



Title: **Housing Management of Estates - Scotland Procedure**

Business Function: **Sanctuary Scotland
Sanctuary Homes (Scotland) Limited**

Author: **Service Development Manager**

Authorised by: **Director - Sanctuary Scotland**

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General Information

1. Objective of this procedure

- 1.1 This procedure sets out how Sanctuary Scotland will manage its housing stock and surrounding environments effectively, so customers can live in peaceful, secure, safe, clean and well-maintained neighbourhoods.

2. Legislative/Regulatory context

- [Environmental Protection Act 1990](#);
- [Abolition of Feudal Tenure \(Scotland\) Act 2000](#) and [Tenements \(Scotland\) Act 2004](#) - relevant provisions relating to property ownership, common property and the maintenance and management of common areas;
- [Civic Government \(Scotland\) Act 1982](#): describes the process for dealing with lost or abandoned property;
- [Equality Act 2010](#);
- [Scottish Social Housing Charter Outcome 6](#): Estate management, antisocial behaviour (ASB), neighbour nuisance and tenancy disputes which encourages Registered Social Landlords to take steps to ensure that tenants and other customers live in well maintained neighbourhoods where they feel safe;
- [ASB and Harassment - Scotland Policy and Procedure](#);
- [Fire Safety Management - Group Policy](#);
- [Personal Safety - Group Procedure](#);
- [Tenancy Management - Scotland Policy](#);
- [Waste Management - Group Policy and Procedure](#).

3. Responsibilities for implementation

- 3.1 The Director of Sanctuary Scotland is responsible for ensuring the overall adoption of, and adherence to, this procedure and associated policy relevant to their operation.
- 3.2 All relevant Directors, Heads of Housing and local managers are responsible for ensuring that effective training is provided to all staff, and that this is applied consistently throughout all areas of operation.
- 3.3 All staff working within Sanctuary Scotland are responsible for ensuring adherence to this procedure.
- 3.4 Any best practice identified that is not already documented in this procedure, must be shared through relevant local managers so it can be considered and communicated appropriately.
- 3.5 Associated guidance is reflected on [Pulse](#) to ensure that all staff can access detailed processes in an easy and timely manner.

4. What's new - What's different?

4.1 September 2026 - Formal review, procedure has been updated with the following changes:

- Updated estate inspection guidance, including customer and partner involvement, communication of outcomes and follow-up arrangements.
- Updated guidance on graffiti, fly tipping and bulky waste, pets and animals, abandoned and untaxed vehicles, and parking.
- Updated guidance on trees and boundary enquiries.
- Updated guidance for managing, storing and disposing of goods left in communal areas.
- Updated mobility scooter guidance, including temporary permission for storage in communal areas following risk assessment.
- Updated infestation guidance, including responsibilities for Housing Management, Property Services, and the Customer Hub.
- Updated fire safety and partnership working guidance.
- General review of roles, responsibilities, terminology and links to relevant Pulse processes and supporting policies and procedures.

5. Definitions

5.1 The following definitions aim to support the user's understanding of this procedure.

<i>Estate/Scheme</i>	A specific location or area such as a neighbourhood where Sanctuary Scotland has responsibility for delivering housing management services and maintaining properties.
<i>Customer Hub</i>	The Customer Hub is responsible for supporting Housing Management and Property Services in delivering effective services. It is also responsible for the first point of contact for customers reporting repairs and housing related questions.

Detailed Procedures

1. Estate inspections

- 1.1 Sanctuary Scotland undertake a programme of regular inspections on its estates to monitor the condition of the estate and identify follow-up actions for improvements. This programme may be agreed with the local manager or dictated by garage inspections that need to be completed for insurance purposes.
- 1.2 Housing Officers are also encouraged to complete inspections outside of scheduled programmes, when visiting an area for other duties. An inspection may also be prompted by the Weekly Block Inspection reports that Housing Officers receive from Estate Services, which identify issues in communal areas. Inspections include monitoring the following:
- caretaking - litter and internal communal areas;
 - gardening - individual properties;
 - gardening - communal areas;
 - exterior of buildings;
 - refuse - bulky rubbish and provision of bins;
 - parking;
 - evidence of vandalism or ASB;
 - pathways, stairwells and signage;
 - outstanding repairs to communal areas;
 - poorly maintained boundaries;
 - poor performance of grounds maintenance contractors;
 - the condition of the garage areas, allotments and play areas; and
 - the condition of lighting on estates.
- 1.3 Involving customers
- 1.3.1 Where appropriate, staff should carry out estate inspections with customers and relevant local partners, such as local councillors, Police Scotland and the local authority. This provides opportunities for customers and partners to identify issues, raise concerns and contribute to actions to improve the neighbourhood. This can be done in response to a request from a customer on an ad-hoc basis or as part of a scheduled programme of inspections. Where an inspection is scheduled in advance, customers can be invited to attend and the date and time may be publicised through appropriate channels, such as office noticeboards, newsletters or the Sanctuary Scotland website.
- 1.3.2 Staff may consider writing to individual tenants in an area in advance of an inspection to invite them to attend but this is not mandatory. Members of Focus Groups may also be invited to estate inspections if there are repeat reports of concerns with the condition of the neighbourhood. Customers should be given at least two weeks' notice for any inspection they are invited to.

