



Estate and Open Space Management Policy Consultation Results and Analysis

1. Introduction

An online public consultation on Clackmannanshire Council's Housing Estate and Open Space Management Policy was carried out on Citizens Space between 27 January and 16 February 2026.

The consultation formed part of the wider policy development process and sought to gather the views of residents across Clackmannanshire Council area on the Council Housing Service's current estate management practices and future service improvement requirements.

The consultation was open to all residents in the local authority area, including Council tenants, owner occupiers, private rented sector tenants, and tenants of other social landlords. The survey aimed to capture perceptions of the Housing Service's approach to estate and open space management, understand the issues residents experienced in relation to their local environment, and collect views on improvements to communication standards. The survey also explored tenants' and residents' preferences for the future management of Council-owned garage plots and lock-ups.

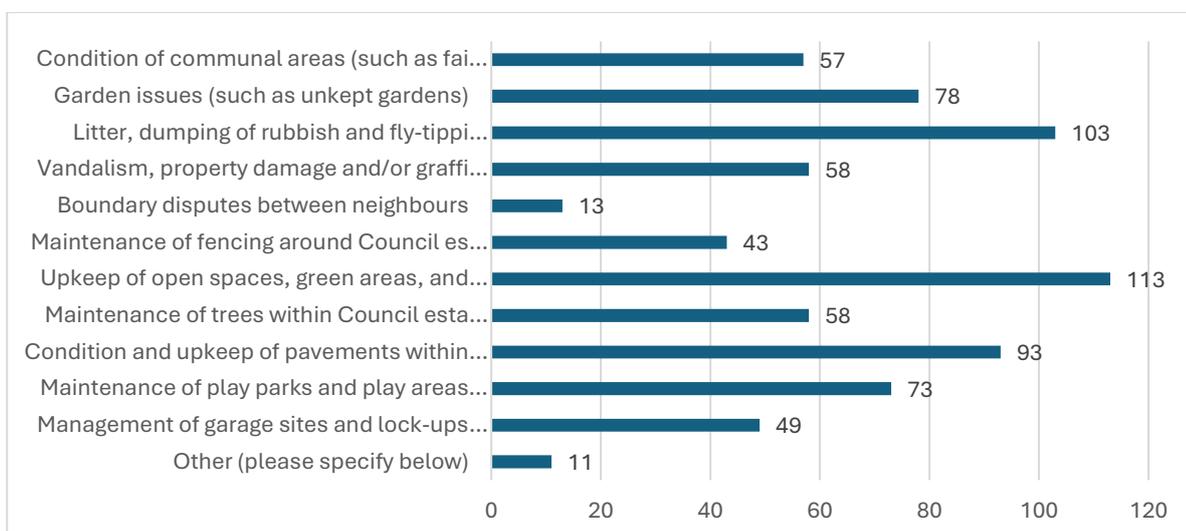
2. Consultation Results

A total of 149 responses were received. Of these, 93 respondents (62%) identified as owner occupiers, 38 (26%) as Council tenants, with the remaining participants representing other tenures. When asked whether they felt informed about what constitutes estate and open space management activities, 131 respondents (88%) stated that they were, with 12% indicating they were not.

3. Key Issues and Concerns Identified

Residents were asked to identify the main estate and open space management issues they had experienced (**Figure 1**). The most frequently reported concerns related to the upkeep of open spaces, green areas and landscaped spaces environments (113 responses; 76% of all participants), closely followed by littering, dumping of waste and fly-tipping (103 responses), condition and maintenance of pavements and footpaths (93 responses) as well as maintenance of play parks and play areas (73 responses).

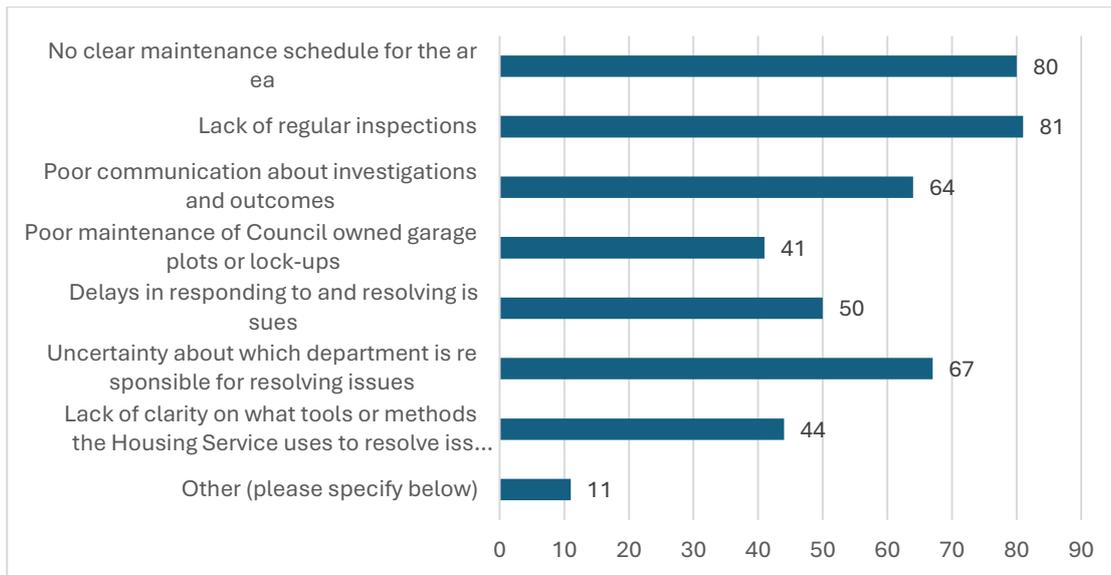
Figure 1. What are the biggest Council housing estate and open space management issues that you experience?



