

Meeting Housing Need
in Windlaw

Looking after Your Area

NORTH VIEW
Housing Association

Registered as a Scottish charity (SC032963)

North View Housing Association aims to provide a high quality service that is responsive to the needs of its tenants and customers.

NORTH VIEW

index



	<i>page</i>
<i>Introduction</i> _____	3
<i>Estate Maintenance</i> _____	3
<i>Gardens and Garden Care</i> _____	4
<i>Tenement Life</i> _____	5
<i>Roads and Lighting</i> _____	6
<i>Fire Safety</i> _____	6
<i>Rubbish</i> _____	6
<i>Dogs</i> _____	8
<i>Anti social behaviour and crime</i> _____	9
<i>Permissions</i> _____	10
<i>Other things</i> _____	10

We want Windlaw to be a great place to live!

INTRODUCTION

We want our tenants and residents to enjoy their home, but we also want you to enjoy living in the area. We want Windlaw to be a pleasant place for everyone, so it is important that we do everything we can to make sure that the area looks neat, tidy and as litter free as possible. North View obviously has a big role to play in that, but so has everyone. We all need to do our bit if Windlaw is going to look at its best.

The purpose of this section of the Handbook is to set out what North View does to maintain the area, the services that we (and others) provide, and what you can do to help. We also cover things that you need permission for (like putting up sheds etc.) and how you go about getting permission. We hope that you find the information useful.

ESTATE MAINTENANCE

North View is responsible for the upkeep of open areas and backcourts. The Windlaw Strip is the biggest public area that we maintain, but we also look after the Dunagoil Strip, and the grass squares at Lenihall Drive, Dunagoil Road, and Cassiltoun Gardens.

We make sure that the grass is cut regularly, litter picked and that the open areas and backcourts are kept neat and tidy. We also maintain the trees and shrubs that grow in backcourts and in public areas around Windlaw. These are pruned regularly and the shrub beds tidied over.

We have got a lot of backcourts and open spaces. It is a big area to maintain, too big for us to do ourselves, so we appoint a reputable landscape maintenance contractor to carry out the work for us. We regularly inspect the estate and work closely with the contractor to make sure they do what they are supposed to do, and that they do a good job. We also work with the contractor to provide a Garden Care Service to our tenants.

North View looks after the Windlaw Strip and backcourts



GARDENS AND GARDEN CARE

If you live in a house or ground floor flat that has its own garden (or gardens), then you have to look after it. You need to cut the grass regularly and make sure that you keep your garden neat and tidy. Well kept gardens make a huge difference to the look of the area – *and they have the chance to win a prize in our annual 'Windlaw in Bloom' garden competition.* But unfortunately, not everyone is able to look after their garden. If

there is nobody in the household fit enough to maintain the garden, then North View will look after it under the Garden Care Scheme.

Garden Care

Under our Garden Care Scheme, we maintain the gardens for tenants where there is no-one living in the household, aged 16 or over, fit enough to do the garden. Households where all members are 60 years of age or over also qualify for the scheme – *if they don't feel able to maintain the garden.*

Everyone who thinks that they qualify for the Scheme can pick up an application form from our Office. Once you fill it in and return it to the Office, it'll be assessed and, if you qualify for the Scheme, you'll go on the Garden Care List. Once you are on the List we'll get our contractor to cut your grass during the growing season.

The Garden Care List is updated annually, so everyone has to apply each year to be on it. The List is usually open from February to allow us time to gear up for the first cut in the Spring. It then closes in the autumn, at the end of the growing season.

Paying to get your grass cut

Tenants who don't qualify for the Garden Care Scheme can pay for the contractor to cut their grass. As long as you pay for four cuts up front, we'll arrange it for you, but the service does not include for the upkeep of shrub beds and plants.

Contact the Office for more information about the Garden Care Scheme or if you are interested in the contractor cutting your grass for you.