1.4 Frequency of inspections

- 1.4.1 Frequency of the inspections and re-inspections will be agreed in consultation with the local manager and depending on the outcome of the initial inspection. For example, if the outcome is 'Poor' a re-inspection should be scheduled for one month or sooner depending on the issues raised; if there is dangerous waste such as sharps left in communal areas these should be cleared immediately (or as soon as practically possible if a specialist cleaning contractor is required) and the area re-inspected within one working week.

1.5 Recording outcomes

- 1.5.1 Staff must record the outcome of the inspection using the Estates Inspections App to record and monitor any issues identified in accordance with the Estate Inspections - Scotland Pulse process. Where possible, staff should encourage customers to provide feedback on any issues observed where they have accompanied staff on an inspection.

1.6 Contacting customers with outcomes

- 1.6.1 Where customers have participated in an estate inspection, staff should agree how and when relevant updates will be provided. Before providing an update, staff should liaise with the relevant teams responsible for completing identified actions to confirm progress and expected completion timescales.

2. Vandalism and graffiti

2.1 Graffiti

- 2.1.1 On pro-actively identifying graffiti, or on receiving a report from a customer, action should be taken to remove it as soon as possible. If staff discover or are notified of graffiti, they must report it to Customer Hub immediately. Where another organisation is responsible because the graffiti is not on Sanctuary-owned land then it must be reported through the relevant route which can be found on [Pulse](#).
- 2.1.2 Graffiti of an offensive nature, including homophobic, racist or sexist graffiti, should be treated as an emergency and removed as soon as possible, with removal aimed for within six hours. Where graffiti is clearly targeting an individual, it should also be managed as harassment or a hate incident. Staff should follow the relevant [Pulse](#) process for new or existing ASB cases and refer to the [ASB and Harassment - Scotland Policy and Procedure](#).
- 2.1.3 If a Sanctuary Scotland customer is responsible for the graffiti, staff must speak to them about a breach of tenancy conditions and advise them to arrange removal. If this is not done within a reasonable timescale, Sanctuary Scotland must have it removed and a recharge of the cost or other appropriate tenancy action should be considered.

2.2 Vandalism

- 2.2.1 If vandalism is reported this should be treated as ASB. If this has affected a customer's private property, they should be advised to report the incident to Police Scotland, if they have not already done so. Any property that Sanctuary Scotland owns which is damaged, for example, a play area, communal doors, bin storage areas and lifts, staff should contact the Customer Hub to raise a works order for these to be made safe and repaired.
- 2.2.2 After the report has been made to the Customer Hub, staff should follow the [Pulse processes for ASB new cases or existing cases](#) and refer to the [ASB and Harassment - Scotland Policy and Procedure](#).

3. Fly tipping and dumped rubbish

- 3.1 When items of bulky refuse or rubbish are identified (or reported by customers) on Sanctuary Scotland schemes and land we seek to get them removed as soon as possible using internal resources. The designated Housing Officer should take photographs and provide relevant details of the issue to assist with reporting and resolving the situation. If the bulky items or fly tipping are not on Sanctuary Scotland owned land, the customer should be advised to contact Environmental Health at the relevant [local authority](#) to arrange removal.
- 3.2 If fly tipped or dumped bulky rubbish is discovered on a customer's property, staff must advise the customer of the appropriate agency to contact for removal and re-inspect within one week to ensure uplift is completed.
- 3.3 Where dumped rubbish is hazardous, for example sharps, toxic waste or flammable material, it must be treated as a priority. Staff must not attempt to handle hazardous items themselves. The designated Housing Officer should contact the Customer Hub to arrange appropriate removal in accordance with the [Waste Management - Group Policy and Procedure](#). Where the person responsible is known, appropriate action should be taken and a recharge considered where applicable. The customer should be informed of the action being taken and any potential recharge. The area should be made safe and cleared as soon as practicable; where a specialist environmental contractor is required, removal may take longer.
- 3.4 If bulky rubbish is discovered on a Sanctuary Scotland scheme which has not been collected for longer than two weeks, staff must arrange for removal by contacting the Customer Hub.
- 3.5 If a Sanctuary Scotland customer is responsible for the dumped bulky rubbish, staff must contact the tenant where possible via verbal communication and writing to advise them about a breach of tenancy conditions and advise them to arrange removal. This can also be classed as ASB and reported as such. More information can be found in the [ASB and Harassment - Scotland Policy and Procedure](#).

