

## **Kintyre 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
- Involve our residents in estate walkabouts
- 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.

### **PATCH 1**

**Kaitlin Jordan**

Mill Street, Mill Road, New Parliament Place, Glentorran Place, Broad Street, Glenside, Dalaruan Street, Craigowan Park, High Street, Ralston Road, Crosshill Avenue, Range Road, Limecraigs, Millknowe, Millknowe Terrace, Fisher Row, Shore Street, Kirk Street, John Street, Glebe Street, Carradale, Tayinloan, Glenbarr, Muasdale

### **PATCH 2**

**Fiona Paterson**

Davaar Avenue, Hillside Road, Calton Avenue, Albyn Avenue, Roding Cottages, The Roding, Smith Drive, Castkepark, Castleacres, Witchburn Road, Meadowburn Place, Drumore Gardens, Lady Mary Row, Saddell Street, Benmore Street, Kinloch Road, Burnbank Place, Lochend Street

# **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 and low cuts are cut twice a year. For information on how often we cut specific areas on your estates please contact us on **01546605880** or email **housing.kintyre@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. If staying in a communal close, with a secure door entry system. Tenants, should ensure they advise visitors to their home of their flat number to stop unnecessary disturbance to their neighbours.

## **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.

## **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 fulfill 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 605880.

## **ESTATE IMPROVEMNERS**

Do you have any areas in your local estate that you would like improved? ACHA has funding programmes available for these type of improvements. Please contact the local office with your suggestions.

## **ALLOTMENTS**

ACHA have allotments to lease in your area. The allotment site is near New Parliament Place in Campbeltown. There are 8 allotments, which all have a shed and greenhouse. The allotments are all leased at present but if you are interested in going onto the waiting list for one of our allotments please contact the office 01546605880.

## **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.**

## **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](http://www.acha.co.uk)**.

## 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 Kintyre 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 on 101 or you can email them via Police Scotland 'Contact us' page and ACHA on 01546 605 880As 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.

### **COMMUNAL GROUNDS AND BIN STORES WHAT IS TENANT RESPONSIBILITY?**

Tenants/residents are responsible for ensuring that bin stores are used in the correct manner and that communal areas are kept tidy. By doing so, this will have a positive impact on the condition of your estates. Bulk items including but not limited to large electrical items, furniture and mattresses should not be placed inside the bin store or left in communal areas. Litter should not be scattered over communal areas or bin stores and all dog fouling should be removed from communal grounds immediately. If tenants fail to follow the relevant advice, this can result in Argyll Community Housing Association being forced to uplift items from bin stores and communal areas. This can be costly and is not an efficient use of resources. The items left behind can also cause a negative view of the estate overall.

### **INFORMATION ON BULK UPLIFT SERVICES.**

- If you have large items which you would like to dispose of, that don't fit in your wheelie bin such as old beds, mattresses, furniture or large electric items, Argyll & Bute Council provide an uplift service. The charge for this service is £72.00 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).
- Further details and advice, including bin collection dates, other ways to dispose of large items, including donating and recycling can be found at <https://www.argyll-bute.gov.uk>.

### **COMMUNAL CLOSES AND STAIRS - TENANT AND RESIDENTS RESPONSIBILITIES.**

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 push-chairs, bikes and rubbish. Individuals are responsible for cleaning up any spillages or litter that they are responsible for.