

Arden

Estate Action Plan 2018/2019



The purpose of the Estate Action Plan is to clearly identify how the Association will deliver an excellent and responsive local service in each of our estates.

Our aim is to:

- Identify and prioritise the problems within the estate.
- Create and involve our residents in Estate Action Groups.
- Identify solutions and decide the action required.
- Identify work requiring other agencies outwith Glen Oaks Housing Association.
- Ensure a copy of the Plan will be delivered to every household in the Association's estates.

Glen Oaks has three Housing Services Assistants (Sandra and Sue job share) who deal with Estate Management issues. Their details and area patches are detailed below:

Sandra Waterson & Sue Petrie

Direct Line: 0141 620 2716 (Sandra) or 0141 620 2713 (Sue)

Email: sandra.waterson@glenoaks.org.uk or sue.petrie@glenoaks.org.uk

Area patch: Kilmuir Crescent [2-12] [15-47] and [50-98 New Build]
Kyleakin Road [72-97 and New Build] • Kilmuir Road [21-31] and [4-54]
Kilmartin Place [1-17] • Kyleakin Terrace • Kylerhea Road • Hopeman Avenue [9-25]

Daniel Allan

Direct Line: 0141 620 2714 • **Email:** daniel.allan@glenoaks.org.uk

Area patch: Kilvaxter Drive • Kilmuir Crescent [24-44 New Build]
Kilmartin Place [2-22] • Kyleakin Road [9-52] • Kilmuir Road [3-17 and New Build]
Kilbeg Terrace • Kilmuir Drive [5] • Kilmaluag Terrace • Lunestone Court

Current Services!

Stair Cleaning Service



A stair cleaning contract is in place and the current contractor is CAS Contract Cleaning. They won the tender for the contract to cover the period 2018 to 2023 and the contract started on 19th March 2018.

Details of the service of works are:

Weekly

- Stairs and landings are swept and washed
- Front paths swept and de-littered
- Graffiti removed where possible

4 Weekly

- Windows washed
- Walls and stair railings cleaned
- Communal close doors cleaned

This service is payable by a 4 weekly service charge of £7.36 which is included in the rent charge.

The Housing Services Assistants randomly inspect the closes and the Association sends out Close Cleaning Satisfaction Surveys in line with inspection schedules set out by the Housing Services Manager.

Communal stairs - what is YOUR responsibility?

Tenants and residents are responsible for cleaning up any spillage and litter in between cleaning days and to ensure landings, stairs and entrances are kept clear of large items, such as prams, bikes, bulk items, etc.

Cleansing – Refuse Uplift



Arden has an uplift rota for household refuse as set out below.

Tenement Properties – All tenement properties now have green wheeled bins for general household waste. These bins are emptied by Glasgow City Council's Cleansing Department every week on a **Wednesday**.

Main Door Properties – Wheeled bins are emptied alternatively as follows:

Green Wheeled Bins

(for general household refuse) are emptied every two weeks on a Saturday

Blue Recycle Bins

(for newspapers, plastics and tin cans) are emptied every two weeks on a Saturday

Brown Wheeled Bins

(for garden waste, i.e. cut grass, hedge trimmings, etc.) are emptied every 2 weeks on a Saturday

Purple Wheeled Bins

(for glass bottles, jars, etc.) are emptied every 4 weeks on a Saturday

Bulk Uplift Pull Through Service, Sweep & De Litter



Tenants living in tenement properties have a bulk uplift service which includes a sweep and de-litter service for the backcourts. John O'Conner Grounds Maintenance is the current contractor who provides this service. They are responsible for pulling all bulk items through to the pavement every week on a Monday. If you have bulk items to dispose of, please place them in the back court next to the bin store. The Cleansing Department will follow on and be responsible for uplifting all the bulk items from the

front pavement as they provide this part of the service.