- 3.6 Where the customer does not arrange the removal of bulky rubbish, staff should call the Customer Hub to raise a request to have it removed and a recharge of the cost or other appropriate tenancy action should be considered. More information on managing fly tipping and bulky waste can be found on [Pulse](#). The recharge process can be found here also.

4. Litter

- 4.1 Litter causes an area to look unattractive and may contribute to further environmental problems such as attracting rodents and infestations. Housing management staff will be proactive in identifying problem areas and ensuring prompt action is taken.
- 4.2 Where a site is subject to a service charge, litter collection will normally form part of the service agreement.
- 4.3 For sites where there is no service charge and no litter collection service the relevant outside agency (i.e., local authority) should be made aware of litter issues. Customers will be advised to report such instances to their local authority, or a staff member can contact the local authority on their behalf if requested.
- 4.4 If a Sanctuary Scotland customer is responsible for the litter, the staff must contact the tenant where possible via verbal communication and writing to advise them about a breach of tenancy conditions and advise them to arrange removal.
- 4.5 Where the customer does not arrange removal, staff should contact the Customer Hub to arrange removal, and a recharge of the cost or other appropriate tenancy action should be considered.

5. Pets and animals

- 5.1 Sanctuary Scotland inspects estates and promptly reacts to reports to ensure neighbourhoods are free from pet or animal related nuisance and will enforce tenancy conditions where pets are undermining the general peace and well-being of the estate.
- 5.2 If staff discover or are notified of a pet or animal related nuisance caused by a Sanctuary Scotland customer, they must arrange for an inspection of the property and area.
- 5.3 Where nuisance is established, staff must contact the tenant where possible via verbal communication and writing to arrange a visit to the pet owner to discuss conditions in the tenancy agreement and refer to the [Tenancy Management - Scotland Policy](#).
- 5.4 Where customers' pets or animals are causing a nuisance, or staff are concerned about their welfare, this must be investigated appropriately. This may include speaking with the tenant, speaking with other tenants within the close where appropriate, and issuing diary sheets where evidence of ongoing nuisance is required.

- 5.5 Where further action is necessary, Housing Management staff should liaise with the relevant agency, for example the local authority Environmental Health or Dog Warden service, Police Scotland or the Scottish SPCA. Permission to keep a pet may be revoked where there is evidence that the customer has breached the relevant conditions of their tenancy agreement. Refer to the relevant tenancy agreement for further information on pets and permissions.

6. Abandoned, untaxed, and un-roadworthy vehicles

- 6.1 Sanctuary Scotland aims to be proactive in identifying and dealing with abandoned, untaxed and un-roadworthy vehicles that may present a risk or adversely affect the appearance of an estate. Staff should follow the [Abandoned and Untaxed Vehicles - Scotland](#) Pulse process for detailed guidance.
- 6.2 Where a vehicle is suspected of being abandoned, the designated Housing Officer should investigate and assess whether it presents an immediate health or safety risk. Where necessary, action should be taken to make the area safe.
- 6.3 Where a vehicle is considered abandoned and the owner is unknown, the Housing Officer should inspect the vehicle, take photographs and pass the relevant information to the Assistant Housing Officer for reporting to the local authority in accordance with the [Abandoned and Untaxed Vehicles - Scotland](#) Pulse process.
- 6.4 Where the owner is known, the Housing Officer should write to them requesting removal of the vehicle within four weeks. If the vehicle has not been removed after this period, staff should follow the [Abandoned and Untaxed Vehicles - Scotland](#) Pulse process for further action.
- 6.5 Where a vehicle is not considered abandoned but is untaxed or declared as SORN, it should be referred to the Driver and Vehicle Licensing Agency (DVLA) for enforcement.
- 6.6 Vehicles causing a traffic management issue, obstruction or nuisance should be reported to Police Scotland on 101, where appropriate.
- 6.7 Regular inspections should be completed while an abandoned vehicle remains on the estate to ensure that its condition does not deteriorate or present a health and safety risk.

