

Estates management in Birmingham.

The standard you can expect from us.

We provide an estate management service to make sure the unique qualities and high standards of appearance of areas we manage are maintained and continuously improved, creating a sustainable community.



Landscaping

We provide a planned and reactive landscaping service to areas that we own, including:

- Grass cutting. The grass is cut on BVT-owned lands between March and October (inclusive) on a 10-11 day cycle.
- Hedge cutting. Hedges are cut between May and October (inclusive) with all open space hedges receiving two cuts and passageway hedges receiving three cuts per year.
- Shrub bed maintenance. Shrubs are pruned twice per year.
- Tree works. Trees are inspected by an external agent and are inspected according to their location on the Estate. Any work to trees which is identified is prioritised over the year and carried out by our arborists.
- Leaf clearance.
- Snow clearance and gritting. We provide grit bins to various areas. When it has snowed, we will arrange for snow to be cleared from areas where emergency vehicles may require access and also to doctors surgeries and other areas where there are vulnerable residents and heavy footfall.
- Weed clearance.
- Planned tree inspections.
- Fly tip removal.
- Drain clearance and maintenance. Drains that are on BVT service roads and other hard standing areas are cleared once per year.
- Graffiti removal. We aim to clear graffiti on BVT owned land and property within five working days of it being reported or identified. Offensive graffiti is removed within 24 hours.
- Street furniture maintenance, which includes benches, signs (such as 'No Dog Fouling' signs) fences, trip rails, bins, inspection covers, tree grilles and notice boards. We replace signs and noticeboards that are in disrepair.
- Play area inspections and repairs.
- Parking issues on our land such as working with the Police and Council to prevent parking on pavements.
- Coordinate removal of abandoned vehicles. We will attach notices to abandoned vehicles on BVT owned land giving the owner two weeks to remove the vehicle. Following all relevant checks, if the vehicle is not removed, we will arrange for the vehicle to be removed.
- Road and path repairs and replacements including car parking areas, service roads and access ways. Repairs and maintenance of hard surfaces is prioritised according to health and safety needs. Resurfacing is expensive and is limited due to financial resources. Where areas of hard standing are identified as being in need of resurfacing or patching, we will prioritise these throughout the year.
- Culverts and streams are checked and cleared as appropriate. These are checked once per month.
- Managing allotments and caravan storage sites. We inspect the sites to ensure that they are being kept clean and well cultivated. We aim to have full occupancy of the sites at all



General estate maintenance

We provide a day-to-day reactive and planned service to ensure the public areas we own are maintained to a high standard, including:

- Street light inspections and maintenance. Street lights owned by BVT are inspected by an external contractor every three months and any required repairs to lights identified by the inspection are undertaken.
- Emptying of communal bins.
- Litter picking.

times. Allotment plot holders and caravan space holders are charged an annual fee for use of the land.

- Managing and undertaking repairs to the Bournville Primary School.
- Managing and undertaking repairs and maintenance to commercial stock and special buildings in accordance with landlord responsibilities.
- Pond / water feature maintenance.
- Community rooms and activities for example: Dame Elizabeth Hall, Woodlands Hall, Shenley Court Hall and Weoley Hill Village Hall. Various activities and community groups run from these halls ranging from nursery provision, children's groups, through to lunch clubs for older people. There are also sports activities, and a range of dance and other craft and wellbeing groups.
- Management and maintenance of local amenities, for example: Selly Manor Museum, The Carillon and Bournville Primary School.
- Our Estate Officers will walk their patch at least once per year and identify any issues that they find. Any repairs required to BVT owned property that are identified will be referred to a contractor and inspected to ensure that the repairs have been completed.
- We will liaise with residents and relevant agencies to resolve incidents of anti-social behaviour on open spaces. Where possible, we will try to introduce measures to prevent or stop anti-social behaviour.



Breaches management

- Identify and act on reports relating to alterations to properties which do not have approval or meet our Design Guide requirements.
- Contact any resident in breach of any leasehold covenants or the Scheme of Management to bring the breach to their attention asking them to remedy the breach. Subsequent contact and liaison will be made with the resident to find an amicable solution, if possible.
- Address issues relating to properties not being properly maintained and anti-social behaviour issues. Significant anti-social behaviour issues will be referred to the local authority and Police.
- Where breaches are identified, work with the resident to find an amicable solution and only use legal enforcement as a last resort.
- As a last resort, BVT will instruct a solicitor to write to the resident in breach if the resident

does not wish to work with BVT to remedy the breach. Ultimately, an application for an injunction can be made to the Courts.



Property alterations

We require residents who wish to alter parts of their home, which will affect the external appearance, to obtain approval from us before starting the work.

- Work with residents to ensure what they are proposing will comply with the requirements set out in our Design Guide and will be sympathetic to residents' amenity and the local surroundings.
- The process of assessing an application can involve a free pre-application consultation and the processing of the application
- Following first stage approval, we will include a final check of the completed works so that the application can be signed off.
- Aim to determine applications for minor alterations within three weeks, and applications for major alterations where a consultation with neighbours is required within eight weeks.
- An appeal process is available should the application be refused by BVT.
- If you are a tenant of BVT, you must speak to your Housing Officer regarding making an alteration to your home.
- If the application is approved, the resident will receive First Stage Approval, which allows the applicant to continue with their alteration. The resident will then be required to obtain Final Approval, following an inspection of the completed works by an Estate Officer.



