

# Darnley

## Estate Action Plan

*Working together to make our communities thrive*

**The purpose of the Estate Action Plan is to clearly identify how the Association will deliver an excellent and responsive local service in your estate.**

**Our aim is to:**

- ✓ Listen to your feedback via the recent triannual survey.
- ✓ Identify and prioritise the problems in Darnley.
- ✓ Promote how you can get involved in Estate Action Groups or our Armchair Critic Group – GO Improve.
- ✓ Communicate what estate management services we provide, what services you need to contact other agencies for and what you are responsible for.
- ✓ Provide a copy of the Estate Action Plan to every household in Darnley.



**99%** of tenants said  
Darnley is a good place to live.



**92%** were satisfied with  
our management of the estate.

### Summary of key points

Your top priorities for improvements in Darnley include enhancing the condition of open spaces, introducing a garden maintenance service, and increasing bulk uplift services.

While there were no major concerns raised in the area, minor issues such as dog fouling and poorly maintained gardens were mentioned. When asked how we could improve the area, tenants suggested more frequent inspections and better communication about local issues.

As part of our staff restructure, we're placing a stronger focus on customer service. This means our staff will be more visible and active in your estates. We're committed to carrying out estate inspections on every street four times a year. We'll also promote the inspection dates in advance, giving you the chance to join us or highlight any issues you'd like us to address.

We're also working to improve how we communicate about estate matters by making our messages more targeted and relevant. We'd love your help in reviewing our letters and communication methods. Our GO Improve Armchair Critic Group and new Community Groups will give you the opportunity to have your say and take action in your local area.

Everyone needs to play their part to improve Darnley, help make a difference by reporting issues when you see them to the right service.

**Read more in our 'Managing our Neighbourhoods and Environment' booklet.**



**Glen Oaks has a designated Estate Co-ordinator, Jade Shannon, who focuses on Estate Management issues. Contact her on: 0141 620 2728 or [jade.shannon@glenoaks.org.uk](mailto:jade.shannon@glenoaks.org.uk)**

# Our 2025-26 Plan for Darnley

We want to address the issues that matter most to you and ensure our future investment plans in the area align with your expectations and preferences. Based on the feedback we've received through the triannual survey, rent consultation results, and our budget considerations, over the next year we will:

No	Action to be taken	Target date
1.	<b>Launch the Estate Action Plan</b> with an annual <b>Estate Action Day</b> . We'll engage with you locally on issues raised in the plan and encourage community involvement through litter picking, bulk uplift, dog fouling signage, and by inviting you to join our <b>GO Darnley Community Group</b> .	August 2025
2.	<b>Create a joint Estate Inspection schedule</b> with Jade (our Estate Coordinator) and Tenancy Services Officers for Darnley. This will ensure inspections are planned and that you know when we'll be in your area. Each street will be visited at least four times a year.	End of July 2025
3.	<b>Promote our estate visits</b> a week in advance via social media, SMS, and email. We'll encourage tenants to join us and raise any concerns or areas they'd like us to inspect.	August 2025
4.	<b>Share outcomes from inspections</b> , including issues identified, good tenancy practices, and agreed actions, through our quarterly newsletter and social media.	Autumn Edition
5.	<b>Host Community Litter Pick events</b> four times a year – in <b>August, November, February, and May</b> .	August, November, February, May
6.	<b>Introduce an Estate Satisfaction Survey</b> to gather your feedback on our estate management services. This will be issued twice a year.	August and March
7.	<b>Consult you annually</b> on estate issues and your top priorities. Your feedback will shape the <b>Annual Darnley Estate Action Plan</b> and inform our budget planning.	May 2025 and March 2026
8.	<b>Introduce a Garden Care Card</b> , as recommended by our Service Improvement Group. This will be posted during inspections to highlight if your garden needs attention (e.g., grass cutting, litter removal) and when we'll return to check.	September 2025
9.	<b>Celebrate good neighbours</b> through our annual <b>Good Neighbour Awards</b> . We'll promote nominations in our newsletters and at the AGM.	September 2025
10.	<b>Establish the GO Darnley Community Group</b> to support tenant-led services and improvements.	August 2025
11.	<b>Support the GO Darnley Community Group</b> to develop a <b>Darnley Community Action Plan</b> for the year ahead.	March 2026
12.	<b>Review our bulk uplift service</b> , which cost over £50,000 last year, in consultation with tenants to address rising costs and disposal challenges.	February 2026
13.	<b>Increase dog fouling signage</b> in key problem areas of Darnley.	September 2025
14.	<b>Continue quarterly meetings with the council</b> , reporting key issues raised through surveys and inspections. We'll share outcomes in our quarterly newsletter.	Quarterly
15.	<b>Carry out consultation and a SWOT analysis</b> on a potential chargeable garden maintenance scheme.	September 2025
16.	<b>Install hanging baskets</b> throughout the area, with an annual programme to follow.	July 2025
17.	<b>Support Scottish Housing Day</b> , themed "Everyone Needs Good Neighbours." We'll take part in the national survey, gather your views, and share best practice stories from staff and tenants.	September 2025

## What your feedback said and what actions we will take



**87**

Darnley tenants took part in the survey.



