

Falkirk Council

Housing Estate Management Policy

[Design Unit to format and add logo]

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1. General Information

1.1 Background

Estate Management includes all of the services we deliver to make sure our neighbourhoods are well maintained and safe places in which to live, that Council tenants and other residents can take a pride in.

This policy deals mainly with the Council's (henceforth "our") estate management responsibilities as a landlord, but also includes some services available more widely. Unless otherwise stated, this policy applies to all Council housing developments and associated grounds owned by Falkirk Council, even where we are no longer the main housing provider.

1.2 Aim of the policy

The aim of the housing estate management policy is to:

Ensure our estates and common areas are attractive, well maintained and safe places in which to live, where we work together to deliver Service Standards set in partnership with the community.

1.3 Objectives of the policy

The objectives of this policy are to enable Council tenants and other residents to:

- get involved in improving their neighbourhood
- have peaceful enjoyment of their homes
- access a range of Council services to maintain high standards within their homes and neighbourhoods
- use the Estate Inspection Proforma to inspect and grade Council housing estates across Falkirk

Any new housing developments that the Council builds will take account of the aims and objectives of this policy. We recognise the importance of design, layout, signage, community consultation and initiatives such as 'Secured by Design', in creating high quality neighbourhoods.

1.4 References

The following documents may be read in conjunction with this policy:

- Our [Community Litter Plan](#), which describes what we are doing to stem the problem of litter in the area;
- Our [Neighbourhood Plans](#), which describe the local priorities set by local housing offices in consultation with the community and Councillors;

- Our [Community Engagement Strategy](#) and [Tenant Participation Strategy](#);
- Our [Single Outcome Agreement](#), which describes and reports progress in delivering the outcomes that Falkirk Council, the Community Planning Partnership and Scottish Government want to achieve in the area. This policy will help to deliver the outcome “***Our area is the place to be in the third millennium***”. It reflects the goals and values in our [Corporate Plan](#) , [Strategic Community Plan](#) , and other [Corporate Policies](#). The specific goals within our Corporate Plan that this policy will help to achieve are:
 - *Continuing to improve the health, safety and well being of our citizens and communities;*
 - *Enhancing and sustaining an environment in which people want to live work and visit.*

1.5 Legal framework

We will ensure that the Estate Management Policy complies with current legislation, promotes good practice and ensures that all residents can access good information about their respective responsibilities.

All residents have rights under the Human Rights Act 1998. We will make every effort when implementing this policy to ensure these rights are not breached.

Falkirk Council and Council tenants, have obligations to abide by the conditions in the tenancy agreement, some of which are referred to in this policy.

1.6 Equal opportunities

Falkirk Council believes that the diversity of its community is an essential part of its values. We will promote equal opportunities and avoid unlawful discrimination in line with our separate [Equal Opportunities Policy](#) .

1.7 Complaints

We aim to provide high quality services to everyone in our community, but sometimes we might not reach the high standards you expect. We take complaints seriously, and by telling us when things go wrong you will be helping us to improve our services. We will handle any complaints about estate management in line with our Corporate Complaints process, details of which are available on our website and in the ‘Contact Us’ Section.

1.8 Monitoring and review

Housing Services will report performance on an annual basis through Neighbourhood Plans and an Annual Return on the Social Housing Charter.

Other Council Services will report their performance in line with statutory requirements and the Single Outcome Agreement, and this information will be available on our website.

1.9 Enforcement

Enforcement actions taken by the Council or its partners in respect of anti-social behaviour and adhering to tenancy conditions will be recorded and monitored in accordance with the relevant procedures.

1.10 Consultation

The consultation about this policy and the service standards within it was wide ranging. It included workshops for staff, tenants and other residents at the Tenants' Conference and Forum; a special Estate Management Focus Group at the Forth Valley Sensory Centre; and a questionnaire, carried out in 2011. This questionnaire and briefing paper were displayed on our website, in local offices and also sent to tenants' groups for their input. 180 people took responded in total. After the consultative draft policy was circulated to equalities groups, tenants and partner organisations in 2012, further comments were received via a questionnaire, which have influenced the final version of the policy.

We will continue to encourage and support Council tenants and other service users to influence the Housing Estate Management policy and to scrutinise its delivery. See the Tenant Participation Strategy for more details of how tenants and other service users can get involved.

