

Darnley

2026/27

Estate Action Plan

Glen Oaks
HOUSING ASSOCIATION



Working together to make our communities thrive

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

Our aims are to:

- ✓ Listen to your feedback from the recent tenant satisfaction survey carried out by Research Resource and our quarterly Estate Walkabout Surveys.
- ✓ Identify and prioritise the issues that matter most to residents in Darnley.
- ✓ Promote opportunities for you to get involved through Estate Action Groups or our tenant scrutiny group, GO Improve.
- ✓ Communicate which estate management services Glen Oaks provides, which issues should be reported to other agencies, and what responsibilities residents have.
- ✓ Provide every household in Darnley with a copy of this Estate Action Plan.

Your feedback from this year's satisfaction survey



100% of tenants believe
Darnley is a good place to live



98% of tenants are satisfied
with our management of the
estate.

We are delighted to see that satisfaction in Darnley, which was already high, has continued to improve. In particular, satisfaction with our management of the estate increased by 6% this year.

Concerns in Darnley

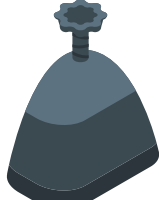
Last year, litter and fly tipping were highlighted as serious concerns, while dog fouling was identified as a minor concern. This year, no issues were identified as serious concerns. Litter, fly tipping and dog fouling remain minor concerns, but the number of tenants identifying these issues has reduced significantly. We are particularly pleased to see that poorly maintained gardens are no longer being identified as an issue by tenants it is encouraging to see the positive difference that has been made through ongoing estate inspections and engagement with residents.



**Poorly
maintained
gardens
0%**



**Dog
fouling
8.9%**



**Rubbish
and litter
8.9%**



**Dumping of
bulk waste
1.8%**

Tenants were asked what Glen Oaks could do to help tackle these problems. The most common suggestion was to provide more dog fouling bins and take further action to address dog fouling. While the provision of dog fouling bins is the responsibility of Glasgow City Council, we will share this feedback with them and continue to promote responsible pet ownership through our estate inspections and neighbourhood management activities.

All other issues measured through the survey were reported as **not being a problem by 100% of respondents**. This includes, poorly maintained gardens, vandalism, graffiti etc.

What You Told Us Through Our Estate Walkabout Surveys



Thank you to everyone who took part in our Estate Walkabout Surveys over the last year. Your feedback helps our Estate Co-ordinator focus inspections on the issues that matter most to residents and work with partner agencies to address concerns.

"I think the landscapers may have missed our last cut. The back court and the close pathway are covered in tall weeds and the bushes are growing across the path at the back gate."

Grounds maintenance and the appearance of the area were the issues raised most often by Darnley residents. We've used this feedback to help target inspections and identify areas where communal landscaping can be improved. We know it can sometimes be difficult to tell who is responsible for what. While our contractors look after communal areas owned by Glen Oaks, issues such as weeds on public pavements and footpaths are the responsibility of Glasgow City Council.

To make this clearer, we are developing an estate map showing which areas are maintained by Glen Oaks and which are the responsibility of Glasgow City Council. We'll also share more information about the landscaping service, including what residents can expect our contractor to do and how often work is carried out. We hope this will help improve understanding and make it easier for residents to know who to contact when issues arise.

"Could do with the return of a bin to encourage dog walkers to pick up poo."

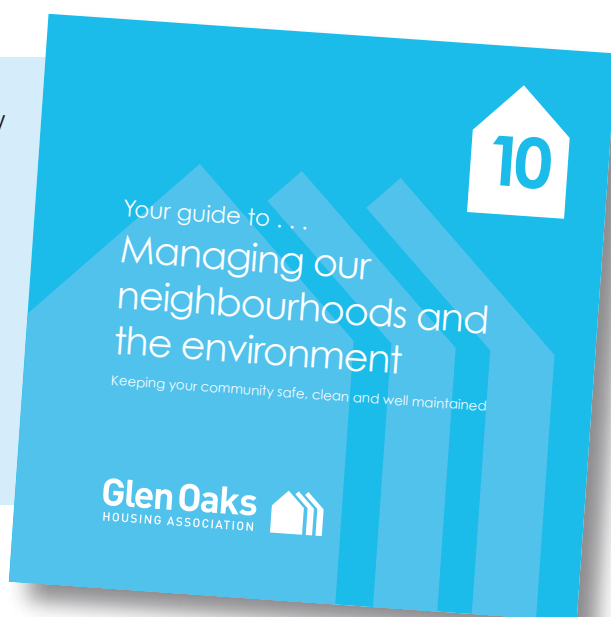
Dog fouling and environmental cleanliness were also highlighted by some residents. We'll continue to monitor areas identified through estate inspections, encourage responsible pet ownership and work with residents to help keep the neighbourhood clean and welcoming.

"Kerb parking is an issue with Mobility Scooter."

