

Pollok

Estate Action Plan

Working together to make our communities thrive



2026/27

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 aim is 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 tenants in Pollok.
- ✓ 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 tenants have.
- ✓ Provide every household in Pollok with a copy of this Estate Action Plan

Your feedback from this year's satisfaction survey



100% of tenants
continue to believe Pollok is a
good place to live

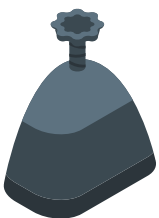


100% continue to be
satisfied with our management of
the estate.

These excellent results are unchanged from last year and reflect the positive impact of regular estate inspections, responsive estate management and working closely with residents and partner agencies to address local concerns.

Concerns in Pollok

Last year, no serious concerns were identified in Pollok, with dog fouling, litter and the dumping of bulk waste highlighted as minor issues. This year, the picture remains very positive, with no major concerns identified by tenants. However, some residents did continue to identify minor environmental issues:



**30.4% -
Rubbish
and litter**



**30.4% -
Dog
fouling**



**8.7% -
Fly
tipping**

While fly tipping concerns are now relatively low at **8.7%**, suggesting this is no longer a significant issue for most residents, **dog fouling, rubbish and litter (30.4%)** continue to be identified by a higher proportion of tenants than we would like.

We will
continue to tackle
these issues through
regular estate inspections,
partnership working and by
encouraging residents to report
concerns to Glasgow City
Council so that action can
be taken quickly.

All other issues measured through the survey were reported as not being a problem by the tenants who responded. This includes, poorly maintained gardens, vandalism or 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 tenants and work with partner agencies to address concerns.

“Just the mess of the place, there rubbish everywhere, people just throw their rubbish in the streets.”

Litter, rubbish and the general appearance of some areas were the most common issues raised by tenants. We will continue to target environmental hotspots through estate inspections and encourage tenants to report litter and fly tipping to Glasgow City Council so concerns can be dealt with quickly.

“Since Covid there has been no landscaping maintenance carried out in the street.”

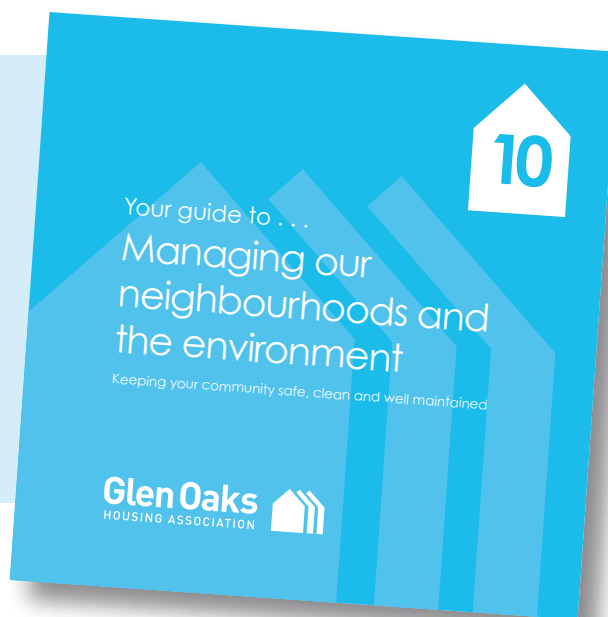
Tenants also raised concerns about grounds maintenance and the appearance of open spaces. Much of the open space in Pollok is maintained by Glasgow City Council rather than Glen Oaks, and some of the dissatisfaction appears to stem from uncertainty about which areas are maintained by our landscaping contractor. To improve understanding, we will develop a simple estate map showing which areas are maintained by Glen Oaks and which are maintained by Glasgow City Council. We will also provide clear information about our landscaping service, including what work is included within the contract and what tenants can expect from the service.

“Cars parked on pavements.”

Concerns about pavement parking and access were also raised, particularly where parked vehicles make it difficult for pedestrians to move around safely. Parking on public roads and pavements is the responsibility of Glasgow City Council, and tenants should report parking concerns directly to GCC so they can investigate and take enforcement action where appropriate. We will continue to remind tenants how to report these issues and raise any concerns identified during our estate inspections.

Working Together to Improve Pollok

Everyone has a role to play in keeping Pollok 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.



We will continue to tackle these concerns through regular estate inspections, working with residents and partner agencies, and encouraging tenants to report issues such as litter, fly tipping and environmental concerns to Glasgow City Council so they can be addressed quickly.

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 local residents and ensures that future improvements reflect the needs of the community.

We are particularly pleased with the positive impact of the ongoing work of our Estate Co-ordinator, Kathryn Quigley, who works closely with residents, contractors and partner agencies to help keep Pollok a clean, safe and attractive place to live.

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 Pollok

We want to act on the issues that are important to you and make sure our future investments plan in the area meet your expectations and preference. Based on the feedback we have received via the triannual survey, rent consultation results and considering our budgets, 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 Alison MacKenzie Tenancy Services Officers for Pollok. 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 Pollok 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
9.	Establish the GO Pollok Community Group to support tenant-led services and improvements.	February 2027
10.	Support the GO Pollok Community Group to develop a Pollok Community Action Plan for the year ahead.	June 2027
11.	Continue quarterly meetings with the council , reporting key issues raised through surveys and inspections. We'll share outcomes in our quarterly newsletter.	Quarterly
12.	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 2026
16.	Continue to work with GCC to highlight main concerns of Pollok tenants – Dog Fouling and Litter, aiming to increase bins within the area.	April 2026

We can only make improvements to Pollok 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 Pollok 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.

