



ESTATE MANAGEMENT POLICY 2019

1.0 INTRODUCTION AND DEFINITION

"Estate Management" is a general term used to include Tenancy Management and Environmental Management.

Tenancy Management and Environmental Management are linked to, but separate from, the management of Anti-Social behaviour. The Association's Policy on Anti-Social Behaviour sets out how we deal with Anti-Social Behaviour.

Tenancy Management aims to support a tenant to uphold the terms of their Tenancy Agreement. Where appropriate and necessary it will involve taking action to enforce compliance with the terms of that Agreement.

Environmental Management aims to create a well-maintained neighbourhood in which tenants and other customers feel safe.

Estate Management therefore covers a diverse range of services including:

- Maintenance of communal areas such as hard and soft landscaped areas, parking areas (within our ownership) roads and footpaths (within our ownership) common stairs, backcourts and landings;
- Inspecting the condition of common areas (as above);
- Ensuring that tenants comply with tenancy conditions related to the maintenance of their garden and disposal of refuse;
- Monitoring empty properties;
- Providing advice and assistance to tenants and residents on services which enhance the local community;
- Supporting initiatives to reduce crime;
- Environmental improvements;
- Co-operation with other agencies delivering services in the community.

2.0 LEGAL AND REGULATORY FRAMEWORK

The Association considers the key areas of legislation that are relevant to our Estate Management Service to be:

2.1 Civic Government (Scotland) Act 1982 (the "1982 Act")

In relation to the Customer Service Objective 8 contained within Section 3 of the Policy, the 1982 Act defines several offences which are relevant:

- Section 47 of the 1982 Act provides that any person who urinates or defecates in circumstances so as to cause or likely to cause, annoyance to any other person shall be guilty of an offence.

- Section 50 of the 1982 Act provides that any person who is, while not in the care of a suitable person, in a public place, drunk and incapable of taking care of themselves is guilty of an offence.
- Section 49 of the 1982 Act provides that any person who suffers or permits any creature in their charge to cause danger or injury to any other person who is in a public place or give such a person reasonable cause for alarm or annoyance shall be guilty of an offence.

The Association encourages tenants who believe that these statutory requirements have been broken to advise the Police.

2.2 Dangerous Dogs Act 1991

The Dangerous Dogs Act 1991 makes it an offence for anyone in charge of any type of dog to allow it to be dangerously out of control in any public place. It also puts strict controls on types of dogs which are illegal to keep. If the Association discovers a tenant is keeping one of these dogs in the property, we will report it to the Police.

2.3 The Data Protection Act 2018 ("DPA") and the General Data Protection Regulation 2016/679 ("GDPR")

Where there is a need to share tenant's data (including the sensitive or special category data) with external organisations we will do so in accordance with our Data Protection Policies.

2.4 The Environmental Information (Scotland) Regulations 2004 ("EIRs")

The Association has important duties under the EIRs to actively disseminate the environmental information it holds. Our arrangements for complying with requests for Environmental Information are set out in our Access to Information Policy.

2.5 The Equality Act 2010 (the "Equality Act")

The Equality Act requires the Association to have (i) 'due regard' to how they can eliminate discrimination, (ii) advance equality of opportunity and (iii) foster good relations in doing so.

This is a positive obligation to proactively achieve these aims in the way they conduct their business. This duty is known as the "public sector equality duty" or "PSSED". The requirement to have due regard to the need to eliminate discrimination applies to all the "protected characteristics" protected by the Equality Act, namely:

- age,
- disability,
- gender reassignment,
- marriage or civil partnership,
- pregnancy and maternity,
- race,
- religion or belief, and
- sex and sexual orientation.

Section 39 of the Housing (Scotland) Act 2010 requires RSLs, when performing housing services, to act in a manner which encourages equal opportunities and in particular the observance of the requirements of the law for the time being relating to equal opportunities. This duty is explicitly referenced in the SHR's Regulatory Framework.

Therefore, when the Association is dealing with any estate management issues, it will ensure that no person is treated less favourably than another person or group or persons because of one of the above protected characteristics. The Association will ensure it applies this Policy consistently and fairly in all circumstances. In the exercise of any of its functions under the Policy, the Association will have due regard to the need to remove or minimise disadvantage suffered by people due to their protected characteristics, take steps to meet the needs of those people and foster good relations between people who share a protected characteristic and those who do not, by carrying out a proper equality impact assessment in relation to both the Policy and making day-to-day decisions about estate management.