The **service standards** that we have set in consultation with the community are listed at the end of this document in Section 4.

2. Working together

Our Single Outcome Agreement, Community Planning process, Community Safety Strategy, Litter Strategy and Neighbourhood Plans will determine the overall direction and outcomes of our approach to estate management.

2.1 Commitment to Partnership

Housing Services will work in partnership at a local level, with a range of Council services and external organisations. Partners include

- the Police Scotland
- Falkirk Council Social Work Services
- Falkirk Council Community Safety Team
- Falkirk Council FIRST and Mediation Service
- Falkirk Council Noise Team
- SACRO
- Falkirk Council Waste Management Service
- Falkirk Council Grounds Maintenance Service
- Falkirk Council Roads & Transportation Services

This list is not exhaustive, but serves to illustrate the range of services involved in contributing to the management of our estates.

When we refer to “we” in this policy, it includes a combination of these partners working together to deliver on the policy objectives.

2.2 Statement from Police Scotland

Police Scotland will work closely with partner agencies, in particular Falkirk Council, to ensure the neighbourhoods of Falkirk are pleasant and safe for the residents. There is already close partnership working between Falkirk Council and Police Scotland in terms of tackling anti-social behaviour and a variety of other issues. This work will continue as part of the Estate Management Policy being introduced by Falkirk Council.

2.3 How Council tenants and other service users can get involved

We will support the community to get involved in improving their neighbourhoods by:

- We will support Registered Tenants & Residents Organisations (RTO's) and other groups to influence services and access grants.
- We will support Community Litter Picks and the formation of Clean Zones. Community Support Packs and further information about establishing a Clean Zone can be obtained by contacting the Litter Strategy Team.

- We will consult over the disposal of any Council owned land within housing estates. This includes the transfer of ownership to an individual resident, a group of home owners, or to an RTO for the purpose of forming a Community Garden, for example;
- We will organise Estate Walkabouts, to involve the community in identifying and finding solutions to local environmental issues.
- We will carry out cyclical maintenance inspections of our housing properties and surrounding built environment, e.g. footpaths, common areas such as bin stores etc. on a 5 year cycle.
- This version of the policy also introduces an Estate Inspection Proforma (Appendix 1). This will be used to carry out monthly Estate Inspections by Neighbourhood Officers.
- We will publish annual Neighbourhood Plans on our website and in local housing offices, to report on the impact of Estate Inspections and Estate Walkabouts, our planned housing investments and our performance.
- It is important to distinguish between monthly Estate Inspections and annual Estate Walkabouts. The Estate Inspections will be used to address any day-to-day issues identified in estates by Neighbourhood Officers. The Estate Walkabouts will be a bigger joint event with residents, staff and Councillors. The walkabouts will capture views and aspirations for the estate which will in turn inform and guide the Council's neighbourhood improvement activity. At the walkabouts the Neighbourhood Officers will inform attendees on the various issues that have been dealt with in the estate over the past year.
- The Community Safety Team will carry out regular estate visits as part of their ongoing duties.
- We will engage with communities to tackle anti social behaviour by working in partnership with Registered Tenants' Organisations, Police and other stakeholders.

2.4 Home owners, private tenants and other landlords

We recognise that most of our housing estates are now mixed tenure. We will work in partnership with home owners, private landlords, private tenants and other social landlords. We will consult with tenants and all other relevant parties before making any significant changes to the local estate environment, including communal garden areas, property repairs or parking arrangements.

2.4 Your responsibilities

Council tenants' responsibilities in respect of their home and common parts are detailed in their Tenancy Agreement, Good Neighbour Agreement and Tenants' Handbook. The responsibilities of home owners are set out in their

title deeds and it is the responsibility of Private Landlords to inform their tenants of these conditions.

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3. Services we provide - Within your house or block

Our services cover the following areas:

3.1 Abandoned houses and illegal occupation

Where we suspect that a Council house has been abandoned or there are illegal occupants, we will take immediate action to investigate and where necessary, issue the appropriate notices or take legal action. Empty Council homes can be reported to the local housing office. Empty private properties can be reported at www.reportemptyhomes.com or by contacting the Private Sector Housing Section, using the details in the 'Contact Us' section.

