

# Managing our Neighbourhood



**This document provides you with information on how we manage our neighbourhoods and the environment. It also sets out your responsibility in keeping the area safe and clean, and how to report any issues that may arise.**

## **How Do We Manage Our Neighbourhoods and the Environment?**

We want to ensure that the neighbourhood is attractive, well-maintained and a safe place to live. In order to make this happen we have to maintain and manage the environment around our properties and any common areas. Neighbourhood management incorporates many different services, some of which are not provided by us but by external agencies, such as Glasgow City Council. We work in partnership with these external agencies to ensure the area you live in is of a high standard. It is important that you report any issues directly to the appropriate agency. By doing this, you are taking responsibility for the part you play in keeping the area clean and tidy.

## **What is Calvary Housing Responsible For?**

The rent and service charges you pay are used to maintain communal areas. We are responsible for managing the following services to ensure they are delivered to a high standard and represent good value for money.

### **Landscape Maintenance....**

Grass cutting, weeding and trimming of shrubbery (only in Calvary communal areas) during the growing season, April through to October. We also carry out annual tree maintenance.

### **Close Cleaning Service....**

Stairs and landings swept, cleaned & de-littered weekly. Windows and walls cleaned weekly.

### **Bulk Uplift Pull Through Service....**

Tenants living in tenement properties only, receive this service as part of their service charge. Items are removed from the backcourt and moved to the pavement for uplift every week on a Monday.

### **De-littering Service....**

Our contractor de-litters our communal areas on a fortnightly basis.

## What is Glasgow City Council Responsible For?

The council tax that you pay is used to provide you with many council services. These are not provided by Calway therefore if you have issues relating to them you should report them directly to Glasgow City Council (GCC).

**De-littering** - De-littering of the roads and pavements in your local area.

**Fly-tipping** - They will deal with any incidents of fly tipping.

**Bin uplifts** - Bins are uplifted on different days depending on what area you live in, your Housing Officer will advise you of this or you can check on the GCC website.

**Bulk uplift** - If you live in a main door property, large non electrical items can be uplifted on request (for a small charge per item). If you live in a tenement this is part of your service charge.

**Special uplift** - If you live in a main door property, white goods such as fridges or washing machines or small electrical items can be uplifted on request.

**Pest control** - Rodent control including rats, mice or squirrels. There is a charge for removing wasp nests.

**Roads and pavements** - Potholes on roads or uneven pavements.

**Street lighting** - Faulty street lighting or if lighting is inadequate in your area.

**Dog fouling** - In addition to being a breach of your tenancy conditions dog fouling is a GCC responsibility if it occurs on roads, pavements and non CHA land. If you wish to report any such dog fouling you should call the Environmental Task Force.

**Abandoned vehicles** - Investigation into who is responsible for abandoned vehicles and the removal of them.

You can also download the My Glasgow App, which will allow you to report issues using your smartphone.

## What Am I Responsible For?

As a resident of the local area it is essential that you do your part in keeping the area clean and safe. It is important that you follow the guidelines set out in your tenancy agreement but you also need to report issues to us or the relevant agency.

### Maintaining your garden....

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, we can do this for you but there is a service

charge that you must pay. If you are elderly or have a medical condition preventing you from doing your garden then you can apply for our Gardening Assisted Service. There is however criteria you must meet and there may be a waiting list. Contact the office for further information.

### **Close Cleaning....**

Although we provide a service to clean your stairs, it is your responsibility to keep the close clear in order for it to be cleaned properly by our contractor. Items such as prams, bikes or rubbish bags must not be kept in the close.

### **Disposal of bulk waste....**

It is important that you aim to recycle or donate large items whenever possible. If you wish to dispose of large items you must arrange a collection (if you are in a main door property), place the items in a safe place or the designated area for uplift the night before. You can also take items to a GCC recycling centre. For more information visit [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)

### **Rubbish collections....**

Glasgow City Council provides you with the bins service however, it is your responsibility to ensure you are disposing of your rubbish correctly. Always put your rubbish in bags and put them in the bins provided. They must not be left in the close or any other area. If you live in a main door property then your wheelie bin should be put out for collection.

### **Vandalism....**

Although we regularly inspect our estates, if you can tell us how graffiti or vandalism happened, it will allow us to look into it and prevent it from re-occurring. Anything you report to us will be treated as confidential and in line with our Anti-Social Behaviour Policy.

We will charge the person responsible for the cost of removing the graffiti or damage they have caused. If someone repeatedly writes graffiti or damages property, we will ask the Police to take action if we can provide evidence.

## **Pets**

It is a condition of your tenancy agreement that you need to ask for our permission before you get a pet. We do not allow permission for more than two pets and we will not allow you to keep pigeons. You are responsible for the behaviour of your pets and must make sure they don't cause a nuisance, put your neighbours in danger or create a mess or damage to your home or any shared areas. If your pet causes a nuisance or damages our property, we may ask you to find another home for your pet.

**If you do not keep to the guidelines within your tenancy agreement and your responsibilities, you will be breaching your tenancy which is considered to be antisocial behaviour. This could lead to legal action and the Association taking back your home.**

## **Estate Inspections**

Our staff carry out estate inspections on every street four times a year and we will share with you when these are in advance. The purpose of these is:

- ✓ To ensure tenants' gardens are being well kept and maintained e.g. grass being cut, de-littered and edged
- ✓ To ensure closes are being cleaned to an acceptable standard by our contractor
- ✓ To ensure grass cutting and weeding of our estate is being carried out to an acceptable standard by our contractor
- ✓ To ensure backcourts are of a reasonable standard
- ✓ To identify any breaches of the tenancy agreement that can lead to deterioration of the estate To identify and report communal repairs
- ✓ To identify and arrange for graffiti to be removed

**Help us keep our neighbourhoods pleasant places to live in by reporting any issues you see within your area and do your part in keeping your garden clean and tidy.**