If no-one in your house is fit enough to look after the garden, we will do it for you under the Garden Care Scheme

TENEMENT LIFE

When you live up a close you can have people living below you, next to you, above you. You have people all around – *your neighbours*. People are different. Everyone has a different viewpoint, different values, and different lifestyles. Sometimes these clash, and when they do mountains can soon grow out of molehills. We hope that that doesn't happen too often, but, if it does, then we'd hope that common sense prevails and you sort it out amicably. However if you can't resolve it, then mediation might be the answer.

Mediation is a way of bringing people together to sort out their differences – and it can be very successful. Glasgow City Council provide a free impartial and confidential Mediation Service. If you are interested, get in touch with your Housing Officer or call the Mediation Service on **276 7451**.

Successful 'tenement living' depends on a whole host of factors, but here's a few 'do's' and 'don'ts' that are worth following.

Do

- *Take your turn of doing the stairs*
- *Keep your close tidy.*
- *Keep your backcourt and your bin area tidy* – pick up any litter lying around and put it in a bin, and why not sweep out the bin area every now and again?
- *Make sure your close doors are secure and your door entry system is working properly* – if anything is broken, report it at the Office and we'll get it fixed.
- *Think about your neighbours* – let them live in peace and quiet.
- *Look out for your neighbours* – especially elderly neighbours. Keep an eye out for them to make sure that they are okay.



If you live in a tenement, make sure you do the stairs when it is your turn

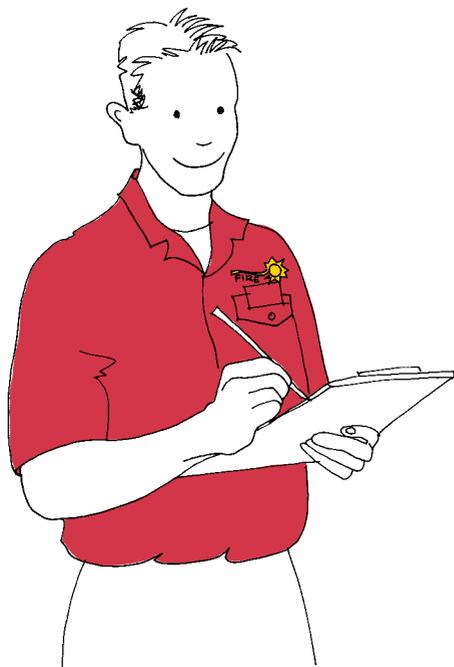
Don't

- *Store stuff on your landing or in the close.* In the event of a fire the close is the escape route for everyone living in the block so don't impede your escape by putting things in the close.
- *Jam the close door open or leave the back door unlocked.*
- *Let people into the close who have no business being there.* If you have a problem with people hanging about your close, tell your Housing Officer.
- *Play music too loud or be partying every night.* Have consideration for your neighbours.
- *Let your dog mess in the backcourt.* Take it somewhere else to do its business, but if it does mess in the backcourt, clean it up and bin it.
- *Don't hog the washing line.* Make sure that your neighbours get a chance to use it.

ROADS AND LIGHTING

Broadly speaking, the City Council is responsible for maintaining the roads, footpaths and street lighting (including close lighting). There are some exceptions to this. These, like the footpaths on the Windlaw Strip, a few sections of road, and lighting within some closes, are maintained by North View.

If you wish to report a lighting fault, or a repair to the road or pavement, you should contact both the Council and North View. The Council telephone number you should use to report road repairs, pavement repairs, and/or faulty streetlights is **0800 37 36 35**, and **0800 595 595** to report faults with close and backcourt lights.



Contact Strathclyde Fire and Rescue for a free fire safety check of your home

FIRE SAFETY

Strathclyde Fire and Rescue (the fire brigade) are very much into making communities safe. They dedicate a considerable amount of their time and resources into various community safety initiatives, and, as part of this, they do free home safety visits.

If you would like one, you can arrange it by calling them on their freefone number **0800 0731 999**, or by phoning the local fire station in Drakemire (telephone number **634 2223**).

