

Crosshill & Govanhill Community Council

The Welfare of the Community is our Cause

Crosshill and Govanhill Community Council
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George Gillespie
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3rd September 2018

Dear George Gillespie and Annemarie O'Donnell,

Cleansing and the Environment Crosshill and Govanhill

Back on the 19th of January this year the community council contacted yourself (George Gillespie) with regards to meeting with our cleansing sub group to discuss ongoing cleansing problems in the area. This invitation was passed on to Head of Cleansing and Waste Management and then to head of street cleaning and collections.

While we have had positive meetings with them and more recently the Neighbourhood Officer, we still feel that little has been achieved and there has been no overall improvement in the area.

On Monday the 11th of June the Crosshill and Govanhill Community Council held a public meeting at Samaritan House on the topic of Cleansing and the Environment. Attended by Councillors Mhairi Hunter, Alexander Belic, Soryia Siddique and Brian Roberts from the cleansing department.

The meeting was well attended by the community, with many people having to stand due to a lack of seats in the room. The meeting was extremely vocal as the community raised their frustrations at the lack of progress from the council regarding cleansing matters in the area.

Issues raised on the night include;

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- **Pest Control:** Continuing problem of infestations cockroaches, mice and rats. Problems highlighted around not all flats in a close getting treated and pests moving from one close to the next when a treatment starts. Also, two streams of funding for pest control in area council cleansing and housing association resulting in a lack of coherent statistics.
- **Fly Tipping:** This issue is both a problem on the streets and back courts. Mhairi Hunter commented that there is a difficulty with the legal issue of fly tipping in back courts and this needs to be worked on. There were calls for locked gates on back court, but also complaints of lock on back courts with gates being vandalised.
- **Bulk Up Lift:** Waiting time too long, and no set days, so bulk is left out until it gets uplifted. Also pull through service run by Govanhill Housing Association not always coordinated with the cleansing department, resulting in bulk being left in the street for prolonged periods of time.
- **Street Cleansing:** Lack of street cleaning in the area, too few street cleansing staff to deal with the size of population in the area which includes the biggest secondary school in the country.
- **Local Businesses:** Many not correctly dealing with their waste, particularly butcher's and grocers in the area, leaving bins out on the street, some with raw meat waste inside. We are aware there have been some fines recently and are waiting on the changes coming to commercial cleansing in December, but this has been a long time coming and the community really feel they have waited long enough. Additionally, waste being left from takeaway shops, both by customers and waste food being dumped in the area.
- **Enforcement:** People feel priorities are wrong, there are fines being issued for small offences such as dropping bus tickets or cigarette ends but not the bigger offences such as fly tipping. There is disappointment that CCTV is either not capturing or not being used capture fly tipping and thus people are getting away with fly tipping.
- **Missed Bin Collections:** Was raised for both green and blue bins as well as a lack of glass recycling in the area. Also, black bags left beside bins not being collected and left by cleansing. Still the old metal bins in some closes still waiting to be replaced and lack of access for cleansing staff to some closes means big container bins in the street causing obstruction.
- **Lack of Education:** and cultural difficulties (including high population turnover) around use of bins was raised, people feel that flyers don't work.
- **Reporting:** Feeling of distrust from the public as they feel reports are either not actioned or take too long to action. Discontent about ways to report cleansing issues, many don't have access to the app or web, those that do say they find app very difficult to use, people reported calling the council and being left on hold for up to 45mins, the HUB is just an answering machine. A lot saying, they have given up on reporting issues.

I express again that the meeting was very passionate, with a long list of grievances being heard and with some members of the community calling for direct action to be taken by the community, to a positive response by the audience.

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Thus, we would like to meet with yourselves, to work together to develop a strategy to deal with the above problems in order that we can return to the community with a positive way forward.

We ask that you respond with some dates as to when you will be able to meet with members of the community council, we are willing to meet at the city chambers if this more convenient to yourselves. Please note in the absence of such a response we will be forced to take alternative action given the pressure we face from our constituents.

Yours sincerely,

Cheryl McCormick

Chair Crosshill & Govanhill Community Council