

## Lorn 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
- Identify projects for EMAP funding
- 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** **Dee Moloney**

Dunollie - Longsdale - Alma Crescent - Glenshellach Terrace - Breadalbane Street - Albert Lane - Dalrigh - Combie Street - Soroba Road - Millpark - Burnside - Lynn Gardens - Dunbeg - Connel - North Connel - Bonawe - Barcaldine - Benderloch - Ledaig - Appin - Lochawe - Dalmally - Kilchrennan - Taynuilt - Lismore - Isle of Coll

### **PATCH 2** **Mairi-Clare MacKay**

Soroba - Miller Road - Sinclair Drive - Glenfoot Terrace - Dunmar Court - Glencruitten Drive - Knipoch Place - Mossfield Avenue - Mossfield Drive - Angus Terrace - Dalintart Drive - Kilmore - Kilmelford - Seil - Easdale - Kilniver - Isle of Luing - Quarry Road - Isle of Mull - Isle of Iona - Isle of Tiree

# **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, 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 01546 605 930 or email [housing.lorn@acha.co.uk](mailto:housing.lorn@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.

## **Assisted Grass Cutting**

Our assisted gardening scheme offers a free grass-cutting service to residents who are struggling with long-term illness or disability. This service is limited and there are currently no free spaces. If you feel that you qualify, please contact our Lorn housing team to ask to go on the waiting list.

# 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 Lorn area these include Dunollie, Soroba, Dunbeg and Glenshellach. 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 Lorn 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 605 522
- External repairs such as broken railings, close lights out, raised slabs, or trip hazards contact ACHA on 0800 028 2755 or 01546 605 930
- To report vandalism contact the Police and ACHA on 01546 605 930



**OSCR**  
Scottish Charity Regulator  
[www.oscr.org.uk](http://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

## **Estate Improvements**

Each year ACHA carry out larger scale estate projects. Last year in the Lorn area we carried out one of these projects at Soroba Road in Oban, before and after pictures are below. If you feel there are any external areas belonging to ACHA that need improvement then please give us a call

ACHA would welcome any suggestions you may have for improving our estates. Please contact the office to discuss,.



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## 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).

## 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**.