3.2 Abandoned vehicles

We have a statutory duty to remove abandoned vehicles. Where an abandoned vehicle is identified we will investigate ownership and request that the owner, if traceable, remove it in the first instance and thereafter, we will take appropriate action to arrange for its uplift and disposal. Abandoned vehicles can be reported to the Environmental Protection Unit

3.3 Fencing

The Council's primary responsibility with regards to landscaped spaces is for the maintenance of communal landscaped areas and boundaries. This includes the landscaped areas surrounding bungalows, sheltered schemes and communal flats. This does not include tenant's own borders for which they are solely responsible or gardens which form part of an individual's property; nor does it include boundary fences and hedges which are identified as being the legal responsibility of an adjoining owner.

3.4 Close Cleaning

Council tenants and other residents are responsible for keeping clean and tidy the common parts including close, bin store and drying areas. We will inform new tenants about any rotas, checklists or chargeable services that apply to their block. If problems arise, we will meet with the residents to discuss the problems and potential solutions (e.g. a cleaning rota). Where private tenants fail to co-operate, Environmental Health services may be contacted for assistance where the standard constitutes a health hazard. If breaches of tenancy agreement or title deeds occur which result in the Council arranging for a close to be cleaned, we will recharge the costs to the individual (s) responsible, or, as the case may be, to all residents within the block.

We will inform new tenants if they will be required to participate in any existing cleaning arrangements when they take up their tenancy.

Any residents experiencing difficulty cleaning their close due to disability should contact their Neighbourhood Officer in the first instance.

3.5 Community Safety Team

The Community Safety Team, comprising of Community Safety Wardens and Community Safety Officers, is a key component of our Anti Social Behaviour Strategy. The team regularly patrols the area to ensure that people can live quietly and peacefully in their neighbourhoods without fear of crime, annoyance or abuse. Responsibilities include the issuing of fixed penalty notices and warnings for Dog Fouling, Litter and Fly-tipping. They also have responsibility for reducing antisocial behaviour including graffiti, vandalism and fear of crime. The team will report any instances of anti social or criminal behaviour and can act as professional witnesses. In addition they will develop close links with communities promoting the area as safe and attractive place to live, work, shop and visit. See the 'Contact Us' section for details of the Community Safety Team.

See also "*Neighbour Nuisance and Harassment*" and "Pets".

3.6 Dogs – fouling, stray, lost, dangerous and out of control dogs

Instances of dog fouling can be reported to the Community Safety Team, to take appropriate action under the Dog Fouling (Scotland) Act 2003, by the Community Safety Team. The team operate a "Zero Tolerance" policy and will issue fixed penalty notices for all offences witnessed by them.

Stray and lost dogs can be reported to the Council's Pest Control & Dog Wardens service.

Dangerous Dogs legislation is enforced by the Police. It covers incidents such as multiple actual or attempted bites; an animal being killed; or concerns that an attack requires urgent action to prevent any potential repeat. Incidents involving dangerous dogs can be reported to Central Scotland Police by calling 01786 456000.

The Control of Dogs Act 2010 is enforced by the Community Safety Team. We can use these powers to provide early intervention measures for dogs deemed to be 'out of control' before they become dangerous (e.g. where an attacked person was not pushed to the ground; the attack was on an animal that survived or where no attack has taken place). Enquiries can be made by contacting the Community Safety Team.

See also 'Pets'.

3.7 Estate Inspections

From this version of the policy, planned regular Estate Inspections will be carried out by Neighbourhood Officers using the Estate Inspection Proforma (Appendix 1). The outcomes of these inspections will be maintained in a central spreadsheet with clear timelines for resolving issues found.

3.8 Estate Walkabouts

Neighbourhood Officers will undertake Estate Walkabouts at least once every year, to involve the community in identifying and finding solutions to local environment issues. This will ensure that each street will be walked around and an Action Plan drawn up to deal with any issues that arise.

The Council will invite representatives from tenants' and residents' groups to attend the Walkabouts, and residents can also request one takes place. The Council will ensure that residents' comments and observations are respected.

The Council will ensure that respect of an individual's privacy is maintained when Estate Walkabouts are completed.

