

HOW YOU CAN ASSIST US TO ENSURE ALL AREAS ARE MAINTAINED AND LOOK GOOD AT ALL TIMES

You can assist by letting us know when our standards are not being met and reporting any environmental work you feel is needed.

You can also assist by reporting issues directly to the responsible party. For example, contacting Glasgow City Council regarding your bin not being uplifted as opposed to contacting us.



LOOKING GOOD – A GUIDE TO YOUR ENVIRONMENTAL SERVICES

INFORMATION SHEET 11



INTRODUCTION

Easthall Park Housing Co-operative is committed to creating a great neighbourhood where people are proud to live. This includes keeping all areas within Easthall and Kildermorie well maintained and looking good.

This information booklet shall assist with this as it explains:

- What services we provide
- The standards of service you can expect from us
- What services are the responsibility of Glasgow City Council
- How you can assist us to ensure all areas are maintained and look good at all times
- What to do should an area not be to a satisfactory standard

The booklet also contains pictures to help residents identify what is an acceptable and unacceptable standard.

RATING YOUR ESTATE

To ensure that all areas are kept clean and in good condition, estate inspections are carried out on a regular basis. Staff of Easthall Park Housing Co-operative aim to carry out inspections once per week to check that the area is being maintained to a satisfactory standard. This will ensure as clean and tidy an environment as possible for everyone in the area to enjoy.

We have included in this booklet a guide to what you should expect from us, and also Glasgow City Council, in maintaining your area. Photographs used within this guide give an idea of what you should expect as an acceptable standard, and what would be considered unacceptable. These photographs are a guide only and there are differences across different areas meaning the photographic examples given are not

absolute and should only be used as a reference point.

This guide allows residents to check that the area is being maintained to the standard that they should expect, and offers guidance on who to contact if there are any issues that we may not be aware of following our estate inspections.

Following each estate inspection carried out by Easthall Park all issues identified are actioned with the relevant agency, or if it is our responsibility we will ask our estate caretakers to take action as swiftly as possible to resolve the problem.

This guide should help all residents get an understanding of the kind of things we look for, and also what we are responsible for and what is the responsibility of Glasgow City Council.

How to contact us

By phone 0141 781 2277 By email enquiries@easthallpark.org.uk via Facebook or Twitter [#Easthallpark](https://twitter.com/Easthallpark) or calling in to the office at: **Glenburn Centre, 6 Glenburnie Place, Easterhouse, G34 9AN**

Opening hours;

9 am – 5pm Monday/Tuesday/Thursday

9 am – 3pm Wednesday

9 am – 3.30pm Friday

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 at the above address.



April 2016

LOOKING GOOD – A GUIDE TO YOUR ENVIRONMENTAL SERVICES

INFORMATION SHEET 11

FLY-TIPPING

The removal of items that have been as a result of fly-tipping is the responsibility of Glasgow City Council. Glasgow City Council deal with all cleansing and waste disposal matters. Should you come across any instances of fly-tipping then you should report this to Glasgow City Council in the first instance.

The responsibility for issues such as fly-tipping lies with a branch of the Council called Clean Glasgow. To report fly tipping to them please call 0300 343 7027. This can be done without the need for you to provide your details if you wish to remain anonymous. You can also make an anonymous report online at www.cleanglasgow.org.uk

If the Co-operative has to remove bulk rubbish, we will attempt to identify those responsible so as to recharge the cost of this work.



GRAFFITI

The removal of graffiti is a service carried out by the Council through Clean Glasgow. The procedure for contacting about graffiti is the same as for fly-tipping. Clean Glasgow can be contacted on 0300 343 7027 or you can report any issues online at www.cleanglasgow.org.uk

Clean Glasgow will remove the graffiti as soon as possible, and where the graffiti is offensive

they aim to do this as a matter of urgency usually within 24 hours.

Easthall Park estate caretakers can remove graffiti if required but only as a last resort when the Council is not able to within a reasonable time. We aim to remove offensive graffiti within 24 hours and all other types of graffiti within 48 hours.

VANDALISM

All areas should be free of vandalism and any damage should be reported and made safe. Should any acts of vandalism be carried out at an Easthall Park property then the tenant should contact the Police. Once the incident has been reported to the police they will be provided with a police reference number which they should provide to us when reporting the issue. We will then instruct our contractor to attend to repair and make safe any damage at no cost to the victim of the vandalism.

Where the vandalism has occurred in a close or common area maintained by Easthall Park you should report this to us as soon as possible and we will look to get any necessary work carried out as soon as possible.

Any act of vandalism that is carried out on property not owned by Easthall Park should be reported to the relevant department of Glasgow City Council. Some useful contact numbers are listed below, that should help anyone looking to report vandalism to the correct agency.

Roads and lighting 0800 37 36 35

Cleansing department 0141-287 9700

Police Scotland (non-emergency) 101

Clean Glasgow 0300 343 7027

Water mains leakage or bursts 0845 600 8855

Crimestoppers 0800 555 111

Should you be unsure of who to report a problem to please contact our office where a member of staff will assist you in locating the relevant department to report it to.