2.6 The Human Rights Act 1998 ("HRA")

The Association considers the following rights to be applicable to the operation of the Policy.

Article 6 (the right to a fair determination of civil rights)

Article 6 applies where someone's private rights are at stake, such as in contractual or property disputes. The right to a fair hearing means, broadly, that a person should be given the opportunity to participate effectively in any hearing of their case, and to present their case in conditions which do not place them at a substantial disadvantage when compared with the other party in the case. For example, a person who is subject to a decision-making process in relation to a possible eviction should have access to an interpreter, if necessary.

Article 8 (right to respect for private life, family life and the home)

Article 8 means that people should be able to live in privacy and be able to live their life in the way that they choose and to access and live in their home without intrusion or interference. The right to respect for family life includes the right for a family to live together.

Therefore, the Association will take positive steps to prevent other people seriously undermining a person's home or private life, for example, through serious pollution or anti-social behaviour.

2.7 The Social Housing Charter

- Social Housing Charter Outcome 1 relates to the promotion of equalities and requires that Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
- Social Housing Charter Outcome 6 refers to estate management, anti-social behaviour, neighbour nuisance and tenancy disputes and requires that social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well-maintained neighbourhoods where they feel safe.
- Social Housing Charter Outcome 11 relates to Tenancy Sustainment and requires that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

- Scottish Social Housing Charter Outcome 13 relates to Value for money and requires that landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.
- Tenants of the Association will usually have a Scottish Secure Tenancy which sets out the obligations and rights of the landlord and tenant that are set out below. In a few cases, tenants will have a Short Scottish Secure Tenancy, but the rights and obligations which relate to Estate Management issues will not be significantly different.

2.8 The Scottish Secure Tenancy

Section 2.4: The tenant and those living with you and your visitors must take reasonable care to prevent damage to the common parts.

Section 5.4: The landlord will carry out a reasonably diligent inspection of the common parts before the tenancy begins. We will take reasonable steps to remove any danger we find before you move into your house. We will repair any defect we find that will significantly affect your use of the common parts, or the house, within a reasonable period and during the course of the tenancy, we will carry out inspections, at reasonable intervals, of the common parts.

Section 5.8: The landlord will keep Boundary walls and fences (excluding dividing fences between gardens) in repair.

Section 2.7: In terms of keeping and control of pets, the landlord requires that tenants must:

Obtain our prior written permission to keep pets. The term pet covers various types of animals including dogs, cats, birds, rodents (hamster, gerbil, rat etc.), reptiles, rabbits and fish. Any such request from you to us will be considered and permission will not be withheld unreasonably. The normal number of pets will be no more than one or two depending on type, size etc. Each request will be looked at individually taking into account the size of the property, surrounding area, species of pet. The Association will not permit the keeping of dogs and cats in properties where the design makes this unsuitable. This includes our development at Mill Road, Alloa and such other properties as we consider being unsuitable as a result of design, layout or any other reason. Permission will not be granted for a tenant to keep livestock or farm animals for example chickens, ducks, pigs, goats.

We will withdraw our permission and may request a pet be removed from the property where:

- *Permission has not been sought or it has been refused;*
- *Conditions applied to the written consent have not been adhered to;*
- *The pet has caused a nuisance, distress or annoyance to any owner or occupier or property adjoining or within the locality of the property or has caused damage or destruction to any part of the property owned or leased by the Association.*

The tenant will be in breach of the conditions of tenancy if they continue to keep the pet after permission has been refused or withdrawn. The Association will involve such other agencies as appropriate to secure the welfare of the pet on removal from the property.