The Council will ensure that outcomes of Estate Walkabouts, including before and after photographs, are reported in Neighbourhood Plans.

3.9 Empty properties

We aim to minimise the duration and number of void properties to prevent detrimental effects on the quality of the surrounding environment.

See also '*abandonments and illegal occupation*'

3.10 Garage sites

See 'Lock-ups and garage sites'

3.11 Garden areas

Council tenants and other residents are responsible for keeping clean and tidy individual gardens and shared areas. If problems arise, we will meet with the residents to discuss the problems and potential solutions. Practical advice and assistance can be provided where appropriate. Environmental Health Services may be contacted for assistance where there is an accumulation of refuse which constitutes a statutory nuisance in that it could give rise to odour nuisance or provide attraction for vermin. If breaches of tenancy agreement occur which result in the Council arranging for a garden to be brought into a reasonable standard, we will recharge the costs to the tenant(s) concerned. If action is taken by Environmental Health Services to abate a statutory nuisance within owners' gardens, this may result in costs being recharged to the owner(s) concerned.

Any residents experiencing difficulty maintaining their garden due to disability should contact their Neighbourhood Officer in the first instance.

We encourage residents to take pride in their area through an annual garden competition which is open to all residents in the Council area.

See also “*Trees*”.

3.12 Graffiti

We offer a graffiti removal service to all residents and most commercial premises. Sectarian, racial, sexual or other offensive graffiti will be removed within 72 hours. Reports of graffiti can be made to Grounds Maintenance services or local housing offices.

3.13 Landscape Maintenance

We provide a comprehensive range of soft landscape or grounds maintenance activities on a pre-planned basis in Housing Service-owned land within and around the Council’s housing estates. This includes grass cutting, shrub and flowerbed maintenance, and weed control. Enquiries about grounds maintenance should be directed to the local housing office in the first instance

3.14 Litter, fly tipping and sharps or syringes

We have a statutory duty to maintain certain cleanliness standards on all public roads and footpaths that are adopted and maintained by the Council. In general, all such roads and footpaths are serviced on a regular basis.

We aim to deal with incidents of fly-tipping as quickly as possible. We will seek to identify those responsible to enable appropriate enforcement action to be taken (including court proceedings). We will contact land owners to secure their co-operation to quickly remedy fly-tipping on private land. Instances of fly-tipping and littering can be reported to the litter strategy team.

Incidences of discarded syringes can be dealt with through our 24 hour Sharps / Syringes Helpline. We aim to deal with any reports within 24 hours. See the Contact Us Section for details.

3.15 Lock-up and garage site - management

Council owned garage sites and lock up areas are subject to weed control measures on a programmed basis. Other maintenance responsibilities are detailed in the lease. Enquiries about lock ups and garage sites can be made by contacting the local housing office.

Lock ups and garage sites let by the Council for private cars or approved commercial vehicles should not be used for trade, business or storage purposes.

Lock-up and garage site - allocations

We will give priority to Council tenants when allocating Council lock-ups and garage sites, unless there are no tenants on the waiting list, in which case the lease will be offered to another applicant. The reason that Council tenants are given priority is that lock-ups and garage sites were originally built on housing land for Council tenants and they therefore continue to be subsidised by Council rents. Applications for lock-ups and garage sites can be made via local housing offices or One Stop Shops

3.16 Neighbour nuisance, noise and Antisocial Behaviour

3.16.1 General

We investigate neighbour disputes and antisocial behaviour following the principles outlined in the Council's Community Safety (Antisocial Behaviour). Victims and alleged perpetrators of anti social behaviour are given the opportunity to put their side of the situation forward before any formal action is considered. Any action taken will be proportionate to the alleged offence and will involve sharing information and working in partnership with relevant services. Procedures include mediation, tenancy warnings, Acceptable Behaviour Agreements and referral to FIRST (Falkirk Investigation, Response and Support Team). Falkirk Council operates an Antisocial Behaviour Helpline which is available 24 hours a day, 7 days a week. See the 'Contact Us' section for details.

3.16.2 Mediation Services

We provide a successful mediation service with specially trained mediators who are skilled in helping neighbours and other people in dispute to discuss and resolve differences. Mediators will not take sides or tell you how to sort it out but will help you and your neighbour to communicate in a safe and controlled environment to reach agreements that will work for you. See 'Mediation Service' in the 'Contact Us' section.