7. Parking

- 7.1 Sanctuary Scotland will take appropriate action where abandoned, untaxed or un-roadworthy vehicles, or inconsiderate parking, adversely affect the safety, accessibility or appearance of our estates.
- 7.2 Where Sanctuary Scotland operates an allocated parking bay scheme, staff should follow the [Parking Bay \(New Allocations\) - Scotland](#) Pulse process. Sanctuary-managed parking bay allocations currently apply in Anderston, Glasgow. For parking permit enquiries elsewhere in Scotland, customers should be directed to the relevant local authority where appropriate.

- 7.3 For any requests relating to or requesting a disabled parking bay please refer to the [Pulse FAQ page](#).
- 7.4 Where properties are identified as being used as a business for the purpose of repairing vehicles, staff must investigate and where necessary action must be taken to check if permission was given for this business, or to inform the tenant that they are in breach of their tenancy agreement.
- 7.5 Where a tenant has a designated parking bay with or without a parking bollard, they are responsible for maintaining and replacing any padlocks or keys where these are damaged or lost.
- 7.6 Where Sanctuary Scotland customers are found to persistently park in an obstructive or inconsiderate manner, we may investigate this to determine if this is creating nuisance and annoyance to local residents. If this is the case, this should be treated as ASB and managed appropriately. If the driver cannot be identified, or is not a Sanctuary Scotland tenant, it may be necessary to refer this matter to the Local Authority for adopted roads. Housing Officers can use 'No parking' stickers to notify car owners of restricted parking areas and where there are issues on Sanctuary-owned land, signage should be considered if problems persist (see section 8 below).

8. Signage

- 8.1 All estates should have clear and readable signs. They must be placed in prominent areas and kept free from graffiti or defacement. Where damage or defacement occurs, cleaning or replacement should be arranged as appropriate. For further information on requesting new or replacing existing signage, refer to the Signage guidance on [Pulse](#).
- 8.2 Where another organisation, such as the local authority, is responsible for the affected signage, the Housing Officer should contact them. Alternatively, the Housing Officer should encourage the customer to report issues and request repair or replacement themselves.

9. Bin stores

- 9.1 Bin store areas must be maintained to environmentally safe standards by regularly undertaking inspections of bin stores. Upon identification of a bin store area which is not environmentally safe; for example, there is food waste or toxic waste not contained within the bins or rubbish which may attract rodents or infestations, staff must arrange for a clean up to take place. This can be done by contacting Customer Hub who will instruct Estate Services or a specialist contractor to do this.
- 9.2 Where a Sanctuary Scotland customer is identified as being responsible for misusing the bin store, staff must contact the tenant via verbal communication and writing to advise them on the correct usage of the bin area. Should this become a recurring problem it may be appropriate to consider recharging the costs of clearance or taking other appropriate tenancy action such as issuing a warning letter and reminding the tenant about the terms of their tenancy to take responsibility for the proper use of communal bin areas.

10. Landscaping and gardening

- 10.1 Upkeep and maintenance of landscaped areas should be cost effective and have minimum disruption to the environment and customer. Customers should not plant or make any changes to the landscaped areas.
- 10.2 Open grassed areas that Sanctuary Scotland is responsible for should be cut regularly by Estate Services during the growing season and we have effective weed control measures in place for all our un-adopted footpaths, grassed areas, garages and drying areas.
- 10.3 Shrub beds, trees and communal hedges should be maintained in accordance with good horticultural practice to specifically prevent nuisance, for example blocked access ways, damage to buildings or restriction of light and signage.
- 10.4 Upon being notified of or discovering a communal gardening issue staff should liaise with the relevant Estate Services team or contractor to rectify as soon as possible.
- 10.5 Where a customer's garden is identified as being of an unacceptable condition staff should contact the tenant via verbal communication and writing to advise the customer of their responsibilities. Further action may be appropriate should the issue be severe enough.
- 10.6 Where formal action, including the service of a notice, may be appropriate, the case should be referred to the relevant local manager for consideration.

