

Estate Management Policy

Portal Estate Management

Version 2.0 | July 2025

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Issued by Portal Estate Management Ltd | Version 2.0 | July 2025

1. Purpose

The purpose of this Estate Management Policy is to establish a structured framework for the effective management and maintenance of the Eddington Estate. This policy ensures that the estate operates efficiently, meets the needs of all its residents, and upholds high standards of safety, cleanliness, and community well-being.

The policy is reviewed regularly. The latest version is available at:

<https://eddington-cambridge.co.uk/legal-policies>

2. Scope

This policy applies to all aspects of the estate, including but not limited to common areas, infrastructure, and services. It outlines the responsibilities and expectations for Portal estate management staff, residents, property owners, tenants, contractors, and visitors. The extent of the Eddington Estate, and Portal's responsibility for Estate Management, are shown at Annex A.



3. Objectives

- Promote a safe, clean, and aesthetically pleasing environment
- Encourage community participation and cooperation
- Ensure compliance with relevant legislation and standards

- Optimise operational efficiency, sustainability, and financial transparency

4. The Portal Vision

The vision for Eddington is to create a place that is sustainable, long-lasting and ambitious, offering a high quality of life to enhance both the City and University of Cambridge.

This aligns with Portal's commitment to maintaining a well-managed, thriving, and inclusive residential community.

5. Governance Roles and Responsibilities

5.1 Portal Estate Management Responsibilities

The Portal Board holds ultimate responsibility for estate management, including financial matters. The Board includes Independent Directors, University representatives, and homeowners.

The Portal Operations Team manages daily administration and operations:

- Maintenance of common areas and infrastructure
- Enforcement of estate policies
- Communication with residents and contractors
- Emergency preparedness and risk management

5.2 Residents and Property Owners Responsibilities

Residents and property owners play a vital role in maintaining the quality of life within the estate. Residents and owners are expected to:

- Adhere to estate rules and property standards
- Participate in community forums and activities
- Report issues to the Portal team

5.3 Maintenance and Estate Management Services

Shared Spaces

- Regular cleaning and landscaping
- Maintenance of lighting and pathways

Buildings and Infrastructure

- Routine inspections and repairs
- Emergency repair protocols

Green Spaces

- Landscaping and seasonal upkeep

- Park and recreational area management

Waste Management

- Portal: Maintain bin areas, coordinate with council
- Council: Collect household waste and recycling

Estate Parking

- Enforce parking regulations
- Manage parking permits and income

Security & Event Management

- Coordinate estate-wide security
- Support event planning and safety

Health and Safety

- Conduct regular H&S inspections and walkarounds
- Monitor contractor compliance
- Investigate incidents and manage risks
- Residents should report hazards and ensure their contractors follow safety rules

6. Financial Management

Service Charges

- Collection and transparent allocation
- Annual budget setting

Other Income Sources

- Commercial and facility rentals
- Parking revenue and events
- Income is reinvested in estate services

Reserve and Sinking Funds

- For long-term repairs and emergencies

Overdue Payments

- Clear process for non-payment resolution

7. Legal and Compliance

Regulatory Adherence

Portal complies with relevant legislation including:

- Health and Safety at Work Act 1974
- COSHH
- Fire Safety Order 2005
- Data Protection Act 2018
- Building Regulations
- Equality Act 2010
- Local authority requirements

Legal Disputes

- Addressed through negotiation and, if needed, legal proceedings with Board oversight

Insurance

- Competitive procurement with no commission taken
- Transparent reporting to residents

8. Monitoring and Review

Performance Metrics

- Service KPIs and resident feedback
- Quarterly reporting to the Board
- Contractor reviews

Regular Audits

- Scheduled inspections and financial audits

Policy Review

- Reviewed and updated as required

9. Key Terms and Definitions

Estate Management: Oversight of common areas and services at Eddington.

Common Areas: Shared public and private spaces such as:

- Parks and gardens
- Playgrounds and paths
- Parking bays
- Swales and culverts

Property Owner: Legal holder of leasehold or freehold.

Resident: Anyone living on the estate.

Tenant: A person or group renting a property.

ERA: Eddington Residents Association - a resident-led body working with Portal.

