


Managing our Neighbourhoods and Environments

If you have difficulty with sight or hearing, or if you require a translated copy of this document, we would be pleased to provide this information in a form that suits your needs.

Glen Oaks HOUSING ASSOCIATION 	Policy number:	H04
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Our Vision, Mission Statement and Values

Glen Oaks' vision statement '**Where Communities Thrive**' and 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**' provide the foundation for Glen Oaks Housing Association's commitment to its residents and the communities they live in.

This commitment is also demonstrated in the Association's values which were agreed following discussions with the Board and staff. Glen Oaks' values are fundamental to how we carry out our day-to-day activities.

Our values are:

respectful

we trust and respect our customers and each other

dedicated

we will give 100% commitment to our work

transparent

we will be open and honest about what we do

aspirational

we will strive to achieve the best we can for our communities

Equality & Diversity Statement

The Association is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage & civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy & maternity.

This document complies with the Association's equality & diversity policy.

The Association will regularly review this document for equal opportunities implications and take the necessary action to address any inequalities that result from the implementation of the policy.

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1.0 Introduction

- 1.1 The purpose of this policy is to effectively manage the environment around Glen Oaks Housing Association's properties and any common areas, in order to ensure that the neighbourhood is an attractive, well-maintained, safe and secure place to live. The Association aims to provide a responsive service to tenants and owners which will ensure the efficient and effective management of all estates. To achieve this, we will undertake various activities and actions to enhance the appearance of our estates.

2.0 Aims and Objectives

2.1 Aims

The aim of this policy is to outline the framework and measures Glen Oaks Housing Association has adopted to provide an effective and responsive Estate Management service.

- 2.1.1 This policy will ensure a pro-active and strategic approach to Estate Management that can tackle problems quickly, sensitively and effectively.
- 2.1.2 This policy informs the Estate Management Plans, recognising the diversity of the stock in each of the Association's areas of operation.
- 2.1.3 The Association will place emphasis on preventative measures whilst adopting procedures designed to resolve issues and problems at an early stage.
- 2.1.4 In all instances, as far as resources allow, the Association will seek to co-operate with other relevant agencies and, where possible, adopt a partnership approach to promote sustainable communities.
- 2.1.5 All residents will be made aware of their respective responsibilities when they sign their Tenancy Agreement. Those responsibilities will be reinforced in the Tenants' Handbook, Newsletters, estate visits and on our website.
- 2.1.6 Estate Management covers a wide range of issues and as such the policy is cross-references with a number of other policies.

2.2 Principal Objectives

The principal objectives underpinning the Estate Management policy are:

- 2.2.1 Provide good quality information to promote effective Estate Management and manage the expectations of users of the services.
- 2.2.2 Respond quickly to complaints in an effective, sensitive and consistent manner by undertaking thorough investigations, ensuring accurate record-keeping and keeping complainants informed of progress.
- 2.2.3 Carry out regular estate inspections and communicate with other agencies/departments to tackle problems early and effectively, and to minimise the risk of escalation.
- 2.2.4 Ensure that the approach to Estate Management issues complies with and reflects the legal framework and that best practice is incorporated throughout the service delivery.
- 2.2.5 Co-ordinate and support a multi-agency approach with relevant agencies to effectively tackle Estate Management within our communities.
- 2.2.6 Liaise with Community Safety Glasgow and Community Planning Limited to raise relevant strategic issues as they arise.
- 2.2.7 Work with residents via the Customer Engagement Strategy to tackle persistent problems, which will improve the local environment.
- 2.2.8 Develop and implement procedures that guide staff through the process of investigating and resolving problems of an Estate Management nature.
- 2.2.9 Develop and promote staff training to ensure all staff are equipped to carry out the role expected of them.
- 2.2.10 Carry out regular satisfaction surveys to ensure that the aims and objectives of this policy are meeting the expectations of our tenants.
- 2.2.11 Monitor and review the effect and outcomes so the aims and objectives of the policy are successfully met.