You can find out more about Strathclyde Fire and Rescue by logging on to their website at **www.strathclydefire.org**

RUBBISH

Wheelie Bins

You've got to put out your bin when the binmen come, so make sure that you – or someone in your household – wheels it to the collection point and returns it to the bin area or your back garden once it has been emptied. Please make sure that you bring your own bin back and don't take anyone else's.

The binmen won't take away anything that isn't in the bin, so don't dump bags of rubbish beside the bin, because it won't be taken away.

Christmas can be a bad time rubbish-wise because the normal uplift is disrupted and there is always a lot of packaging to be thrown out. Please squash it up before you put it in your wheelie. If your wheelie bin is full, please store the excess packaging in your home until your wheelie is emptied. Don't overload your wheelie or leave packaging in

the bin shelter, because it won't get lifted.

North View is **not** responsible for refuse uplift. If your wheelie bin gets damaged or goes missing, or if the binmen have made a mess or not taken your bin, phone the Council on **287 9700** and report it to the Cleansing Department.

If you are unhappy with the refuse service, take it up with your elected local Councillor:

Bulk Refuse

If you live in a flat with a shared bin store and want rid of 'bulk items', place them in the binstore or binpath, but be careful not to block the passage way. Our contractor will take the bulk refuse items to the pavement for collection by the Council.

If you live in a house, or cottage flat and have your own garden, to get rid of bulk items you have to call Glasgow City Council on **287 9700** and arrange for them to come and uplift it.

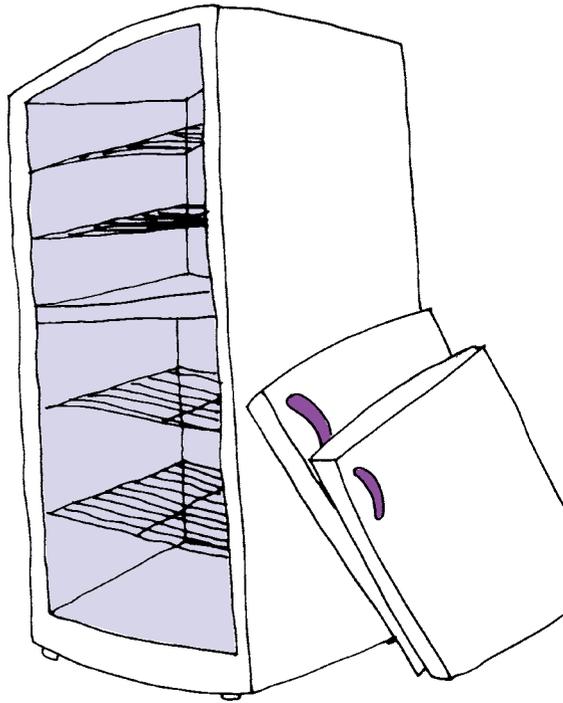
Fridges and Freezers

If you are getting rid of an old fridge or freezer (or anything containing HCFC gases) don't just put it out for the bulk uplift – *because it won't get taken*. You need to arrange a special uplift by the Council. Phone Glasgow City Council on **287 9700** and make an arrangement for them to come and pick it up – **but remember to take off the door before you put it out.**

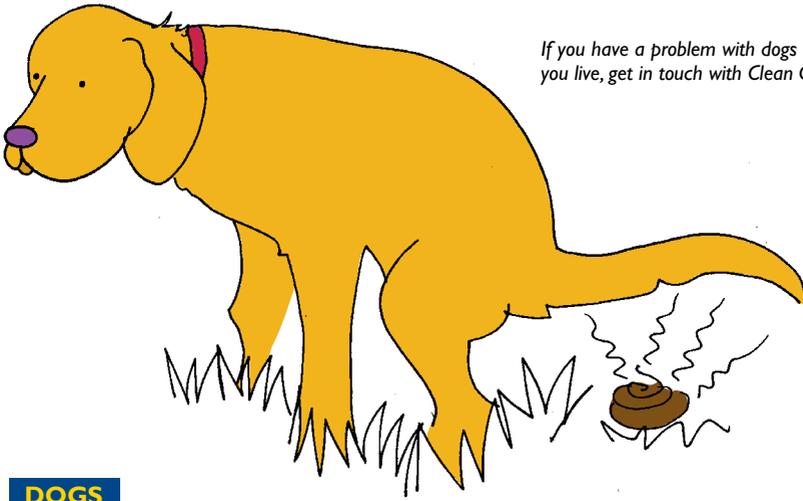
Alternatively, instead of throwing out your old fridge or freezer, if it is in good enough condition Second Opportunities may be able to recycle it. You can get in touch with Second Opportunities on **425 1177**.