These are our general conditions for keeping pets which you must observe:

- Keeping your pet is not prohibited by the Dangerous Dogs Act 1991, or by any other law;*
- You are responsible for the behaviour of any pets owned by you or anyone living with you;*
- You must take all reasonable steps to supervise and keep pets under control;*
- You must take all reasonable steps to prevent such pets causing nuisance, annoyance or danger to your neighbours. This includes fouling or noise or smell from your domestic pet;*
- You must take reasonable care to see that such pets do not foul or cause damage to the house, your neighbour's property, anything belonging to us or anything we are responsible for, such as the common parts;*
- The Association may recharge a tenant for any costs incurred as a result of damage or cleaning up any mess left by a pet;*
- Dogs especially must be kept on a lead at all times when outside the property and dog faeces must be cleaned up immediately;*
- All dogs must be microchipped and have a collar displaying their owners name and address;*
- You must also ensure pets are vaccinated and regularly treated for fleas and worms (if necessary) and not left unattended in balconies or closes;*
- We are entitled to require removal of the pet if causing nuisance or damage;*

Section 2.10 The tenant must take your turn, with all other tenants and owner-occupiers sharing the common parts, in keeping them clean and tidy. If you share a common stair and/or a common entry, you must also take your turn in regularly cleaning, washing and keeping tidy the common stair and entry, its windows, banisters and any bin chute accesses. If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. This is in addition to any other legal remedies open to us.

Section 2.11: The tenant must comply with any local arrangements for the use and sharing of the common parts including drying greens and drying areas. You must comply with any local rotas for the use and sharing of the common parts. In cases of dispute between the users of the common parts, we are entitled to decide the arrangements and rotas for the use of and the sharing of the common parts. Before making our decision, we will consult with you. Our decision will be binding on you.

Section 2.12 *If the tenant has exclusive use of a garden attached to the house, you must take reasonable care to keep it from becoming over-grown, untidy or causing a nuisance (unless we have agreed to take care of it). If you fail to do this, we are entitled to decide exactly what work requires to be done so as to comply with this duty. Before making our decision, we will consult with you. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. This is in addition to any other legal remedies we may have. You must not remove, chop down or destroy any bushes, hedges or trees without our written permission unless you planted them.*

Section 2.13 *If the tenant shares a garden with others, you must take your turn with them to keep it from becoming overgrown, untidy or causing a nuisance (unless we have agreed to take care of it). If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. This is in addition to any other legal remedies we may have. You must not remove, destroy or chop down any bushes, hedges or trees without our written permission unless you planted them*

Section 2.14 *No property belonging to you or anyone residing with you or anyone visiting you, including bicycles, motorcycles or prams, should be stored in any of the common parts except in areas set aside for storage. You must not do anything which causes inconvenience or danger to anyone using the common parts.*

Section 2.15 *You must put all your household rubbish for collection in the bin store or other proper place allocated for it. You must take reasonable care to see that your rubbish is properly bagged. If rubbish is normally collected from the street, it should not be put out earlier than the evening before the day of collection. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected. You must comply with the local arrangements for the disposal of large items (such as large electrical items).*

3.0 STRATEGIC AND DEPARTMENTAL OBJECTIVES:

The Association has set out a number of Strategic and Departmental Objectives. Those which are relevant to Estate Management are as follows:

3.1 Strategic Objective 1: Asset Management

To invest in its existing housing stock to ensure that the Association provides the highest standard of accommodation possible.

3.2 Strategic Objective 2: Customer Service

To provide a comprehensive and responsive customer service to tenants, sharing and factored owners which supports sustainable tenancies and delivers customer satisfaction.

3.3 Strategic Objective 3: Resident Participation

To actively promote and support resident engagement in the management, maintenance and development of their homes.

3.4 Strategic Objective 6: Human Resources and Health & Safety

To ensure that the Association recruits and retains sufficiently trained and experienced Committee members and suitably qualified staff and satisfies all health, safety and environmental requirements and legislation.

The Association's Customer Services Departmental Management Plan sets out a number of Departmental Objectives to support the implementation of the Corporate Management Plan which are relevant to our Estate Management Service:

3.5 Customer Services Objective 1: Equalities

To provide services so that every tenant and other customer has their individual needs recognised, and is treated fairly and with respect, with fair access to housing and housing services (CS1);

3.6 Customer Service Objective 2: Information

To ensure that tenants and other customers find it easy to communicate with us and get the information they need about us including how and why we make decisions and the services we provide (CS2);

3.7 Customer Service Objective 3: Participation

To ensure that tenants and other customers feel able to influence our decisions at a level they are comfortable with (CS3);