11. Trees

- 11.1 Trees will be managed to ensure Sanctuary Scotland meets its legal responsibilities for example having regard to our duty of care towards tenants and mitigating any health and safety risks.
- 11.2 Trees in customers' gardens are their responsibility to maintain. Sanctuary Scotland will only intervene to maintain trees in exceptional circumstances, for instance where a health and safety risk is established or there is a risk of damage to our property. Where a tree is not on Sanctuary-owned land (either private or communal), this should be reported to the local authority or private owner who has responsibility for its maintenance.
- 11.3 Trees identified by Housing Management or Estate Services as requiring emergency works, for instance as a result of a storm, will be assessed on a case-by-case basis and dealt with according to the risk identified. In some cases, it may be necessary to instruct a specialist contractor. Any costs will be recharged through service charges where applicable.
- 11.4 Staff can identify damaged and unsafe trees by looking for:
- splits or cracks in the trunk or branches;
 - branches that are broken, hanging or that have dropped;
 - sections of bark damaged or stripped to show the wood beneath (where the species does not naturally shed their bark);

- soil movement around the base of the tree in strong winds; and
- trees showing ill health, disease, or infestation such as signs of rotting, growth of fungi on the bark, wood or around the base of the tree. Infestations may be indicated by holes and damaged material, or foliage dying back or being miscoloured out of season.

11.5 Staff should be conscious that some trees are subject to Tree Preservation Orders (TPO) which may restrict or prohibit the tree from being pruned or removed. The tree's TPO status should be checked with the Local Authority prior to works being completed except in an emergency.

11.6 Emergency works, for instance as a result of a storm will be assessed on a case-by-case basis and dealt with according to the risk identified.

11.7 Fallen or unsafe trees on public highways, road verges, public rights of way or in public parks that are not the responsibility of Sanctuary Scotland should be reported to the relevant local authority or landowner.

11.8 For detailed processes refer to the Trees information on [Pulse](#).

12. Exterior of buildings

12.1 The visual appearance of our properties contributes greatly to the overall environment of estates. Sanctuary Scotland endeavours to maintain all of its housing stock to a high standard. External decorative works are dealt with as part of a maintenance programme in response to regular stock condition surveys.

12.2 If there is any deterioration to the external façade of properties that poses a health and safety risk, the customer should be encouraged to report this to the Customer Hub and request a repair. The designated housing officer may take responsibility for reporting a repair if requested, or where the issue affects multiple properties such as a block of flats.

13. Paths and stairwells

13.1 Staff must regularly undertake inspections of paths and stairwells to ensure that they are kept neat, tidy, free from litter to assist in the prevention of deterioration and that lighting in communal areas is well maintained.

13.2 When notified of, or upon discovering, poor maintenance of paths or stairwells or faulty lighting, staff should raise a repair via the Customer Hub.

14. Play areas and ball games

14.1 Where we are responsible for play areas, we ensure that they are kept in good condition and free from litter, pet fouling or glass. We aim to ensure that they are a safe and pleasant environment for children to play.

14.2 We do not permit ball games to be played in non-designated areas. Staff should refer to the [ASB and Harassment - Scotland Policy and Procedure](#) for guidance. As a deterrent, signs can be placed in affected areas, but we cannot enforce 'no ball games' or use CCTV solely to regulate this activity.

14.3 Where play areas or open spaces are a focus for ASB, staff must enforce our [ASB - Scotland Policy and Procedure](#).

15. Garages

15.1 Tenants can apply for a garage by contacting their local office, where they can make enquiries and request an application form to complete. The full process can be found on [Pulse](#).

15.2 Where property is left in a garage after the lease has ended, staff should make reasonable attempts to contact the licensee and arrange collection. An inventory of the items must be completed. Where items remain unclaimed, staff must follow the relevant storage and disposal process set out in section 20 and on [Pulse](#).

16. Boundaries

16.1 When dealing with boundary enquiries, staff must establish responsibility and land ownership where possible. Staff should refer to the [Boundary Enquiries - Scotland](#) Pulse process for detailed guidance. Where an enquiry involves two homeowners, customers should be advised that the matter should be resolved privately in accordance with the relevant title conditions or other applicable property documentation.

16.2 Where responsibility cannot be established, staff should investigate the boundary using relevant information and documentation. This may include:

- visiting the property;
- taking photographs;
- reviewing tenancy or property documentation and plans;
- obtaining information from Registers of Scotland; and/or
- seeking advice from Legal Services where required.

