



Your guide to.....
Managing our neighbourhoods
and environment
Keeping your community safe, clean
and well maintained

CONTENT

HOW DO WE MANAGE OUR NEIGHBOURHOOD & THE ENVIROMENT?	1
ESTATE ACTION PLANS	1
WHAT IS ACHA RESPONSIBLE FOR?	1
WHAT IS ARGYLL AND BUTE COUNCIL RESPONSIBLE FOR?	2
WHAT AM I RESPONSIBLE FOR?	3&4
ESTATE INSPECTIONS	4
HOW CAN I GIVE FEEDBACK ON THE SERVICE?	5
COMMUNITY SAFETY FORUM	5
GARDEN IN BLOOM	5
CONTACT US	6



HOW DO WE MANAGE OUR NEIGHBOURHOOD & THE ENVIRONMENT?

We want to ensure that the neighbourhood is attractive, well-maintained and a safe place to live. In order to make this happen we have to maintain and manage the environment around our properties and any common areas.

Neighbourhood management incorporates many different services, some of which are not provided by us but by external agencies, such as Argyll and Bute Council. We work in partnership with these external agencies to ensure the area you live in is of a high standard. It is important that you report any issues directly to the appropriate agency. By doing this, you are taking responsibility for the part you play in keeping the area clean and tidy.

ESTATE MANAGEMENT NEWSLETTER

An estate management newsletter will be provided which is tailored to the area you live in. This highlights the services that are provided by ACHA, other external agencies such as Argyll and Bute Council and your responsibilities as a tenant and any improvements proposed for your area.

WHAT IS ACHA RESPONSIBLE FOR?

The rent and service charges you pay are used to maintain communal areas. We are responsible for managing the following services to ensure they are delivered to a high standard and represent good value for money.

Landscape maintenance—Grass cutting, weed killing and trimming of shrubbery & hedges in ACHA maintained areas, during the growing season.

Close cleaning service— We currently provide a service in a small number of new build developments. We hope to be able to offer this service to all tenants & factored owners who reside in tenement flats in the future.

De-littering service—Our contractor de-litters our maintained areas prior to grass cutting.

What is Argyll and Bute Council responsible for?

The council tax that you pay is used to provide you with many council services. These are not provided by ACHA therefore if you have issues relating to them you should report them to Argyll and Bute Council directly.

De-littering - De-littering of the roads and pavements in your local area. They will also deal with any incidents of fly-tipping.

Bin uplifts - Bins are uplifted on different days depending on what area you live in, Argyll and Bute Council will advise you of this or you can see details in the Estate management newsletter for your area. Argyll and Bute Council also deals with replacement bins and issues with uplifts.

Bulk uplift - Argyll & Bute Council provide this service. The charge for this service is currently £76.30 for a 10 minute collection (if your items take longer than 10 minutes to collect from your home you may be charged for additional time). Requests can be made on the Council website or by calling 01546 605514 or email enquiries@argyll-bute.gov.uk .

Donation to Charities - In some areas, household items that are still in good condition can be donated to charity and often collected from your home free of charge - you can find out what services are available in your area here.

Roads and pavements - Potholes on roads or uneven pavements.

Street lighting - Faulty street lighting or if lighting is inadequate in your area.

Graffiti & dog fouling - If you want to report any dog fouling or graffiti-related issues you should call the Environmental Task Force.

Pest control - Rodent control including rats, mice or squirrels or wasp nest removal. There is a charge for this service, contact 01546 605514 or email enquiries@argyll-bute.gov.uk .

Abandoned vehicles - Investigation into who is responsible for abandoned vehicles and the removal of them.

For more information on the services provided by Argyll and Bute Council, or find out how you can report issues

visit their website www.argyll-bute.gov.uk

Call them on 01546 605 522

Text them on 07860 023 933

Or online link http://www.argyll-bute.gov.uk/content/enquiriesform#customer_service_points

What am I responsible for?

As a resident of the local area it is essential that you do your part in keeping the area clean and safe. It is important that you follow the guidelines set out in your tenancy agreement but you also need to report issues to us or the relevant agency.

Maintaining your garden

If you have a garden, you must make sure you cut the grass and keep your garden tidy and free from litter. If you are not able to cut the grass we may be able to do this for you through our Assisted Grass Cutting Scheme. Contact your area office for further information and to check if you meet the criteria for this service..

Close cleaning

If we provide a service to clean your stairs, it is your responsibility to keep the close clear in order for it to be cleaned properly by our contractor. Items such as prams, bikes or rubbish bags must not be kept in the close. Residents and tenants are jointly responsible for taking turns to clean stairs, windows, hallways and landings. We hope to be able to offer this service to all tenants & factored owners who reside in tenement flats in the future.

