



## **Environmental Management Policy**

### **1. Introduction**

- 1.1 Medway Council Landlord Services, in partnership with Norse Commercial Services, provides an Estate Warden Service to its' flatted estates to maintain clean and attractive neighborhoods for tenants and residents to live in.
- 1.2 Landlord Services recognises that the care and maintenance of an estate by a local warden can make a dramatic difference to its appearance. It is our aim to contribute to the quality of life and community safety of our tenants and residents by providing a cleaning, maintenance and inspection service that is customer focused.
- 1.3 This policy outlines Landlord Services approach to Environmental Management, our responsibilities and the responsibilities of our tenants and residents.

### **2. Purpose**

- 2.1 The purpose of the Environmental Management Policy is to:
  - 2.1.1 Ensure that our estates remain clean and attractive by identifying our responsibilities for environmental management and the responsibilities of our tenants and residents.
  - 2.1.2 Outline the process for removing fly tipped rubbish and the action that will be taken against those responsible.
  - 2.1.3 Identify how the council will monitor the Estate Service contract.

### **3. Scope**

- 3.1 This policy applies to all tenure and occupancy types that receive an estate service, Medway Council staff involved in Landlord Services, Norse Commercial Services and contractors and sub contractors used on the Councils behalf.
- 3.2 This policy covers the caretaking service for Landlord Services owned communal areas.

### **4. Legislation and Guidance**

#### **4.1 Internal**

- 4.1.1 Estate inspection timetable
- 4.1.2 Medway Council Tenancy Agreement(s)
- 4.1.3 Health and Safety Risk Assessments
- 4.1.4 Grounds Maintenance Contract (corporate)
- 4.1.5 FRA in Communal areas
- 4.1.6 SLA Fly-tipping removal
- 4.1.7 Estate Contracts procedure Ref QMS-ES-PI
- 4.1.8 Estate Services Contract

#### **4.2 External**

n/a

## 5. Policy

### 5.1 Estate Warden Services

5.2 Estate Wardens will wear distinctive uniforms and carry photographic identification cards so that they are easily identifiable to all our residents.

5.3 The Estate Warden Service operates Monday to Friday from 8am – 4pm. On main and priority estates, services are performed daily/weekly. In smaller blocks or out reach areas duties are either performed weekly, fortnightly or monthly.

5.4 The Estate Warden staff will be properly managed and provided with the correct cleaning equipment and training.

5.5 It is the Estate Wardens' responsibility to:

5.5.1 Ensure health and safety issues are addressed and reported to the correct service.

5.5.2 Report any repair issues to Norse helpdesk.

5.5.3 Tackle environmental crime including graffiti.

5.5.4 Monitor refuse collection and take action if it is not collected on time or refuse remains after collection.

5.5.5 Monitor and report cases of anti-social behavior and signpost residents to relevant support agencies.

5.5.6 Monitor and report any abandoned vehicles.

5.5.7 Monitor window cleaning and grounds maintenance.

5.6 The duties of the Estate Warden teams are outlined in the Estate Services cleaning procedure advertised in the blocks with notice boards fitted and include:

5.6.1 Cleaning the main entrance halls, communal stair cases and bin sheds of the blocks.

5.6.2 Litter picking

5.6.3 Removing/painting over offensive graffiti, where possible within 24 hours of it being reported and other graffiti within 5 working days.

5.6.4 Inspecting communal areas and estates, and reporting/addressing any abandoned property, problem vehicles, ASB, crime or damage as necessary.

5.6.5 Removing sharps or other hazardous material from children's play areas.

### 5.7 Fly Tipping

5.8 Estate wardens report fly tips and dumped bulky items to the bulky items collection team of Waste Services or Environmental Services for removal.

5.9 The removal of fly tips is the responsibility of the Environmental Services Team and will be dealt with according to their procedures.

5.10 Bulky Waste or waste that requires specialist equipment will be removed within 5 working days of it being reported.

5.11 Hazardous Waste will be removed within 24 hours of it being reported.

5.12 The Environmental Services Team will investigate and prosecute individuals responsible for fly tipping in line with their procedures.

**5.13 Tenant and Leaseholder Responsibilities**

5.14 Tenants and leaseholders are expected to play their part in the up-keep and maintenance of the place where they live as stated in their lease/tenancy agreement and the leaseholder/tenant welcome pack. More details are available in these documents.

5.15 In general tenants and leaseholders are expected to:

5.15.1 Keep the area directly in front of their home clean and tidy.

5.15.2 Put bins and recycling out on the correct day.

5.15.3 Put bins and recycling in the correct area for collection.

5.15.4 Prevent damage and clean up any mess created by their pets as per our Pets Policy.

5.15.5 Ensure that any visitors they have do not litter, vandalise, graffiti or perpetrate any ASB in the area.

5.15.6 Ensure that they make arrangements with Waste Services to collect any bulky items, such as washing machines, sofas or unwanted furniture

5.15.7 Ensure that they do not fly tip any rubbish

5.15.8 Only use rubbish chutes for general household waste in blocks between the hours of 8am and 7pm

5.16 Please note that assistance is provided free to residents who, through illness or infirmity, are unable to put out their rubbish and do not have anyone else to help them. Residents are able to complete a form to request assistance on;  
<http://www.medway.gov.uk/binsrubbishandrecycling/yourcollections.aspx>

**5.17 Vehicles**

5.18 Vehicles will be managed by Norse Commercial Services and Medway Council will expect the vehicles to be governed by the following rules:

5.18.1 Vehicles will be clearly branded to show that they belong to Norse Commercial Services

5.18.2 All vehicles will have an MOT certificate, in date road licence and an insurance certificate.

5.18.3 All vehicles will respect parking regulations

**5.19 Equipment**

5.20 In carrying out their daily duties, Estate Wardens will be expected to use tools, equipment and products that may be hazardous to them or those around them. Norse Commercial Services will ensure that all its staff using such items are fully trained in their use and are aware of and act upon the Health and Safety risk assessments and current legislation relating to them.

5.21 Estate Wardens will be supplied with the correct personal protective equipment (PPE) to carry out their duties in a safe manner.

**6. Role, Responsibilities and Authority**

6.1 The Assistant Director of Physical and Culture Regeneration retains the overall responsibility for the implementation of this policy.

6.2 The Head of Housing Management is responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and review, staff awareness and training, policy development and communication to customers.

## 7. Monitoring, Review and Evaluation

- 7.1 Regular estate inspections will be completed by Landlord Services in order to monitor the cleanliness of estates.
- 7.2 Landlord Services will hold six weekly operational meetings and quarterly strategic meetings with Norse Commercial Services in order to monitor the contract.
- 7.3 Customers will monitor the service through the Estate Champions scheme and an appointed Estate Champions attendance at six weekly operational monitoring meetings with Norse Commercial Services.
- 7.4 This policy will be reviewed every two years or in line with legislative or regulatory changes.

### Policy Version Control Sheet

**Policy Title:** Environmental Management Policy

**Policy Author(s):** Business and Partnership Officer, Neighbourhood Services Manager

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**Date approved by Extended Management Team:** 03.11.2017

**Cross References:** Tenancy Agreement, Tenants Handbook.

**Amendments Made:**

This Version: November 2017 – updated to reflect that estate services are now provided by Norse Commercial Services. Policy has been updated to reflect any changes in process now estate services have been outsourced.