

Darnley

Estate Action Plan 2016/2017



The purpose of the Estate Action plan is to clearly identify how the Association will 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 out with Glen Oaks H.A.
- Ensure a copy of the plan will be delivered to every household in the Associations estates.

The Darnley area is serviced by two Housing Officers and a Housing Assistant, their details are below:

David Crawford

Role: Housing Officer - Rent

Direct Line: 0141 620 2721 Email: david.crawford@glenoaks.org.uk

Alison MacKenzie

Role: Housing Officer - Tenancy Management & Antisocial Behaviour
Direct Line: 0141 620 2703 Email: alison.mackenzie@glenoaks.org.uk

Kirsty Wilson

Role: Housing Assistant - Estate Management
Direct Line: 620 2714 Email: kirsty.wilson@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 phoning Glasgow City Council on 0141 287 9700



Bin Uplifts

Glasgow City Council operates a 7 day bin service in the Darnley area and the collections per street are as follows:



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

STREET	GREEN BIN (fortnightly)	BLUE BIN (fortnightly)	BROWN BIN (fortnightly)	PURPLE BIN (4 weekly)
Glen Esk Place	Sunday	Sunday	Sunday	Wednesday
Glen Esk Drive	Sunday	Sunday	Sunday	Wednesday
Glen Esk Crescent	Sunday	Sunday	Sunday	Wednesday
Glen Cona Drive	Sunday	Sunday	Sunday	Wednesday
Ben MacDui Gardens	Sunday	Sunday	Sunday	Wednesday

Emptying of street litter bins and mechanical sweeping is undertaken in Darnley 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



Our landscaping service is provided by Caledonian Maintenance Services. If you have any queries relating to this contract please contact Lynneanne 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 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 in the year). Weed spraying is undertaken 6 times a year and hedge/shrubbery are trimmed 3 times.

COMMUNAL DE-LITTER

Our landscaping contractor de-litters 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. Any incidents of fly-tipping must be reported 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 this to the ETF hotline on 0300 343 7027, or alternatively by twitter @theenvtaskforce or by Facebook envtaskforce or by downloading the myglasgow app to your smartphone.

You can find more information on the ETF at - <https://www.glasgow.gov.uk/index.aspx?articleid=17179>



GARDEN MAINTENANCE



If you have a garden and would like some help to maintain it, the Association offer a garden maintenance 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 three times during the growing season this service is payable by a 4 weekly service charge of £7.09. Please note this charge is not included in any Housing Benefit payments.

Routine inspections

GARDEN INSPECTIONS

These 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. Out with the growing season gardens are still monitored to ensure these areas are kept tidy and 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 your garden area is kept litter free, tidy and well maintained.

Hanging Baskets

This year we will have no hanging basket flower displays in any of our areas. Unfortunately Glasgow City Council Land and Environmental Services have confirmed that due to budget cuts this year they are unable to provide this service throughout the city.

I think we can agree the flower displays provide a beautiful burst of colour in our streets and will be missed this year.

Hopefully they will be able to reinstate this service next year.



ESTATE INSPECTIONS

Inspection of the Darnley Area is conducted on a regular basis at the same time as the garden inspections. Housing Services Assistants report on all estate issues as contained in the Estate Management policy, issuing instructions to 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 garden and making our estates look good! However we feel that we should highlight a common issue that is 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 examples below.



Tenants/Residents responsibility

As a Tenant/Resident living in the Darnley area it is also your responsibility to report any estate issues to ensure the area you are living in is maintained and improved.

Below is a list of numbers you may find useful:

Graffiti & 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 Technical Services by

calling **0141 638 0999** and selecting option 1 for Repairs.

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**.



Recent community activity in Darnley

Getting Involved

Glen Oaks are 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 health and well-being for local people as well as raising awareness of environmental issues. We are trying to establish a residents 'Environmental Group' that will work to sustain a better local environment. If you would like to be part of this project or have suggestions on what environmental issues you would like to see improved please contact Kirsty Wilson on 0141 620 2714 or alternatively Kirsty.wilson@glenoaks.org.uk.

Police And Communities Meeting (PAC)

Every quarter Glen Oaks holds an evening Police and Communities meeting at our office. Police, Local Councillors and Community Safety Glasgow Officers in attendance as well as Glen Oaks staff to answer any questions relating to tenancy matters. These meetings give residents the opportunity to voice their concerns/ 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 for example - anti social behaviour, roads/ lighting faults, illegal activities and traffic concerns. We will also update tenants of future meetings by texts and in 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 neighbours garden. We award prizes for the best gardens 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! Just contact our office to enter on 0141 638 0999 or email go@glenoaks.org.uk. Deadline for entries 29th August.



2015 Winner Darnley



The **Residents Conference** is an annual event, and is open for all tenants to attend. Free transport (where needed), food and refreshments are also provided for all who attend. This is an opportunity for tenants / residents to have a say and find out what the Association are doing for their Estates. Last year's event held in the Crookston Hotel with high tea, drinks and entertainment proved popular among tenants/residents. This year's details will be issued to tenants / residents nearer the time and will be advertised in our Summer/Autumn 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

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

Telephone: 0141 638 0999
Fax: 0141 638 5999
Email: go@glenoaks.org.uk
Web: www.glenoaks.org.uk

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

If you have an **emergency repair** outwith office hours, including weekends and public holidays, please contact the following telephone numbers:-
**Gas Central Heating/
Hot Water Emergencies (GasSure):
01294 468 113**
**All other emergency repairs:
(City Building) 0800 595 595**

This document, and any others produced by Glen Oaks Housing Association are available in 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 pop in to our office.