3.16.3 F.I.R.S.T

Falkirk Investigation Response and Support Team (FIRST) responds to serious and persistent antisocial behaviour. The team will work alongside a range of services, including the Neighbourhood offices, support services and Police Scotland to seek a resolution to instances of antisocial behaviour. We are committed to protecting your right to peaceful enjoyment of your home and will use legal powers, if necessary, to do so.

3.16.4 Noise

We can deal with noise nuisance from domestic sources using powers under the Antisocial Behaviour etc. (Scotland) Act 2004, and the Environmental Protection Act 1990 (Statutory Nuisance), regardless of the tenure of the property. The powers available to enforce permitted noise levels include Warning Notices, seizure of equipment, Abatement Notices and Fixed Penalty Notices. See the 'Contact Us' section for details.

See also “*Pets*” and “*Community Safety Team*”.

3.17 Parking

The parking of a vehicle, caravan, trailer, or other property belonging to the tenant or anyone living with them or anyone visiting them is not permitted on any land or road owned by the Housing Service unless:

- That land has been designated for parking or storage (this includes driveways and hard standing areas in the curtilage of the property); or
- That written permission has been given by the Council;
- It is an adopted public road; and
- That the vehicle does not cause a nuisance or annoyance to neighbours.

3.18 Permissions for alterations or improvements

Part 5.19 of Falkirk Council’s Scottish Secure Tenancy Agreement states that, “If you want to:

- Alter, improve or enlarge the house, fixtures or fitting;
- Add new bathrooms or fittings (for example kitchen or bathroom installations, laminated flooring, central heating, or other fixed heaters, double glazing, or put up any kind of aerial or satellite dish outside the house);
- Put up a garage, shed, or other structure; or
- Decorate the outside of the house.

You must get our permission in writing first. We will not refuse permission unreasonably. We may grant permission with conditions including conditions as to the standard of work.

Part 5.20: if you have made alterations and improvements with our permission, you may be entitled to compensation at the end of your tenancy under regulations governing these arrangements. We also have the power, even if you don’t qualify under these regulations, to make a discretionary payment.

Part 5.21: if you make any alterations or improvements without our permission, we are entitled to restore the house to its previous condition during, or at the end of your tenancy. If we do so, we are entitled to charge you for this work.

3.19 Pest control and vermin

A Council pest control service is available to all households in the Council area. Pest Control Services can be accessed using the details in the ‘Contact Us’ section.

Council tenants have a responsibility to report any infestations or to the Housing Service. No charges will be payable for this service.

3.20 Pets

Housing Services aim to respond to all requests from Council tenants to keep pets within 28 days. It is the tenants' responsibility to request permission to keep a pet. We will not unreasonably refuse permission. When making a decision on whether to give or remove permission to keep a pet, we will take into account all relevant circumstances in order to reach a reasonable decision. This may include any relevant Scottish Government guidance on animal welfare.

Where we receive complaints about nuisance caused by pets, or where they have caused damage to Council homes, we will investigate them and take appropriate action. We will act to enforce tenancy conditions through court action, after offering relevant advice and assistance, if the tenant does not co-operate.

Where barking dogs are causing a noise nuisance we will write to the owner of the dog advising that a complaint has been made and giving them information on how to prevent excessive barking. It is also possible for this type of noise to be dealt with under the Antisocial Behaviour (Scotland) Act 2004. Complainants will also be sent details of how to apply to the District Court under the Civic Government (Scotland) Act 1982 for an Order to prevent the noise, should the barking continue. The Environmental Protection Unit can be contacted for more information.

See also: "*Dogs*"

3.21 Playparks

All playparks on Council land are inspected and litter picked on a weekly basis. Regular Health & Safety inspections are also carried out. We carry out condition surveys of all play areas so that we can implement our Playground Improvement Programme on a priority basis. Enquiries about play parks can be made to our Grounds Maintenance service

3.22 Refuse disposal and recycling

We will ensure that appropriate refuse collection facilities are available to all households and we will inform new Council tenants about the collection days and any specific arrangements for their property. All households are responsible for making sure their refuse and recyclable materials are disposed of safely, tidily and securely in the containers provided. Enquiries about refuse and recycling can be made by contacting the Waste Strategy team.

