

**Agenda Item 8. Estate Management Policy Overview.**

The Housing Department of Galway City Council is currently preparing an Estate Management Strategy.

Key priorities for the strategy will be the high quality management of our tenancies and estates, effective working relationships with other agencies and the creation of sustainable and vibrant communities.

Below is an outline of the draft strategy. Over the coming weeks, consultation will take place with relevant stakeholders, including other departments in Galway City Council, An Garda Síochána, residents associations and other agencies & organisations.

A draft strategy document will be circulated to members of the Housing Strategic Policy Committee in advance of the next SPC meeting and will be included as an item on the agenda for that meeting.

If you have any comments on the text below or would like to discuss the Estate Management Strategy at this pre-draft stage, please contact Sharon Carroll on (091) 536820 or email [sharon.carroll@galwaycity.ie](mailto:sharon.carroll@galwaycity.ie).

# **ESTATE MANAGEMENT STRATEGY – OVERVIEW**

**\*please note that this is a pre-draft document and is for information purposes only. Headings may change and sections may be moved/added.**

## **Executive Summary**

## **1. INTRODUCTION**

### **1.1 Introduction**

### **1.2 Context**

### **1.3 Aims of the Strategy**

### **1.4 Strategy themes**

To achieve the objectives outlined, the Estate Management Strategy will focus on themes and actions in three inter-related categories:

PEOPLE – tenants, quality of life

PLACE – physical environment (infrastructure, amenities, buildings)

PROCESS – procedures and policies, partnerships

## **2. PEOPLE**

*Building sustainable communities, supporting tenants to get the best from their tenancy, empowering people to manage their own estates, well-being of tenants.*

### **2.1 Tenancy supports**

- 2.1.1 Housing Estate Liaison Officer
- 2.1.2 Tenancy Agreement
- 2.1.3 Tenancy Handbook
- 2.1.4 Tenancy Training
- 2.1.5 Liaison with other agencies/case conferences

### **2.2 Tenancy participation**

- 2.2.1 Residents associations
- 2.2.2 Promotion of campaigns (spring clean etc.)
- 2.2.3 Grant schemes

### **2.3 Tenant well-being/feeling safe at home**

- 2.3.1 Anti-social behaviour strategy
- 2.3.2 CCTV
- 2.3.3 Liaison with An Garda Síochána and other agencies

## 5. AN ACTION PLAN

Specific actions in line with objectives of the Housing Department

<b>PEOPLE</b>	e.g. New Tenancy Handbook		
<b>PLACE</b>	e.g. Joint projects with Environment Dept		
<b>PROCESS</b>	e.g. Establish CRM system for tenancy warnings		

## 6. PERFORMANCE AND MONITORING

## 7. ESTATE MANAGEMENT WITHIN HALTING SITES

## 8. CONCLUSIONS

*Appendix policy documents and useful contacts/links.*