

Policy

Title: Estate Inspection Policy

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This document relates to:



Policy

1. Introduction

- 1.1 The Estate Inspection Policy outlines Calicos approach to inspecting open spaces owned by Calico in neighbourhoods, resulting in Calico Homes customers and future customers have an understanding of our offer.
- 1.2 Calico is committed to delivering high quality services in our open and communal spaces.
- 1.3 This policy applies to all customers who live in neighbourhoods where Calico own and are responsible for open spaces.

2. Context

- 2.1 This policy has been developed to ensure that Calico Homes is fully compliant with all relevant legislation and regulations relating to inspecting open spaces.

3. Policy Aims and Objectives

The aim of the policy is to demonstrate how we will inspect neighbourhoods ensuring compliance with ongoing legal and regulatory requirements and proactively prevent and defend public liability claims.

The policy supports delivery of the Calico Homes vision and strategic objectives as set out below.

The Calico Homes Vision

"Going one step further with customers and local communities to provide affordable, safe and quality homes and personalised services; supporting customers to live their best lives in challenging times."

The Calico Homes objectives:

- To provide safe and well-maintained homes through investment in existing and new properties.
- To support customers to sustain tenancies.

- To provide good quality and personalised repairs, customer and neighbourhood services.
- To develop trusting relationships and to empower customers and communities to take the lead on the things that matter most.
- To strengthen the business so it is strong, well-governed, environmentally friendly and provides value for money customers.
- To create a place where people want to work now and in the future.

4.0 Customer Scrutiny, Oversight and Monitoring

- 4.1 Calico Homes values transparency and accountability in our estate inspections offer.
- 4.2 We encourage customers to provide feedback on their tenancy experience. Whether positive or negative, customer input helps us continuously improve our services.

5. Estate Inspection Policy Statement

- 5.1 Calico will inspect neighbourhoods to ensure that we maintain high standards in common areas such as stairs, entrances, grassed areas and car parks and ensure that Health and Safety obligations are met.
- 5.2 We will ensure that common areas are regularly inspected by Calico employees and, that visits are documented, and any arising issues are dealt with effectively.
- 5.3 Calico are committed to ensuring that repairs to common areas reported are prioritised correctly and carried out within target and to a high standard.
- 5.4 Inspections will identify vandalism and damage.
- 5.5 We will provide a service which has a positive impact on customer satisfaction with environment and local community.
- 5.6 Calico will encourage customer involvement in maintaining the common areas of their homes to a good standard.
- 5.7 Ensure effective liaison with appropriate agencies such as Local Authority or Police in relation to environment issues such as street lighting, refuse collection, vandalism or abandoned vehicles.

6. Estate Inspections

- 6.1 An estate inspection is a visual inspection of the exterior and communal parts, and grounds to identify any obvious health and safety risks.

- 6.2 Repairs, maintenance, or actions (either for Calico or other persons) identified from estate inspections will be prioritised with health and safety, security or compliance related issues taking precedence.
- 6.3 Any actions attributable to customers will be addressed with them by the relevant Neighbourhood Officer who will set timescales for completion as relevant to the action in question.
- 6.4 Records of all inspections will be saved electronically.
- 6.5 Frequency of Inspections are as follows:
- General inspection of all common areas - Minimum 2x per annum
 - Communal cleaning - Minimum 2x per annum
 - Communal garden areas - Minimum 2x per annum
 - Independent Living Schemes external inspections - Minimum 2x per annum

7. Reasonable Adjustments

- 7.1 It is our policy to ensure that discretion is used in cases of identified vulnerabilities such as disability, frailty, domestic abuse, concern for welfare or any other identified need. Calico will use information provided by customers and held in our systems to assist in identifying responsibilities. We will also ask customers and applicants if there are any issues that need to be considered to help us make appropriate decisions when conducting estate inspections.
- 7.2 In cases where abuse is identified or suspected at the point of identification, a safeguarding notification will be made.

8. Monitoring

- 8.1 Monitoring of the delivery of this policy will include the production of monthly reports to enable operational managers to effectively monitor the performance and progress of the service delivered.
- 8.2 Customer feedback received via transactional surveys and the Tenant Satisfaction Measures will be used to actively improve the service being offered.

9. Regulatory and Legal Compliance

- Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985
- Housing Act 2004
- Health and Safety at Work act 1974
- Management of Health and Safety at Work Regulations 1999 (as amended)
- Equality Act 2010

11. Links with other Calico Strategies, Policies and Procedures

- The Humanitarian Offer – Calico Group Customer Strategy
- Tenancy Policy
- Tenancy Fraud Policy
- Tenancy Sustainment Policy
- Complaints Policy and Procedures
- Health and Safety Policy
- Compensation Policy
- Reasonable Adjustments Policy
- Tenancy/Licence/Lease agreements
- Employee Code of Conduct
- Community Safety Policy
- Tree Management Policy
- Estate Inspection Procedure