3.0 Compliance with SHR Charter, Legislation and Good Practice

3.1 In developing this policy, Glen Oaks Housing Association has taken into consideration:

- The Scottish Social Housing Charter

Neighbourhood and community

6: Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- *tenants and other customers live in well-maintained neighbourhoods where they feel safe.*

This outcome covers a range of actions that social landlords can take on their own and in partnership with others. It covers action to enforce tenancy conditions on Estate Management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role of landlords in working with others to tackle anti-social behaviour.

- Conditions of the Scottish Secure Tenancy Agreement
- Chartered Institute of Housing - Neighbourhood Management A Good Practice Guide
- Housing (Scotland) Act 2001
- Human Rights Act 1998
- Civic Government (Scotland) Act 1982
- Environmental Protection Act 1990
- Dangerous Dogs Act 1991
- The Dog Fouling (Scotland) Act 2003

4.0 Service Standards

4.1 Estate Management Inspections

The Housing Services department will carry out estate inspections to manage and monitor the condition of our estates. This will include:

- 4.1.1 Regular inspections of common areas, including stairways, external pathways, garden areas and amenity areas.
- 4.1.2 Monitoring of the Association's common landscaped areas.
- 4.1.3 Monitoring of the Close Cleaning contract.
- 4.1.4 Effective management of 'hot spot' areas that have been identified by the Housing Services department, in consultation with tenants.
- 4.1.5 Organising meetings with tenants to deal with and resolve complaints.
- 4.1.6 Record and monitor responses to complaints.
- 4.1.7 Liaise with other appropriate staff and agencies to share information and to ensure the effective implementation of this policy and to prevent problems escalating. The Housing Services department will work with other agencies such as Cleansing, Street Lighting, Environmental Protection, Roads Department and SSPCA to remedy problems as they arise.
- 4.1.8 Minor repairs identified during inspections will be processed by the Technical department in accordance with the Repairs and Maintenance policy.

*Details of the frequency of visits and services available are contained in the individual Estate Action Plans. A template for the development of each plan is attached at **Appendix 1**.*

4.2 Landscaped Areas

- 4.2.1 The Association employs a contractor to maintain our landscaped areas. This service also includes cleaning. The contractor will:
 - Litter pick in the landscaped areas.
 - Remove small bulk items from landscaped areas.

4.2.2 Where there has been fly-tipping on communal landscaped areas, the landscaping contractor will remove such items at an additional cost. Hazardous waste or large bulk items will be reported to Glasgow City Council's Cleansing Department for special uplift.

4.3 Common Areas

4.3.1 Responsibilities for common areas are set out in the Tenancy Agreement between the Association and its tenants. The responsibility of owners for common areas is set out in their title deeds. All tenants and owners sharing common areas must keep these areas clean and tidy, and comply with local arrangements for the use and sharing of common parts.

4.3.2 Common areas include:

- Entrance doorways
- Close area / stairs
- Bin stores
- Back courts / drying areas
- Pathways
- Driveways / parking bays

4.3.3 The Association will ensure that these areas are regularly inspected to make sure that they are maintained, kept clean and litter-free. Where services are provided by another agency, faults will be reported directly to the relevant agency. Where recurrent problems arise, the Association will work with the relevant agencies to enable these to be resolved.

4.3.4 The Association will ensure that repairs to controlled entry systems, close doors, close windows, loft hatches and any other common repair items are progressed in accordance with the Repairs and Maintenance policy.

4.4 Close Cleaning

4.4.1 Tenants/owners occupying homes with common closes will be required to sweep and keep these areas litter-free on a weekly basis.

4.4.2 A stair-cleaning service will ensure that the stairs and landings are swept and washed weekly and that paths are swept. Small areas of graffiti will be removed where possible. The stair-cleaning contractor will wash landing windows, walls and hand railings once every 4 weeks.

