



blairtummock housing association

NEWSLETTER

at the heart of our community

Summer 2023

ENERGY FUND

One of our priorities is improving opportunities, the local environment and the quality of life for local people. We appreciate how difficult the cost of living crisis has been. To help support tenants, we have worked hard to secure grant funding, allowing us to offer range of packages that we hope helped.

We are delighted to have provided 1066 items within the community, totalling over £47,000:



379

fuel payments to tenants to assist with top ups/bills.

129

Slow cookers

111

Microwaves

Feedback from tenants has been very positive. We hope these items help to reduce cooking costs and retain some heat in the home during the colder months.

71

Pressure cookers

394

Duvets

227

Electric Blankets

134

Reflective Radiator Panels

This scheme has now ended, but we will continue to do all we can to offer vital support to our tenants. Please follow us on Twitter for all our latest news and updates @BlairtummockHA

MANAGEMENT COMMITTEE

We are looking to recruit a few new people to join our Management Committee. Members of the Management Committee lead the organisation and as a group have a collective responsibility for making major decisions. Being a member of the Committee is an extremely important role. Training and support will be provided.

Please contact the office for further information or email jacqui.ourourke@blairtummock.org.uk



REGISTERED TENANTS ORGANISATION

The Association will support and assist anyone who wishes to set up a Registered Tenants Organisation. In order to become a Registered Tenants Organisation groups must meet certain criteria, which is set out by the Housing (Scotland) Act 2011. Further information can be found at www.gov.scot/policies or from the Association.

TENANT PARTICIPATION STRATEGY & ACTION PLAN

The Management Committee recently reviewed the Tenant Participation Action Plan, a copy can be found on our website. We welcome any comments or suggestions you have in relation to our action plan. Please contact the Association on **0141 773 0202** or email enquiries@blairtummock.org.uk.

DROP IN SESSIONS

We would like to thank everyone who attended our Easter drop in sessions and the winner of our £50 voucher was:

Shona Thomson



GAS SERVICING

The Association would like to thank everyone for their continued cooperation with providing access to our gas engineers for the legally required gas safety checks to be carried out, ensuring the safety of all households.



ENERGY PERFORMANCE CERTIFICATES



EPC's are updated every 10 years. When your property requires a survey our Contractor Alembic Research Ltd will be in touch to arrange suitable access.

ELECTRICAL SAFETY INSPECTIONS

The Association is legally required to carry out electrical inspections of properties every 5 years to ensure that installations in people's homes are safe and meet today's safety standards. Tenants are requested to make contact with Maintenance staff to make a suitable access arrangement when receive notification the inspection is due for their property.



ALTERATIONS & IMPROVEMENTS

Tenants should always contact the Association requesting an application form for any alterations and improvements that they are thinking about carrying out. The Association will not refuse permission in most cases but tenants should refrain from doing any works until they have permission from the Association in writing.



NO HEATING OR HOT WATER?

Before you call the office or the out of hours can you please ask yourself the following questions:

- Is there power going to the boiler i.e. lights showing on the boiler
- Is there a fault code on the boiler as each boiler has specific fault codes that can indicate the issue and we note that for the engineer
- What is the pressure sitting at on the dial, should be between 1.5 and 2 if below 1 then it's low pressure
- Is this the only gas appliance you have in your house? If you have a gas cooker and it's still working then you know the issue is with the boiler. If it isn't or you don't have another appliance then please check that your meter is reading on or off or call help as the issue is with the meter.





OUT OF HOURS SERVICE

Our emergency repairs service operates every day of the year, 24 hours a day and if you have an emergency outside normal office opening hours, call City Technical Services (UK) Ltd on 0333 202 0708

It is important when contacting the Emergency Repairs Service that you provide as much information as possible. Please note that out of hours repairs are 'make safe' only and will be followed up in normal working hours with a full repair if needed and that this service is available for Association Tenants NOT Factored or Sharing Owners.