Tenants also told us about concerns with parking and access, particularly where vehicles are parked on pavements or make it difficult for pedestrians, wheelchair users and mobility scooter users to get around safely. We will continue to raise issues with Glasgow City Council where appropriate and encourage residents to report parking concerns through the relevant channels.

Working Together to Improve Darnley

Everyone has a role to play in keeping Darnley a great place to live. If you spot a problem, please report it to the appropriate service as soon as possible. You can find out more about responsibilities for reporting environmental issues in our **Managing Our Neighbourhoods and Environment** booklet.



While feedback remains overwhelmingly positive, residents continue to highlight grounds maintenance, dog fouling and parking as areas where improvements could be made. The actions within this plan are designed to address these concerns, while also improving understanding of estate responsibilities and what residents can expect from our landscaping service.

We are delighted to see improvements in satisfaction levels and the reduction in previously identified concerns, demonstrating the positive impact of regular estate inspections and the ongoing work of our Estate Co-ordinator, Kathryn Quigley, in helping to keep Darnley a clean, safe and attractive place to live.

You can also help us improve services by taking part in surveys and joining our quarterly Estate Walkabouts. Your feedback helps us focus on the issues that are most important to Darnley tenants.

Glen Oaks has a designated Estate Co-ordinator, Kathryn Quigley, who focuses on Estate Management issues. Contact her on: 0141 620 2751 (direct line) or Kathryn.quigley@glenoaks.org.uk

Our 2026-27 Plan for Darnley

We want to address the issues that matter most to you and ensure our future investment plans in the area align with your expectations and preferences. Based on the feedback we've received through the triannual survey, rent consultation results, and our budget considerations, over the next year we will:

No	Action to be taken	Target date
1.	Carry out joint Estate Inspections with Kathryn (our Estate Coordinator) and Tenancy Services Officers for Darnley. This will ensure inspections are planned and that you know when we'll be in your area. Each street will be visited at least four times a year.	August, November, February & May
2.	Promote our estate visits a week in advance via social media, SMS, and email. We'll encourage tenants to join us and raise any concerns or areas they'd like us to inspect.	August 2026
3.	Share outcomes from inspections , including issues identified, good tenancy practices, and agreed actions, through our quarterly newsletter and social media.	Autumn Edition
4.	Host Community Litter Pick events four times a year – in September, December, March, and June .	September, December, March, and June
5.	Consult you on our new Neighbourhood & Environmental Strategy to gather information on your priorities and get your feedback on our estate management services.	September 2026
6.	Issue an Estate Satisfaction Survey to gather your feedback on our estate management services. Your feedback will shape the Annual Darnley Estate Action Plan and inform our budget planning.	February 2027
7.	Celebrate good neighbours through our annual Good Neighbour Awards . We'll promote nominations in our newsletters and at the AGM.	September 2026
8.	Celebrate keen gardeners through our annual Gardening Competition . Judging will take place as part of the August Estate Inspections.	September 2026
8.	Establish the GO Darnley Community Group to support tenant-led services and improvements.	February 2027
9.	Support the GO Darnley Community Group to develop a Darnley Community Action Plan for the year ahead.	June 2027
13.	Continue quarterly meetings with the council , reporting key issues raised through surveys and inspections. We'll share outcomes in our quarterly newsletter.	Quarterly
15.	Carry out consultation and a SWOT analysis on a potential chargeable garden maintenance scheme.	February 2027
13.	Host an Estate Action Day which will focus on the priorities you tell us about from satisfaction surveys and feedback from our Neighbourhood & Environmental Strategy consultation	March 2027
14.	Introduce a new junk club for kids during the October school holiday to encourage recycling and reuse in a fun way.	October 2026
15.	Create an easy-to-understand estate map and landscaping guide , showing which areas are maintained by Glen Oaks and Glasgow City Council and setting out the standards residents can expect from our landscaping service.	April 2027
16.	Continue to work with GCC to highlight main concerns of Darnley tenants – Dog Fouling and Litter, aiming to increase bins within the area.	April 2027

We can only make improvements to Darnley with your help! Get involved, report issues and be a responsible member of the community.

Helping You Access and Understand This Information

This document is available in a range of accessible formats, including large print, Braille, audio, and alternative languages. If you need this information in another format, or if you have any questions or comments about the content of this booklet, please speak to a member of staff who will be happy to help.

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Estate Coordinator

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Web: **www.glenoaks.org.uk**

 Facebook: **@GlenOaksHousing**

Do you have feedback on the Darnley Estate Action Plan?

If you are interested in finding out more about how you can improve your estate, help us to improve how we communicate estate issues or give your feedback on the Estate Action Plan for 2026, please complete the short survey. A link to the survey is attached to the SMS or email you received with this action plan, but you can also complete it by visiting <https://cxfb.co.uk/cx/b59-wdb> or via the QR code.