- 4.4.3 To ensure the stair-cleaning contractor is performing to a high standard, a customer satisfaction survey to be carried out to 100% of tenants each year on a street-by-street basis. Staff will also inspect each close on a 6 weekly basis (where possible on the day of cleaning). The contractor will be informed of satisfaction levels at the regular monitoring meeting. Any issue(s) raised by tenants/owners/staff will be notified to the contractor, usually by telephone call or email, who will be asked to remedy the issue(s) immediately.
- 4.4.4 The Association will organise close meetings where other issues regarding close maintenance are identified. Ultimately, where the condition of a common close shows no improvement, the Association may enforce action in accordance with the terms of the Scottish Secure Tenancy Agreement for tenants, and Title Deed Conditions for owners. This may include recharging tenants and owners with associated costs, or may result in referring the matter to the Environmental Health Department, which has statutory powers in this respect under the terms of the Civic Government (Scotland) Act 1982.

4.5 Individual Gardens

- 4.5.1 The Association will ensure that tenants maintain gardens in accordance with their Tenancy Agreement. If a tenant has exclusive use of a garden, they must take reasonable care to keep it from becoming overgrown, untidy, or causing a nuisance. If the garden is not maintained to a reasonable standard, the tenant will be contacted to find out the reason for this. The Association will advise the tenant of the action required to remedy the situation and will confirm a date when the garden will be re-inspected. If there has been no improvement in the garden, the Association may explore legal options or arrange for a contractor to complete the necessary work and re-charge the tenant for the cost. Tenants are sent an informal letter/reminder to prompt them to give their grass a last cut before the end of the season.
- 4.5.2 The Association's staff will advise tenants who are unable to maintain their gardens about the option to join the Garden Maintenance scheme. This service allows for the grass to be cut and clippings to be removed once a fortnight during the growing season (April to October). The cost of this is payable by service charge and commits the tenant to paying the costs of this service over a 6 month period. The Association will publicise its Garden Maintenance scheme and annual costs in the Newsletter. Tenants will, however, be removed from the scheme if they fail to maintain payment. If a

tenant joins the scheme part way through a year, a payment in advance may be requested.

4.5.3 The Association will also ensure that those tenants who require assistance to maintain their garden due to age and/or medical reasons, are made aware of Glasgow City Council's garden maintenance scheme.

4.5.4 The Association's staff organise an annual Garden Competition which presents an opportunity for recognition and rewards the efforts of tenants and owners while also encouraging well-kept gardens.

4.6 Back Courts/Drying Areas

4.6.1 Tenants and owners must comply with any local arrangements for the use and sharing of back courts/drying areas and adhere to any local rotas.

4.6.2 The Association arranges for back courts to be sprayed for weeds and moss 3 times during the growing season (April - October). However, it is the tenants/owners responsibility to remove the dead weeds/moss and keep the back courts/drying areas clean and tidy. Where this is not adhered to, the Association can arrange for a contractor to complete the necessary work and recharge the tenants/owners for the cost involved.

4.7 Landscaped Areas (grass/shrubs/trees)

4.7.1 A landscape contract is agreed to maintain grass and shrub areas. The Housing, Technical and Health & Safety Sub-Committee are consulted on the review and specification of this contract. The monitoring of this contract is the responsibility of the Technical Director.

4.7.2 Tenants/owners should not chop down or destroy any bushes, hedges or trees in the communal landscaped areas.

4.8 Household Refuse Disposal

4.8.1 The Association will work with Glasgow City Council to ensure that appropriate facilities are provided for refuse disposal and recycling. All residents will be responsible for ensuring that their refuse is disposed of safely and securely in the refuse/recycling bins provided.

4.8.2 Bin stores where provided should be kept in a clean and tidy condition, and refuse bins returned to the bin store as soon as the rubbish has been collected.