3.8 Customer Service Objective 4: Quality of housing and environment:

To provide high quality homes to tenants so that (unless exempt) tenants' homes meet the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing (ESSH) by December 2020 (CS4);

3.9 Customer Service Objective 5: Repairs Service

To provide a high-quality housing maintenance service to tenants that meets tenant's aspirations and which maintains their homes in good condition with repairs and improvements carried out when required and giving reasonable choices about when work is done (CS5);

3.10 Customer Service Objective 6: Factoring Service

To provide a high quality factoring service to owner occupiers in accordance with the Property Factors Act 2011 and other relevant legislation (CS6);

3.11 Customer Service Objective 7: Tenancy Sustainment

To provide a range of quality housing management services to tenants and other customers and to provide and assist tenants to access services which enable tenants to sustain their tenancies and live independently in their homes (CS7);

3.12 Customer Service Objective 8: Neighbourhood Management

To contribute to the creation and maintenance of well-maintained neighbourhoods where tenants and other customers feel safe (CS8);

3.13 Customer Service Objective 11: Value for Money

To provide value for money in our management and maintenance services (CS11);

4.0 PERFORMANCE INDICATOR AND TARGETS

The Association will measure its achievement in accordance with the objectives of this policy with the following Performance Indicators and targets:

Percentage of tenants who are satisfied with:

- Landlord's contribution to management of the neighbourhood: 89%
- Factored owners satisfied with service: 55%
- Tenants satisfied with overall service: 92%
- Tenants who feel their landlord is good at keeping them informed about decisions and services: 92%
- Opportunities to participate in decision making: 85%
- Their rent as Value for Money: 75%
- The % of planned Estate Visits carried out each year: 95%
- Percentage of New Tenancy Visits completed (90% and 100% for High Risk Tenants).

5.0 HOW WE WILL ACHIEVE OUR TARGETS

5.1 Making Tenants Aware of Their Responsibilities

We will explain the Conditions of Tenancy before the tenant signs a tenancy agreement. We will give the tenant a copy of our Tenant's Handbook that explains the conditions of tenancy in a simple and straightforward manner.

Housing Services Officers will carry out *Settling in Visits* within six weeks of the beginning of a new tenancy. Follow up visits will be programmed as necessary following that initial visit, where it is apparent that the tenant may require support to keep to the conditions of tenancy. We will prioritise *Settling in Visits* where tenants are considered to present a high risk of an un-sustained tenancy. Indicators of high risk may include:

- Under 25 years old
- First Tenancy
- Receiving support or vulnerable
- Previously homeless
- History of rent arrears in former tenancy
- History of anti-social behaviour in a former tenancy

We will liaise with external support agencies where any tenant requires support to sustain their tenancy, and the support is of a type or extent that cannot be provided by our in-house Tenancy Sustainment Team.

5.2 Maintaining Common Areas to a High Standard

We will set out high standards in our specifications for the maintenance of common areas. We will provide to tenants the following information on an annual basis:

- The specification for our landscape maintenance service;
- The programme of visits set out by our landscape maintenance contractor;
- The common areas within our management and maintenance responsibility that are within their locality.

5.3 Carrying out Estate Inspections

The Association will inspect each development on a regular and frequent basis. The Association will review the frequency of inspections at least annually. The primary purpose of visits will be to ensure the landscape maintenance contractor has completed their contractual requirements.

The Association will publish its Estate Inspection Programme and information on the outcomes of estate inspections and the assessed condition of each area at inspection. Information on the outcomes of Estate Inspections will be provided to Registered Tenant's Organisations.

We will publicise, through our Facebook page and text messages, advice to each tenant and factored owner that a programmed visit is to take place and that they may meet us on site to show any issues of concern.

One Estate Visit each year will be carried out in the evening between 6pm and 8pm and one Estate Visit will be carried out without notice to residents.

The Association will use the outcomes of recorded estate inspections, along with other information, to identify priorities for action to improve the condition of estates. The Association will include, as part of the planned maintenance programme each year, a sum for investment to address necessary scheme enhancements.

In the course of their general duties all members of our staff will look for, and report on, any signs of deterioration to our properties or common areas.