17. Lost or stolen keys/fobs

17.1 When a customer reports a key or fob stolen staff must obtain a Crime Reference Number (CRN) from the customer. Lost keys/fobs are subject to recharge so if a CRN is not provided for a stolen key/fob the customer will be recharged for a replacement and/or forced access to the property.

17.2 If the key/fob is lost by the customer and is for a suited property, then staff must arrange a replacement with local staff. Once payment is made a replacement will be provided.

17.3 If the fob is faulty, we will replace this at no charge to the tenant. The tenant must bring back the faulty fob to the local housing office, if the tenant is unable to produce the faulty fob they will be charged for a replacement.

17.4 If the fob is for a communal area, then staff must arrange for collection of the new fob. Once payment has been made a replacement will be provided.

17.5 If the tenant has access to a designated parking bay with a parking bollard it is their responsibility to replace any lost/stolen keys, please refer to paragraph 7.5 above.

18. Security

18.1 We must ensure that our schemes and properties are as secure as possible. Damaged fencing, gates or security doors should be dealt with and reported as a repair via the Customer Hub.

18.2 Where CCTV is installed staff should refer to the [Video Surveillance Management Systems \(VSMS\) - Group Policy and Procedure](#) for guidance and the Permissions process on [Pulse](#).

19. Infestations

19.1 Sanctuary Scotland will ensure that infestations within communal areas, voids, or those impacting multiple properties are managed promptly, effectively, and in a manner which minimises risk to customers and staff. This includes, but is not limited to, infestations such as rodents (e.g. rats and mice), insects (e.g. bed bugs, fleas), and other pests which may impact the condition of properties or the wellbeing of customers.

19.2 Sanctuary Scotland will ensure customers are kept informed throughout the process and provided with clear guidance on any actions required of them.

19.3 Responsibility for managing infestations will depend on the location and tenure of the property.

19.4 Where an infestation is contained within a self-contained general needs property and is not linked to other properties, communal areas, voids or wider building issues, the customer is responsible for arranging and funding treatment. Staff should provide advice and signpost customers to appropriate services where required.

19.5 Sanctuary Scotland will take responsibility for managing infestations where:

- the infestation is present within communal areas, voids or shared parts of a building;
- the infestation is impacting multiple properties;
- the infestation poses a risk to public health; or
- the property is part of a supported, sheltered or retirement living scheme where additional support needs are identified.

19.6 For Mid-Market Rent (MMR) properties, Sanctuary Scotland will take responsibility for managing pest control and infestation issues in line with tenancy agreements.

19.7 In cases where responsibility is unclear, staff must consult with the local Housing Management team before any action is taken.

19.8 Where there is a high risk of spread or recurrence, Housing Management may escalate the case for landlord intervention in consultation with Property Services.

19.9 Roles and responsibilities

19.9.1 Property Services are responsible for:

- assessing the nature and extent of the infestation where notified;
- approval of invoices;
- instructing and managing specialist pest control contractors;
- determining the appropriate treatment plan, including number of visits required;
- monitoring contractor performance and ensuring works are completed within agreed timescales;
- acting as the primary point of contact for contractors and ensuring service delivery meets agreed standards;
- providing updates to Housing on progress, delays and completion of works; and
- confirming when treatment has been successfully completed.

19.9.2 Housing Management are responsible for:

- reporting infestations to the Customer Hub where identified or reported by customers;
- liaising with Property Services to obtain updates on works and timescales;
- ensuring customers are provided with clear information and guidance, including any preparation requirements for treatment;
- maintaining regular communication with affected customers throughout the process;
- managing any tenancy-related issues, including access, vulnerability, or enforcement where required; and
- considering any appropriate recharges in line with policy where the infestation is attributable to the customer.

19.9.3 The Customer Hub is responsible for:

- raising works requests for inspection, specialist assessment or treatment to Property Services or specialist contractors in line with agreed processes, including raising an inspection where the extent or responsibility is unclear;
- raising treatment works where instructed by Property Services; and
- supporting coordination between Housing and Property Services where required.

19.10 Process

19.10.1 Where an infestation is identified within a communal area, void, or across multiple properties, staff must report the issue to the Customer Hub.

