

Arden Estate Action Plan

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 aim is to:

- ✓ Listen to your feedback via the recent Triannual Survey.
- ✓ Identify and prioritise the problems in Arden.
- ✓ Promote how you can get involved in Estate Action Groups or our Armchair Critic Group – GO Improve.
- ✓ Communicate what estate management services we provide, what services you need to contact other agencies for and what you are responsible for.
- ✓ Provide a copy of the Estate Action Plan to every household in Arden.



91% of tenants said Arden is a good place to live.



82% were satisfied with our management of the estate.

Summary of key points

Your top priorities for improvements in Arden are improving the back courts and improving the condition of the open spaces and the fly-tipping services. There are two serious concerns in the area, litter and fly tipping, and dog fouling was raised as a minor concern.

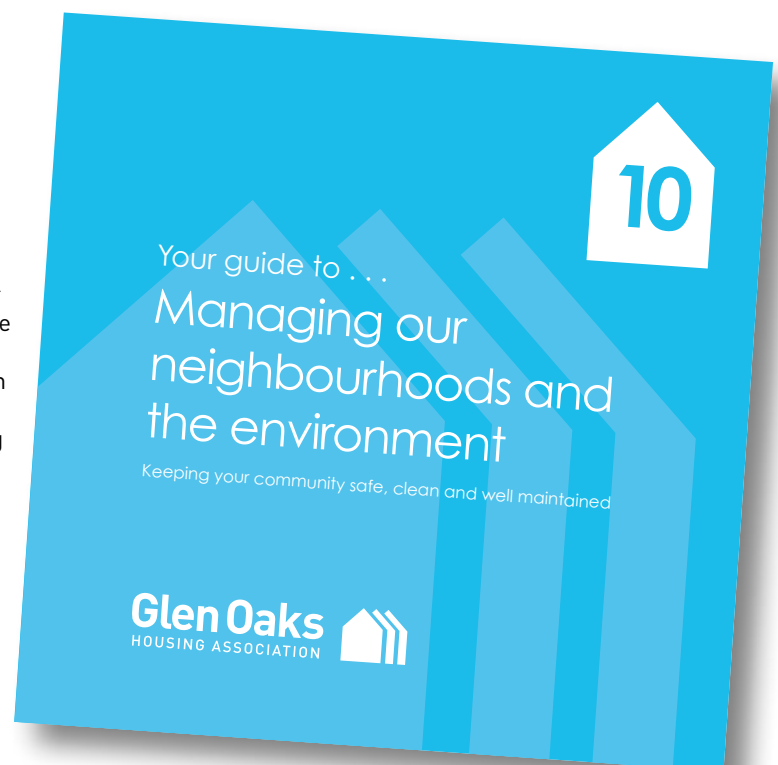
When asked how we could improve the area, tenants said by inspecting our areas more often, communicating issues better and by providing more bins.

Our staff restructure brings a focus on improving our customer service and will ensure staff are out and about in our estates more often.

- We have made a commitment to carry out Estate Inspections on every street four times a year.
- We will improve our communication on estate issues by making them more targeted and we want to ask you to help us review our letters, and how we communicate estate issues.
- Our GO Improve Armchair Critic Group and Community Groups will allow for you to have a say and take action in your local community.

Everyone needs to play their part to improve Arden, help make a difference by reporting issues when you see them to the right service.

Read more in our 'Managing our neighbourhoods and environment' booklet.



Glen Oaks has a designated Estate Co-ordinator, Jade Shannon, who focuses on Estate Management issues. Contact her on: 0141 620 2728 (direct line) or jade.shannon@glenoaks.org.uk

Our 2025-26 Plan for Arden

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.	Launch the Estate Action Plan with an annual Estate Action Day . We'll engage with you locally on issues raised in the plan, and encourage community involvement through litter picking, bulk uplift, dog fouling signage, and by inviting you to join our GO Arden Community Group .	August 2025
2.	Create a joint Estate Inspection schedule with Jade (our Estate Coordinator) and Tenancy Services Officers for each patch in Arden. 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.	End of July 2025
3.	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 2025
4.	Share outcomes from inspections , including issues identified, good tenancy practices, and agreed actions, through our quarterly newsletter and social media.	Autumn Edition
5.	Host Community Litter Pick events four times a year – in August, November, February, and May .	August, November, February, May
6.	Introduce an Estate Satisfaction Survey to gather your feedback on our estate management services. This will be issued twice a year.	August and March
7.	Consult you annually on estate issues and your top priorities. Your feedback will shape the Annual Arden Estate Action Plan and inform our budget planning.	May 2025 and March 2026
8.	Improve the Close Cleaning Survey by adding a QR code in every close and sending SMS/email reminders every three months. You'll be able to give live feedback and attach photos to help us respond faster.	August 2025
9.	Introduce a Garden Care Card , as recommended by our Service Improvement Group. This will be posted during inspections to highlight if your garden needs attention (e.g., grass cutting, litter removal) and when we'll return to check. We'll consult tenants on the wording and design.	September 2025
10.	Celebrate good neighbours through our annual Good Neighbour Awards . We'll promote nominations in our newsletters and at the AGM.	September 2025
11.	Establish the GO Arden Community Group to support tenant-led services and improvements. We'll help them develop an Arden Community Action Plan for the year ahead.	August 2025
12.	Ensure Arden is included in Glasgow City Council's Cyclical Gulley Cleaning Programme through partnership working.	March 2026
13.	Consult with you on backcourt improvements . A survey and consultation event will be held in the autumn.	March 2026
14.	Review our bulk uplift service , which cost over £50,000 last year, in consultation with tenants to address rising costs and disposal challenges.	August 2025
15.	Increase dog fouling signage in key problem areas.	August 2025
16.	Continue quarterly meetings with the council , reporting key issues raised through surveys and inspections. We'll share outcomes in our quarterly newsletter.	Quarterly
17.	Apply to the Glasgow Neighbourhood Infrastructure Improvement Fund (NIIF) to improve council-managed areas in Arden. We'll work with the GO Arden Community Group to secure future funding and ensure tenants lead on project ideas and voting.	August 2025
18.	Install hanging baskets throughout the area.	July 2025
19.	Paint two gable-end murals by a local artist, with designs chosen by Arden tenants, to enhance the area's visual appeal and community pride.	July 2025
20.	Support Scottish Housing Day , themed "Everyone Needs Good Neighbours." We'll take part in the national survey, gather your views, and share best practice stories from staff and tenants.	September 2025

