

# Arden

## Estate Action Plan 2024/25

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 implement the action required.
- Identify work requiring other agencies outwith Glen Oaks Housing Association.
- Deliver a copy of the Plan to every household in the Association's estates.

Glen Oaks has a designated Estate Co-ordinator who focuses on Estate Management issues. Her name is Jade Shannon and she can be contacted on:  
0141 620 2728 (direct line)  
0141 638 0999 (option 1)  
[jade.shannon@glenoaks.org.uk](mailto:jade.shannon@glenoaks.org.uk)

### Interested?

We have a small and growing number of interested tenants and owners who want to be involved in working with us. If you are interested in being involved, please feel free to contact Jade for more information.

## Glen Oaks is a Community Litter Picking Hub



Glasgow currently has a network of 70 plus Community Litter Picking Hubs which support local communities to tackle local litter issues. These hubs provide free loan kits containing litter pickers, disposable gloves, high visibility vests, bag hoops, refuse bags and provision of a designated refuse uplift after an event on request. The Hubs allow local business, groups and schools to easily access equipment and keep their neighbourhoods cleaner and safer.

If you would like more information on borrowing one of our kits please contact our office. Glen Oaks also organises community litter picking events, usually monthly, so even if you don't want to borrow the kit yourself you can join us at one of our events.

Taking time to look after your neighbourhood benefits the whole community and helps to create a brighter, cleaner, and greener environment for everyone to enjoy.

## Stair Cleaning Contract

CAS Contract Cleaning won the tender for the stair cleaning contract for the period 2022-2025.

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 which is included in the rent charge.

Closes are randomly inspected by the Estate Co-ordinator and regular close cleaning surveys are issued to ensure a high standard of cleaning is maintained.

## 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.



## Communal Landscaping Areas Contract

This service is provided by John O'Conner Grounds Maintenance Ltd.

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 shrubs 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 look untidy.

## Communal De-Litter Service

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

## Fly Tipping

We are aware of fly tipping hotspots across the estate, where tenants are placing bulk items, garden waste and sometimes even household waste in areas which were previously a bulk collection point. Bulky waste is no longer pulled through to kerbside and collected by cleansing, so please ensure that all bulk items are placed in the back court for uplift by our contractor, Caledonian.

Below is an example of an area in Kilmuir Road where tenants are regularly placing bulk and other waste. This is fly tipping and will not be condoned. If we can identify those responsible, we will recharge for the cost of removal.

Residents must report any incidents of fly-tipping to Glasgow City Council on 0141 287 9700 or via the MyGlasgow app which can be downloaded from the App store and Google Play.



## Garden Inspections

We would like to thank our tenants for taking care of their gardens and keeping our estates looking tidy.

The Estate Co-ordinator inspects gardens 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 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. The Estate Co-ordinator reports 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.



# 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](http://www.firescotland.gov.uk)**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

# Refuse Uplift – Provided by Glasgow City Council



## Tenement Properties:

All tenement properties have green wheeled bins for general household waste. Green bins are emptied by Glasgow City Council's Cleansing Department every eight days. Blue and grey bins are emptied every sixteen days.

## Main Door Properties:

Wheeled bins are emptied as follows:

- **Green Wheeled Bins** (for general household refuse) are emptied every twenty-one days
- **Blue Recycle Bins** (for newspapers, plastics and tin cans) are emptied every fourteen days
- **Brown Wheeled Bins** (for garden waste, i.e. cut grass, hedge trimmings, etc.) are emptied every fourteen days

Collection days vary. For your collection day, please visit [Glasgow.gov.uk/collectiondays](http://Glasgow.gov.uk/collectiondays)

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

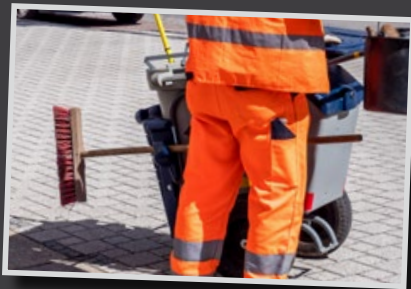
## Cleansing – Contact Details:

For missed collections or queries/enquiries regarding Glasgow City Council's refuse service, please contact the Council directly on **0141 287 9700** or report the issue on the MyGlasgow App which can be downloaded from the App store and Google Play. **Glen Oaks is unable to deal with queries regarding the cleansing service.**



# Bulk Uplift Service, Sweep and De-Litter

For tenants living in tenement properties, we provide a bulk uplift service which includes a visit every two weeks to carry out sweeping and de-litter service for the backcourts.



Caledonian Grounds Maintenance are responsible for removing all bulk items every fortnight. If you have bulk items to dispose of, please place them in the back court next to the bin store.

Fridges & Freezers cannot be disposed of in the same way as other bulky items so are not collected during the normal two weekly bulk uplift. Please place your fridge/freezer in a secure area in the backcourt and contact Jade Shannon on 0141 620 2728 or [jade.shannon@glenoaks.org.uk](mailto:jade.shannon@glenoaks.org.uk) to advise. We require a minimum number of appliances before we can organise removal, so your appliance will be placed on a list and removed when an uplift can be arranged.

# Bulk Uplift for Main Door Properties

If you live in a main door property, we do not provide a bulk uplift service for you. To arrange an uplift of bulky waste from your property, please contact Glasgow City Council on 0141 287 9700 or visit their website: [glasgow.gov.uk/bulkywaste](http://glasgow.gov.uk/bulkywaste). **Please note that there is a charge for this service.**

Alternatively, you may take your bulky items directly to one of the Council's household waste and recycling centres which are open 7 days a week, 8am - 6pm:

**Dawsholm Recycling Centre**  
75 Dalsholm Road, Glasgow G20 0TB

**Easter Queenslie Recycling Centre**  
90 Easter Queenslie Road, Glasgow G33 4UL

**Polmadie Recycling Centre**  
425 Polmadie Road, Glasgow G42 0PJ

**Shieldhall Recycling Centre**  
Renfrew Road, Glasgow, G51

## Backcourts - what is YOUR responsibility?

Bulk Items	
Do	Don't
Place bulky items at the side of the bin store for uplift.	Put bulky items inside the bin store.
Tie loose items together, e.g. laminate flooring, wood, etc.	Leave items loose to be scattered over the backcourt.
Household Refuse	
Do	Don't
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.
Use the recycling bins for your plastic bottles, newspapers and aluminium tins/cans.	Misuse the recycle bins - please only use the recycling bins for acceptable recycling items (not for general household refuse). Misusing the recycling bins will mean there may be an additional charge for emptying.

## What can be Recycled?

RECYCLING BINS
PAPER
CARDBOARD
PLASTIC
FOOD CANS AND DRINK CANS
AEROSOLS

GENERAL WASTE BIN
HOUSEHOLD REFUSE
POLYSTYRENE
NAPPIES
PET WASTE

## Benefits of Recycling

When recycling bins are used correctly, there is more space in the green bins for general waste. Recycling is also great for the environment and eliminates waste on a large scale. Using recycling bins appropriately will ensure that there are no contaminated materials present to attract vermin or other animals to the gardens/back courts.

## Recycling Help

Recycling starts inside the home. It may be a good idea to have an allocated space or bins for recycling in your house. If you are unsure if a product/item can be recycled, please look for the recycling symbol on the packaging.