When we carry out an inspection, we will complete an Estate Inspection Record. Where we identify matters requiring remedial action we will, as appropriate:

- Establish and maintain contact with tenants and residents who may be affected by, or responsible for, the issue;
- Inform affected tenants and residents of action which we propose to take to remedy any problems identified;
- Enforce contractual arrangements to ensure that gardens and common areas are maintained to the standards that the Association requires and that are commensurate with resident satisfaction;
- Monitor on a continuing basis to ensure that required standards are achieved and maintained;
- Arrange for repairs or graffiti removal to be carried out promptly once the need has been identified or reported. Graffiti which is considered to be "Hate" in that it refers to disability, race or ethnicity, religion or belief, sexual orientation or transgender identity will be removed within 24 hours;
- Put in place arrangements by which residents may inform us of their views on the maintenance of common areas and other estate management matters;

Tenancy conditions will be enforced if appropriate. Alternatively, practical advice and assistance will be arranged where appropriate. This will include referring tenants/sharing owners to garden service schemes run by external agencies.

The Association will regularly monitor, as part of its programme of Estate Management Inspections, general environmental matters such as litter, street cleaning, refuse dumping, lighting, abandoned cars, caravan parking, condition of footpaths etc. and notify or liaise with other agencies that may be able to assist in resolving any issues.

Other agencies include:

Police

It will be appropriate to contact the police where there is reason to believe that a tenant or household member is involved in some form of illegal activity.

Social Work

The Social Work Department has a major role to play in a number of situations which might also include a breach of tenancy. Social Work may be able to provide critical support to an individual in order to enable a person to sustain their tenancy.

Health Board

Community Health workers may be able to provide information on specific health problems being faced by families which may impact on their ability to sustain their tenancy.

Environmental Health

In some circumstances concerning excessive noise, or stray dogs, the Environmental Health Department has powers to take action.

Voluntary Organisations

There are a wide range of voluntary organisations working within the Association's area of operation and many offer services which could be relevant to difficulties which may come to the attention of the Association.

The Association will create links with all relevant agencies and agree terms of joint working. Throughout, the Association will be aware of the need for sensitivity and confidentiality in dealing with people's circumstances. Where appropriate, contact with other agencies will be undertaken with the co-operation of the person concerned.

5.4 Cleaning Common Stairways

We will provide to tenants who receive stair and/or window cleaning services, on an annual basis:

- The specification of our stair cleaning and window cleaning service;
- The programme of visits set out by our stair cleaning contractor.

The Association will offer a stair cleaning service to residents and promote take-up. Where residents do not clean the stairs to a satisfactory standard, after due notice and opportunity to improve, the Association will impose the stair cleaning service. For owners, the costs will be recovered through an addition to the management charge where possible. Tenants will have the opportunity to enhance the stair cleaning service where they are willing to meet any increased costs associated with enhancements in specification.

The Association will inspect common stairs and closes on a regular and recorded basis. The frequency of such inspections will be assessed by the Association on the basis on the condition of stairs and closes. Inspections will be carried out not less than once per month.

The condition of common stairs will be assessed with relation to:

- Presence of any material in the close or stair that would present a fire hazard or obstruction to clear exit route in the event of a fire;
- Presence of any refuse or dumping in the stair or close;
- Presence of graffiti or evidence of vandalism in the stair;
- Presence of any tripping hazard in the stair and close and the physical condition of the stair and close floor, walls and ceilings;
- Cleanliness of the stair and close, walls and windows.

Where items are found within the stair which are considered to be a fire hazard or obstruction, the Association will try to identify the person(s) responsible and require that the item be removed within two working days. The Association will remove the items if the owner cannot be identified or if the owner does not remove the items as required within the period of notice. The recovery of any costs incurred will be in accordance with our Rechargeable Repairs Policy.

5.5 Vermin and Pest Control in Common Areas

Where evidence of vermin or pests occurs, the Association will ensure a prompt response by qualified operatives to deal with the problem in accordance with environmental health guidelines. Staff will be trained to be aware of evidence of vermin.

5.6 Common Stair entry doors

We will provide common stair entry doors that are robust and secure and which are a strong barrier to unauthorised entry to and use of the stairs.

