



**Your Local Housing and Neighbourhood Assistants are here to help:**

**Name: Irene Woodrow**

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**Tel: 01546 6055890**

**ACHA run a Garden competition every year & entries are submitted to ACHA's Board of Management who decide on the winners.. The Islay winners for 2023 are:**

- 1) Mr & Mrs Campbell, 29 Ardview, Port Ellen**
- 2) Mrs L Hart, 12 Mansefield Road, Port Ellen**
- 3) Miss M MacGregor, 2 Burnside, Bruichladdich**

# Estate walkabouts

## Your chance to join our team

If you want to have a say on how your local environment is managed, come and join our local team in an estate walkabout in your area.

These joint trips out are your chance to see how your housing team inspects the area, how they deal with common issues, and what they have to tackle in their roles

**Come and join Seonaid, Irene & Colin out on our estates for a brisk walkabout! Our staff will welcome any ideas or suggestions you may have to help improve out estates.**

In Autumn/Winter 2023, we visited our two largest villages Bowmore & Port Ellen areas our next areas to visit are:

**Bruichladdich: 27th February (morning)**

**Port Charlotte: 27th February (morning)**

**Portnahaven: 27th February (morning)**

### **Your local team on Islay:**

**Irene Woodrow** (Housing & Neighbourhood Services Assistant)

**Colin Fraser** (Property Services Officer)

**Fiona MacNeill, Jamie Benson & Beverley Gairns** (Customer Services team)

**Contact us direct on 01546 605890 or [housing.islay@acha.co.uk](mailto:housing.islay@acha.co.uk)**

## GARDEN INSPECTIONS



If you have a garden, please make sure you cut the grass and keep your garden tidy and free from litter. If you are not able to cut the grass you are responsible for making suitable arrangements to ensure that it is kept in a tidy condition. Our Housing & Neighbourhood Assistant regularly inspects gardens during the growing season as part of their wider estate inspections to ensure that your area is looking at its best.

## ASSISTED GARDEN SCHEME

If you are over 65 and/or are registered disabled and struggle to maintain your garden, you may qualify for the assisted grass cutting service. Please contact your local ACHA office for an application and you can be placed on our waiting list. Or call us on 01546605890 and we will post one out for you to complete and return.

## GROUND MAINTENANCE CONTRACT

Our teams are busy throughout the year looking after your estates. In terms of this tenant rent funded service, ACHA prioritises the maintenance of the ground of areas which are in general closest to our tenants, this includes the maintenance of grass areas, trees, shrubs and pathways.

## ESTATE INSPECTIONS



You will see your Local Housing and Neighbourhood Assistant throughout the year carrying out inspections of your local area, if you have any concerns please do not hesitate in discussing with the assistants whilst they are in the area.

We also carry out Estate inspections on a monthly basis across Islay, Jura & Colonsay, in which tenants are invited to join. You are welcome to join our staff if we are in your area, check the Estate inspection performance section on our website or contact your Area team to find out where they will be inspecting your area next.



## BULK UPLIFT

Argyll & Bute Council provide this service to assist with the collection and disposal of larger, bulkier items or if you have a lot of items to dispose of.

They charge £76.30 for a 10 minute

Collection and requests can be made on the Council website, by calling 01546 605514 or via email [enquiries@argyll-bute.gov.uk](mailto:enquiries@argyll-bute.gov.uk)

BULK ITEMS	
DO	DO NOT
Place items at the side of the bin area for uplift on bin day.	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	DO NOT
Tie and secure refuse bags.	Place loose items in the bin store. The Cleansing Department won't uplift items that are not bagged.
Place refuse bags in wheeled bins provided.	Do not leave refuse bags out with the wheeled bins or on the floor of the bin store.
Put paint tins in tied secure bags and place in the bin store for uplift.	Put out paint tins un-bagged as the Cleansing Department won't uplift them. This could also cause an increase in graffiti and vandalism in your area.

## STAIR CLEANING ADVICE

Residents and tenants are jointly responsible for taking turns to clean stairs, closes and other common areas.

Our staff inspect closes regularly.

Free training courses for  
ACHA tenants

ACHA are pleased to be able to offer all our tenants free online training via our provider, the Housing e-Academy. These courses can be accessed from any computer with an internet connection, and is available to anyone who is a social housing tenant. Courses can be completed at your own pace, in your own time. When you complete your training, you will receive a certificate to print out.

These courses have been developed specifically for tenants, and there is a course for everyone as the options range from practical help such as home maintenance, internet safety, preparing for interviews and feeding your family on a budget, to social and community issues such as anti social behaviour, drug and alcohol issues and cultural awareness.

To register, simply go to our website and click on the link <https://www.acha.co.uk/services-training/>

## GARDEN IN BLOOM

Do you or your neighbours have a garden to be proud of?

Every year we hold a Garden in Bloom competition which is open to all of our tenants. If you would like a chance to win a trophy and some vouchers by entering our 2023 competition, contact your local area office on how to apply or enter your neighbour.



## WORTH VISITING

The Round Church (also known as Kilarrow Parish Church) is one of Islay's most iconic buildings. It was built in 1767 & overlooks the village of Bowmore. It has been suggested that the circular design was intended to ensure that there were no corners where the devil could hide. It continues to attract visitors from around the world.



## ESTATE IMPROVEMENT PLAN

Your Area team has a small budget to promote environmental improvements across the Islay, Jura & Colonsay areas. The projects can include fencing renewal, common ground improvement or any project which improves environmental features which are in our ownership.

If you have any projects you think would fit the bill please contact your local Area team to discuss.

Working with our Grounds Maintenance teams to assist our tenants with communal areas which can at times become neglected. This makes such a difference when a little help can improve areas for our tenants to use in a cleaner environment.



## ANTI SOCIAL BEHAVIOUR ADVICE

Argyll Community Housing Association aims to play an active role in tackling anti-social behaviour within communities.

The Antisocial Behaviour Policy covers issues such as dealing and cultivation of drugs, violence, threatening behaviour, abuse, loud music, excessive noise, & general neighbour nuisances.

Noise Nuisance is a fact of everyday life and everyone has to accept that some daily activities will create noise. However, there are some types of noise which are unacceptable and some times of the day and night when noise really does cause a nuisance. It is expected of everyone to keep noise to a minimum

between the hours of 11pm and 7am. Our staff are experienced in dealing with noise complaints and will take action (including legal action) against tenants who are acting unreasonably. If your neighbours complain, please take it seriously because we will.

## CONTACT US

Visit us at 11 Flora Street, Bowmore, Islay, PA43 7JX

Email: [housing.islay@acha.co.uk](mailto:housing.islay@acha.co.uk)

Tel: 01546 605890