

Darnley

Estate Action Plan 2024/25

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

Interested?

We have a small and growing number of interested tenants and owners who want to be involved in working with us. If you are interested in being involved, please feel free to contact Jade for more information.

Glen Oaks is 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. Glen Oaks also organises community litter picking events, usually monthly, so even if you don't want to borrow the kit yourself you can join us at one of our events.

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

We do not provide a bulk uplift service for main door properties. To arrange an uplift of bulky waste from your property, please contact Glasgow City Council on 0141 287 9700 or visit their website: 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 Landscaping Areas Contract

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

During the growing season, from April to October, the communal grassed areas are cut fortnightly (approximately 14 cuts in the year). Weed spraying is undertaken 6 times, and hedges and shrubs are cut back 3 times.

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 look untidy.

Communal De-Litter Service

Our landscaping contractor is responsible for de-littering our communal areas every 2 weeks.

Fly Tipping

We are aware of fly tipping hotspots across the estate, where tenants are placing bulk items, garden waste and sometimes even household waste in common areas.

Residents must report any incidents of fly-tipping to Glasgow City Council on 0141 287 9700 or via the MyGlasgow app which can be downloaded 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 Darnley 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.

Tenants'/Residents' Responsibility

As a tenant/resident living in the Darnley 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.

What can be Recycled?

RECYCLING BINS	GENERAL WASTE BIN
PAPER	HOUSEHOLD REFUSE
CARDBOARD	POLYSTYRENE
PLASTIC	NAPPIES
FOOD CANS AND DRINK CANS	PET WASTE
AEROSOLS	

Benefits of Recycling

When recycling bins are used correctly, there is more space in the green bins for general waste. Recycling is also great for the environment and eliminates waste on a large scale. Using recycling bins appropriately will ensure that there are no contaminated materials present to attract vermin or other animals to the gardens/back courts.

Recycling Help

Recycling starts inside the home. It may be a good idea to have an allocated space or bins for recycling in your house. If you are unsure if a product/item can be recycled, please look for the recycling symbol on the packaging.