

Mid Argyll Estate Action Plan 2023/24

The purpose of the Estate Action plan is to clearly identify how ACHA will deliver excellent and responsive local services to each of our estates.

Our aim is to:

- Inspect our estates regularly to identify and prioritise any problems
- Advise of the services we provide on your estate

Your local team in Mid Argyll:

Jane Hepburn (Housing & Neighbourhood Services Assistant)

Emma Oates (Housing & Neighbourhood Services Officer)

Ross Logan (Property Services Officer)

Rachael MacIndeor, Sheila Gillen & Chloe Wilson (Customer Services team)

Estate inspections

Your local housing team inspects our estates on a regular basis. Each area is risk assessed and inspected monthly, every three months, or twice a year, depending on the level of risk.

During the inspections, we look at all areas owned by ACHA or where we own land in common with others, including grassed areas, paths, closes and gardens.

Where we see a problem we take action. This could be by raising a repair, arranging for rubbish to be uplifted, asking for an inspection from a technical officer, or contacting residents to ask them to deal with something that is their responsibility.

If something is not ACHA's responsibility, we will be a responsible landlord and report it to the relevant agency, e.g. Argyll & Bute Council. We aim to remove offensive graffiti within 24 hours and other graffiti within 20 days.

To report an issue with an ACHA estate, please call our Customer Service Centre on 0800 028 2755.

Estate inspections - how often we check your area

We will inspect more often if needed, for instance in Summer when lawns are getting long, or if there is a local issue of concern.

Inveraray

Areas with internal closes: monthly

Areas with no shared closes: every three months

Riochan play park: monthly

Furnace: every three months

Furnace play park: monthly

Lochgilphead

Areas with internal closes: monthly

Areas with no shared closes: every three months

Duncholgan TP site: weekly visit

High Bank Park play park: weekly

Duncholgan play park: weekly

Ardrishaig

Areas with internal closes: monthly

Areas with no shared closes: every three months

Tarbert

Areas with internal closes: monthly

Areas with no shared closes: every three months

Kingsway play park: weekly

Ford, Eridine, Kilmartin, Kilmichael Glassary, Ardfarn/Craignish, Minard, Cairnbaan, Crinan, Achahoish, Clachan, Torinturk: twice a year

Kilmichael Glassary play park: monthly

Play park inspections



Your local housing team inspects our play parks regularly. How often they are inspected depends on how densely populated the local area is. All staff who carry out play park inspections are ROSPA (Royal Society for the Prevention of Accidents) trained and their training is refreshed every 3 years.

To report an issue with our play parks, please call our Customer Service Centre on 0800 028 2755.

Gardens & closes - keeping them safe and tidy

Some of our tenants pay a service charge for maintaining their shared gardens and closes, whereas some tenants are responsible for maintaining these areas themselves. Your tenancy agreement tells you whether you pay for a service, and your annual rent letter tells you how much you pay.

ACHA also maintains some communal green areas which are shared between our tenants and private owners. Residents are not currently charged for this service.

ACHA's grounds maintenance service:

- Carried out between the months of April and September every year.
- Covers grass cutting, hedge cutting, weed-killing and bed maintenance.
- Our grass cutting services provides either a high, medium or low cut depending on the area. High cuts are cut 14 times a year, medium cuts are cut 7 times a year and low cuts are cut twice a year.
- For information on how often we cut specific areas on your estates please contact us on 01546 605800 or email housing.midargyll@acha.co.uk

ACHA's close cleaning service:

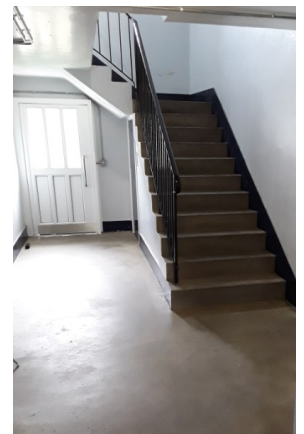
- **MacMillan Court:** fortnightly cleans, quarterly deep-clean, internal & external windows cleaned four times a year, bin area clean four times a year.

Gardens - tenants' responsibility:

- To keep your garden in a tidy condition
- To cut grass and any hedges regularly and keep the area weed-free
- To remove any rubbish or fouling from pets
- **Shared drying greens or gardens:** to take your turn cutting grass

Closes - tenants' responsibility:

- To take your turn keeping your close and steps/stairs in clean & tidy condition. This includes washing windows and wiping down walls.
- To keep the close safe by keeping it clear - no bikes, pushchairs or personal possessions that could cause a trip or fire hazard.



One of our closes looking immaculate

Assisted gardening scheme

Our assisted gardening scheme offers a free grass-cutting service to residents who are struggling with long-term illness or disability. This service is limited and there are currently no free spaces. If you feel that you qualify, please contact our Mid Argyll housing team to ask to go on the waiting list.

Keep these numbers - how to report issues

Sometimes there will be an issue in your area that is outwith ACHA's responsibility to put right, so residents need to contact a different agency. These contacts can help.

Uplifts of bulk refuse, street lighting, dog fouling (not on ACHA land), road faults (Argyll & Bute Council)

01546 605514

See Argyll-bute.gov.uk for more information or to use their online reporting service.

For issues with an ACHA-owned area such as broken railings, close lights not working, raised slabs, or fly-tipping, **please call ACHA's Customer Service Centre on 0800 028 2755** or by emailing achacustomerservicecentre@acha.co.uk

Estate improvements

Do you have an idea for how your local estate or communal area could be improved?

ACHA has funding programmes for environmental improvements and we're always on the look-out for suggestions from our tenants.

To discuss your suggestions for making your area a better place to live, please get in touch with your local housing team.



Bike shed at MacMillan Court, Ardrishaig, funded by ACHA improvements programme



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