

## Estate Action Plan 2023/24

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 implement 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.

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 are looking to start a new community group, if you are interested in joining, please feel free to contact Jade for more information.

### Coming Soon

Community Regeneration Strategy - we want to hear from you! The subjects we want to chat to you about include **our tenants needs** and **the environment**! We will issue dates for this soon!

## Glen Oaks becomes 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.

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.



## Refuse Collections



### Bin Uplifts – provided by Glasgow City Council

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](https://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 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 at [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

# 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 Nuture 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.

If any bulk items are placed on public land, i.e. car parks, spare ground or pavements, it is deemed as fly tipping and will not be condoned. Anyone who is convicted of fly tipping could be fined up to £40,000 and/or imprisoned for up to 12 months.

You must report fly tipping directly to Glasgow City:

Telephone: **0141 287 9700**

My Glasgow App available 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 the Cartloch area 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.

## Communal De-Litter Service

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

# 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.

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**.