

ESTATE MANAGEMENT

It is in the interests of tenants and landlords to ensure that properties are provided within a safe, secure and pleasant environment, it is therefore important to understand your rights and obligations in relation to estate management and those of the landlord. This includes matters relating to cleaning & repairs of communal areas, boundary issues, grounds maintenance, parking, and the general use of communal areas.

If you have concerns about any element of estate management:

- Consult your tenancy agreement or lease to find out who is responsible for the issue in question. There may be some matters which you and/or other residents are responsible for dealing with.
- If it is the landlord's responsibility, contact the landlord's customer service Line to report the issue. Keep a note of any conversations you have or copies of any letters or emails with your landlord, including the name of the person you spoke or wrote to and any agreed actions.
- Consult your occupancy agreement and any residents' handbook to see how long your landlord has to respond to your report. Allow your landlord the specified amount of time to attend to the issue, before deciding if you want to take the matter further.

It is important that you have realistic expectations of how and when your landlord should respond to the issues you have raised, so it is useful to familiarise yourself with your landlord's relevant policies and procedures, which are in place to manage estate issues.

- If you do not hear from your landlord, or the issue has not been resolved within the specified time frame, contact your landlord again (preferably in writing) to explain that the issues are still outstanding. Again you should keep a record of any communication, written or on the phone that you have with your landlord.
- You must also be aware of your own obligations under your tenancy agreement or lease, to ensure that your actions do not have an adverse effect on your neighbours or the surrounding environment. For example, there may be specific provisions regarding how to dispose of your rubbish, or where you are allowed to park.