Rubbish collections

Argyll and Bute Council provides you with the bins service however it is your responsibility to ensure you are disposing of your rubbish correctly. Always put your rubbish in bags and put them in the bins provided. They must not be left in the close or any other area. If you have a wheelie bin you should put this out for collection and you must then put your bin back in your bin store as soon as possible after it has been emptied.

Vandalism

Although we regularly inspect our estates, if you can tell us how graffiti or vandalism happened, it will allow us to look into it and prevent it from re-occurring. Anything you report to us will be treated as confidential and in line with our Anti-Social Behaviour Policy. We will charge the person responsible for the cost of removing the graffiti or damage they have caused. If someone repeatedly writes graffiti or damages property, we will ask the Police to take action if we can provide evidence.

What am I responsible for?

Pets

It's a condition of your tenancy agreement that you need to ask for our permission before you get a pet. We do not allow permission for more than two pets and we will not allow you to keep pigeons. You are responsible for the behaviour of your pets and must make sure they don't cause a nuisance, put your neighbours in danger or create a mess or damage to your home or any shared areas. If your pet causes a nuisance or damages our property, we may ask you to find another home for your pet. If you do not keep to the guidelines within your tenancy agreement and your responsibilities, you will be breaching your tenancy. This could lead to legal action and the Association taking back your home.

Estate inspections

Our staff regularly carry out estate inspections. The purpose of these is:

- 1) To ensure tenants' gardens are being well kept and maintained e.g. grass being cut, de-littered and edged
- 2) To ensure closes are being cleaned to an acceptable standard by our contractor (where applicable)
- 3) To ensure grass cutting and weeding of our estate is being carried out to an acceptable standard by our contractor
- 4) To ensure backcourts are of a reasonable standard
- 5) To identify any breaches of the tenancy agreement that can lead to deterioration of the estate
- 6) To identify and report communal repairs
- 7) To identify and arrange for graffiti to be removed

How can I give feedback on the service?

We want to hear your feedback on the services we provide in order to make them better. We carry out regular postal/ telephone surveys and would really appreciate it if you could take the time to complete them for us.

If you wish to report any issues regarding the services we provided, please contact our customer service centre on 0800 028 2755 or email achacustomer-servicecentre@acha.co.uk.

Common area repairs and incidences of graffiti or vandalism should be reported to our customer service centre. When you tell us you are not happy with an aspect of our service, we record it as a complaint. This allows us to review and improve the service. We will also keep a record of issues you raise about services that we do not provide e.g. bin collections. However, we will advise you to report such matters to the relevant agency as they are out with our control.

Community Safety Forum

Neighbourhood management covers a variety of services and therefore many different issues can arise. We believe in partnership working at ACHA and we attend the Councils Community safety Forum . This meeting allows us to express our tenants concerns/opinions and get advice and information from not only our staff but other external agencies such as:

- the Police
- Environmental Health
- Local Councillors
- Anti Social Behaviour sub groups
- Argyll and Bute Council Street Scene officers

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 competition, download the application form on the right or contact your local area office. (All application forms should be returned to your local office)



Contact Us

Argyll Community Housing Association

www.acha.co.uk

Helensburgh and Lomond Area Office

Lamont House

9—19 Stuckleckie Road

Helensburgh

G84 7NL

Office Opening Hours

Monday, Wednesday and Friday 9am to 12.30pm

Telephone 01546 605920

Mid Argyll Area Office

Dalriada House

Lochgilphead

PA31 8JL

Office Opening Hours

Monday, Wednesday and Friday 9am to 12.30pm

Telephone 01546 605800

Kintyre Area Office

Old Quay Head

Campeltown

PA28 6ED

Office Opening House

Monday, Wednesday and Friday 9am to 12.30pm

Telephone 01546 605880

Cowal Area Office

Manse Avenue

Dunoon

PA23 8DQ

Office Opening Hours

Monday, Wednesday and Friday 9am to 12.30pm

Telephone 01546 605950

Bute Area Office

Union Street

Rothesay

PA20 OHD

Office Opening Hours

Monday and Friday 9am to 12.30pm

Telephone 01546 605870

Oban, Lorn and Isles Area Office

Menzies House

Oban

PA34 4RY

Office Opening Hours

Monday, Wednesday and Friday 9am to 12.30pm

Telephone 01546 605930

Islay Area Office

Jamieson Street

Bowmore

PA43 7HP

Office Opening Hours

Monday and Friday 9am to 12.30pm

Telephone 01546 605890