Administration of property records

- Deal with enquiries from solicitors and agents when administering changes of ownership of properties.
- Administer changes to shared ownership properties and process Deed of Covenants of which there are around 150 per year.
- Administer the process of leaseholders buying the freehold of their properties
- Carry out income recovery management including taking legal action where required
- Leasehold extensions
- Process invoices and other general administrator duties.



How will we make sure we are doing what we say?

The Estate Management and Scheme Committee (EMSC) meet four times a year to discuss and review estate services.

- An internal electronic system is used to manage contacts from residents.
- Routine inspections are scheduled throughout the year.
- There is an estates budget and a Scheme of Management budget to monitor and manage income and expenditure.



How will we share how we are doing with you?

- Performance is monitored by the EMSC and there are four elected resident representatives on this Committee.
- BVT works with Bournville Freeholders and Leaseholders Association. They are volunteers who feedback to BVT on its performance and how this can improve.
- We will tell you about the service that we provide for the charge that you pay by sending you an Estates Services Summary along with your annual Management Charge invoice.



How is the service organised?

Estates services are provided by the Estate Management team. The team is made up of two Estate Officers, three Administration Officers and headed up by an Estate Manager.

Landscaping services are provided by Bournville Village Landscapes, a division within BVT. External contractors are used to assist with repairs and replacements when required. There is a Community team which provides opportunities for residents to get involved with BVT services, and other community activities.

The Museum and Carillon are managed by the Estate Management team with support from both Selly Manor staff and Community team colleagues. The service is shaped and improved by working with various residents groups, which are supported and facilitated by BVT.



Frequently asked questions

How are the estate services paid for and who pays the Management Charge?

In 1967 an important piece of law was introduced called the Leasehold Reform Act, under which a Scheme of Management was set up to enable BVT to preserve, maintain and manage the land that it owned.

The Scheme of Management also enables BVT to provide an estate management service to the Scheme of Management Area, which was defined by the High Court in 1972, in return for an annual Management Charge paid by freeholder residents who own their homes.

The Management Charge is calculated and paid by freeholders who live within the Scheme of Management Area. Estate services are provided to areas inside and outside of the Scheme of Management Area, however the Management Charge only relates to services provided within the Scheme of Management Area.

Leaseholders who benefit from the estates services that BVT provide, do not pay the Management Charge, although they may be liable for service charges or other maintenance charges. However, leaseholders, depending on various criteria, may be able to buy the freehold of their property, which means that they will pay the Management Charge when they complete the purchase.

We manage the collection of debt by setting charges, invoicing householders for the Management Charge and pursuing any unpaid debt.

What areas are covered by the Management Charge I pay?

The Estate services are provided to BVT owned land and property, however the Management Charge only relates to services provided within the Scheme of Management Area. The work we do is enjoyed by all residents across the BVT Estate.

A map of the Scheme of Management Area can be found on our website www.bvt.org.uk/wp-content/uploads/2014/01/66593_BVT_Maps_HR2.pdf.

How do I report an issue regarding the Estate?

You can contact our Customer Service team on 0300 333 6540 or email enquiries@bvt.org.uk

We always try to deal with your query when you first contact us, but if we are unable to we will signpost you to the appropriate agency.

How do I make an application for an alteration at my home?

You will need to familiarise yourself with the BVT Design Guide which can be found on our website www.bvt.org.uk/publications/bournville-estate-design-guide/

You can make an application online too at www.bvt.org.uk/home-owners/apply-to-make-an-alteration-to-your-home-now/

If you have any queries regarding your proposals, please call our Customer Services team.

What is BVT doing to improve the standards across the Estate?

We have recently started the process of a complete review of the estate services we provide in Birmingham. We are also reviewing the Design Guide to ensure it is fit for purpose. Residents will be fully consulted during the review to ensure it meets the needs of residents while continuing to provide a high quality estate management service.

Additional management and maintenance services provided by Estates

- Bournville Primary School – we are responsible for maintaining the structural parts of the school and the school grounds. The school and grounds are over 100 years old and require consistent maintenance and repair.
- Selly Manor Museum – we manage and maintain Selly Manor and ensure the museum is run smoothly. Selly Manor Museum is open to the general public. Entrance is free for residents living within the Scheme of Management Area.
- Community –The Estates Management team works closely with the Community team to provide a community service to all residents on the Estate. This includes supporting BVT's resident Green forum, working on projects like wildflower areas, advising community groups like Friends of Bournville Carillon and Bournville Hub, as well as supporting regular annual events like Weoley Hill's Bonfire and the Bournville Festival.
- Outside Scheme of Management Area – we provide estate service to areas that are not within the Scheme of Management Area. This includes areas like Rowheath Park and the area around St Josephs Avenue.



How you can help us?

- Report estate-related issues to our Customer Services team so that we can resolve them.
- Get involved in our Resident Scrutiny Panel and /or resident involvement and community development activities – speak to a member of the Community team to find out more.
- Suggest improvements for the estate services provided.
- Comply and adhere to the terms of leases and the Scheme of Management and also comply with the guidelines set out in the Design Guide.
- Feedback to us about how we are doing.