

Cartloch

Estate Action Plan 2021/22

The purpose of the Estate Action Plan is to clearly identify how the Association can deliver an excellent and responsive local service in each of our estates.

Our aim is to:

- Identify and prioritise the problems within the estate.
- Identify solutions and decide the action required.
- Identify work requiring other agencies out with Glen Oaks Housing Association.
- Ensure a copy of the Plan will be delivered to every household in the Association's estates.

The Cartloch area is serviced by two Housing Services Officers and a Housing Assistant. Their details are below:

Emma Buonaccorsi

(Temporary Housing Services Officer - Rent)

Direct Line: 0141 620 2715 · Email: emma.buonaccorsi@glenoaks.org.uk

Alison MacKenzie

(Housing Services Officer - Tenancy Management & Anti-Social Behaviour)

Direct Line: 0141 620 2703 · Email: alison.mackenzie@glenoaks.org.uk

Daniel Allan

(Housing Services Assistant - Estate Management)

Direct Line: 0141 620 2714 · Email: daniel.allan@glenoaks.org.uk

REFUSE COLLECTION:

Please note due to Covid19 there has been limitations in the service Glasgow City Council Cleansing Department can provide. Full details are on their website www.glasgow.gov.uk or you can call them on 0141 287 9700 for further information.

Bin Uplifts

In response to the Climate Emergency, Glasgow City Council is changing the bin collection frequency for your general waste (green bin). Your green bin collection will change from a two weekly service to a three weekly service. Your purple bin collection has recently changed to an eight weekly service.

Your new bin collections will be as follows:



Material/Waste	Bin Colour	Current Collection Frequency	Future Collection Frequency
General/Non-Recyclable	Green	Every 2 weeks	Every 3 weeks
Dry Mixed Recycling	Blue	Every 2 weeks	No change
Food and Garden	Brown	Every 2 weeks	No change
Glass Bottles and Jars	Purple	Every 8 weeks	No change

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

For missed collections or queries/enquiries regarding Glasgow City Council's refuse service, please contact the Council direct. **Glen Oaks are unable to deal with queries regarding the cleansing service.**

Communal Landscaped Area

Grass is cut fortnightly during the growing season (approximately 14 cuts per year). Weed spraying is undertaken 6 times a year and hedges/shrubbery are trimmed 3 times.

Landscaping Contract

This service is provided by Nurture Landscaping. If you have any queries relating to the landscaping contract please contact Lynne-Anne Ferguson, Projects Officer, on 0141 638 0999.

Our Responsibility: To monitor the contract and investigate any complaints efficiently and effectively.

Your Responsibility: 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 more untidy.



FLY TIPPING

There have been ongoing issues of Fly Tipping in the estate.

It is essential that you only put bulk items in the back court area for the monthly collection. If any bulk items are placed on public land i.e., car parks, spare ground, pavements it is deemed as fly tipping. Anyone who is convicted of fly tipping could be fined up to £40,000 and/or imprisoned for up to 12 months.

If you see anyone disposing of items in this area or if you want to report fly tipping you must report this directly to Glasgow City Councils Environmental Task Force. You can do this by contacting the Council:

Online: www.glasgow.gov.uk/envtaskforce
Telephone: 0141 287 9700

My Glasgow App available from the App store and Google Play

ENVIRONMENTAL TASK FORCE

Glasgow City Council's project, the Environmental Task Force (ETF), is continuing to improve the appearance of the area by promptly rectifying issues such as fly-tipping.

The ETF has rapid response teams that tackle dog fouling, littering, fly-tipping and general environmental dereliction. If you notice any of these issues you can report them to the ETF hotline on **0300 343 7027**, on Twitter **@theenvtaskforce**, on Facebook **envtaskforce**, or by downloading the **myglasgow** app to your smartphone.

Communal De-Litter Service

Our landscaping contractor is responsible for de-littering the communal areas of our estates on a fortnightly basis.

Residents must report any incidents of fly-tipping to Clean Glasgow on 0300 343 7027.

inspections

Please note that due to Covid19 routine inspections have been affected by the office closure.

Garden Inspections

Gardens are currently inspected 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.

Out with the growing season, gardens are still 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.

Our Responsibility: We will inspect the gardens on a regular basis and take the necessary action to make sure that untidy gardens are cleared up.

Your Responsibility: Ensure that your garden area is kept litter-free, tidy and well-maintained.

Garden Inspections - Edging

We would like to thank our tenants who have been looking after their gardens and making our estates look good. However, we feel that we should highlight a common issue that has been occurring. It is the tenant's responsibility to maintain the perimeter of their garden, ensuring that grass is trimmed neatly and that all weeds are removed.

Estate Inspections

Inspections of the Cartloch area are conducted on a regular basis, at the same time as the garden inspections. The Housing Services Assistant reports on all estate issues as contained in the Neighbourhoods and Environments policy, issuing instructions to the relevant department and then monitoring the works to ensure completion.

Tenants'/Residents' Responsibility

As a tenant/resident living in the Cartloch area, it is also your responsibility to report any estate issues to ensure that the area you are living in is maintained and improved.

GETTING INVOLVED

Glen Oaks Housing Association is determined to create a cleaner, greener and more attractive local environment - but we need your help! By working together with residents, we believe we can improve the health and wellbeing of local people as well as raising awareness of environmental issues. If you would like to be involved in making environmental improvements in your area, please contact your Housing Services Assistant (Danny Allan) on 0141 620 2714 for more information.

GARDEN COMPETITION

The Garden Competition will take place this year but in a different format. Details will follow in the Newsletters.