

LOOKING GOOD –

A GUIDE TO YOUR ENVIRONMENTAL SERVICES

INFORMATION SHEET 11



Easthall Housing Park Housing Co-operative is committed to creating a great neighbourhood where people are proud to live. This includes keeping your estate well maintained and “looking good”.

This information booklet explains:

- What services we provide.
- The standards of service you can expect.
- How you can help us improve those services.

Environmental Services – what does this mean?

It means our services that have an impact on the estate. These include:

- Cleaning communal areas.
- Removing litter.
- Grounds maintenance on common ground.
- Garden maintenance.
- Estate inspections.



Glenburn Centre, 6 Glenburnie Place, Glasgow G34 9AN.
Tel: 0141 781 2277, Fax: 0141 773 1958,
Email: general@easthallpark.org.uk

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Often we deliver services that complement or enhance services provided by Glasgow City Council. We will deliver the above service in areas that we own. We will however also work closely with Glasgow City Council to ensure a high standard of delivery for services which we are not responsible for.

Putting our money where our mouth is!

We have increased our environmental budget by over 30%. This is in direct response to tenant feedback that suggested this was an area where improvements could be made.

How can you help us improve services?

We regularly monitor and report on how well we are performing against these standards. We do this by inspecting contractors performance each week and collecting residents feedback and put the results in our newsletter and highlight them at our reception.

The standards for our environmental services are listed on the following pages.

You can get involved by:

- Responding to our satisfaction surveys and forms.
- Letting us know when our standards are not being met.
- Reporting any environmental work you feel is needed.



Useful Telephone Numbers

- **Glasgow City Council bulk uplift service** 0141 287 9700
- **Glasgow City Council abandoned cars** 0141 276 0859
- **Glasgow City Council fly tipping** 0800 027 7027
- **Glasgow City Council pest control** 0141 270 1558

You can obtain further information on Glasgow City Council services by accessing their webpage www.glasgow.gov.uk

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Household waste

- Put your household rubbish in bins provided.
- To remove bulk items – you need to phone Glasgow City Council on 0141 287 9700 and follow guidelines.
- Clean up after your dog – for further information, refer to our “Keeping a Dog” information leaflet.
- Let us know if you see anyone dumping rubbish on the estate.

By working together we can ensure Easthall continues to be a “great” place to live!

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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Services and Standards

Litter pick-up and weed removal

- We will arrange for a litter pick-up to take place twice weekly on a Monday and Friday (on holiday weekends days will change to either Tuesday or Thursday).
- We will remove weed growth and moss from all hard and paved surfaces twice a year (this will include driveways and car parking bays).

Bin collection

- On a weekly basis, all bins at tenement properties will be uplifted and located for uplift by Glasgow City Council and returned after being emptied.
- Clean bin areas

Grass cutting

- We will carry out 14 cuts per year of all common areas removing all the grass.
- Tenants accepted onto the Easthall Park Housing Co-operative Garden Maintenance scheme will have their garden cut on 14 occasions and all cuttings removed.

Hedges

- All identified communal hedges will be cut 3 times a year and all clippings removed from the site.

Beds

- Shrub beds will be maintained 3 times a year, this includes removal of weeds, pruning and trimming and the identification of areas where plants need replacing or additional planting is required.

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Close Cleaning

- All tenement closes will be cleaned on a weekly basis.
- The contractor will record when they visit and how long the clean took on a sheet kept in the communal area.

These are the main standards you can expect:

- All door mats to be shaken to remove soil.
- Stairs and landings to be swept and soil removed.
- Stairs and landings to be mopped.
- Ledges to be wiped clean.
- Graffiti to be removed.
- Each month the internal and external windows and close tiles will be cleaned.

Pest Control

- If within the property, the Co-operative will remove any insect infestation. However, if it is outwith the fabric of the building i.e. in the garden, it is your responsibility. Glasgow City Council provide a pest control service – 0845 270 1558.

Estate Inspections

- We carry out a comprehensive weekly inspection to ensure standards are being achieved.
- We aim to develop this through our Tenants Panel, “Your Voice – Your Choice”, so interested tenants can accompany staff on these inspections.



Your Responsibilities

As indicated, Easthall Park Housing Co-operative is committed to keeping the estate clean and pleasant for everyone. As a tenant of Easthall Park you too have responsibilities. These include:

Gardens

- Keeping your front and rear garden tidy and free from rubbish.
- Maintain all plants, shrubs, hedges and trees in your garden.
- You must not cut down or remove any established trees or boundary fences without our prior permission.

Communal areas

- You must use shared areas in a reasonable way.
- You must not obstruct corridors, staircases of common areas.