White goods and small electrical appliances will be pulled through to the kerbside every alternate **Monday**. The Cleansing Department is responsible for uplifting these items via a special uplift. **Please note: no bulk items will be uplifted on a Bank Holiday Monday as the cleansing department does not operate on these days.**

John O'Conner Grounds Maintenance sweep and de-litter all the back courts every week. This service is payable by a 4 weekly service charge of £2.00 which is included in the rent charge.

Backcourts – what is the Tenants/Residents responsibility?

BULK ITEMS	
DO	DONT
Place items at the side of the bin store for uplift on a Monday.	Put items inside the bin store.
Tie loose items together, i.e. laminate flooring, wood etc.	Leave items loose to be scattered over the back court. Cleansing won't uplift them.
HOUSEHOLD REFUSE	
DO	DONT
Tie and secure refuse bags.	Place loose items in the bin store. The Cleansing Department won't uplift items that are not bagged.
Place refuse bags in wheeled bins provided.	Do not leave refuse bags outwith the wheeled bins or on the floor of the bin store.
Put paint tins in tied secure bags and place in the bin store for uplift.	Put out paint tins un-bagged as the Cleansing Department won't uplift them. This could also cause an increase in graffiti and vandalism in your area.
Minimise the amount of refuse in the bin store by recycling your plastic bottles, newspapers and aluminium tins/cans.	Misuse the blue recycle bins - please only use the blue bins for acceptable recycling items (not for general household refuse).

Landscaping Contract

This service is provided by John O'Conner Grounds Maintenance. If you have any queries relating to the landscaping contract please contact Lynne-Anne Ferguson, Projects Officer, on 0141 638 0999.

Communal Landscaped Areas

During the growing season, from April to October, the communal grassed areas are cut fortnightly (approximately 14 cuts in the year). Weed spraying is undertaken 6 times, and hedges and shrubbery are cut back 3 times.

In order to make sure the grass in the communal areas can be cut, the areas need to be kept clear of litter and dog fouling. If communal areas are full of litter and dog mess, the contractor is within their rights not to cut the grass, which in turn makes the area more untidy.

Communal De Litter Service

Our landscaping contractor is responsible for de-littering our communal areas every 2 weeks.

Glasgow City Council's Cleansing Department is responsible for emptying the street bins and de-littering our roads and pavements.

Residents must report any incidents of fly-tipping to Clean Glasgow on 0300 343 7027.

Garden Inspections – Edging

We would like to thank our tenants who have been looking after their gardens and making our estates look good. However, we feel that we should highlight a common issue that has been occurring.

It is the tenant's responsibility to maintain the perimeter of their garden, ensuring that grass is trimmed neatly and that all weeds are removed. Please see the examples above.



Garden Inspections

Gardens are currently inspected on a regular basis during the growing season (April to October) to ensure grass and hedges are cut and that garden areas are weeded and de-littered.

Outwith the growing season, gardens are still monitored to ensure that garden areas are kept tidy and litter-free. Tenants and residents are responsible for maintaining their gardens and keeping them litter-free.

Estate Inspections

Inspections of Arden are conducted on a regular basis, usually after the Cleansing Department has completed the refuse uplift on a **Wednesday**. Housing Services Assistants report on all estate issues as contained in the Estate Management policy, issuing instructions to the relevant departments and then monitoring the works to ensure completion.

Tenants/Residents responsibility

As a tenant/resident living in the Arden area, it is also your responsibility to report any estate issues to ensure that the area you are living in is maintained and improved.

