

## **Our estate management policy statement**

### **Law and good practice**

We meet all relevant law and good practice guidance; this includes meeting the standards set out in the Scottish Social Housing Charter.

For example, we deliver services in line with our occupancy agreement through individual policies such as our referral and anti-social behaviour policies.

Again, we promote the rights of our service users through our detailed housing support plans.

### **Promoting our equal opportunity commitments**

We promote our equal opportunity commitments by tailoring services to the needs of service users and also foster a culture of respect for other people.

For example, in developing our housing support plans, we identify the accessibility requirements of disabled people and make reasonable adjustments to services, as appropriate.

### **Service user participation**

Our occupancy agreement promotes consultation with service users in developing key policies through a specific contractual provision.

For example, we consult with service users in the development of key policies such as our service user consultation policy and project handbooks.

### **Staff training and development**

We provide regular training for staff so that our policies and procedures are implemented effectively.

For example, we provide training on arrears management to enable staff to support the establishment of sustainable occupancies.

Again, we provide training on our occupancy agreement so that measures can be

### **Partnership arrangements**

We work in partnership with a diverse range of other organisations to deliver quality services, as appropriate.

For example, we liaise with housing organisations, social work services and welfare rights to tailor services to the needs of individual service users.

## **Monitoring our estate management services**

We monitor our housing support services through our performance management system; this uses a range of performance indicators.

For example, we monitor numbers of referrals who complete their housing support programmes effectively.

Again, we monitor equality profiles of our service users so that we can provide services, as appropriate.