

Helensburgh & Lomond 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

ACHA HAVE 2 HOUSING AND NEIGHBOURHOOD SERVICES ASSISTANTS WHO DEAL WITH ESTATE MANAGEMENT IN YOUR AREA.

Sharon Wood

Helensburgh (excluding Kirkmichael)

Rhu

Rosneath

Kilcreggan

Craigendorrnan



Ashley Rogers

Kirkmichael

Cardross

Garelochhead

Arrochar

Luss



GROUNDS MAINTENANCE SERVICE

ACHA carry out grounds maintenance services on our estates between the months of April and September each year. As part of this service we carry out grass cutting, hedge cutting, weedkilling 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 and low cuts are cut twice a year.



CLOSE CLEANING SERVICE

ACHA carry out a close cleaning service to some of our closes in Castle Wood Court. We may be looking to expand this service in the near future.

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 we own 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 may arrange a litter pick. We will aim to remove offensive graffiti within 24 hours and other graffiti within 20 days. Where we note issues on our Estate Inspections that are not ACHA responsibility we will report to the relevant organisation such as Argyll and Bute Council.

PLAY PARK INSPECTIONS

ACHA has three play parks in Helensburgh & Lomond. These are located at Cardross, Nursery Street and Castle Wood Court, Helensburgh. These are inspected on a weekly basis. 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.

To report any issues with our play parks, please call our Customer Service Centre on 0800 028 2755.

HOW TO REPORT ISSUES

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 Helensburgh & Lomond 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 01546-605-514
- Issues with street lighting contact ABC on 01546-605-514
- External repairs such as broken railings, close lights out, raised slabs, or trip hazards contact ACHA on 0800-028-2755
- To report vandalism contact the Police and ACHA on 101.



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

ASSISTED GRASS CUTTING SCHEME

If you are over 65 and/or struggling with long term illness or disability you may qualify for our 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.



LOCK-UP GARAGES

ACHA have 3 lock-up garages that we lease in the Helensburgh & Lomond area.



ESTATE IMPROVEMENTS

Do you have an idea for how your local estate and any communal area can be improved? ACHA has funding programmes for environmental improvements and we are always on the look-out for suggestions from our customers. Please do not hesitate to get in touch with your local housing team to discuss any ideas you have for making your area a better place to live.

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 Gayle Power at Gayle.Power@acha.co.uk or telephone 0800 028 2755.