

Bute 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 Bute are :

Susan Stewart (Housing and Neighbourhood Services Officer)

Laura Crawford (Housing and Neighbourhood Services Assistant)

Fiona Ewing, Gillian Campbell, Angus McQuilkan and Courtney Ewing
(Customer Service team)

Anthony Cullen, Andy McCann, Wendy Anderson and Susan
McGladdery (Property Services team)

The areas in Bute we manage:

- **Ardbeg**
- **Kilchattan Bay**
- **Port Bannatyne**
- **Ballochgoy**
- **Barone**
- **The Bush**
- **Columshill -**
- **Ferfadd Court**
- **Glebelands**
- **Ladeside Place**
- **Rothesay Town Centre**
- **Church Lane play park**
- **Watson Place play park.**

SERVICES PROVIDED

GROUNDS MAINTENANCE SERVICE

ACHA carry out grounds maintenance services on our estates between the months of April and September every year. As part of this service we carry out 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
- Low cuts are cut twice a year

For information on how often we cut specific areas on your estates please contact us on 01546 605870 or email housing.bute@acha.co.uk.

COMMUNAL CLOSES AND STAIRS WHAT IS YOUR RESPONSIBILITY

Tenants and residents are responsible for cleaning close landings and stairs where there is not close cleaning service in place. Closes should be kept clear of all items such as pushchairs, bikes and rubbish. Individuals are responsible for cleaning up any spillages or litter that they are responsible for.

ESTATE INSPECTIONS

Our Housing and Neighbourhood Services Assistants inspect our estates on a regular basis. Each estate is risk assessed and categorised as either high medium or low risk. We will inspect our high risk estates once a month, medium risk estates 4 times a year and low risk estates twice a year.

During the inspections we will look at all areas owned by the Association or where the Association owns land in common with others including grassed areas, paths, closes and gardens. Where we see a problem we will take action by either raising a repair or an inspection and monitoring the works to ensure they are completed or contacting residents responsible and asking them to take action to rectify the problem. Where we see high levels of rubbish we will arrange a litter pick. We will aim to remove offensive graffiti within 24 hours and other graffiti we aim to remove within 20 days. Where we note issues on our Estate Inspections that are not ACHA responsibility we will report to the relevant organisation for example Argyll and Bute Council.

SERVICES PROVIDED (cont..)

PLAY PARK INSPECTIONS

ACHA inspect our play parks on a regular basis, those playparks in high density areas we will inspect on a weekly basis. Those playparks in lower density areas we will inspect on a monthly basis. For the Bute area these include play parks at Watson Place and Church Lane.

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.

If you notice any repairs required or issues with any of our playparks please report this to us by phoning our **customer service centre on 0800 028 2755**.

TENANT RESPONSIBILITY

As a tenant of ACHA it is your responsibility to keep your garden in a tidy condition, to cut your grass and any hedges on a regular basis and to ensure your garden is free from rubbish and dog fouling.

As a tenant or resident living in Bute it is also your responsibility to report any estate issues to ensure that the area you are living in is maintained and improved. The following details should be reported to the following agencies

- Bulk refuse uplifts and issues with refuse collection ABC on 01546 605514
- Issues with street lighting contact ABC on 01546 605522
- External repairs such as broken railings, close lights out, raised slabs, or trip hazards contact ACHA on 0800 0282755 or 01546 605870
- To report vandalism contact the Police and ACHA on 01546 605870



OSCR
Scottish Charity Regulator
www.oscr.org.uk

Registered Charity
SC042713

Registered under the Co-operative and Community Benefit Societies Act 2014, Reg. No. 2661R(S)

Registered with the Scottish Housing Regulator as a Registered Social Landlord – RSL No. 360

Vat Registration Number: 155542607

Registered with the Scottish Government, Property Factor Registration Number PF000302

ACHA'S ASSISTED GRASS CUTTING SCHEME

If you have a garden and would like some help to maintain it ACHA offer an assisted grass cutting service where we will come and cut your grass for you once a fortnight during the period April to September. This service is only available to tenants that fulfil the criteria. If you would like to check to see if you would be entitled to this service and to go on the list for the assisted grass cutting scheme please contact our office on 01546 605870.

ESTATE IMPROVEMENTS

In previous years your local ACHA Housing and Neighbourhood teams have organised projects to improve our estates. This year in Bute we have carried out the erecting of a bin store at Dewar Avenue, this provide a set place for bins to be stored away from street to help improve the overall appearance of our estates.



We also carried out a larger scale estate projects last year for the Bute area at Longhill Terrace, Ballachgoy, which included upgrading and erecting bow top fencing providing privacy and enhancing the appearance of many front gardens.

If you have any ideas or suggestions you would like to put forward please contact your local office on 01546 605870.



ACHA'S WEBSITE

You can visit ACHA's website to view our Estate Management policy. You can also use the website to report any Estate issues or problems at www.acha.co.uk.

GET INVOLVED

ACHA is determined to create a cleaner greener more attractive local environment but we need your help. By working together with residents we believe we can improve the health and wellbeing of local people. If you would like the opportunity to be involved in and help influence how we deliver services why not join our "Your Voice" group and have your say. For more information, please contact our **Customer Service Centre on 0800 028 2755**.