

Report to: Management Committee – 11th March, 2021

Prepared by: Pauline Hollinsworth, Director of Property Services

Subject: Estate Management and Bulk Uplifts 21/22

Background

Regulatory Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

Estate Management Policy

Currently the Association staff carry out regular estate management inspections of common areas on behalf of tenants and owners. This ensures:

- All common areas are inspected and areas of concern recorded and Action taken to address issues as appropriate at each visit.
- Common areas are maintained in good condition,
- Cleansing and bulk uplift issues are identified and reported to Glasgow City Council via the GCC app for uplift.
- Common repairs are identified and instructed.
- Services provided eg landscaping and stair cleaning are monitored as per compliance with current contract arrangements.

Performance monitoring of all estate management visits are reported to the Services Sub Committee on a quarterly basis. The largest current issue with these inspections and customer satisfaction comments relate to the continual accumulation of bulk waste in common areas and the delay in uplift. This is an area where the Association receive complaints which we have no control over and customers do not fully understand this is outwith our control.

Proposed Changes 2021

While the Association has no legal responsibility to uplift bulk items from backcourts and this is currently provided by Glasgow City Council, the procedures relating to bulk uplifts changed from early 2021 in two phases which raises concerns for the Association as landlord and factor of each of the blocks.

Phase 1 – January 2021

Glasgow City Council no longer make regular visits to all properties to uplift bulk. Bulk is currently only uplifted where items have been reported by individual residents in a property and itemised. Uplift is normally arranged 28 days from reporting. The Association can no longer report bulk items for uplift on behalf of other residents which has been our practice following estate management inspections until now.

Phase 2 – Date to be confirmed

Further changes are planned by Glasgow City Council over the coming months with the introduction of charging for the bulk uplift service at £35 per uplift (for up to 10 items). Glasgow City Council are one of the only local Councils who have not been charging for this service which is normal practice in many other council areas. Under these new arrangements residents will require to contact Glasgow City Council, itemise the contents for uplift and pay for the uplift service. Once this is paid an uplift date will be arranged.

While this might seem quite straightforward with main door properties, it is not straightforward or practical in shared common tenement backcourts where between 6 and 78 households could be putting out bulk items into one backcourt. If bulk is put out for uplift by a resident who has paid for the service and someone adds to it, these items will be left with no arrangement in place for uplift and creating issues within the common backcourt. This change will also create complications during our staff inspections of common areas, staff will not know who has put out bulk, who has reported bulk items and what if anything has been added to the reported bulk. This is an impossible situation moving forward and likely to lead to an increase in fly tipping in our area.

Moving Forward Suggestions

Yorkhill Housing Association should consider options to try to eliminate bulk waste accumulating in backcourt areas unnecessarily. However, rental income should not be used solely to fund this option on behalf of tenants and owners as there are more owners than tenants in Yorkhill. Owners should also be consulted before any decisions are made.

I am therefore proposing the following strategy:

- Consultation letters to go to all owners week commencing 15.03.21 with a 2 week turn around for response.
- Evaluate responses by end of March 2021/early April 2021.
- Tender documents drawn up to tender a contract for bulk uplift from common backcourts on both a fortnightly and monthly basis from June 2021 until 31.3.22 for consideration. Note: Glasgow City Council are currently waiving the weighbridge fees this year so costs will be based on uplift and transportation to the dump only.
- Responses and tender costs to May Management Committee meeting for further discussion and consideration.
- I have asked Finance to set aside £25,000 in the 21/22 budget as an estimate of the Association's share of likely costs.

Committee are asked to consider the above and approve the strategy, proposed budget of £25k for 21/22 and consultation programme for owners.

Recommendation: Approve

