

Estate Action Plan 2018/2019



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 outwith 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:

Kirsty Wilson

(Housing Services Officer - Rent)

Direct Line: 0141 620 2721 • **Email:** kirsty.wilson@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

BULK UPLIFT

Each area has an uplift of household refuse once a week. Glasgow City Council provides a Bulk Uplift service for tenants/owners in Cartloch. You can arrange this by calling Glasgow City Council on 0141 287 9700



Bin Uplifts

Glasgow City Council operates a 7 day bin service in the Cartloch area. Collections for Lochar Crescent, Ladymuir Crescent, Dormanside Place, Dormanside Road, Meiklerig Crescent and Linthaugh Road are as follows:

**** Bins may be emptied anytime between 7am and 6pm ****

Green Wheeled Bins

(for general household refuse) are emptied every two weeks on a Wednesday

Blue Recycle Bins

(for newspapers, plastics and tin cans) are emptied every two weeks on a

Wednesday

Brown Wheeled Bins

are emptied every 2 weeks on a Wednesday

Purple Wheeled Bins

(for glass bottles, jars, etc.)

are emptied every 4 weeks on a Wednesday



Emptying of street litter bins and mechanical sweeping is undertaken in Cartloch by Glasgow City Council's Cleansing Department. If you have any queries regarding this service, please contact Clean Glasgow on 0300 343 7027.

LANDSCAPING CONTRACT



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

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.

COMMUNAL DE-LITTER

Our landscaping contractor is responsible for de-littering the communal areas of our estates on a fortnightly basis. Glasgow City Council's Cleansing Department is responsible for de-littering roads and pavements in your local area. Residents must report any incidents of fly-tipping to Clean Glasgow on 0300 343 7027.

ENVIRONMENTAL TASK FORCE

In May 2016, Glasgow City Council launched a new project - the Environmental Task Force (ETF). This marked a new approach to service delivery which encourages partnership working in order to achieve common environmental goals.

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. You can find out more about the ETF: <https://www.glasgow.gov.uk/index.aspx?articleid=17179>



GARDEN CARE SCHEME

If you have a garden and would like some help to maintain it, the Association offers a Garden Care Scheme. This scheme allows for gardens to be cut once a fortnight during the growing season (April to October) - approximately 14 cuts. Hedges are cut 3 times during the growing season.

This service is payable over 6 months with a charge of £137.37. Please note this charge is not included in any Housing Benefit payments.

Routine inspections

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. Outwith 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.



ESTATE INSPECTIONS

Inspections of the Darnley 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 Estate Management policy, issuing instructions to the relevant departments and then monitoring the works to ensure completion.

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. Please see the examples.



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:

Graffiti and Dog Fouling can be reported to Glasgow City Council's Clean Glasgow on 0300 343 7027.

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 1060.

Needles and Sharps can be reported to Glasgow City Council's Land and Environmental Services on 0141 287 9700.

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.

Police And Communities Together (PACT)

The Association hosts quarterly evening Police and Communities Together meetings at our office in Arden. Police, Local Councillors, Community Safety Glasgow Officers and Glen Oaks staff are in attendance to answer any questions relating to tenancy matters. These meetings give residents the opportunity to voice their concerns and

opinions, and get advice and information on current initiatives. The Police are able to provide comparison reports and will raise any concerns in the area. A wide range of issues can be covered, e.g. anti-social behaviour, roads/lighting faults, illegal activities, and traffic concerns. Tenants and residents will be notified of future meetings by text and via our newsletters.

COMMUNITY PARTICIPATION

We are changing the way our Garden Competition works this year. In order for your garden to be considered by our judges, you must either put your garden forward to be judged, or nominate a neighbour's garden. We award prizes for the best garden in each of our three areas - Arden, Darnley and Pollok, and prizes for the best balconies in Arden. This year we have also introduced an 'Excellence Award' where the winners from the previous year will be judged. Judging will be taking place soon (we can't tell you the exact date of the judging ... that would be cheating!). Contact our office on 0141 638 0999 (or email us at go@glenoaks.org.uk) to enter. The deadline for entries is 30th July 2018.



2016 Winner Cartloch



The **Residents Event** is an annual event and all tenants and residents are welcome to attend. Free transport (where needed), food and refreshments are provided for all who attend. This is an opportunity for tenants and residents to have a say and find out what the Association is doing for their areas. The high tea, drinks and entertainment provided at last year's event in the Crookston Hotel were very popular with everyone who came along. Details of this year's Residents Event will be advertised in our newsletter.

Our Vision: "Glen Oaks Housing Association - Where Communities Thrive"

Our Mission Statement: "Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community."

Contact Us

Telephone: 0141 638 0999
Email: go@glenoaks.org.uk
Web: www.glenoaks.org.uk
SMS: 07860 027 496
Facebook & Twitter: @GlenOaksHousing

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

Our office opening hours are:
Monday, Tuesday & Thursday: 9am - 5pm
Wednesday: 9am - 1pm
Friday: 9am - 4pm

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

Charity No. SC034301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB24



This document, and any others produced by Glen Oaks Housing Association are available in a variety of alternative formats. We can provide documents in a larger print, on audio tape or in a variety of community languages. If you require this or any other documents in another format, please contact us on 0141 638 0999 or call in to our office.