**99%**

of Darnley tenants said it was a very good or a fairly good place to live.



**92%**

said they were very satisfied or fairly satisfied with Glen Oaks contribution to the management of the neighbourhood you live in?

Thank you to everyone who took part in the recent Triannual survey.

Satisfaction levels in Darnley were higher than the overall average across all areas. 99% said Darnley was a great place

to live compared to 93% overall, and 92% were happy with our management of the neighbourhood compared with 89% overall.

## What would be your priority for improvement for Darnley over the next 5 years?

In Darnley the top 3 priorities were:

**84%**

said improving open space maintenance (shrubs and grassed areas)

A large number of Darnley tenants identified better maintenance of open spaces as their main concern. We currently carry out grass cutting and weeding across our estates, but we want to hear from you more regularly about how this service is working. This will give you the chance to raise any issues directly with our

Estate Coordinator during inspections.

Please note that some open spaces in the area are not managed by us. However, by forming a **GO Darnley Community Group**, tenants can work together to help us access funding and drive improvements to the physical environment throughout Darnley.

**29%**

said the introduction of a garden maintenance scheme (that will be chargeable)

**We want to consult tenants further on this proposed new service—its cost, how it will be managed, and whether it offers value for money.**

To ensure the service is viable and meets

your needs, we'll gather your feedback and carry out a SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats). Your input will play a key role in shaping the final decision.

**21%**

said increasing bulk/fly-tipping services

**Glasgow City Council offers a bulk uplift service at just £5 per item, and we encourage all tenants to use this service when disposing of bulk items.**

It costs the Association significantly more—**£84 per item**—to remove and dispose of fly-tipped waste. Last year alone, fly tipping cost us over **£50,000**. That's money we believe

could be better spent improving services and facilities in your community.

We strongly urge you **not to fly tip** and to report any incidents of fly tipping directly to **Glasgow City Council**. By working together, we can keep Darnley clean and make better use of your rent contributions.

## What do you think is an issue in Darnley?



There were no serious issues in Darnley.

**Feedback from Darnley tenants was generally positive, with no serious issues reported and only two minor concerns.**

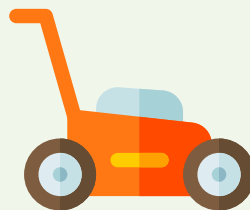
We're taking action on these by:

- **Installing clearer signage** to address dog fouling in the area.
- **Improving the planning of garden inspections** to ensure consistency and follow-up.



**18%**

said dog fouling was a minor problem



**15%**

said people not maintaining their gardens was a minor problem

- **Introducing a new Garden Care Card**, which will be issued to tenants whose gardens need attention. The card will include a return date, so we can check that the necessary improvements have been made.

These steps are part of our ongoing commitment to maintaining a clean and welcoming environment for everyone in Darnley.

## How do you think we could tackle the issues?

**16.2%**  
said more  
inspections and  
checks in the area

We want to be more present in our communities. Our recent staff restructure will ensure our Estate Co-Ordinator, Jade continues to be out and about all the time, but that our Tenancy Services Officers and Property Services Officers will also be out on

our estates much more often. Estate inspections will be increased, will be in a scheduled program, you will be invited to come along with us, and we will give you an opportunity to highlight any issues you are aware of via SMS or email.

**16.2%**  
said better  
communication

Like this Estate Action Plan, we want to make the communication you receive about your community more targeted - look out for more information about your estate or street in the coming few months.

As part of our new Housing Management System, we're reviewing all our letters—such as those about garden issues—to make sure we're communicating clearly and effectively on the things that matter to you.

We'd love your input! Join our **Armchair Critic Group – GO Improve** to share your feedback

remotely. You'll receive short surveys where you can comment on the wording of letters and other communications, helping us make them clearer and more tenant friendly.

**Your feedback on how we manage our estates is important.** It also helps us communicate how everyone plays a part in making Darnley a great place to live.

We'll be carrying out a survey on our estate management services later this year—make sure you take part and have your say!

Do you have feedback on the Darnley Estate Action Plan?

Are you interested in getting involved and helping us to improve your estate?

Do you want to nominate a neighbour or someone in the community who is making a positive impact?



If you are interested in finding out more about how you can improve your estate, help us to improve how we communicate estate issues or give your feedback on the Estate Action Plan for 2025, please complete the short survey. A link to the survey is attached to the SMS or email you received with this action plan but you can also complete it by visiting <https://cxfb.co.uk/cx/b59-wdb> or via the QR code.

## Contact Us

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

 0141 638 0999

 07860 055293

 [www.glenoaks.org.uk](http://www.glenoaks.org.uk)

 [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)

 Glenoakshousing

 @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](mailto:jade.shannon@glenoaks.org.uk)**



Charity No. SCO34301  
Financial Services Authority Reg No: 2402R(S)  
Scottish Housing Regulator No: HCB24