

Operational Procedure 44

Estate Inspections

Responsible Officer	Service Manager – Housing and Property						
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Amendment and Authorisation Record

OP44 – Estate Inspections

Date	Author	Paragraph ref:	Nature of change	Authorised by
27/6/2007	VS		First Edition	
27/01/09	MH		Update responsible officer job title	AJ

1.0 Introduction

- 1.1 Estate inspections are to be carried out on a regular basis across all of the Council's stock. These inspections are an opportunity for tenants and residents to improve the appearance of an estate.
- 1.2 Two formal inspections are to be carried out on each scheme each year.
- 1.3 The involvement of tenants and residents should be encouraged to participate by providing as much notice as possible of the due inspection.
- 1.4 The attendance of housing staff for these inspections is also a further opportunity for tenants and residents to raise estate management issues on a formal or informal basis.
- 1.5 Regular inspection should ensure that all schemes are brought up to and maintained to a high standard allowing problems to be dealt with promptly before it becomes a more serious issue.
- 1.6 The inspections should also ensure that estate management staff can take prompt action against individuals who do not take care of their garden to the annoyance of others. This prompt action and proactive approach should reduce the number of complaints overall.

2.0 External Inspection Procedures

- 2.1 All Council housing schemes should be externally inspected, at least twice each year with no more than 6 months between each inspection. A guideline schedule is attached as *Appendix A*.
- 2.2 Each Technical Officer should determine a yearly cyclical programme for their areas using *Appendix A*.
- 2.3 The forthcoming estate inspections for each month should be notified in writing to the Shetland Tenants Forum (STF). The STF is to invited to send a representative if they so wish.
- 2.4 The same information is to be presented as a notice in the Shetland Times each month with an invitation for all tenants and residents to attend the inspection.
- 2.5 The advertisement should seek to advise tenants and residents of the date, time and starting point for the inspection.
- 2.6 The Service Manager, Environmental health is to be sent a copy of the advert, along with an invitation for an Environmental health officer to attend.
- 2.7 The Housing Officer for the area is to be sent a copy of the advert, along with an invitation to attend and address any tenancy issues in the area.
- 2.8 The inspection form attached *Appendix B*, should be used by the Technical Officer to record the inspection. The report forms should be completed on site. Comments regarding the condition of the houses, and any other general issues from the estate should be noted.
- 2.9 Follow up action as required should then be taken i.e. issue letter requesting a tenant cut their grass, notify planned maintenance that there are problems with the paint work, contact Environmental Services re removal of old car.
- 2.10 The completed report forms should then be copied by the Technical Officer to the area Councillor, STF and area tenant group (if there is one) for their information.
- 2.11 The report form should be updated by the Technical Officer once the ordered work has been completed, and the Councillor / Tenant Group advised in writing.

- 2.12 Wherever, practicable to do so these estate inspections should be planned to coincide with other business in the area e.g. pre or post inspection of repairs.
- 2.13 In remote island locations it may not be best value to send an officer from the mainland for a relatively short inspection period. Wherever practicable to do so the inspection in these remote island areas should be carried out when a visit is made for some other reason. However, if there is not a proper reason to attend, the Technical Officer can make arrangements for a resident on the island to act as an agent on behalf of the SIC housing service but the procedure as outlined above should still be followed.
- 2.14 Where an external agent is used in remote locations, the Technical Officer remains responsible for ensuring that any reports are returned within one week and repairs ordering in accordance with 2.6 to 2.9 (inc).

3.0 Guidelines for external inspections

External inspections should assess the general condition of the following:

- Roofs, chimneys, chimney heads, pots, cans and cowls
- Guttering / down pipes
- External walls and finishes
- External windows and doors
- Paths and steps should be in a safe condition
- External handrails should be secure
- Boundary walls and fences are secure (councils responsibility)
- Divisional fencing is secure (tenants responsibility)
- Garden areas are being maintained in a clean and tidy condition
- Sheds or other garden structures are maintained in a good state of repair
- General assessment of estate e.g. old cars / scrap / graffiti / vandalism / noise / pets / parking areas / rubbish
- Possible abandoned tenancies / non-occupation
- Communal facilities e.g. rubbish stores / drying greens / stair wells / lobbies / walls and fences bounding communal areas
- Void properties are secure and well maintained
- Any other issues relevant to the community

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Appendix A:

Count of Reference		Month						Grand Total
Insp code	Estate	1	2	3	4	5	6	
CM	Fetlar	14						14
	Lerwick Sound			89	82	30	97	298
	Lerwick Town					51		51
	Unst Baltasound	31						31
	Unst Haroldswick	16						16
	Unst Uyeasound	19						19
	Yell Burravoe		18					18
	Yell Cullivoe		18					18
	Yell Mid Yell		29					29
	(blank)	2	2	46	49	33		132
CM Total		82	67	135	131	114	97	626
KL	Bigton	7						7
	Boddam	16						16
	Bressay		35					35
	Cunningsburgh		46					46
	Fair Isle		3					3
	Lerwick Town			83	82	66	48	279
	Sandwick East	48						48
	Sandwick West	7						7
	Virkie	26						26
	(blank)	4			1			6
KL Total		108	84	83	83	66	49	473
TD	Brae Moorfield	79						79
	Brae Other	17						17
	Firth		98					98
	Hillswick				6			6
	Lerwick North					25	76	101
	Lerwick Town					8		8
	Mossbank			55				55
	North Roe				8			8
	Ollaberry				16			16
	Out Skerries				5			5
	Urafirth				17			17
	Vidlin			13				13
	Voe			17				17
	Whalsay Brough				22			22
	Whalsay Symbister				17			17
	(blank)		34			4	59	
TD Total		96	132	85	95	92	76	576
TS	Aith	22						22
	Bixter	17						17
	Burra Bridge End		10					10
	Burra Hamnavoe		18					18
	Lerwick Town				64	97	89	250
	Sandness	11						11

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	Scalloway Blydoit							12
	Scalloway Port Arthur							6
	Scalloway Village							81
	Skeld	13						13
	South Nesting		20					20
	Tingwall		12					12
	Tresta	2						2
	Walls	29						29
	Weisdale		36					36
	Whiteness		3					3
	(blank)				16	12		28
TS Total		94	99	99	80	109	89	570
Grand Total		380	382	402	389	381	311	2245

APPENDIX B

Shetland Islands Council: Estate Inspection Form

Estate:

Date:

Area Councillor:

Tenant / Resident Group:

General condition

External walls / finishes / windows / doors

Good Fair Poor

Gardens / walls / fences / gates

Good Fair Poor

Footpaths / car parks / open spaces

Good Fair Poor

Address	Repairs ordered	Action needed by tenant	Date letter sent (if applicable)	Follow up inspection (if applicable)	Comments

Address	Repairs ordered	Action needed by tenant	Date letter sent (if applicable)	Follow up inspection (if applicable)	Comments

Technical Officer:

Other Officer:

