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Your guide to . . .

Managing our neighbourhoods and the environment

Working together to keep your community safe,
clean and well maintained

Glen Oaks
HOUSING ASSOCIATION



This document provides you with information on how we manage our neighbourhoods and the environment. It also sets out your responsibility in keeping the area safe and clean, and how to report any issues that may arise.

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Glen Oaks Housing Association is committed to providing our tenants with a pleasant and safe place to live.

How do we manage our neighbourhoods and the environment?

We want to ensure that the neighbourhood is attractive, well-maintained and a safe place to live. In order to make this happen we have to maintain and manage the environment around our properties and any common areas.

Neighbourhood management incorporates many different services, some of which are not provided by us but by external agencies, such as Glasgow City Council. We work in partnership with these external agencies to ensure the area you live in is of a high standard. It is important that you report any issues directly to the appropriate agency. By doing this, you are taking responsibility for the part you play in keeping the area clean and tidy.

Estate action plans

You will receive an Estate Action Plan every year, tailored to the area you live in. This plan uses feedback gathered from our estate management surveys and community groups to set out what actions we will take to improve your community in the next year.

What is Glen Oaks responsible for?

The rent and service charges you pay are used to maintain communal areas. We are responsible for managing the following services to ensure they are delivered to a high standard and represent good value for money.

🏠 **Landscape maintenance**

Grass cutting, weeding and trimming of shrubbery (only in Glen Oaks communal areas) during the growing season, April through to October. We also carry out annual tree maintenance.

🏠 **Close cleaning service**

Stairs and landings swept, cleaned & de-littered weekly. Windows and walls cleaned 4 weekly.

🏠 **Bulk uplift pull through service**

Tenants living in tenement properties only, receive this service as part of their service charge. Items are removed from the backcourt and moved to the pavement for uplift every Monday.

🏠 **De-littering service**

Our contractor de-litters our communal areas on a fortnightly basis.

What is Glasgow City Council responsible for?

The council tax that you pay is used to provide you with many council services. These are not provided by Glen Oaks therefore if you have issues relating to them you should report them to Glasgow City Council (GCC) directly.

- **De-littering** - De-littering of the roads and pavements in your local area.
- **Fly-tipping** - They will deal with any incidents of fly tipping.
- **Bin uplifts** - Bins are uplifted on different days depending on what area you live in, your Housing Services Assistant will advise you of this or you can see details in the Estate Action Plan for your area.
GCC also deals with replacement bins and issues with uplifts.
- **Bulk uplift** - If you live in a main door property, large non electrical items can be uplifted on request (for a small charge per item). If you live in a tenement this is part of your service charge.
- **Special uplift** - If you live in a main door property, white goods such as fridges or washing machines or small electrical items can be uplifted on request.
- **Pest control** - Rodent control including rats, mice or squirrels. There is a charge for removing wasp nests.
- **Roads and pavements** - Potholes on roads or uneven pavements.
- **Street lighting** - Faulty street lighting or if lighting is inadequate in your area.
- **Graffiti & dog fouling** - If you want to report any dog fouling or graffiti-related issues you should call the Environmental Task Force.
- **Abandoned vehicles** - Investigation into who is responsible for abandoned vehicles and the removal of them.
- **Gulley cleaning** - to prevent flooding and maintain a proper drainage system.

You can report issues directly to the Environmental Task Force via social media by following them on Twitter @theenvtaskforce or Facebook Envtaskforce.

You can also download the My Glasgow App, which will allow you to report issues using your smartphone.

For more information on the services provided by Glasgow City Council, or to find out how you can report issues, visit their website www.glasgow.gov.uk or phone them on 0141 287 9700.

What am I responsible for?

As a resident of the local area it is essential that you do your part in keeping the area clean and safe. It is important that you follow the guidelines set out in your tenancy agreement but you also need to report issues to us or the relevant agency.

Maintaining your garden

If you have a garden, you must make sure you cut the grass and keep your garden tidy and free from litter. If you are not able to cut the grass, we can do this for you but there is a service charge that you must pay. Contact our Technical Department to join our garden maintenance scheme.

If you have medical issues or are elderly you can join a free Garden Care Scheme provided by Glasgow City Council. For more information on how to join contact them on 0141 287 9700.

Close cleaning

Although we provide a service to clean your stairs, it is your responsibility to keep the close clear in order for it to be cleaned properly by our contractor. Items such as prams, bikes or rubbish bags must not be kept in the close.

Disposal of bulk waste

It is important that you aim to recycle or donate large items whenever possible. If you wish to dispose of large items you must arrange a collection (if your in a main door property), place the items in a safe place or the designated area for uplift the night before. You can also take items to a GCC recycling centre. For more information visit www.glasgow.gov.uk/bulkywaste

Rubbish collections

Glasgow City Council provides you with the bins service however it is your responsibility to ensure you are disposing of your rubbish correctly. Always put your rubbish in bags and put them in the bins provided. They must not be left in the close or any other area.

If you have a wheelie bin you should put this out for collection and you must then put your bin back in your bin store as soon as possible after it has been emptied. If your bin is stolen you will need to pay for a replacement.

Vandalism

Although we regularly inspect our estates, if you can tell us how graffiti or vandalism happened, it will allow us to look into it and prevent it from re-occurring. Anything you report to us will be treated as confidential and in line with our Anti-Social Behaviour Policy. We will charge the person responsible for the cost of removing the graffiti or damage they have caused. If someone repeatedly writes graffiti or damages property, we will ask the Police to take action if we can provide evidence.

What am I responsible for. . .

Pets

It is a condition of your tenancy agreement that you need to ask for our permission before you get a pet. We do not allow permission for more than two pets and we will not allow you to keep pigeons. You are responsible for the behaviour of your pets and must make sure they don't cause a nuisance, put your neighbours in danger or create a mess or damage to your home or any shared areas. If your pet causes a nuisance or damages our property, we may ask you to find another home for your pet.

If you do not keep to the guidelines within your tenancy agreement and your responsibilities, you will be breaching your tenancy which is considered to be anti-social behaviour. This could lead to legal action and the Association taking back your home.

Estate inspections

Our staff carry out estate inspections on every street four times a year and we will share with you when these are in advance. The purpose of these is:

- To ensure tenants' gardens are being well kept and maintained e.g. grass being cut, de-littered and edged
- To ensure closes are being cleaned to an acceptable standard by our contractor
- To ensure grass cutting and weeding of our estate is being carried out to an acceptable standard by our contractor
- To ensure backcourts are of a reasonable standard
- To identify any breaches of the tenancy agreement that can lead to deterioration of the estate
- To identify and report communal repairs
- To identify and arrange for graffiti to be removed

Help us keep our neighbourhoods pleasant places to live in by reporting any issues you see within your area and do your part in keeping your garden clean and tidy.

How can I give feedback on the service?

We want your feedback on the estate management services we provide to make sure they meet your expectations. We will:

- Carry out a survey on the estate services twice a year, in the Spring and Autumn.
- Invite you along to Estate Inspections in your local area at least four times a year so you can speak with staff and show them any issues.
- Ask for your views on issues in your local community and what actions you want us to take via a survey once a year that will feed into the Estate Action Plan.
- Encourage you to join our Community Action Groups, Service Improvement Group or Armchair Critic Group, so that you can help to improve our services and the local area.

If you wish to report any issues regarding the services we provided, please contact our office and speak to the relevant person.

- General neighbourhood management issues such as neighbours leaving rubbish bags in the close rather than the bin store area should be directed to our Tenancy Services Officer.
- Common area repairs and incidences of graffiti or vandalism should be reported to our Property Services Officer.

Contact our Estate Coordinator if you have any issues in your estate or you are not happy with any aspect of the service.

When you tell us you are not happy with an aspect of our service, we record it as a complaint. This allows us to review and improve the service.

Police and Communities meetings

Neighbourhood management covers a variety of services and therefore many different issues can arise. We believe in partnership working at Glen Oaks so we arrange and host a Police and Communities meeting every three months. This meeting allows our tenants to voice their concerns/opinions and get advice and information from not only our staff but other external agencies such as:

- Police
- Local Councillors
- Community Safety Glasgow Officers

Look out for the date of the next meeting in our quarterly newsletter or contact us if you would like a text alert.

Annual garden competition

At Glen Oaks we believe in rewarding tenants who take pride in their gardens and balconies and contribute towards making the local area look its best. Every year we run a garden competition - for more information see our summer newsletter.

Contact Us

Glen Oaks Housing Association Limited, 3 Kilmuir Drive, Arden, Glasgow, G46 8BW

 0141 638 0999

 07860 055293

 www.glenoaks.org.uk

 go@glenoaks.org.uk

 [Glenoakshousing](https://www.facebook.com/Glenoakshousing)

 [@GlenOaksHousing](https://twitter.com/GlenOaksHousing)

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



INVESTORS
IN PEOPLE



HAPPY TO TRANSLATE

Charity No. SCO34301

Financial Services Authority Reg No: 2402R(S)

Scottish Housing Regulator No: HCB24