Participants were also asked about perceived concerns in the Housing Service’s current management approach (**Figure 2**). The most significant issues identified were:

- Lack of regular inspections to estates and open space areas (81 respondents; 54%).
- No clear maintenance schedule communicated for specific areas (80 respondents).
- Lack of clarity about which service or department is responsible for resolving estate management issues (67 respondents).
- Poor communication about investigations and outcomes following reports made by residents (64 respondents).

Figure 2. What concerns do you have about how the Housing Service deals with estate and open space issues?



4. Suggested Improvement to Estate and Open Space Management Approach

When asked how the Housing Service could improve the quality of its estate and open space management, respondents highlighted several priority areas for change. Residents expressed strong support for the introduction of a clear and publicly accessible programme of planned maintenance and management activities (115 respondents), followed by a need for more regular inspections to estates and open spaces (100 respondents). A considerable number of participants (99) also supported the principle of recharging individuals responsible for damage.

5. Themes Emerging from Qualitative Feedback

Open-text responses provided further insight into residents’ experiences, frustrations, and expectations. Several clear themes emerged, including:

5.1. Need for a Proactive Estate Management Approach

Respondents repeatedly emphasised the importance of a preventative rather than reactive service. There was strong support for routine visual inspection of estates and green spaces as well as post-work inspections to ensure the quality of repairs and maintenance carried out.

5.2. Transparency and Ease of Reporting

A significant number of respondents expressed a desire for greater transparency around how the Council handles estate management concerns. Some noted that the process for reporting issues through the Council website was unclear or difficult to navigate, and requested a simpler reporting mechanism.

5.3. Tenancy Management and Enforcement

A further theme concerned the enforcement of tenancy agreement and the associated tenants' responsibilities. Some respondents felt that tenants should be held more accountable for the upkeep of their homes, gardens and surrounding areas, such as communal areas and communal closes

5.4. Wider Infrastructure and Community Environment Concerns

While many of these responsibilities lie within the Housing Service, residents also raised issues that extend across the wider Council. These included concerns about road conditions, the need for stronger dog control and enforcement, and broader issues linked to environmental management. This indicates that residents view estate management as a cross-service function rather than one limited to housing alone.

6. Views on Reinvestment, Redevelopment and Use of Open Spaces

Residents were presented with a range of potential opportunities for reinvestment or redevelopment in estates and open spaces. In general, respondents showed an appetite for exploring improvement options where areas were seen as under-used or no longer fit-for-purpose.

A total of 89 respondents expressed interest in seeing programmes of community improvement activities. A further 88 respondents supported exploring supported land sales to community groups for projects that could enhance local wellbeing.

By comparison, 37% of respondents (55 individuals) were interested in increased tenant-led initiatives, and 52 individuals supported greater investment in the Housing Service's operational functions, for example, through capital improvement programmes.

Despite this interest, respondents were clear that Council-owned land should not be sold outright to private developers. Many stressed the need for meaningful community engagement when considering the future of any public land. Residents frequently emphasised the importance of protecting green and open spaces, with numerous suggestions that such areas could be repurposed for allotments, orchards, community growing projects, or wildlife and biodiversity areas. These comments reflect an expectation that public spaces should serve long-term community and environmental benefits.

Other suggestions included repurposing vacant or unused land to create parking areas where appropriate, and the installation of electric vehicle charging facilities for the exclusive benefit of Council tenants, with usage charges applied.

Some participants also noted that reinvestment should support the upgrading of children's play parks and ongoing maintenance of these sites. Others stressed that any income from land sales should be ring-fenced for reinvestment in estate maintenance, ensuring long-term upkeep of the areas affected.

7. Communication Preferences and Expectations

Respondents were asked whether the Housing Service should improve its communication about estate and open space management. An overwhelming 95% agreed that communication requires improvement. Many felt that clearer follow-up information about actions taken in response to reported issues would greatly increase confidence in the service.

Residents identified their preferred communication channels as:

- Social media (106 respondents).
- Leaflets delivered to homes (74 respondents).
- The Council website (70 respondents).

Some participants also expressed interest in regular community meetings, updates through Community Councils, and communications delivered via email or text message.

8. Management of Garage Plots and Lock-Ups

The survey explored residents' views on the allocation and management of Housing Service garage plots and lock-ups. Under existing practices, these are allocated on a priority basis, with Council tenants considered first, followed by other local residents. A total of 65% of respondents supported this approach.

When asked about potential alternative prioritisation methods, 70 respondents favoured giving priority to Council tenants living in the immediate area where the garage or lock-up is located, followed by other local residents. In contrast, 62 respondents stated that they would prefer no prioritisation at all.

Respondents were also asked whether there should be a limit on the number of garage plots or lock-ups that can be let to an individual. A clear majority (66%) agreed that allocations should be limited to one per person, while 23% preferred a limit of two.

9. Conclusions

The consultation generated a strong level of engagement from residents across a range of housing tenures. The findings indicate a clear desire for a more proactive, transparent, and coordinated approach to estate and open space management. Residents emphasised the importance of regular inspections, clarity about responsibilities, and stronger communication. The protection and enhancement of green spaces emerged as a recurring priority, alongside interest in community-focused reinvestment activities and cautious support for redevelopment, provided it is undertaken in partnership with local communities.

Feedback on garage plot and lock-up management highlighted broad support for clear allocation criteria and limits that ensure fair and equitable access, particularly for Council tenants.

These insights will inform the development of the Housing Estate and Open Space Management Policy and will aim to support future improvements to service delivery, communication, and resident engagement.