- 19.10.2 Property Services in conjunction with Customer Hub will assess the issue and arrange for appropriate treatment through specialist contractors.
- 19.10.3 Property Services will provide Housing Management with details of the treatment plan, including timescales and any requirements for customer access or preparation.
- 19.10.4 Housing Management will communicate all relevant information to affected customers and ensure they understand any actions required of them.
- 19.10.5 Where access is required and not provided, Housing Management will take appropriate action in line with tenancy conditions.
- 19.10.6 Property Services will monitor the progress of works and provide regular updates to Housing Management, including any delays or changes to timescales.
- 19.10.7 Housing Management will ensure customers are kept updated throughout the process based on information provided by Property Services.
- 19.10.8 Where an infestation requires temporary or emergency displacement of a customer, Property Services will inform Housing Management, and Housing Management will coordinate the displacement in line with the Tenancy Management - Scotland, [Displacement Customer - Housing Procedure](#).
- 19.10.9 For complex or multi-property infestations, Property Services will take lead responsibility for coordinating works, managing contractor performance, and overseeing the case through to completion.
- 19.10.10 Where works are delayed, ineffective, or extend beyond expected timescales, Property Services will escalate the case in line with management procedures, take ownership of resolving delays, and agree revised actions to ensure progression.
- 19.11 Completion of works
- 19.11.1 Property Services will confirm when treatment has been completed and whether any follow-up visits or inspections are required.
- 19.11.2 Housing Management will inform customers when works have been completed and provide any further advice to minimise the risk of recurrence.
- 19.11.3 Where appropriate, Housing Management will review the case to determine if any tenancy action or support is required.
- 19.11.4 Further guidance on managing infestations can be found on [Pulse](#).

20. Managing communal areas

- 20.1 Sanctuary Scotland provides a comprehensive maintenance service to all common areas we are responsible for. This includes, cleaning, window cleaning (flats only) and general maintenance.

- 20.2 When notified of or upon discovering that grounds maintenance has not been provided, staff must contact the local Estate Supervisor to ensure that the service is provided.
- 20.3 Storing goods in communal areas
- 20.3.1 Customers are not permitted to store items in communal areas (for example lounges or passageways) which may cause inconvenience or danger to anyone using or requiring access to common areas.
- 20.3.2 Customers who leave items in communal areas should be given an opportunity to remove them. This should be done by Housing Officers writing to tenants in a close or scheme to try and establish ownership of the goods and request removal within seven days. The letter should clearly state that if items are not claimed and removed within this timescale, they will be removed and stored for up to six months. If items are not claimed during this time period, they will be classified as abandoned and disposed of. Staff should explain the reasons for removing the items to encourage customers to understand the risks.
- 20.3.3 If customers fail to remove the items within the specified timescale, a second letter must be sent to tenants, or a notice clearly displayed in the area where the goods are stored to explain that ownership of the items has not been established and the items have been removed on the specified date. The letter or notice should explain again that the items will be stored for six months and provide contact details if the customer wants to arrange collection of their items. The notice or letter should also explain that the cost of storage may be recharged to the customer.
- 20.3.4 See the [Pulse 'storage of goods' process](#) for further information and section 21 below for the procedure for mobility scooters in communal areas.
- 20.3.5 Where communal areas are also internal fire evacuation routes additional guidance on risk assessments and items that can be tolerated is available in [Fire safety of items in fire evacuation routes](#).
- 20.4 Removing goods from communal areas
- 20.4.1 Where items are assessed as personal belongings, are in use, or appear to have value and require removal and storage, Housing Management will complete an inventory and take photographs using the inventory template available on [Pulse](#). Items should be labelled and photographed. Housing Management and Estate Services should coordinate the removal, with Estate Services assessing the size and number of items and identifying the most appropriate storage arrangements.
- 20.4.2 For communal areas in a factored property, if the goods belong to a Sanctuary Scotland tenant, then the cost of the storage should be recovered. However, if the goods belong to a homeowner, the goods should be removed and stored but Sanctuary Scotland cannot make a recharge to recover the costs for storage. It is important to exercise judgement when determining whether or not to remove the homeowner's items, as this may vary based on the specific circumstances.

