

# Arden

## Estate Action Plan 2017/2018



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.
- Create and involve our residents in Estate Action Groups.
- 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.

Glen Oaks have three Housing Services Assistants (Sandra and Sue job share) who deal with Estate Management issues, their details and area patches are detailed below:

### Sandra Waterson & Sue Petrie

**Direct Line:** 0141 620 2716 or 2715    **Email:** sandra.waterson@glenoaks.org.uk  
**Email:** Sue.petrie@glenoaks.org.uk

**Area Patch:** Kilmuir Crescent (2-12) (15-47) & (50-98 New Build)  
Kyleakin Road (72-97 & new build) • Kilmuir Road (21 - 31 & 4 - 54)  
Kilmartin Place (1 - 17) • Kyleakin Terrace • Kylerhea Road • Hopeman Avenue (9 - 25)

### Kirsty Wilson

**Direct line:** 0141 620 2714    **Email:** kirsty.wilson@glenoaks.org.uk

**Area Patch:** Kilvaxter Drive • Kilmuir Crescent (24-44 New Build)  
Kilmartin Place (2 - 22) • Kyleakin Road (9 - 52) • Kilmuir Road (3-17 & New Build)  
Kilbeg Terrace • Kilmuir Drive (5) • Kilmaluag Terrace • Lunestone Court

# Current Services!

## Stair Cleaning Service



A stair cleaning contract is in place, the current contractor is Caledonian Maintenance Services. They won the tender for the contract to cover the period 2015 - 2017. The contract started on 23 March 2015.

Details of the service of works are:

### Weekly

- Stairs & landings are swept & washed
- Front paths swept & de littered
- Graffiti removed where possible

### 4 Weekly

- Windows washed
- Walls and stair railings cleaned
- Communal close doors cleaned

This service is payable by a 4 weekly service charge of £7.80 which is included in the rent charge.

The Housing Services Assistants randomly inspect the closes and the Association send out Close Cleaning Satisfaction surveys in line with inspection schedules set out by the Housing Services Manager.

### Communal stairs - What is the Tenants / Residents responsibility?

It is the tenants/residents responsibility to clean up any spillage and litter in between cleaning days and to ensure landings, stairs and entrances are kept clear of large items such as prams, bikes, bulk items etc...

## Cleansing – Refuse Uplift



Arden has an uplift rota for household refuse as set out below.

**Tenement Properties** – You may have noticed that we have replaced the metal bins in our tenement properties with Green Wheeled Bins. These bins are emptied by Glasgow City Council's cleansing department every week on a Wednesday.

**Main Door Properties** – Wheeled bins are emptied alternatively as follows:

**Green Wheeled bins** are emptied every two weeks on a Saturday. (For general household refuse)

**Blue Recycle bins** are emptied every two weeks on a Saturday. (For newspapers, plastics and tin cans)

**Brown Wheeled Bins** are emptied every 2 weeks on a Saturday. (For garden waste, i.e. cut grass, hedge trimmings etc.)

**Purple Wheeled Bins** are emptied every 4 weeks on a Saturday. (For glass bottles, jars etc.)

## Bulk Uplift Pull Through Service, Sweep & De Litter



Tenants living in tenement properties have a bulk uplift service which includes a sweep and de litter service for the back courts. Caledonian Maintenance Services are the current contractors who provide this service. They are responsible for pulling all bulk items through to the pavement every week on a Monday. The Cleansing Department will follow on and be responsible for uplifting all the bulk items from the front pavement as they provide this part of

the service.

White goods and small electrical appliances will be pulled through to the kerbside every alternate Monday. The Cleansing dept. is responsible for uplifting these items via a special uplift. **Please note no bulk items will be uplifted on a Bank Holiday Monday as the Cleansing Dept. do not operate on these days.**

Caledonian Maintenance Services sweep and de litter all the back courts every week on a Tuesday. This service is payable by a 4 weekly service charge of £2.69 which is included in the rent charge.

## Backcourts – what is the Tenants/Residents responsibility?

BULK ITEMS	
DO	DONT
Place items at the side of the bin store for uplift on a Monday.	Put items inside the bin store.
Tie loose items together, i.e. laminate flooring, wood etc.	Leave items loose to be scattered over the back court. Cleansing won't uplift them.
HOUSEHOLD REFUSE	
DO	DONT
Tie and secure refuse bags.	Place loose items in the bin store, Cleansing won't uplift items that are not bagged.
Place refuse bags in wheeled bins provided	Do not leave refuse bags outwith the wheeled bins or on the bin store floor.
Put paint tins in tied secure bags and place in the bin store for uplift.	Put out paint tins un bagged as Cleansing won't uplift them. This could increase graffiti and vandalism in your area.
Minimise the amount of refuse in the bin store by recycling your plastic bottles, newspapers and aluminium tins/cans	Misuse the blue recycle bins, don't use as a normal bin, only use for acceptable recycling items.

## Landscaping Contract

This service is provided by Caledonian Landscaping Services. If you have any queries relating to the landscaping contract please contact Lynneanne Ferguson, Projects Officer on 0141 638 0999.

## Communal Landscaped Areas

During the growing season from 6 April to 9 October the communal grassed areas are cut fortnightly (approximately 14 cuts in the year) Weed spraying is undertaken 6 times, hedges and shrubbery are cut back 3 times.

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 De Litter Service

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

Glasgow City Council Cleansing Dept. is responsible for emptying the street bins and de littering our roads and pavements.

Residents must report any incidents of fly tipping to Clean Glasgow on 0300 343 7027.

## 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 above.



## Garden Inspections

These are currently inspected on a regularly 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 garden areas are kept tidy and litter free. Tenants / Residents are responsible for maintaining their gardens and keeping them litter free.

## Estate Inspections

Inspections of the Arden Estate are conducted on a regular basis, usually after the Cleansing Department have completed the refuse uplift, on a Wednesday. 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.

## Tenants/Residents responsibility

As a Tenant/Resident living in the Arden 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**.

## The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

### Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

### If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice  
**CALL 0800 0731 999**  
or visit our website at  
**www.firescotland.gov.uk**



## 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 £8.91. Please note this charge is not included in any Housing Benefit payments.

# 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. If you would like to be involved in making environmental improvements in your area and are interested in being part of an Estate Action Group please contact our office on 0141 638 0999 and ask for Sandra, Sue or Kirsty for more information.

# Police And Communities Meeting (PAC)

Every quarter Glen Oaks hold an evening Police and Communities meeting at our office. Police, Local Councillors and Community Safety Glasgow Officers are 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. Tenants/Residents will be updated with details 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 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](mailto:go@glenoaks.org.uk). Deadline for entries Friday 18th August.



Overall Achievement Winner



The **Residents Conference** is an annual event, and is open for all residents to attend. Free transport is provided (where needed). This is an opportunity for tenants/residents to have a say and find out what the Association is doing for their area. This years details will be issued to tenants/residents nearer the time and will be advertised in our Summer and Autumn Newsletters.

# 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>

**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](mailto:go@glenoaks.org.uk)  
**Web:** [www.glenoaks.org.uk](http://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



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.

