated in the Deed of Conditions, DCPM will ensure any condition relating to parking or vehicle repair is regulated, and take legal action if owners breach this.

5.1.3  In line with the owner's Deed of Conditions or where instructed by a Committee, DCPM will engage the services of an approved operator to patrol parking spaces.

5.1.4  Owners reporting illegal parking not on managed developments property should be directed to contact the police.

5.2  Communal Cleaning and Landscape Maintenance:

5.2.1  In line with the Deed of Conditions and where requested by committees, DCPM will provide a communal stair cleaning and landscape maintenance service.

5.2.2  Owners will be provided with information on the specifications and regularity of cleaning and landscaping services and will be encouraged to report to DCPM if they feel the contract is not being complied with, or that the work is not being carried out to a high standard.

5.2.3  Where specified within the Deed of Conditions or instructed by owners / committee, DCPM will appoint a caretaker / concierge whose responsibilities will include communal cleaning and landscape maintenance services, and dealing quickly with instances of littering, dumping or vandalism. The caretaker services will be recharged to owners and apportioned in line with the Deed of Conditions.

5.3  Refuse Disposal and Bulk Uplift:

5.3.1  Owners are required to take full responsibility for the uplift of large bulky items. DCPM will take appropriate action against owners, where the offending owner can be identified.

5.3.2  For safety reasons, where an amount of rubbish is dumped within a stair or on the street/ development, and where the person responsible
is not known, DCPM will arrange for uplift by an approved contractor. The full cost of this will be recharged to owners and apportioned in line with Deeds of Conditions.

5.3.3 Where requested, DCPM will take responsibility for the cleaning of communal refuse bins, where such services are not provided by the local authority.

5.4 Community Safety:

5.4.1 DCPM will work with owners / committee on issues of community safety and provide recommendations / advice as appropriate. Such measures may include installation of door entry systems, CCTV and security.

5.5 Play Parks

5.5.1 All children’s play areas managed by DCPM will be inspected weekly and any faulty or dangerous equipment repaired or removed as appropriate. Other dangers to child safety such as broken glass will be removed within 24 hours of notification to DCPM. See DCPM procedure on Playground Safety Inspections for more information.

5.6 Communal or Street Lighting

5.6.1 Faulty or inoperable communal lighting is a safety issue for both owners and residents alike and will be repaired quickly where it is part of the management of the development. Where it is the responsibility of the local Authority, the Property Officer will report to the council. Owners should report faulty street lighting direct to the council or nominated authority.

5.7 Neighbourhood Watch Schemes

5.7.1 DCPM will encourage and support Neighbourhood Watch Schemes and other groups seeking to improve security on any of its developments, and will respond promptly to reports of any matter which could jeopardise the safety of owners and residents.

5.8 Hazards

5.8.1 DCPM will immediately report any situations, which are hazardous to health (e.g. pests, hypodermic syringes, faeces, blood or other bodily fluids, asbestos, poisonous chemicals, corrosives, dumped fridges, burnt out cars etc) to the local authority. Residents or members of the public will also be provided with contact telephone numbers and encouraged to pass such complaints on to the local authority directly.

5.9 Vandalism and Graffiti:

5.9.1 Repairs required due to vandalism will normally be completed within 10 working days. However vandalism which poses a safety risk and
racist/offensive graffiti will be dealt with within 24 hours of notification, where possible.

5.9.2 Any owner found guilty of deliberately or maliciously damaging property within the stair/development will be charged for the full cost of the repair. Legal advice/action will be taken as appropriate.

5.10 Pets:

5.10.1 DCPM will endeavour to ensure that the environment over which it has control is not allowed to deteriorate because of unsupervised pets. DCPM will attempt to enforce the Deed of Conditions where reasonable (and financially viable to do so). DCPM will take the appropriate action will be taken against owners whose pets are found to cause a nuisance or damage.

5.10.2 Where necessary an issue regarding an owners’ pet will be referred to a more appropriate agency. Those who contact DCPM about nuisance caused by noise from a neighbour’s pet will also be directed to contact the police, and will be advised to contact the SSPCA if they feel an animal is in distress or is being mistreated. Owners of dangerous dogs should also be reported to police who may take action under the Dangerous Dogs Act 1991. Complainants will also be advised that owners who allow their pets to foul common areas should be reported to the local authority, which can impose fines.

6.0 SATELLITE DISHES

Satellite dishes can only be erected where permitted to do so in line with the Deed of Conditions. Unauthorised installation of a satellite dish will result in its removal by DCPM and the full cost of this and making good will be recharged to the owner.

8.0 PUBLICISING/AVAILABILITY OF THE POLICY

This Policy will be made available on request.

9.0 OTHER RELEVANT POLICIES AND PROCEDURES

- Factoring Policy.doc
- Abandoned Vehicles procedure (HS27/HS07).doc
- Control of Car Parking Areas procedure (HS25/HS27).doc
- DCPM Repairs and Maintenance policy
- Property Factors Act Code of conduct

10.0 COMPLAINTS AND SERVICE IMPROVEMENTS

We aim to get things right first time. However, despite our best intentions and efforts, we acknowledge that from time to time people may be unhappy with the service provided.

Anyone can raise a concern with any member of staff, who will try to resolve the issue straight away.
If for any reason the issue cannot be dealt with straight away, we will make sure that the matter is fully investigated by a member of our service improvement team and a satisfactory solution achieved as quickly as possible.

Details of our Complaints policy can be obtained from the office or from our Website.