- 20.4.3 Where items are considered to be of no value and do not require storage, Housing Management will raise an order for Estate Services to remove and dispose of them. Housing Management staff do not need to be present when these items are removed. Prior to removal, Estates Services will assess the items. Where items are clearly discarded, dumped or of no apparent value, Estates Services may dispose of them without Housing Management attendance.
- 20.4.4 Where Estates Services considers that items may be personal belongings, are in use, or are of a condition that suggests they may belong to a customer, Housing Management staff should attend at the point of removal and the items should be managed in accordance with the storage of goods process.
- 20.4.5 Refer to [Pulse](#) and relevant procedures for the other scenarios below:
- Abandoned properties - abandoned goods
 - Void properties - removing items left in the property
 - Evictions - removing items left in the property.
- 20.5 Storing removed goods
- 20.5.1 Estates Services are responsible for removing items identified by the Housing Officer to the off-site store.
- 20.5.2 The designated Housing Officer and Estates Services must both be in attendance when each item is checked into storage, both parties (housing officer and estate technician) will then have to re-sign and date the inventory form.
- 20.5.3 Keys for storage will be retained by Housing Management and placed in the office key cupboard.
- 20.6 Disposal of goods
- 20.6.1 The designated Housing Officer should keep an inventory of all items disposed of as per the Inventory template, including any items re-claimed by a customer.
- 20.6.2 Before allowing a customer to collect an item, Housing Officers should verify the claim of ownership by asking for a detailed description of the item or proof of ownership such as a receipt or photograph of the customer using the item.
- 20.6.3 After six months, any unclaimed goods will be dealt with in accordance with the relevant [Pulse](#) guidance before disposal. Where the owner of property is unknown and the circumstances indicate that it may be lost or abandoned, the requirements of the [Civic Government \(Scotland\) Act 1982](#) must be followed.
- 20.6.4 If any items cannot be stored because they are hazardous, they can be disposed of immediately; items should be taken to the local refuse site by Estates Services.

21. Mobility scooters

- 21.1 Tenants will need written permission from Sanctuary Scotland to store a mobility scooter inside or outside the property; a risk assessment will need to be completed. If the mobility scooter is unsuitable to be stored within the property it should be kept within a designated area where space is available.
- 21.2 If there is no space available, alternative housing options should be discussed. See the [Pulse process for Mobility Scooters - Scotland](#) for more information.
- 21.3 Where a risk assessment identifies that there is no suitable storage within the property or a designated storage area, an Area Manager or person of at least equivalent seniority may give temporary permission for the mobility scooter to be stored in a communal area, provided this does not create a fire safety risk, obstruct an evacuation route or cause an obstruction for other customers. Temporary permission should only be given where no other suitable option is available and should remain in place while appropriate longer-term arrangements are explored. These may include consideration of suitable external storage or alternative housing options. Staff must follow the [Pulse process for Mobility Scooters - Scotland](#).
- 21.4 No mobility scooter or mobility aid should be stored in a communal area unless temporary permission has been given in accordance with paragraph 21.3.

22. Fire Safety in estates

- 22.1 Housing Management staff must follow the [Fire Safety Management - Group Policy](#) and associated guidance available on [Pulse](#). The Fire Safety Leaflet (AG01) may also be used to support customer awareness of fire safety within homes, communal areas and the surrounding environment.

23. Estate improvements

- 23.1 The visual appearance of our properties contributes greatly to the overall environment of estates. Sanctuary Scotland endeavours to maintain all of its housing stock to a high standard. External decorative works are dealt with as part of a maintenance programme in response to regular stock condition surveys.
- 23.2 Any proposed changes or improvements to estates should involve customer consultation where possible.
- 23.3 Customers, resident review panels and local focus groups should be encouraged to identify and contribute to projects which have an impact in enhancing the landscaping, security and general neighbourhood within our estates.
- 23.4 Staff must work with agencies to explore the possibility of the contribution to the funding of projects and encourage the involvement of the community where appropriate.

24. Partnerships

24.1 Staff should develop and maintain appropriate partnerships with relevant agencies, under written protocols where appropriate, to support safe, secure and well-maintained communities. These may include:

- Environmental Health
- Police Scotland
- Driver and Vehicle Licensing Agency (DVLA)
- Local Authorities
- Scottish Society for the Protection of Cruelty to Animals (Scottish SPCA)
- Scottish Fire and Rescue Service

Supporting Information

1. Policies and Procedures

- [ASB and Harassment - Scotland Policy and Procedure](#)
- [Video Surveillance Management Systems \(VSMS\) - Group Policy and Procedure](#)
- [Fire Safety Management - Group Policy](#)
- [Health and Safety - Group Policy and Procedure](#)
- [Housing Management of Estates - Scotland Policy](#)
- [Personal Safety - Group Procedure](#)
- [Tenancy Management - Scotland Policy](#)
- [Waste Management - Group Policy and Procedure](#)

2. Additional support and guidance

- [Inventory Template](#)
- [Pulse](#)
- [Scottish Government Guidance on Abandoned vehicles: local authority responsibilities](#)