- 4.8.3 At the start of their tenancy, tenants will be informed of the arrangements and scheduled days for the uplift of refuse, bulk items and recyclable material.
- 4.8.4 A bulk uplift service is available to tenement properties. A service charge is payable every 4 weeks for this service. The cost of the service is reviewed annually.
- 4.8.5 Information will be publicised in the Newsletter with regard to disposal of items which may be regarded as hazardous. Glasgow City Council will uplift fridges and freezers (normally within 10 working days).
- 4.8.6 Any household waste which has been dumped illegally will be reported to Glasgow City Council for uplift.

4.9 Abandoned Vehicles

- 4.9.1 All residents will be made aware of their respective responsibility for vehicle parking, as contained in the Tenancy Agreement. No vehicle, caravan, trailer or boat may be parked on communal land unless that land is set aside for parking. In any event, parking should not cause a nuisance or annoyance to neighbours.
- 4.9.2 Tenants/owners should ensure that vehicles in their ownership, and no longer in use, are disposed of through an approved contractor. Where it is suspected that a car has been abandoned, this will be reported to Glasgow City Council's Land Services Department for removal.

4.10 Vandalism/Graffiti

- 4.10.1 All incidents of vandalism will be reported to the local Police office within 24 hours and a crime report number obtained for insurance purposes.
- 4.10.2 Where a repair arises as a result of vandalism (for example, re-glazing), the tenant will be required to report the incident to the Police, or the cost of the repair will be re-charged to the tenant.
- 4.10.3 Where the identity of a perpetrator of acts of vandalism to the Association's property is known and proven, and the perpetrator is a tenant or a member of a tenant's household, the Association will normally require that the cost of any repairs are met by the tenant concerned.

- 4.10.4 The Association will take action in line with its Anti-social Behaviour policy where it is known that an individual has been responsible for an act of vandalism.
- 4.10.5 Graffiti will be reported to Glasgow City Council's Graffiti Squad for removal. This will be noted to Glasgow City Council within 24 hours of the time it is reported. Timescales for removal are not fixed, as this is dependant on workload. However, graffiti of a racist, sectarian or obscene nature should be removed within 1 day of it being reported.

4.11 Dog Fouling

- 4.11.1 The Association will take action where a tenant fails to control their pets in terms of the Tenancy Agreement and the Association's Pets policy. Tenants will be required to keep dogs under control at all times.
- 4.11.2 Where it is noted that a tenant or owner allows their dog to foul on a public footpath, on a grass verge adjacent to a footpath, or on a children's play area, the Association will report this to Glasgow City Council's Environmental Protection Services for investigation. Glasgow City Council's staff can issue Fixed Penalty Notices of £40 (increasing to £60 if the fine is not paid within 28 days). The Dog Fouling (Scotland) Act 2003 makes it an offence for a person to allow a dog to foul in a public place without immediately removing and disposing of the dog excrement.
- 4.11.3 Stray dogs will be notified to the SSPCA. In instances where a dog is considered to pose a danger to the public, the Association will reserve the right to initiate legal action for removal of the animal under the terms of the Dangerous Dogs Act 1991.

4.12 Vermin/Pests/Insects

- 4.12.1 Tenants have a responsibility to report all issues with regard to vermin, pest, or insect infestation to the Technical department.
- 4.12.2 Where the infestation can be attributed to the tenant's living conditions, the Association will advise the tenant on how best to rectify the situation to ensure that it does not re-occur.

4.12.3 The tenant must be advised that they will be responsible for the remedial work required to bring the property up to standard. Any treatments which require to be carried out will be carried out by an approved contractor.

4.12.4 The keeping of pigeons, or the construction of pigeon lofts, will not be permitted.

4.13 Dirty House

4.13.1 Tenants are responsible for taking care of the house and keeping it in a clean condition as noted in their Tenancy Agreement.

4.13.2 Where it is found that the tenant is not maintaining the house to a reasonable standard (hazard or nuisance), the Association will give assistance and advice on how best to rectify the situation. Legal options may be pursued if the tenant does not comply with the Association's requests to bring the property up to a reasonable standard.

