



OUTCOMES REPORT

ESTATE MANAGEMENT

POLICY

2025

**Report &
Recommendations**

Introduction

Welcome to the latest report from Ochil View Tenant Scrutiny Group.

The Tenant Scrutiny Group was formed in early 2023. Those on the group are Ochil View tenants from different areas across Clackmannanshire and Fife.

The purpose of the group is to provide tenants with a platform to independently analyse the services they receive from their landlord, highlight what they think is working or not working and put forward recommendations for change.

This is the groups third report and we will explain firstly, the purpose of the group and then take you through their latest review project.

Key Principles of the Tenant Scrutiny Group

The key principles of the group are that they must be:

- Independent: They will have the independence to choose which areas of service to review.**
- Formality: They will have a clear, definable remit and an understanding of how the group sits alongside other engagement opportunities within the Association.**
- Power: The group will undertake a detailed examination of our services and standards, working with relevant staff to analyse the service and make any recommendations for improvement.**

The Association will, in turn, be responsible for examining these reports and recommendations and work in partnership with the group to address the outcomes.

Estate Management Policy – Review Process

The group met in April 2025 and agreed to review the current Estate Management Policy.

Discussions were had regarding what the review would entail and agreed on initial timescales.

In May, the group met with Marian Kelley (Senior Housing Services Officer) and Margaret Scott (Assistant Property Services Officer) who gave an overview of the current policy and confirmed Ochil View's responsibilities in terms of Estate Management.

There was opportunity for discussion which allowed the group to gain greater clarity on the policy and Ochil View's responsibilities to tenants and owners.

Review Process (Cont.)

The group then agreed on an action plan and the following suggestions were made in order to review the policy:

- Review current Estate Management Policy.**
- Review current standard letters.**
- Review the Tenants Handbook.**
- Request guest speaker from another Association to discuss their own Estate Management Policy.**
- Arrange an estate walk-about with Margaret Scott (Assistant Property Services Officer).**
- Gain clarity on close cleaning/landscaping schedules.**
- Review complaints made within the last 12 months to identify common themes.**

Review Process (Cont.)

In May, the group were presented with the complaints report from 01/05/24 – 30/04/25 and schedules for close cleaning and landscaping. The group also completed their review of the current estate management policy, standard letters and tenants handbook.

In July, Claire Tetsill from Paragon HA attended the meeting along with one of their Scrutiny Members to discuss findings from the recent scrutiny of their own policy.

The group then completed an estate walk about with Margaret Scott (Assistant Property Services Officer) to gain an understanding on what estate inspections entail and common issues.

Findings

The group expressed that the Estate Management Policy could benefit from additional information concerning pest control and the responsibilities of both tenants and owners.

After examining OVHA's standard letters regarding estate management matters, the group concluded that the letters were as clear and polite as they could be. No modifications were suggested.

There was no dedicated leaflet on Estate Management included in the Tenants Handbook, and the group believed that developing one would be beneficial for both new and current tenants.

Claire Tetsill from Paragon HA presented a summary of their recent review of the Estate Management Policy. The group recognised that the policies and procedures were quite similar but agreed that it would be beneficial to implement Paragon's 'sticker approach' for addressing bulk waste and fly-tipping issues.

Findings (Contd.)

Paragon HA utilises eye-catching stickers on items identified as bulk waste or fly-tipping during estate inspections. Each sticker prominently features the word "AWARE" along with the date, which has notably reduced the number of repeat calls from residents reporting the same bulk items.

The group attended an Estate Walkabout with our Assistant Property Services Officer and felt that the inspections were thorough and required no changes.

It was decided that displaying the close cleaning and landscaping schedules on the My Home portal and the OVHA website would be advantageous for tenants, helping to minimise enquiries related to this matter.

There was a low number of estate management complaints during the period of 2024–2025, which is a positive outcome. The group agreed there was no common themes.

Recommendations

- **Information regarding pest control for both tenants and property owners should be incorporated into the policy.**
- **A new Estate Management leaflet to be added to the Tenants Handbook.**
- **Information about pest control and bird feeding to be included in the new leaflet.**
- **Stickers for bulk/fly tipping to be sought and implemented during estate inspections.**
- **The schedules for close cleaning and landscaping to be uploaded to My Home and OVHA website.**

Conclusion

This report has been reviewed and approved by all members of the Tenant Scrutiny Group.

The next steps are to share this report with the Senior Management Team for consideration. If required the group are happy to meet should the Senior Management Team require further clarity on anything this report contains.

The report will then be presented to Ochil View's Customer Services Committee in August 2025 who will review the findings and recommendations.

The Tenant Scrutiny Group will be provided with feedback and kept regularly updated on the progress of implementing any of the recommendations made.

This report will also be made available for all tenants and staff to view.

Thanks

The group wish to thank the staff who supported them throughout their third scrutiny review.

We appreciate the independence offered to us by the Association and would like for more tenants to join the group to strengthen the tenant voice in the decision their landlord makes.

If you are interested in joining the group, please contact Jade Murray (Tenant Engagement & Communication Officer) on 01259 722899 or email tenantengagement@ochilviewha.co.uk