5.7 Unoccupied Property

The Association will secure void property while it is unoccupied, including the use of security measures on ground floor property, if required. At regular Estate Management visits, staff will externally inspect empty property for signs of forced entry or unauthorised occupation, and will take appropriate action if it appears that empty property is not secure.

5.8 Abandoned Property

The Association will take action to promptly investigate and where necessary, recover possession of abandoned property in accordance with the requirements of the Housing (Scotland) Act 2001 and any other relevant legislation. The arrangements are set out in the Abandoned Property Policy.

5.9 Contacts with Tenants and Residents

As part of our objective of encouraging good tenant/landlord relationships we will encourage tenants and residents to take an active interest and participate in the well-being of their community and surrounding environment. We will aim to achieve this through our Tenant Participation Strategy.

5.10 Control of Pets

Arrangements for the control of pets are set out in the Domestic Pets (LSM) Policy 2018

5.11 CCTV

The Association will permit the use of personal CCTV systems by tenants where:

- The tenant has applied for, and obtained permission for CCTV equipment as an alteration to the property;

- The areas covered by the camera(s) includes private areas only and does not infringe the privacy of other tenants or residents; OR,
- If the coverage does include public areas, the operator has a clear and justifiable reason for CCTV surveillance over public spaces and the operator agrees to abide by the ICO's requirements. The Association can provide guidance on these requirements but it is the operator's responsibility to ensure that they are aware of these requirements and comply with them at all times. We will revoke our permission if the ICO's requirements are not followed;
- Cameras are not motorised;
- The tenant has a well-founded fear of crime or other clear and justifiable reason for wishing to operate a CCTV system;
- The images are not sold, broadcast or published;
- A sign is erected at the tenant's home to warn that CCTV is in operation;
- The system does not record sound;
- The system does not allow the user to see into another person's home;
- The tenant should consult with the Police before operating the camera.

6.0 REFUSE CONTAINMENT

The Association will provide appropriate and suitable refuse containment for each property (or if refuse is collected on a communal basis, each group of properties), including provision for recycling as required by each local authority.

7.0 ENFORCING CONDITIONS OF TENANCY

The Association's general approach to dealing with breaches of conditions of tenancy will be as follows:

- Contact will be made with the affected residents and, where appropriate, their neighbours to clarify the issues, and explain the tenants' responsibilities. The objective at this stage will be to reach mutual agreement between those concerned on the action which should be taken. However, if mediation is inappropriate or ineffective, enforcing conditions of tenancy may involve contact with other agencies, as set out above.
- Agreements on action will be confirmed in writing to the individual(s) concerned.
- Where the tenant's action presents a risk to health or safety, we will take immediate appropriate remedial action. If this incurs costs, we will consider recovery from the responsible tenant in accordance with the Rechargeable Repairs Policy.

If there is persistent or serious breach of the conditions of tenancy the Association will consider legal action including:

- Anti-social Behaviour Order, where the behaviour is defined as Anti-social behaviour;
- Eviction. This will only be used in the most extreme circumstances and where the breach of tenancy is very serious.
- Where the Association seeks to evict a tenant, this action will be taken as set out in our Evictions Policy

8.0 RUNNING A BUSINESS FROM HOME

Section 2.5 and 10.2 of our Scottish Secure Tenancy Agreement require that the tenant must obtain our permission, in advance, before operating a business from home.

- We will not refuse permission unreasonably
- If we refuse permission, we will give reasons for our decision
- We will advise the applicants within one month of our decision
- We may give permission with conditions that must be met. If the conditions are not met our permission is withdrawn

We will not give permission where the business activity will

- cause damage to the house
- require the storage of any dangerous material at the property
- Result in increased traffic to or from the property
- Create noise, pollution, smoke or odour
- Require change of use or planning permission
- Be incompatible with the residential nature of the locality

We may refuse permission on other reasonable grounds.

9.0 OWNER OCCUPIERS AND OTHER RESIDENTS

The Association has set out a Property Factoring Policy 2019 (including LSM) and associated procedures that set out our relationship with owner-occupiers and other residents.

10.0 REVIEW OF THIS POLICY

This policy will be reviewed at least every 3 years.

November 2019

Considered by the Management Team on	5 November 2019
Recommended by the Customer Services Committee	14 November 2019
Approved by the Management Committee on	28 November 2019
Date of Next Review	November 2022