



Your Local Housing and Neighbourhood Assistants are here to help:

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The purpose of this leaflet is to:

- 1) Identify and prioritise any issues within the area
- 2) Identify solutions and decide on any action required
- 3) Identify any work required within and out with the association
- 4) Xxx

STAIR CLEANING ADVICE

Residents and tenants are jointly responsible for taking turns to clean stairs. Our staff inspect closes regularly & will update the inspection record on the ground floor landing with their findings & record any action taken.

We hope to be able to offer this service to all tenants & factored owners who reside in tenement flats in the future.

CLEANSING—REFUSE UPLIFT

General Guidance or uplift days

BULK UPLIFT

Argyll & Bute Council provide this service. The charge for this service is £65.25 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 .

Backcourts - What is the Tenants/Residents responsibility?

BULK ITEMS	
DO	DONT
Place items at the side of the bin store for uplift on a Monday.	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	DONT
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.

GARDEN INSPECTION

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 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.



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

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 fill in the details opposite and either post it to your nearest ACHA office or hand it in next time you are passing. Addresses can be found on the back of this leaf

ESTATE INSPECTION

We carry out Estate inspections on a quarterly basis across Helensburgh & Lomond. 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 next.



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



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



YOUR VOICE GROUP

A delegation of Your Voice group members recently attended the Tenant Information Services Annual Conference in Cumbernauld.

The members got the chance to meet with tenants from all over Scotland & attended workshops on a number of interesting topics as well as going on a field trip to a tenement flat which was preserved internally as it would have appeared a century ago.

Bobby Beggs commented, "I have been to the TIS conference for the third time and every year has been different, which makes it more appealing. The workshops and listening to guest speakers who are trying to make things better for those in need look forward to future TIS conferences knowing it will be interesting and challenging." Arend Goodheir echoed those sentiments adding that "my highlights of the conference were the talk given by the Green MP and the workshop of the Youth Parliament MP on organising campaigns"

It's easy to join the group; contact David Rae, Compliance, Policy & Communications Assistant on 01546-605912, email him on David.Rae@acha.co.uk or collect an application form from your local office.

GARDEN IN BLOOM

(Or seasonal advice)

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 2019 competition, download the application form on the right or contact your local area office.

All application forms should be returned to your local office.



WORTH VISITING

Geilston Garden must be one of the National Trust For Scotland's most enchanting gardens. It's typical of the small country estates on the banks of the Clyde owned by 18th- and 19th-century merchants and industrialists. Developed over 200 years ago, it features a walled garden, kitchen garden and a burn, winding through the wooded glen. Enjoy the peace and tranquility and marvel at the colourful summer flowers. You can buy produce from the kitchen garden during the summer.

ESTATE IMPROVEMENT PLAN

Your Area team has a small budget to promote environmental improvements across the Helensburgh & Lomond area. 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



ANTI SOCIAL BEHAVIOUR ADVICE

What is antisocial behaviour

There is no precise definition of antisocial behaviour. Broadly, it is acting in a way that causes or is likely to cause alarm or distress to one or more people in another household. To be antisocial behaviour, the behaviour must be persistent.

There may be a fine line between antisocial behaviour and disputes between neighbours over relatively minor inconveniences, although these may, if persistent, become antisocial behaviour. Antisocial behaviour can include:

noise

shouting, swearing and fighting

intimidation of neighbours and others through threats or actual violence

harassment, including racial harassment or sectarian aggression. [More about harassment](#)

verbal abuse

bullying of children in public recreation grounds, on the way to school or even on school grounds, if normal school disciplinary procedures do not stop the behaviour

abusive behaviour aimed at causing distress or fear to certain people, for example, elderly or disabled people

driving in an inconsiderate or careless way, for example, drivers congregating in an area for racing

dumping rubbish

animal nuisance, including dog fouling

vandalism, property damage and graffiti

CONTACT US

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