4.13.3 If it is identified that a special need or vulnerability would prevent the tenant from maintaining the conditions of their tenancy, the Housing Services department will liaise with other agencies to ensure appropriate support is requested for the tenant.

4.14 Satellite Dishes

4.14.1 The installation of individual satellite dishes on any of the Association's property is permitted, providing permission has been given and the Association agrees the siting of the dish.

4.14.2 The Association will give permission for satellite dishes to be sited on garden ground, or on designated 'poles' which are attached to tenement buildings.

4.15 Garages and Sheds

4.15.1 If a tenant wishes to put up a garage or shed, they must receive written permission from the Association prior to commencing the work. The Association will not refuse permission unreasonably, although permission may be subject to certain conditions. The Association will wish to ensure that the building meets planning regulations and appropriate building standards.

4.16 Communal Play Areas

- 4.16.1 Play areas, and the equipment contained within them, are maintained by Glasgow City Council. They are responsible for any defects and maintenance issues which arise.

5.0 Proactive Estate Management

The Association recognises that the level of tenant satisfaction within an area can be assisted by proactive measures which can enhance the environment for all who live there. Consequently, the following processes will be implemented to minimise the effect of environmental problems occurring.

5.1 Design Issues

- 5.1.1 The Association recognises that many Estate Management problems arise from the poor design of properties and communal areas. As a result, the Association's design brief acknowledges the importance of factors such as appropriate density for the site location; quality sound insulation; privacy; security (including appropriate lighting); minimal communal areas; and appropriately located play areas.

- 5.1.2 The Association consults with local residents and the Registered Tenants Organisation throughout the design process.

- 5.1.3 The Association will ensure that all new-build schemes are to 'secured by design' standards.

5.2 Tenancy Matters

- 5.2.1 The conditions of tenancy will be explained in detail when the tenant signs their Tenancy Agreement. The Tenants' Handbook will also provide a comprehensive summary of the landlord's and tenant's responsibilities. Thereafter, a New Tenant Visit will be carried out approximately 6 weeks after the tenant has moved into their home to assess how the tenant has settled in, and to identify and provide any relevant support.

- 5.2.2 If it is identified that a special need or vulnerability would prevent the tenant from maintaining the conditions of their tenancy, the Housing Services department will liaise with other agencies to ensure appropriate support is requested for the tenant.

5.2.3 Tenants are requested to notify the Association of any changes to their household composition. The Association will seek to ensure that all information held on household composition is accurate. This will be achieved by:

- Checking household composition details where possible when a tenant contacts the Association or vice-versa.
- Checking transfer application details against those hold in the house file and updating records accordingly.
- Inviting tenants to update the information by completing a census form.

5.3 Gold Service

5.3.1 Gold Service is the Association's innovative approach to service delivery and customer relationships, and it aims to:

- Promote effective Estate Management.
- Promote rights and responsibilities.
- Reward those tenants/owners who keep to the terms of their Scottish Secure Tenancy Agreement (tenants) and Title Deeds Conditions (owners).

5.3.2 Membership is open to all tenants and owners, providing they have no serious breach of tenancy conditions. Membership criteria and the benefits available are contained in the Gold Service information packs which can be obtained from the Association's office. Copies of the Gold Service policy are available from the office or can be downloaded from our website.

5.4 Garden and Balcony Competitions

5.4.1 The Association will promote and host an annual Garden and Balcony Competition. Independent judging will be carried out and winners will be notified in August/September of each year. A budget will be agreed annually to allow for prizes to be given to winners in the different categories. Photographs of winning gardens and balconies are published in the Newsletter and displayed in the reception of our office.