The following are examples of emergency repairs that will be considered by the Association:

- a) Internal Gas leak (beyond the meter).
- b) No electricity or electrical faults that may endanger occupants of property.
- c) Lighting fault to internal bathrooms.
- d) No water supply.
- e) Water burst or flooding (not drips).
- f) House or flat entrance door insecure.

- g) Loss of heating during the months of October to April inclusive where no other form of heating is available.
- h) Blockage or no flushing of the only toilet (recurring repairs may be rechargeable).
- i) Smashed glazing (entrance doors or windows). Where only a single pane of a double glazed unit is smashed, it may be treated as an urgent repair.

Please note: If you provide misleading or false information that makes us believe your repair is an emergency and it is not, you may be charged for the call-out.

RESIDENTS IN DISTRICT HEATING BLOCKS

Tenants living in District Heating blocks who have no heating or hot water call **AMP Energy** on **0800 086 2150**.



CHANGES TO YOUR HOUSEHOLD



Has anyone moved in or out of your property recently?

If so, you are required to inform us of this change.

Legislation introduced in 2019 means that if an existing tenant was to pass away, the tenancy can only be passed to a qualifying person who has been registered with BHA as living at the property for a period of 12 months.

We have already encountered instances of tenants not informing us that someone has moved into their property, and succession being refused after the tenant's death, as it does not meet the requirements of the law.

The 12 month notification period also applies to:

- Applying for someone residing with you to become a joint tenant
- Assigning the tenancy to someone living with you

- Sub-letting the tenancy

If you have not informed us of someone who has moved into your property on a permanent basis, please contact the office to apply for permission to reside for this person as a matter of urgency.



Garden Competition

Every Summer, the Association awards prizes for the best kept gardens in Blairtummock and Rogerfield. Many of our tenants take great pride in their gardens and we feel it is important to acknowledge this and encourage everyone to get involved.

Staff will be out and about taking photographs over the coming weeks and a judge will select the overall winner and runners up. The prize winners will be awarded with gardening vouchers at the Annual General Meeting in September and the winner will receive a certificate to commemorate their achievement.

We look forward to seeing some more fabulous gardens this year and celebrating the work that you put into making our area a brighter place to live.



TENANT SATISFACTION SURVEY 2023 RESULTS

During February this year Research Resource, an independent market research company carried out a tenant satisfaction survey on behalf of the Association.

A total of 485 interviews were carried out and a report was presented to the staff and Management Committee. Research Resource has prepared the following result summary, If you wish to find out more information about the survey please contact Jacqui O'Rourke, Director on 0141 773 0202.



Overall tenant satisfaction

Taking everything into account, **91% of tenants are satisfied with the service** provided by the Association.

2023
Tenant Survey:
91%

2020
Tenant Survey:
92%

201/22
Scottish Average
88%

Keeping Tenants Informed

Of those surveyed **99% felt that Blairtummock was good at keeping tenants informed** about their services and decisions.

2023
Tenant Survey:
99%

2020
Tenant Survey:
97%

201/22
Scottish Average
91%

Tenant Opportunities to Participate in Decisions

The survey revealed that **100% of tenants who participated in the survey were satisfied with the opportunities given to them to participate** in the decision making process.

2023
Tenant Survey:
100%

2020
Tenant Survey:
92%

201/22
Scottish Average
87%

The Repair Services

91% of tenants that were surveyed more satisfied with the repair service proved by Blairtummock.

2023
Tenant Survey:
91%

2020
Tenant Survey:
91%

201/22
Scottish Average
88%

Quality of Your Home

The survey revealed that 79% of tenants were satisfied with the quality of their home.

2023
Tenant Survey:
79%

2020
Tenant Survey:
89%

201/22
Scottish Average
85%

This is the only indicator which the Association is lower than the Scottish average and we would like to investigate this further. If you wish to participate in a discussion or have a chat with us about this indicator please contact the office on 0141 773 0202 or email us at enquiries@blairtummock.org.uk.

Your Neighbourhood

The majority of tenants are satisfied with the Association's contribution to the management of the neighbourhood.