Private landlords will be held responsible for properly disposing of refuse and recyclable materials where their tenants fail to do so.

Our Special Uplift collection services' rules and charges are detailed on our website. Special Uplifts can be requested online, by telephone or by email (see the 'Contact Us' section).

3.23 Street Lighting & Signage

We recognise the importance of effective street lighting and signage to the quality of the neighbourhood environment. Street lighting faults can be reported during office hours and emergencies such as dangerous columns or exposed wiring can be reported out with hours. Callers should give the location, any identifying number on the apparatus and the nature of the fault. See the 'Contact Us' section for details.

3.24 Trees

Trees provide significant benefits to the character and quality of our neighbourhood environment. Responsibility for the maintenance of trees normally lies with the land owner, however Council tenants are responsible for any trees that they, or their family, plant within their gardens. Council tenants can contact their local office with any enquiries about trees in their area. A useful guide for all householders "[*You and Your Trees: A Householders Guide to Protected Trees and Common Neighbourhood Tree Problems*](#)" is available from the Planning & Environment team within Development Services. See the 'Contact Us' section for details.

3.25 Neighbourhood Agreements

Due to the Scottish Social Housing Charter and the need to introduce a Falkirk Standard, Neighbourhood Agreements will be included within the Falkirk Standard. Falkirk Standard will be brought for Committees approval in a separate paper once the baseline levels have been published by the regulator.

4. Service Standards

We have agreed the following Estate Management Service Standards, in consultation with local tenants, Registered Tenants & Residents' Organisations (RTO's) and other residents:

Working in partnership, Falkirk Council will:

1. Invite Council tenants and other residents to at least one Estate Walkabout per year, in each neighbourhood containing Council housing
2. Publish the outcomes of Estate Walkabouts after they take place, in Neighbourhood Plans
3. Provide guidance if residents ask for help to arrange a community Litter Clean-Up as outlined in the Council's Community Litter Plan 2012-15.
4. Offer support and take appropriate action to make sure tenants maintain common parts and gardens
5. Respond to complaints of Antisocial Behaviour within 2 working days
6. Tell you how quickly we will deal with graffiti, fly-tipping, special uplifts and abandoned vehicles, and also tell you whether we are meeting these targets, on our website
7. Consult tenants, Registered Tenants and Residents Organisations and other interested people about any proposed changes to the management or design of common areas in their neighbourhood.
8. Publish information about how we have worked in partnership with other services and agencies to improve each area in our Neighbourhood Plans

Policy review date:

28 August 2014, or as required by legislation.

Contact Us

Antisocial Behaviour Helpline

Contact us 24 hours a day, 7 days a week, on FREEPHONE 0808 100 3161.

Bandeath Stray Dog Shelter

Unit 70
Bandeath Industrial Estate
Throsk
Stirling
Telephone: 01786 812908

Community Safety Team

Estates Management

Corporate & Neighbourhood Services
Falkirk Council
Earls Road
Grangemouth
FK3 8XD
Telephone: 0808 100 3161
Email: contactcentre@falkirk.gov.uk .

Complaints

Falkirk Council
Municipal Buildings
West Bridge Street
Falkirk
FK1 5RS
Telephone: 01324 506400
Email: contactcentre@falkirk.gov.uk,
Alternatively you can visit any One Stop Shop or write to the service concerned.

Environmental Protection Unit

Development Services
Abbotsford House
David's Loan
Falkirk
FK2 7YZ
Telephone: 01324 504982 or 0808 100 3161
Email: envhealth@falkirk.gov.uk .

F.I.R.S.T (Falkirk Investigation Response and Support Team)

Corporate & Neighbourhood Services
Falkirk Council
The Forum,
Callendar Business Park
Falkirk
FK1 1XR
Telephone: 01324 593700
Email: mediation@falkirk.gov.uk

Graffiti Removal

Estates Management (address above)
Telephone: 01324 503232
Email: contactcentre@falkirk.gov.uk .