5.5 Community Co-operation

5.5.1 The Association will aim to foster a positive community image and to enlist the co-operation of all sections of the community by:

- Encouraging full and representative membership of the Board and Housing Services Sub-Committee and by attending meetings of the Registered Tenants Organisation.
- The provision of clear and comprehensive information relating to all aspects of the Association's work.
- Participating in, or organising, social and community activities within existing resources, such as Fun Days and the Over 60's Party.
- Promoting specific initiatives, e.g. Garden and Balcony Competitions.
- Consulting with tenants over design plans, use of open spaces, the Estate Management policy, etc.

6.0 Information to Tenants

6.1 Tenants will be made fully aware of the terms of their tenancy and their respective responsibilities when signing their Tenancy Agreement. Additional practical guidance will be provided by way of a Tenants' Handbook which will be updated as necessary. The Tenants' Handbook will include information pertaining to Estate Management and other tenancy obligations. Updated information will be regularly published in the Newsletter and will also be available during estate visits and on our website.

7.0 Partnership Working

7.1 Glen Oaks Housing Association fully recognises that Estate Management has to be tackled in partnership because no single agency can tackle such a wide-ranging issue in isolation. Consequently, the development of multi-agency partnerships is the only way to deliver an effective service.

7.2 Glen Oaks Housing Association is committed to building and developing effective partnership working with agencies such as the Police, Glasgow City Council, Roads Department, SSPCA, Urban Green and other agencies working in the Greater Pollok area. Meetings will be convened by the Housing Services Manager as appropriate, depending on the issue being raised. Only by working together with those agencies can we successfully deliver this service.

8.0 Information Sharing/Confidentiality

8.1 The sharing of information is vital to providing effective joint working with local agencies. Glen Oaks Housing Association will treat all information provided with the utmost confidence.

9.0 Performance Monitoring

- 9.1 Glen Oaks Housing Association is committed to delivering a continuously improving Estate Management service. We understand that effective monitoring and reporting is fundamental to the process of evaluating and reviewing performance.
- 9.2 The Association will set performance standards in respect of Estate Management functions, and will monitor its achievement of these standards.
- 9.3 Reports will be made to the Housing Technical and Health and Safety Sub-Committee and/or the Board as required. These reports will include:
- Levels of tenants /owners satisfaction of stair-cleaning
 - Serious complaints received and action taken and areas of concern relating to the upkeep of the area.
- 9.4 Periodic Tenant Satisfaction Surveys will be carried out to monitor the level of tenant satisfaction with the environment of their estate.
- 9.5 There will be joint visits to the estates between the Housing Technical and Health & Safety Sub Committee and the Service Improvement Group with staff to promote understanding of the estate management issues.
- 9.6 Glen Oaks Housing Association firmly believes residents should have access to performance information so they have criteria in which they can measure and evaluate the quality and effectiveness of the service that we deliver. Residents will be kept informed of progress in delivering an effective Estate Management service through articles in Newsletters and reports to the Housing ,Technical and Health & Safety Sub-Committee, the Board, and the Registered Tenants Organisation.

10.0 Staff Training and Development

- 10.1 The Association recognises that staff are the key resource in ensuring an effective Estate Management service. It is important that staff have the confidence and knowledge to identify and investigate issues, and take appropriate action.

10.2 All staff will receive training on Estate Management issues to keep them aware of all options available for dealing with problems, and to enable them to develop the necessary skills to put these effectively into practice.

11.0 Risk Management

11.1 Risk can arise from the Association's Estate Management policy as a result of:

- Dissatisfaction with service levels which can damage the Association's reputation.
- Higher turnover of properties as a result of poor environmental standards.

Given the importance of these risks, the effective management of this policy is vital.

12.0 Policy Review

12.1 To ensure that this policy continues to reflect the current thinking and practice in respect of Estate Management, it will be reviewed every three years unless amendment is prompted by a change in legislation, or monitoring and reporting, or feedback from residents reveals that a change in policy is required sooner. The policy will be reviewed by the Housing, Technical and Health & Safety Sub-Committee.