The following numbers may be useful:

- **Graffiti and Dog Fouling** can be reported to Glasgow City Council's Clean Glasgow on 0300 343 7027.
- **Bulk Uplift and Refuse collection** issues can be reported to Glasgow City Council's Land and Environmental Services on 0141 287 9700.
- **External Repairs** such as broken railings, raised slabs, etc., can be reported to the Association's Technical Department by calling 0141 638 0999 and selecting Option 1.
- **Vandalism** can be reported to the Police by calling 101.
- **Out of hours Noise Squad** can be contacted on 0141 287 1060.
- **Needles and Sharps** can be reported to Glasgow City Council's Land and Environmental Services on 0141 287 9700.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



Garden Care Scheme

If you have a garden and would like some help to maintain it, the Association offers a Garden Care Scheme. This scheme allows for gardens to be cut once a fortnight during the growing season (April to October) - approximately 14 cuts. Hedges are cut 3 times during the growing season.

This service is payable by a charge of £137.37 which is payable over six months. Please note this charge is not included in any Housing Benefit payments.

Getting Involved

Glen Oaks Housing Association is determined to create a cleaner, greener and more attractive local environment - but we need your help! By working together with residents, we believe we can improve the health and wellbeing of local people as well as raising awareness of environmental issues. If you would like to be involved in making environmental improvements in your area, and you are interested in being part of an Estate Action Group, please contact our office on 0141 638 0999 and ask for Sandra, Sue or Danny who will be happy to provide further information.

Police And Communities Together (PACT)

The Association hosts quarterly evening Police and Communities Together meetings at our office in Arden. Police, Local Councillors, Community Safety Glasgow Officers and Glen Oaks staff are in attendance to answer any questions relating to tenancy matters. These meetings give residents the opportunity to voice their concerns and opinions, and get advice and information on current initiatives. The Police are able to provide comparison reports and will raise any concerns in the area. A wide range of issues can be covered, e.g. anti-social behaviour, roads/lighting faults, illegal activities, and traffic concerns. Tenants and residents will be notified of future meetings by text and via our newsletters.

COMMUNITY PARTICIPATION



Overall Achievement Winner

Our garden competition has always proved popular and we are running it again this year. In order for your garden to be considered by our judges, you must either put your garden forward to be judged, or nominate a neighbour's garden. We award prizes for the best garden in each of our three areas - Arden, Darnley and Pollok, and prizes for the best balconies in Arden. Contact our office on 0141 638 0999 (or email us at go@glenoaks.org.uk) to enter. The deadline for entries is 30th July 2018 and judging will take place shortly after this date.

ENVIRONMENTAL TASK FORCE

Glasgow City Council's project, the Environmental Task Force (ETF), is continuing to improve the appearance of the area by promptly rectifying issues such as fly-tipping.

The ETF has rapid response teams that tackle dog fouling, littering, fly-tipping and general environmental dereliction. If you notice any of these issues you can report them to the ETF hotline on 0300 343 7027, on Twitter @theenvtaskforce, on Facebook envtaskforce, or by downloading the myglasgow app to your smartphone. You can find out more about the ETF: <https://www.glasgow.gov.uk/index.aspx?articleid=17179>

Our Vision: "Glen Oaks Housing Association - Where Communities Thrive"

Our Mission Statement: "Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community."

Contact Us

Telephone: 0141 638 0999
Email: go@glenoaks.org.uk
Web: www.glenoaks.org.uk
SMS: 07860 027 496
Facebook & Twitter: @GlenOaksHousing

Glen Oaks Housing Association Limited,
3 Kilmuir Drive, Arden,
Glasgow, G46 8BW

Our office opening hours are:
Monday, Tuesday & Thursday: 9am - 5pm
Wednesday: 9am - 1pm
Friday: 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.

Charity No. SC034301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB24



If you have an **emergency repair** outwith office hours, including weekends and public holidays, please contact the following telephone numbers:-

**Gas Central Heating/
Hot Water Emergencies (GasSure):**
01294 468 113

**All other emergency repairs:
(City Building)**
0800 595 595

This document, and any others produced by Glen Oaks Housing Association are available in a variety of alternative formats. We can provide documents in a larger print, on audio tape or in a variety of community languages. If you require this or any other documents in another format, please contact us on 0141 638 0999 or call in to our office.