Grounds Maintenance

Estates Management (address above)
Telephone: 01324 504600
Email: grounds.maintenance@falkirk.gov.uk

Litter Strategy Team

Estates Management (address above)
Telephone: 01324 504433
Email: litterzone@falkirk.gov.uk;
Or visit the 'litterzone' section on our website at www.falkirk.gov.uk

Mediation Service

Corporate & Neighbourhood Services
Falkirk Council
The Forum,
Callendar Business Park
Falkirk
FK1 1XR
Telephone: 01324 593700
Email: mediation@falkirk.gov.uk

Pest Control & Dog Warden Service

Estates Management (address above)
Telephone 01324 504981
Email: contactcentre@falkirk.gov.uk .

Planning & Environment

Development Services (address above)
Telephone: 01324 504950
Email: planenv@falkirk.gov.uk.

Private Sector Housing Section

Falkirk Council
The Forum,
Callendar Business Park
Falkirk
FK1 1XR
Tel: 01324 590797
Email: privatesector.housing@falkirk.gov.uk
Or visit: www.falkirk.gov.uk/privatesectorhousing

Sharps / Syringes

Telephone: 01324 504411
Emergency out with normal working hours: 01324 503050

Special Uplifts

Estates Management (address above)

Telephone: 01324 504411

Email: contactcentre@falkirk.gov.uk .

Street Lighting & Signage

Telephone: Clarence on freephone 0800 232323.

Out-with office hours emergency: 01324 503050

Street signage Telephone: 01324 504950

Email: roads.ds@falkirk.gov.uk.

Waste Strategy - Refuse & Recycling

Dalgrain Depot

McCafferty Way

Grangemouth

FK3 8EB

Telephone: 01324 504444

Email: contactcentre@falkirk.gov.uk

We have 7 Local One Stop Shops / Housing Offices**Bo'ness One Stop Shop**

24a East Pier Street

Bo'ness

EH51 9AB

Telephone: 01506 77 88 99

Email: housing.boness@falkirk.gov.uk

Camelon One Stop Shop

256 Main Street

Camelon

FK1 4DY

Telephone: 01324 503640

Email: housing.camelon@falkirk.gov.uk

Dawson One Stop Shop

Dawson Centre

David's Loan

Falkirk

FK2 7RG

Telephone: 01324 501450

Email: housing.dawson@falkirk.gov.uk

Denny One Stop Shop

Carronbank House

Carronbank Crescent

Denny

FK6 6GA

Telephone: 01324 504050

Email: housing.denny@falkirk.gov.uk

Falkirk One Stop Shop

Unit MSUI

Callendar Square

Falkirk
FK1 1ZF
Telephone: 01324 506868

Email: housing.falkirk@falkirk.gov.uk

Grangemouth One Stop Shop

5 York Lane
Grangemouth
FK3 8BD

Telephone: 01324 504550

Email: housing.grangemouth@falkirk.gov.uk

Stenhousemuir One Stop Shop

398 Main Street
Stenhousemuir
FK5 3JR

Telephone: 01324 503340

Email: housing.stenhousemuir@falkirk.gov.uk

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Appendix 1

Falkirk Council Estate Inspection Proforma

Location:	Date:
Officers Attending:	Signed:
Members Attending:	Signed:
Tenants / Other Residents Attending:	Signed:

Areas to Cover in Estate Inspection (Please Tick Each Area Once Checked)

PATHS	DRYING AREAS	ROADWAYS	LIGHTING	GRASSED AREAS
PARKING AREAS	ALLEYWAYS	BOUNDARY FENCING	BOUNDARY WALLS	DITCHES
GARAGE AREAS	TREES/SHRUBS	FLATS INTERNAL AREAS	FLATS EXTERNAL AREAS	OTHER

Number of Problems Per Area (Please Note Down the Total Number of Problems Per Area Use Table on Next Page to Note Individual Problems)

PATHS	DRYING AREAS	ROADWAYS	LIGHTING	GRASSED AREAS
PARKING AREAS	ALLEYWAYS	BOUNDARY FENCING	BOUNDARY WALLS	DITCHES
GARAGE AREAS	TREES/SHRUBS	FLATS INTERNAL AREAS	FLATS EXTERNAL AREAS	OTHER

Location	Problem	Action Required	Who is Responsible	Date Passed for Action	Date Action Taken By	Date Action Completed	Comments