13.0 Links with Other Policies

13.1 The Estate Management policy is related to the following policies:

- Allocations
- Anti-social Behaviour
- Pets
- Complaints
- Equality & Diversity
- Customer Engagement Strategy
- Data Protection
- Harassment
- Gold Service
- Repairs & Maintenance

- Tenancy Management
- Void Management

14.0 Complaints/Appeals

14.1 Any tenant/owner who feels that their Estate Management issue has been unfairly dealt with has a right to complain. A complainant dissatisfied with the management of their case should be encouraged to use our Complaints procedure. Our Complaints procedure is available from our office or can be downloaded from our website at **www.glenoaks.org.uk**

Appendix 1

Estate Action Plans

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

The Estate Action Plans will be developed in consultation with the Registered Tenants Organisation.

Their remit is to:

- Identify and prioritise the problems within the estate.
- Identify and evaluate solutions and determine the action required.
- Identify work requiring co-operation with other partners in a multi-agency approach.
- Be clear about what services will not be included in the Plans.
- Identify funding requirements and staff resources.
- Establish and monitor performance targets, including expenditure against budget.
- Agree when the Estate Action Plans will be reviewed and evaluated.
- A copy of the relevant Estate Action Plan should be delivered to every household.

The Plans should also include baseline information for residents on how services are provided, noting the frequency of the service.

Current services include:

Garden Inspections

These are currently inspected on a monthly basis during the growing season (April - October) to ensure grass and hedges are cut and that garden areas are weeded and de-littered. Outwith the growing season, gardens are inspected on a 6 weekly basis to ensure garden areas are kept tidy and litter-free.

Stair-cleaning

A stair-cleaning contract for Arden is awarded on a three yearly basis . All stairs and landings are swept and washed weekly, pathways swept and de-littered, and graffiti removed where possible. On a monthly basis, windows are washed, communal close doors are cleaned, and stair railings cleaned. On a quarterly basis, all close walls are washed.

The Housing Services department inspects each close on a 6 weekly rota. It has to be decided how close cleaning satisfaction surveys will be issued.

The stair-cleaning service is payable by a 4-weekly service charge.

Estate Walkabout

Inspection of the estates is conducted on a weekly basis, usually after Glasgow City Council's Cleansing Department has completed the refuse uplift. Housing Services Assistants report on all estate issues as contained in the Estate Management policy, issuing instructions to relevant departments and then monitoring the works to ensure completion.

The Association will invite also tenant representatives and Housing & Technical Sub Committee members to attend estate walkabouts. The Association will ensure that residents' comments and observations are respected.

The walkabouts will be co-ordinated by the Housing Services Manager on a regular basis. The Association will ensure that individuals' privacy is maintained when estate walkabouts are being conducted.

Landscaping Contract

A contract is awarded on a three yearly basis.

Garden Maintenance

An optional garden care scheme allows for gardens to be cut once a fortnight during the growing season (April - October: approximately 14 cuts per year). This service is payable by a 4-weekly service charge.

Communal Landscaped Areas

Grass is cut fortnightly during the growing season (April - October: approximately 14 cuts per year). Weed spraying is undertaken 3 times during the growing season, as is hedge-cutting. This service is payable by a 4-weekly service charge.

Refuse Uplift

Each area has an uplift of household refuse once a week. A bulk uplift service is available in Arden on a Monday of each week which also includes the de-littering of back court areas. Residents pay a 4-weekly service charge for this service. Communal refuse bins and mechanical sweeping is undertaken in each area (days need to be confirmed).

Community Development

The Association has an annual Fun Day and Fun Run. Residents are actively encouraged to be involved in the planning and organisation of these events.

Garden and Balcony Competitions are held annually in all areas. Judging is normally carried out in August each year.

The Association's annual Over 60's Party takes place in January and is open to all Glen Oaks residents who are over 60 years of age.

Our Residents Conference is an annual event and is open to all Glen Oaks residents.