



Housing Service

Estate Inspections

Responsible Officer:	Team Leader – Asset Services
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Introduction

1. Estate inspections are to be carried out on a regular basis across all of the Council's stock. These inspections are an opportunity for tenants and residents to improve the appearance of an estate.
2. At least one formal inspection is to be carried out on each scheme each year.
3. The involvement of tenants and residents should be encouraged by providing as much notice as possible of the due inspection. Tenants included on the interested tenants register will be involved in ensuring the process is considered appropriate for the needs of tenants.
4. The attendance of housing staff for these inspections is also a further opportunity for tenants and residents to raise estate management issues on a formal or informal basis.
5. Regular inspection should ensure that all schemes are brought up to and maintained to a high standard allowing problems to be dealt with promptly before it becomes a more serious issue.

External Inspection Procedures

1. All Council housing schemes should be externally inspected, at least once each year.
2. Estate Inspections will be organised and led by the Inspection Officer for the area. Details of the Inspection Officer areas can be found on the [Housing pages of the Council website](#).
3. All tenants are informed individually in advance of estate inspection dates and times. The SIC website is updated with all relevant details.
4. A notification advert confirming the dates, times and locations for estate inspections will be placed in the local press.
5. The Team Leaders of Environmental Health and Road Service will be sent a copy of the advert, along with an invitation for Officers to attend if they wish.
6. Elected members will be sent a copy of the advert detailing the estate inspection dates and times so they can attend if they wish.

7. The inspection form is completed on site by the Inspection Officer to record the inspection. Detailed comments regarding the condition of the houses, and any other general issues from the estate should be noted. Comments will be linked to actions or a note about future works, and the responsible officer should also be noted.
8. Follow up action by the responsible officer as required should then be taken, eg issue letter requesting a tenant cut their grass. Contact will be made with Environmental Services re removal of old car and the Roads Service for adopted footways, roads and carparks.
9. A summary of the estate inspections is added to the SIC website and shared with tenants through their regular publications.
10. In remote island locations it may not be best value to send an officer from the mainland for a relatively short inspection period. Wherever practicable to do so the inspection in these remote island areas should be carried out when a visit is made for some other reason.

Guidelines for Estate Inspections

External inspections should assess the general condition of the following:

Properties

- Exterior walls, including windows and doors
- Roofs
- Chimneys
- Rainwater goods
- Paths and boundary fences
- Garden maintenance

External Common Areas

- Pathways, carparking and hardstandings
- Steps/handrails
- Abandoned Vehicles
- Dog Mess
- Graffiti and Vandalism
- Common Binstores, Rubbish and Flytipping

Internal Common Areas (for flats)

- Windows and doors
- Heating and lighting
- General condition of stairwells and lobbies