

ESTATE MANAGEMENT POLICY

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1 INTRODUCTION

- 1.1 Highland Residential (Inverness) Ltd (HRIL) is committed to embedding the Group's mission, values, and vision into daily decision-making. This includes ensuring that estate management services support the creation of safe, attractive, and well-managed communities across all developments.
- 1.2 This policy sets out HRIL's approach to estate management for properties owned by Albyn Housing Society and managed by HRIL, including Mid-Market Rent (MMR), private rented, and mixed-tenure developments where a factoring service is provided.
- 1.3 Estate management encompasses a range of responsibilities including:
 - Cleanliness and maintenance of common areas
 - Grounds maintenance and landscaping
 - Waste management, including bulk uplift
 - Anti-social behaviour and tenancy enforcement
 - Parking management
 - Graffiti, vandalism and environmental nuisance
 - Health, safety, and security of communal areas
 - Tenant and customer engagement
- 1.4 HRIL operates across a wide geographic area, and service delivery will be responsive to local needs, demand, and risk.

2 SCOPE

- 2.1 This policy applies to:
 - All HRIL staff and contractors
 - Customers, including tenants and factored owners
 - All tenures managed by HRIL, including:
 - Mid-Market Rent
 - Private rented tenancies
 - Factored developments

3 RESPONSIBILITIES

3.1 Strategic Oversight

The Highland Residential Board is responsible for approving this policy and receiving assurance on its implementation, performance, and compliance.

3.2 Operational Responsibility

The Lettings & Sales Manager is responsible for:

- Day-to-day implementation of this policy
- Ensuring staff and contractors adhere to service standards
- Managing estate management activity and performance

3.3 Delivery Responsibilities

Operational delivery will be supported by relevant staff and contractors who are responsible for:

- Undertaking estate inspections
- Responding to estate management issues
- Enforcing tenancy and occupancy conditions where applicable
- Liaising with external agencies

3.4 Assurance and Performance Monitoring

Performance will be monitored through:

- Regular reporting to the Highland Residential Board
- Analysis of complaints and customer feedback
- Monitoring of service standards and inspection outcomes

4 RELATED DOCUMENTS

4.1 This policy should be read in conjunction with:

- Tenancy Agreements and Occupancy Agreements
- Factoring Service Policy and Written Statement of Services
- Complaints Handling Procedure
- Anti-Social Behaviour Policy
- Health & Safety policies and procedures
- Data Protection Policy

5 RELEVANT LEGISLATION

5.1 Full regard has been given to legislative and good practice requirements which may impact on this policy including:

- Occupiers' Liability (Scotland) Act 1960
- Property Factors (Scotland) Act 2011
- Anti-social Behaviour (Scotland) Act 2014.
- The Scottish Secure Tenancy Agreement (SST)
- Dog Fouling (Scotland) Act 2003

5.2 While HRIL is not directly regulated by the Scottish Housing Regulator (SHR), this policy aligns with:

- Relevant SHR standards and the Scottish Social Housing Charter (where applicable)
- Good practice expectations for Registered Social Landlords
- The jurisdiction of the First-tier Tribunal (Housing and Property Chamber)

6 POLICY DETAIL

6.1 Outcomes

This policy supports Highland Residential in achieving the following outcomes:

- Customers and staff are aware of and accept their obligations and responsibilities in relation to estate management and these are adhered to.
- Customers and their households can live in secure, clean and well-maintained neighbourhoods.
- Collaborative working with external agencies, local services and contractors to provide well managed communities.
- Pro-actively working to reduce the number of complaints relating to estate management.
- Ensuring staff maintain a visible presence within the area, are proactive and take appropriate early action to enforce tenancy conditions where applicable.
- Complying with legal duties, regulatory requirements and good practice requirements.
- Providing good quality information to promote effective estate management and manage the expectations of customers.
- Ensuring the upkeep of the housing stock and surrounding environment is managed to a standard which contributes to reducing void property times as referenced in the voids management policy and associated procedures.

6.2 Customer Communications

HRIL will give clear information to customers on the services we provide and any related costs of these services via the tenant portal, website, newsletter and any other relevant communication methods.

6.3 Service Charges

HRIL will ensure that:

- Costs are transparent and fairly apportioned
- Customers are charged only for services from which they benefit
- Charges comply with factoring legislation and agreements

7 DATA PROTECTION

7.1 All personal data processed when implementing this policy will be done so in accordance with the Data Protection Act (2018) and United Kingdom General Data Protection Regulation.

7.2 A Privacy Notice setting out how HRIL will process any personal information related to MMR is available on the HRIL website and is issued to all customers at point of contract. See: <https://www.highlandresidential.co.uk/data-protection/>

8 EQUALITIES

8.1 This policy will be implemented in accordance with the Albyn Group Equality & Human Rights Policy. An Equalities Impact Assessment of the implementation of this policy has been completed.