

# Pollok

## 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 Pollok.
- ✓ 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 Pollok.



**100%** of tenants said  
Pollok is a good place to live.



**100%** were satisfied with  
our management of the estate.

### Summary of key points

Your top priorities for improvements in Pollok include enhancing the condition of open spaces, improving parks and green spaces, and introducing a garden maintenance service.

While no serious concerns were raised in the area, tenants did highlight a few minor issues such as dog fouling, litter, and the dumping of bulk items. 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 Pollok, 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 Pollok

We want to act on the issues that are important to you and make sure our future investments plan in the area meet your expectations and preference. Based on the feedback we have received via the triannual survey, rent consultation results and considering our budgets, 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 Pollok Community Group</b> .	August 2025
2.	<b>Create a joint Estate Inspection schedule</b> with Jade (our Estate Coordinator) and Tenancy Services Officers for Pollok. 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 Pollok 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 Pollok Community Group</b> to support tenant-led services and improvements.	August 2025
11.	<b>Support the GO Pollok Community Group</b> to develop a <b>Pollok 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.	September 2025
13.	<b>Increase dog fouling signage</b> in key problem areas of Pollok.	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
16.	<b>Carry out consultation and a SWOT analysis</b> on a potential chargeable garden maintenance scheme.	February 2026
18.	<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



**33**

Pollok tenants took part in the survey.



**100%**

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



**100%**

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 Pollok were higher than the overall average across all areas. In Pollok, 100% of respondents said it was a great place to live, compared to 93% overall. Additionally,

100% were happy with our management of the neighbourhood, compared to 89% across all areas.

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

In Pollok the top 3 priorities were:

**79%**

said improving open space maintenance (shrubs and grassed areas)

A high percentage of Pollok tenants identified improving open space maintenance as their top priority for the area. We currently carry out grass cutting and weeding across our estates, and we want to hear your feedback on this service more regularly. This will also give you the opportunity to raise any issues for our

Estate Coordinator to address during estate inspections.

Please note that some open spaces are not managed by us. However, by creating a 'GO Pollok' Community Group, tenants can help us access funding to enhance the physical environment throughout Pollok.

**61%**

said improving parks and green spaces

In Pollok, we don't own any of the parks or green spaces. However, with the creation of a Pollok Community Group, we hope to access additional funding to improve areas that

fall under council responsibility. This group could also help create more opportunities for community-led projects driven by Pollok tenants.

**55%**

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.

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



There were no serious issues in Pollok



**26%**  
said litter and rubbish was a minor problem



**23%**  
said dog fouling was a minor problem



**19%**  
said the dumping of bulk items was a minor problem

Feedback in Pollok was generally positive, with no serious issues reported and only three minor concerns raised. In response, we'll be improving signage around fly-tipping and dog fouling. The creation of a GO Pollok Community Group will support local

litter-picking events, and increased inspections will help tackle litter and rubbish in the area. However, we all have a role to play—please help keep Pollok clean by not littering.

## 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 and visible in our communities.** Our recent staff restructure means that our Estate Coordinator, Jade, will continue to be out and about regularly. In addition, our Tenancy Services Officers and Property Services Officers will now be spending much more time on our estates.

Estate inspections will be increased and follow a scheduled programme. We'll invite you to join us during these inspections and give you the opportunity to highlight any issues you're aware of—either in person or by contacting us via SMS or email.

**16.2%**

said better  
communication

Just like this Estate Action Plan, we want to make the communication you receive about your community more targeted. Look out for more updates about your estate or street in the coming months.

As part of our new Housing Management System, we're reviewing all our letters—especially those about close or back court issues—to ensure we're communicating clearly on the things that matter to you.

You can help shape this by joining our Armchair Critic Group – GO Improve. This group gives feedback remotely via short surveys on things like the wording of letters and other communications.

Your feedback on how we manage our estates—and how we communicate about it—is vital. Everyone has a part to play in making Pollok a great place to live. We'll be running a survey on our Estate Management services later this year, so make sure to take part and have your say!

Do you have feedback on the Pollok 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

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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

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