LOOKING GOOD – A GUIDE TO YOUR ENVIRONMENTAL SERVICES

INFORMATION SHEET 11

DOG FOULING

Dog fouling is an issue that presents challenges in both public spaces and within communal gardens and closes. Dog owners are responsible for the removal of any mess left by their dog, and should never leave any mess that their dog is responsible for.

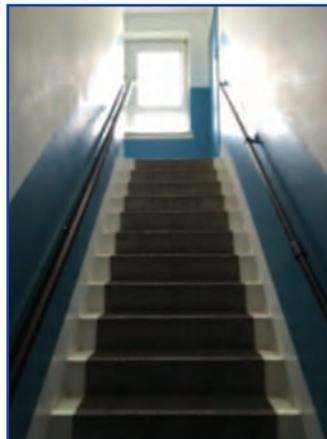
Where a dog owner has allowed their pet to foul and has not cleaned this up, Clean Glasgow will look to take action against this person.

To report dog fouling to Clean Glasgow you can call them on 0300 343 7027, or you can report any issues online at www.cleanglasgow.org.uk

You should also report dog fouling issues to us as we will attempt to address this issue with the person should they be a tenant with Easthall Park. We categorise these types of issues as a Category C complaint.



Good well maintained close



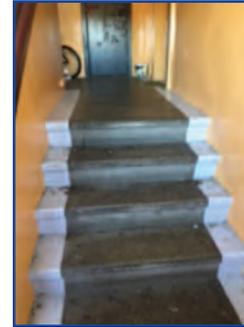
CLOSE CLEANING

Easthall Park employs a team of estate caretakers who carry out all necessary work to clean closes and make sure they are to a standard that residents are happy with.

Our estate caretakers carry out a clean of each close every week including cleaning all floors, ledges, stairs, windows (monthly) and remove all litter from the close. They also brush the front common path area to ensure this is free from litter and weeds.

Should any resident have any concerns or queries about close cleaning then they should contact our office to discuss this.

Bad close



Please be aware that residents should also take responsibility to ensure their close is kept clean and tidy at all times. This may mean at times brushing and mopping the close. It is not the responsibility of the estate caretakers to clean up mess which a resident has caused. It's important that it is recognised that you should clean the mess if you have created it. Don't leave it for other neighbours or our estate caretakers.

GRASSED AREAS AND SHRUBS

These communal areas should be kept free of litter and refuse. Our team of estate caretakers maintain these areas on a weekly basis.

Staff from Easthall Park will also inspect these areas during our weekly walkabouts.



Good well maintained garden

HEDGES AND GARDENS

Gardens are inspected on a weekly basis by Easthall Park staff. If gardens are not maintained to a satisfactory standard, we will take the necessary action to address the issue as quickly as possible.

Discretion can be exercised in terms of the number of warnings and corrective action when dealing with untidy gardens. Consideration is given to the level of growth, condition and actual ability within household to respond quickly.



LOOKING GOOD – A GUIDE TO YOUR ENVIRONMENTAL SERVICES

INFORMATION SHEET 11

The below are general timescales used when dealing with untidy gardens:

Letter 1 – Giving 3 days to bring garden up to standard

Letter 2 – Giving 7 days to bring garden up to standard

Final warning letter – Giving 7 days to bring garden up to standard

If at the end of this period the garden has not been brought up to a satisfactory standard we will instruct our estate caretakers to carry out and recharge the tenant the cost of this work.

If you are a tenant of Easthall Park and are eligible to receive our free garden maintenance service you will receive 14 cuts per year between the months of April and October. All cuttings will be removed and placed with your garden waste bin.



Bad gardens

BINS/BIN AREA

Glasgow City Council is responsible for bin collection. Should you have any complaints or comments regarding bin collection you should contact the Council on 0141 287 9700. This includes if you bin is missed during collection.

If you use a communal bin (tenement properties only) once the bin has been uplifted the Council will swept clean the store area to ensure it is free of any litter or refuse.

If you live in a main door property and you find that you are unable to move your bin to the kerbside for collection you should contact the Customer Care Team at Glasgow City Council as they are able to arrange assistance.

Customer Care Team (Glasgow City Council): 0141 287 9700.
If you require a new bin because your bin has been lost or stolen you should contact Glasgow City Council who will arrange a replacement to be delivered to your property. There is a charge for this - £47.

The Council will not charge if your bin has been damaged through wear and tear.



ABANDONED VEHICLES

A vehicle is considered to be abandoned if it meets the following criteria:

- the vehicle structure/glass has been damaged by vandalism as opposed to damage caused by a road traffic accident or
- the vehicle has unsecured doors, boot open etc.
- the vehicle has been partially or fully burnt out

If you notice a vehicle that meets any of the criteria above then contact the Councils Abandoned Vehicles Helpline. You will be asked to provide as much of the following information about the vehicle as possible -

- make and model (e.g. Ford Fiesta)
- colour
- registration number
- exact location (e.g. outside No.6 Glenburnie Place, Easthall)
- general condition of vehicle

Abandoned Vehicles Hotline: 0141 276 0859

E-mail: ispound@glasgow.gov.uk