What your feedback said and what actions we will take



407

Arden tenants took part in the survey.



91%

of Arden tenants said it was a very good or fairly good place to live.



87%

said they were very satisfied or fairly satisfied with Glen Oaks contribution to the management of the neighbourhood you live in?



Satisfaction levels in Arden were a little lower than the overall average across all areas. Tenement flats take much more management and due to the nature of them can have more

issues such as back courts, fly tipping, communal close issues etc. Although levels are good, we want to keep working with you to improve them.

What would be your priority for improvement for Arden over the next 5 years?

In Arden the top 3 priorities were:

48%

said improving backcourts was a priority

We plan to Improve the condition of backcourts this year through a pilot back court improvement programme, demolition of redundant bin stores, make good ground

surfaces, create designated bulk waste collection areas with signage on what to recycle, and what can be uplifted.

45%

said improving open space maintenance (scrubs and grassed areas)

We carry out grass cutting and weeding in our estates and we want to gain your feedback on this service more regularly and give you an opportunity to raise any issues for our Estate Coordinator to target when out doing Estate Inspections. Unfortunately, some open spaced

areas are not managed by us, but we want to create a GO Arden Community group who will help us to access funding to improve the physical environment throughout Arden. We are also painting two gable ends with murals this July and installing hanging baskets.

32%

said increasing bulk/fly-tipping services

Glasgow City Council provide a bulk uplift service that is £5 per item, and we want to encourage tenants to take up this service when you have bulk items to be uplifted. It is much more expensive for us to remove items that are fly tipped - £84 for us to uplift and dispose of one item compared to £5 via GCC. Fly tipping cost the Association and the bulk uplift service cost over £50,000 last year

and we think your rent money is better spent elsewhere in our communities, so we would urge you to not fly tip and report any incidents of it to GCC.

For tenement properties, we want to review the bulk uplift service in consultation with our tenants to try to reduce the rising costs and find solutions to the barriers to dispose of the waste by end of September 2025.

What do you think is an issue in Arden?



18%

said rubbish and litter is a serious issue



15%

said dumping of bulk is a serious issue



26% said dog fouling is a minor problem

Although feedback on the issues in Arden was quite widespread compared to our other areas it is clear that there is an issue of rubbish and litter in the area. Dog fouling was also raised as the most common minor issue.

How do you think we could tackle the issues?

16.2%
said more
inspections and
checks in the area

We want to be more present in our communities. Our recent staff restructure will ensure our Estate Co-Ordinator Jade, continues to be out and about all the time, but that our Tenancy Services Officers and Property Services Officers will also be out on

our estates much more often. Estate inspections will be increased, will be in a scheduled program, we will invite you to come along with us and give you an opportunity to highlight any issues you are aware of via SMS or email.

16.2%
said better
communication

Like this Estate Action Plan, we want to make the communication you receive about your community more targeted, look out for more information about your estate, street or close in the coming few months.

on things like the wording of letters or other communications.

As part of our new Housing Management System, we will be reviewing all our letters for things like close or back court issues to make sure we are communicating clearly on issues that are important to you. Join our Armchair Critic Group – GO Improve to give your feedback remotely via a survey link

Getting your feedback on how we tackle issue in our estates is so important and how we communicate that everyone plays part in making Arden a great place to live. We will be carrying out a survey on our Estate Management services this year, along with a new survey on what we should include in the close cleaning contract going forward. Make sure you take part and have your say!

Do you have feedback on the Arden Estate Action Plan?

Are you interested in getting involved and helping us to improve your estate?

Do you want to nominate a neighbour or someone in the community who is making a positive impact?



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 2025, 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.

Contact Us

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Our office opening hours are:
Monday, Tuesday & Thursday: 9am - 5pm
Wednesday: 9am - 1pm (phone or email only)
Friday: 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.

Contact our Estate Coordinator directly on **0141 620 2728** or email jade.shannon@glenoaks.org.uk



Charity No. SCO34301
Financial Services Authority Reg No: 2402R(S)
Scottish Housing Regulator No: HCB24