

Arden

Estate Action Plan 2021/22

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 who deal with Estate Management issues. The area patches are detailed below:

Area patch: 1

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)

Sue Petrie & Jane Cunningham

(Housing Services Assistants Job Share - Estate Management)
Direct Line: 0141 620 2714 • Email: sue.petrie@glenoaks.org.uk
Direct Line: 0141 620 2714 • Email: jane.cunningham@glenoaks.org.uk

Area patch: 2

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

Daniel Allan

(Housing Services Assistant - Estate Management)
Direct Line: 0141 620 2714 • Email: daniel.allan@glenoaks.org.uk

To contact one of our Housing Services Assistants, please call 0141 638 0999 and select option 2, or you can send an email to estates@glenoaks.org.uk

CURRENT SERVICES:

Stair Cleaning Service

A stair cleaning contract is in place and the current contractor is CAS Contract Cleaning.

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 funded by a service charge included in your 4xweekly 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. Residents must ensure that landings, stairs and entrances are kept clear of items such as prams, bikes, bulk items, etc.

CLEANSING - REFUSE UPLIFT

Refuse Collection:

Please note due to Covid19 there has been limitations in the service Glasgow City Council Cleansing Department can provide. Full details are on their website www.glasgow.gov.uk or you can call them on 0141 287 9700 for further information.

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:

In response to the Climate Emergency, Glasgow City Council is changing the bin collection frequency for your general waste (green bin). Your green bin collection will change from a **two** weekly service to a **three** weekly service. Your purple bin collection has recently changed to an **eight** weekly service

Your new bin collections will be as follows:



Material/Waste	Bin Colour	Current Collection Frequency	Future Collection Frequency
General/Non-Recyclable	Green	Every 2 weeks	Every 3 weeks
Dry Mixed Recycling	Blue	Every 2 weeks	No change
Food and Garden	Brown	Every 2 weeks	No change
Glass Bottles and Jars	Purple	Every 8 weeks	No change

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

Cleansing – Contact Details:

For missed collections or queries/enquiries regarding Glasgow City Council's refuse service, please contact the Council directly.

You can report failures of service to your local councillor, Bailie Josephine Docherty, on 0141 287 5854. Bailie Docherty holds a surgery in the Arden Community Hall at 6pm on the 1st Wednesday of every month.

Glen Oaks are unable to deal with queries regarding the cleansing service.

Landscaping Contract

This service is provided by Nurture Landscaping. 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.

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 look untidy.

Communal De-Litter Service

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

Residents must report any incidents of fly-tipping to the Environmental Task Force on 0300 343 7027.

Inspections

Please note that due to Covid19 routine inspections have been affected by the office closure.

Garden Inspections

Gardens are usually 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.

Out with 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.

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.

PROCEDURE DURING LOCKDOWN FOR COVID 19

Bulk Uplift

Glasgow City Council stopped the free uplift and disposal of Bulk items in March 2020. The Council have advised that this is not a statutory service and as such do not intend to resume a free service. To ensure the cleanliness of the estate, the Association's landscape contractors have been carrying out this service since the Council service stopped. The Association have agreed to continue a **monthly** uplift service at present provided by Caledonian Landscaping. This is a high-cost service and tenant service charges may need to be reviewed accordingly. This year we have retained the service level at the cost of the pull through service, which does not take account of the uplift and disposal costs.

Please help us to try to keep the area as clean and as tidy as possible.

If you would like to discuss this matter, please feel free to contact myself.

- Glasgow City Council Household Waste and Recycling Centres (HWRCs) - Restricted Reopening
- Household Waste Recycling Centres are open 7 days a week, 8-4pm (last entry 3.45pm).

As the centres at Dawsholm, Shieldhall, Polmadie and Easter Queenslie are expected to be busy first weeks of the easing of lockdown restrictions, residents are asked to consider whether visiting is urgent or essential.

Backcourts – what is YOUR responsibility?

(Only under normal circumstances). See Procedure during Covid 19

BULK ITEMS	
DO	DONT
Place items at the side of the bin store for them temporary monthly uplift.	Put items inside the bin store.
Tie loose items together, e.g. laminate flooring, wood, etc.	Leave items loose to be scattered over the backcourt. The Cleansing Department 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 at the side of 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).

Estate Inspections

Inspections of Arden are usually conducted on a regular basis/ Housing Services Assistants report on all estate issues as contained in the Neighbourhoods and Environments 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:

- **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 6688.
- **Needles and Sharps** can be reported to Glasgow City Council's Land and Environmental Services on 0141 287 9700.



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/envtaskforce>

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 £111.33 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 for further information.

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.



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.

