



Congratulations to Mrs Elizabeth Wilson, 5 Manse Place , Rhu (above left) for coming first in our recent Garden In Bloom competition. Well done also to Mrs Heather Henderson, 7 Barrs Terrace, Cardross (above right) on being in second place. They are both gardens to be proud of.

Thanks and well done to everyone who took part in this competition. We really did have some great entries.

**Your Local Housing and Neighbourhood Services staff are here to help:**



**Jackie Hardie**

Housing & Neighbour-  
hood Services Officer



**Ashley Rogers**

Housing & Neighbour-  
hood Services Assistant



**Sharon Wood**

Housing & Neighbour-  
hood Services Assistant

## 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.

In the interest of fire safety, we would ask that residents keep common close and stairways clear at all times.

## BULK UPLIFT



Argyll & Bute Council provide a bulk uplift service to assist with the disposal of large bulkier items.

The current charge for this service is £76.30 for a 10 minute collection . Requests can be made on the Council website or by calling 01546 605514 or email [enquiries@argyll-bute.gov.uk](mailto:enquiries@argyll-bute.gov.uk) .

## Backcourts— What is the responsibility of tenants

HOUSEHOLD REFUSE	
DO	DONT
Ensure your bin is put out for collection on your designated collection day and returned after it has been collected.	Place loose items in the bin store. The Cleansing Department won't uplift items that are not bagged.
Tie and secure refuse bags.	Do not leave refuse bags outwith the wheeled bins or on the floor of the bin store.
Place refuse bags in wheeled bins provided.	

## GARDEN INSPECTIONS

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



## GROUNDS MAINTENANCE CONTRACT

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

## ASSISTED GARDEN SCHEME

If you are over 65 and/or are registered disabled and struggle to maintain your garden, you may qualify for the free grass cutting service. Please note that spaces on this scheme are limited and a waiting list may be in operation at times. The service does not cover things like tree maintenance, hedge cutting or the weeding of paths. Please contact us if you feel you qualify and would benefit from this service.

## ESTATE INSPECTIONS

We carry out periodic estate inspections across the Helensburgh & Lomond area. Please do not hesitate to speak to our members of staff whilst they are in your area if there are any issues you wish to highlight. Our next Joint Estate Walkabout is at 10.00am on Friday 02 February 2024 when we will be in the Cardross area.



## 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](http://www.firescotland.gov.uk)**



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

## POLICE SCOTLAND

# SHUT OUT SCAMMERS

Two words that will help us beat  
doorstep crime “no thanks”

#WhosAtTheDoor



Further information on doorstep crime and bogus callers, including helpful information leaflets, is available on the Police Scotland website at:

<https://www.scotland.police.uk/advice-and-information/scams-and-frauds/doorstep-crime-and-bogus-callers/>

## YOUR VOICE GROUP

Customers are at the heart of everything we do.

ACHA operates a Tenant Scrutiny Panel known as Your Voice. The role of this group is to:

- Monitor performance
- Challenge service delivery
- Identify service improvements
- Support the development of policies and procedures
- Help ACHA achieve value for money
- Ensure that customers are involved appropriately in influencing service delivery.

The Group is currently working on their seventh scrutiny exercise, namely “How ACHA manages its assets”.

Please do not hesitate to contact us if you are interested in learning more or are wishing to joining this group. You will be made most welcome.



## SUNFLOWER COMPETITION

Congratulations to Cardross Early Learning Centre for winning our recent sunflower completion. Rachel Nugent (above) recently met staff from ACHA to show us some of their magnificent flowers. Well done!.



# ANTI SOCIAL BEHAVIOUR ADVICE

The law defines Anti Social Behaviour as when “*a person acts in a manner that causes, or is likely to cause, alarm or distress or pursues a course of conduct that causes, or is likely to cause, alarm or distress to at least one person not of the same household as them*”. (Anti-Social Behaviour Etc.. Scotland Act 2004).

Examples of Anti Social Behaviour includes harassment, abuse, loud noise, littering, vandalism, graffiti, dog fouling, being involved with illegal drugs either using, storing or supplying.

Where it is appropriate, and safe to do so, we would ask that you resolve issues with your neighbour by talking to them. If you are unable to do so, or this does not resolve the issue, please contact us in confidence. We take reports of antisocial behaviour very seriously and are committed to tackling and investigating all reports of antisocial behaviour if one or more of the individuals involved is an ACHA tenant.

We work in partnership with a number of agencies in tackling any reports of Anti Social Behaviour. A range of tools are available to us. These include mediation, tenancy warnings, Acceptable Behaviour Contracts, Anti-Social Behaviour Orders or, in extreme cases, seeking Orders for Evictions.

Please note ACHA **CANNOT** take action on the following type of complaints.

- Babies crying
- Cooking smells
- One-off parties
- Normal household noise (at a reasonable hour)
- DIY (at a reasonable hour)
- Personal disputes.

## CONTACT US

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