

# Your guide to Estate Management

## Putting People 1<sup>st</sup>

**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.**

## What is estate management?

Estate management refers to the effective management of Pineview Housing Association's (PHA) property, the environment around our properties and any common areas, to ensure that the neighbourhood is an attractive, well maintained, safe and secure place to live.

Estate management therefore covers a diverse range of issues such as: - providing advice and assistance on tenancy matters and on services which enhance the local community (e.g. initiatives to reduce crime and environmental improvements); enforcing tenancy conditions; the management of communal areas and facilities in the Association's ownership; and the management and upkeep of the physical environment in the Association's ownership.

## Pineview's commitment

We want to ensure that PHA areas / neighbourhoods are attractive, well-maintained and a safe places to live.

In order to make this happen we have to maintain and manage the environment around our properties and any common areas.

In order to do this it involves many different services, some of which may not be provided by us but by external agencies, such as Glasgow City Council.

We are committed to work in partnership with these external agencies to ensure the area you live in is of a high standard.

It is important that you also report any issues directly to the appropriate agency. By doing this, you are taking responsibility for the part you play in keeping your area /neighbourhood clean and tidy.

## What is Pineview responsible for?

The rent our tenants pay is 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

Our contractor carries out grass cutting, weeding and trimming of shrubbery (only in Pineview communal areas) during the growing season.

### **Tenement Close cleaning service**

Stairs and landings swept, cleaned and de-littered weekly by our Estate Caretakers. We provide this service in order to assist residents in tenement properties to meet the obligation in their tenancy agreement to keep the stairs and closes in a clean and tidy condition.

### **Bulk uplift pull through service**

Tenants living in tenement properties only, receive this service. Items are removed from the backcourt bin shelters and moved to the designated collection areas for uplift by Glasgow City Council.

### **Litter-picking service**

Our Estate Caretakers de-litter communal areas on a weekly basis.

### **Estate inspections**

Estate Caretakers and other Housing Services staff regularly inspect all PHA communal areas to ensure that they are maintained to a high standard, kept clean, safe and litter free. Specifically we will:

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

Where services are provided by another agency / organisation e.g. stair lighting, faults will be reported directly to them. Where recurrent problems arise we will work with the relevant agencies to enable them to be resolved.

### **Property / Tenancy Conditions**

Housing Services staff will take appropriate action regarding tenancy agreement breaches. Some examples of this include a failure to maintain your home and / or communal areas to an acceptable standard; anti-social behaviour including vandalism / graffiti and pets causing nuisance.

## **What is Glasgow City Council (GCC) responsible for?**

The council tax that you pay is used to provide you with many council services. These are not provided by Pineview therefore if you have issues relating to them you should report them to Glasgow City Council directly. If you need assistance with reporting to GCC please contact us.

- **De-littering**  
De-littering of the roads and pavements in your local area. GCC also have responsibility for actioning any incidents of fly-tipping.

- **Bin uplifts**  
Bins are uplifted on different days depending on what area you live in, our Housing Services Staff can advise you of this or you can view your collection days on the Glasgow City Council website. GCC also deals with replacement bins and issues with uplifts.
- **Bulk uplift**  
If you live in a main door property, large non electrical items can be uplifted on request.
- **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.
- **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 PHA tenancy conditions dog fouling is a GCC responsibility if it occurs on roads, pavements and non PHA 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 report issues directly to GCC's Environmental Task Force via social media by following @theenvtaskforce on Twitter or Facebook.

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

For more information on GCC services or to find out how you can report issues visit their website [www.glasgow.gov.uk](http://www.glasgow.gov.uk) or call them on 0141 587 9700.

## 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, safe and attractive. 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 are responsible for looking after it. You must: keep your garden tidy; cut your grass regularly; keep it free from rubbish; make sure shrub beds and hedges do not become a nuisance to neighbours and make sure that bonfires do not affect your neighbours or cause danger.

If you are unable to look after your garden due to ill health or age you may be able to get assistance from the free Garden Care Scheme provided by Glasgow City Council. For more information please contact them on 0141 287 9700.

### ✓ **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, and that all refuse goes in the correct bin. Always put your general rubbish in bags and place them in the bins provided. They must not be left in the close or any other area.

If you live in property with a main door, you should put your wheelie bin out for collection and then put it back in your bin store/garden as soon as possible after it has been emptied. If your bin is stolen you will need to pay for a replacement.

### ✓ **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 accordance with our Anti- Social Behaviour Policy.

We will where possible 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 work with Police Scotland to remedy the problem.

Where a repair arises as a result of vandalism (e.g. re- glazing), you must report the incident to Police Scotland or the cost of the repair may be recharged to you in accordance with our Rechargeable Repairs Policy.

### ✓ **Pets**

It is a condition of your tenancy agreement that you need to ask for our written permission before you get a domestic pet. Permission will be withdrawn if you do not properly control your pet, it causes a nuisance or other conditions of the permission have been broken.

The number of pets in any one property may be restricted when animal welfare and property characteristics / location etc. are taken into account.

We do not allow you to keep pigeons, fowl or other livestock in the property, garden or common parts.

Any pet prohibited by the Dangerous Dog Act 1991 or by any other law is also forbidden.

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.

## **Annual garden competition**

At Pineview we believe in rewarding tenants who take pride in their gardens and who actively contribute towards making the local area look its best. Every year we run a garden competition, with a chance to win across several categories -for more information see our summer newsletter.

## Please let us know what you think

We always welcome feedback from our customers. If you would like any further information about estate management or any other matter, please simply contact us by:

- ✓ telephoning 0141 944 3891 to speak to a member of our team.
- ✓ texting us on 0741 834 7038 and a member of our team will call you back.
- ✓ emailing us at [mail@pineview.org.uk](mailto:mail@pineview.org.uk)
- ✓ use our Contact Us form on our website [www.pineview.org.uk/contact-us/](http://www.pineview.org.uk/contact-us/)
- ✓ find us on Facebook [www.facebook.com/pineviewhousing](http://www.facebook.com/pineviewhousing) or
- ✓ writing to us at Pineview Housing Association, 5 Rozelle Avenue, Glasgow G15 7QR.



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