



IT'S YOUR NEIGHBOURHOOD HELP US TO KEEP IT CLEAN

As many of you will be aware, over the past few years Glasgow City Council (GCC) has seen their budgets cut significantly, which has resulted in the reduction of certain services within the environmental and estate teams, such as bulk waste collections.

In response to these cuts, and in the absence of certain GCC services, Linthouse Housing Association (LHA) has been working hard to keep the community clean and tidy.

However, this is something that the association cannot continue to deliver in the long term as it comes at a significant cost to LHA and its tenants and it also takes our in-house estate caretaking team away from delivering their core tasks.

BULK UPLIFT



In the past GCC assigned bulk collection points within the area, however this arrangement stopped when GCC removed their free bulk uplift service during the covid pandemic and have since introduced a chargeable bulk uplift service for city residents.

Unfortunately, people continue to leave items at these spots and outside their properties and, as a temporary measure, LHA were collecting some items to try and keep the area tidy and free from waste.

However, LHA DO NOT provide a dedicated bulk uplift service and are not responsible for uplifting items from any areas surrounding our properties or within our community.

Therefore, residents should note that they are fully responsible for arranging collection of bulk/waste items directly with Glasgow City Council or disposing of the items themselves.



There are several ways you can dispose of unwanted household waste items:

- Recycling Centres (free): www.glasgow.gov.uk/hwrc
- Contact GCC for bulk waste uplift or use the MyGlasgow app (cost attached): www.glasgow.gov.uk/bulkywaste
- Donate reusable items to charity: <https://www.zerowastescotland.org.uk/resources/recycling-locator>

FLY TIPPING

Fly tipping is where individuals or households dump items illegally or in places where it shouldn't be and it has become increasingly common in Glasgow and in areas where LHA has housing stock.

If you see the unauthorised disposal of bulk items please report as fly tipping directly to Glasgow City Council.

You do this on the MyGlasgow app or report it by contacting GCC directly:

- GCC Website <https://www.glasgow.gov.uk/contactus>

- GCC Customer Contact Number: **0141 287 2000**

Households and businesses have a responsibility to dispose of their waste correctly and, if you are caught, Glasgow City Council may issue a fixed penalty notice of £500. Or you can be taken to court and fined up to £40,000 or sent to prison for a maximum of five years.



BACK COURTS & COMMUNAL AREAS

The close and communal stairwells are your only means of escape in a fire so it is important to keep them clear.

Items can be deliberately set on fire and a fire starting in the communal areas can create enough smoke to fill a whole close.

Smoke and fumes can quickly overcome anyone and can be disorientating when trying to escape the building.

Items in communal areas can obstruct your ability to get out of the building if a fire started but they are also a trip hazard.

Therefore communal areas must be kept clear.

You can request a home safety visit from the Scottish Fire Service by calling **0800 0731 999**.

LHA do not provide a dedicated service for bulk uplift from the back courts or bin areas of LHA properties and these areas should be kept clear of all items apart from the household refuse in the bins themselves.

Glasgow City Council offer a bulk uplift service to residents in flats and main door areas. This is a chargeable service and current charges are:

- Standard items e.g. bed frame, chair, shelving, table etc - £5 per item
- Large electrical items e.g. cooker, TV, washing machine - £5 per item
- Special items e.g. boiler, shed, fencing, radiators - £80 per uplift

Items such as settees, mattresses, carpets must be kept dry within homes until collection and all items should only be put out on the kerbside the day before the agreed collection date with GCC.

At no time, should bulk or waste items be stored in communal areas including close pathways, close landings, communal rear/front gardens or bin stores, as this can cause serious environmental and health & safety issues such as fire, blockage of emergency exits, slips trips and falls and vermin.

Arrange uplift online: www.glasgow.gov.uk/bulkywaste or phone **0141 287 9700** (Tues & Wed, 9am-3pm)

BIN COLLECTION

Households should store and dispose of household waste legally, safely and responsibly.



GCC empties the green bins every 8 days, and you can find out your bin collection days on the GCC website: www.glasgow.gov.uk/Collectiondays or through the MyGlasgow app.

At present, LHA's estate caretaking team takes the bins from our tenemental properties to the kerbside and returns them after they've been emptied, but this has always been intended to be a short-term measure. The cost of this cannot be sustained indefinitely due to the investment required in our housing stock.

LHA is reviewing this service and liaising with GCC about future plans.

If you have a missed bin collection, you can report this on the MyGlasgow App, or via: www.glasgow.gov.uk/missedbincollection

LHA COMMUNITY CLEAN UP



Some residents might have noticed that LHA staff were out and about one Wednesday afternoon in June picking up litter and tidying up the areas at the front of the buildings.

Staff are keen to see the Linthouse estate looking spick and span but we need the help of the community too.

It's our plan to hold a corporate clean-up once a quarter and we would be delighted if any residents or local businesses wanted to join us. If you'd like to be kept informed of these dates then please let Gail Paterson, our Community Empowerment Officer know: gail.paterson@linthouseha.com



USEFUL CONTACTS



Glasgow City Council

Website <https://www.glasgow.gov.uk/contactus>
Customer Contact Number: **0141 287 2000**
MyGlasgow app: Apple App Store or Google Play Store



Roads and Lighting Faults (RALF)

0800 373635



This will take you to the section on GCC's website

Missed Bin Collections



This will take you to the section on GCC's website

Pest Control



This will take you to the section on GCC's website

Reporting Antisocial Behaviour

We would encourage residents to report incidents of antisocial behaviour, as they occur, to the relevant service including LHA if reporting a breach of tenancy:

- Police Scotland: 101, 999 in an emergency, or via their contact form: <https://www.scotland.police.uk/contact-us/>
- Glasgow City Council ASB Team: <https://www.glasgow.gov.uk/reportasb> or call **0800 0273 901**



Please do not hesitate to contact Linthouse Housing Association if you would like more information