Litter

Sometimes it seems like every bit of paper in the world gets blown into Windlaw. Between us and the Council we try and keep public areas litter free. You can do your bit by not dropping litter, and lifting any rubbish that gets blown in your garden, close path, or backcourt and popping it in the bin.



Phone the Council to arrange for them to take away your old freezer, but remember to take its door off before you put it out



If you have a problem with dogs messing where you live, get in touch with Clean Glasgow

DOGS

The Windlaw Strip is an ideal place to exercise dogs, and there are a few other green spaces that dogs seem to like too. But lots of people use all these places so don't just open the door and put your dog out, you go with it and make sure you keep it under control.

Dog fouling is one of the most irritating problems we have to deal with. Don't let your dog mess in your garden or in your backcourt, but if does, lift it and bin it. The same goes for the Windlaw Strip and the other open grassy areas, lift it and bin it. You fail to pick it up and dispose of it – and the fine goes up to £60 if you don't pay it within 28 days.

If a neighbour's dog is causing problems, you should report it to your Housing Officer and Environmental Protection. If you have a problem with stray dogs, you should contact the City Council's Dog Warden. They work in the Environmental Protection Services department and can be contacted via the Council's main switchboard on **287 9700**.

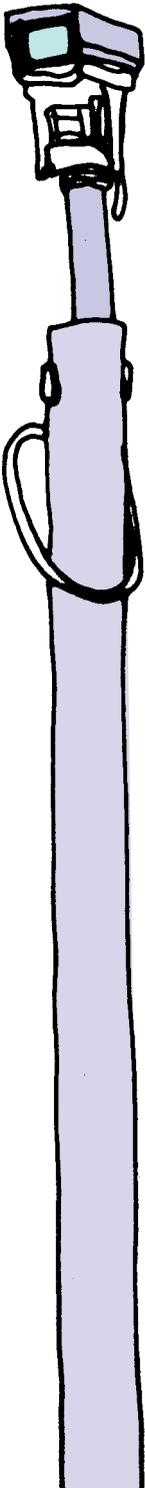
If dog dirt is causing you problems, you should get in touch with Clean Glasgow on

0800 027 7027. You will need to give them a bit of detail but their Enforcement Team should be able to take it from there.

Clean Glasgow can also get their Environmental Action Team in to help groups of tenants organise a neighbourhood awareness campaign. If you and your neighbours are interested, tell your Housing Officer and we will see what we can do.

Play areas

North View is responsible for the upkeep of the play areas in our area of Windlaw. Unfortunately the majority of play areas no longer contain play equipment, because they have been so badly vandalised that we have had to remove them, but we do regularly inspect all the play areas and the remaining equipment to make sure that it doesn't present a danger to anyone. However things can crop up between inspections, so if you see anything in any of these play areas that you think to be dangerous, report it to us at the Office.



ANTI SOCIAL BEHAVIOUR AND CRIME

Reporting

Criminal and anti social behaviour should be reported to the Police or Crimestoppers. If it is an emergency, call the Police on **999**. If it isn't an emergency, then you can contact them at Aitkenhead Road by telephoning **532 4900**. Crimestoppers can be contacted on **0800 555 111**. You don't have to give your name or address to either if you make a report.

If something is going down near one of the CCTV cameras, you should contact the police, but you can also report it to the people who monitor the CCTV cameras, Streetwatch Glasgow, by phoning them on **287 9999**. The camera in Stravanan Road near Stravanan Court is camera number **G103**, and the camera at the shops in Stravanan Road is camera number **G104**. Tell the operator the camera number, and leave it up to Streetwatch to record what's going on!

Graffiti

Both North View and the Council remove graffiti. The Council do it through Clean Glasgow, while our Estate Caretaker tackles the problem for us. Clean Glasgow

Phone the police and Streetwatch to report any anti social behaviour going on near the CCTV cameras

can be contacted on their freephone number **0800 027 7027**, but we would suggest that you report any graffiti you see to us at the Office, as we are usually able to respond quicker.

Abandoned Vehicles

Not too many stolen cars end up in our area, but we do get the occasional one – *usually after it has been burnt out*. Whether stolen and abandoned, or just abandoned, the City Council will take care of it.

If you suspect a vehicle has been abandoned or stolen, you should report it by phoning the Council's Abandoned Vehicles Hotline on **276 0859**.

Fly tipping

The problem with flytipped rubbish is that you don't know what you are dealing with. It could be harmful material like asbestos, or some sort of chemicals. There are proper places to dispose of stuff like that so there is absolutely no justification for anyone to dump it somewhere where adults, children and pets could come into contact with it. Depending on what the stuff is, an innocent bystander could end up in a serious way, that is why it is so important that you report flytipping to our Office as soon as possible. We will inspect the rubbish and arrange for it to be properly disposed of.

If you see someone flytipping, or know of someone that flytips, you need to report it. Other than us, there are two agencies that deal with flytipping: the first is Clean Glasgow, their hotline number is **0800 027 7027**; and the second is The Scottish Flytipping Forum, and they can be contacted on **0845 230 4090**.

PERMISSIONS

There is a bit in the 'Repairs and Maintenance' section of this Handbook that covers permissions for alterations. The majority of these have to do with internal alterations, like fitting a shower, or changing the pendant light fixings, but it does also cover work that you might do to the outside of your building, and alterations that you may want to make to your garden.

Getting Permission

You have to write in to tell us what you're proposing to do and give us details of who'll be doing the work. We have an Application Form, which lists what we need to know. You can get one from the Office.

Once we've got all the information we need, we'll consider your request and let you know our decision within a month.

If your request is refused, we'll let you know why we've refused it. If you are unhappy with our decision, you can use our Complaints Procedure to complain about our decision, and you can also apply to the court to have the decision overturned. The 'About North View' section of the Handbook contains more information about how complaints are dealt with.

Things that you need our permission for

If you are putting up a shed, or you want to deck a bit of your garden, or you're going to put up outside lights, or getting Sky and need to put up a dish, or even want to lay a slabbed patio, you need our permission before you start work. It sounds a bit heavy, but there is good reason for it.

With outside electrical equipment, we need to make sure that it is fitted correctly for the safety of the residents and that it won't damage the building, while with sheds, decks, and patios we have to be careful not to cover up drainage inspection points, manholes or water control valves. It can cause a lot of heartache if they are covered and we need to get at them to do a repair.

With Sky, you may need Planning Permission for the dish. Indeed Planning Permission may even be required for some types of decks, fences and sheds. It all depends on the size of the deck, fence, or shed, but the City Council take to do with Planning Permissions. If you need advice from them, you can contact their Planning Department on **287 8555**.

We aren't about preventing tenants improving their house, but we are about making sure it is done properly.

OTHER THINGS

As you can see, Glasgow City Council provide a wide range of services. If you want to find out more, log on to their website at **www.glasgow.gov.uk**.

Some of the services and information discussed in this leaflet will change over time. We will try to keep you updated through our quarterly Newsletter. So read it to keep up to date.

*Make sure you get our permission
before you put up that shed*



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in Windlaw

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Castlemilk

GLASGOW G45 9LY

telephone:- 0141 634 0555

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web:- www.nvha.org.uk

Out of Hours Emergency Contact

Telephone no:- **0141 634 0555**



INVESTOR IN PEOPLE

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