2023
Tenant Survey:
91%

2020
Tenant Survey:
93%

201/22
Scottish Average
85%

Is Rent Paid Value for Money

92% of those surveyed felt the rent for their property represented good value for money.

2023
Tenant Survey:
92%

2020
Tenant Survey:
92%

201/22
Scottish Average
83%

We would like to thank everyone who took part in the survey and we would like to have further discussions with tenants in regard to the results. Please contact the office if you wish to take part in these discussions, telephone 0141 773 0202 or alternatively email enquiries@blairtummock.org.uk. A copy of all the results are available on the Association's website.

The survey also highlighted some issues around stair cleaning and grounds maintenance and we have spoken to our Estate Caretakers at BRO regarding this. However, if tenants have a particular issue regarding stair cleaning or maintenance of communal areas it would be helpful if they contacted the office to discuss this.



Illegal Use of Property...

Don't Put Your Home at Risk!

The Association would like to remind all tenants of the action that can be taken if they use their property for illegal or immoral purposes.

The Scottish Secure Tenancy Agreement states that:

“You, those living with you and your visitors must not use your house, or allow it to be used, for illegal or immoral purposes.”

The Association has an information sharing protocol in place with the Police which states that if the Police obtain a warrant to search a property owned by the Association, they will

advise us of the outcome and any charges which have been made.

At this stage, the Association will interview the tenant and advise them of what action may be taken as a result of these charges.

The Association can apply for a decree to evict if a tenant, family member or visitor to the property has been convicted of using the house for illegal or immoral purposes. For example, there have been cases where tenants have been evicted for dealing in drugs and for being involved in the cultivation of cannabis within their property.

Please do not put your home at risk.

Thinking about Moving Home?

If you are considering moving out of your home, either by transfer to another Blairtummock property, buying your own home, or moving to another Housing Association or private let, please be aware of your tenancy obligations when ending your tenancy.

When a tenant is being considered for a transfer, or has put in a 4-week notice if moving out-with the area, Association staff will call at their home to carry out a pre-leaving visit. This is to identify any non-standard works that tenants may have carried out, or to identify any damage to the property.

If you have carried out any non-standard works to the property, you will be required to return the property to the condition it was in. Examples of non-standard works can include:

- Wet wall panels
- Tiles
- Skirting boards
- Changing internal doors
- LED Light fittings

If there is any damage to the property, you will be required to repair this within the notice period. If any of this work is not carried out by the tenant before handing back the keys, this will lead to a rechargeable repair invoice being issued to you at your new address.

In some instances, tenants being considered for a transfer to another Blairtummock property have been unable to move due to the level of existing damage in their property. So please ensure any damage in your property is repaired as it occurs, so that there are no barriers to being offered your next home.





Tenants home contents insurance



Blairtummock Housing Association does not insure your furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks. You need to take out your own insurance.

The Thistle Tenant Risks Insurance Scheme can cover most of your household goods and contents whilst in your home, such as furniture, TV, clothing, carpets, electrical items and general household goods. The insurance also covers replacement of external locks if your keys are lost or stolen and the contents of your freezer.

The core cover includes personal liability insurance and also your decorations and improvements which you may be responsible for under your tenancy agreement. There are additional cover options which you can add to the core policy.

Reasons to choose Thistle Tenant Risks:

- Flexible Payment Options
- Easy to Apply
- No Excess
- New for Old cover and different Bands of Cover

Optional extras can include:

- Extended Accidental Damage
- Possession Protection
- Mobility Cover/ Cover available for wheelchairs/ powerchairs
- Hearing Aid Cover
- Structure Cover

Please contact the office for further information, or look on line at
<https://www.thistletenants-scotland.co.uk/>



Our Estate Management Services



Over the next few issues of our newsletter, we will publish a series of articles on our Estate Management Services. This is quite a broad subject, and we often find our tenants are unaware of some of the things we do, and unaware of the things that are not within our remit, rather they are the responsibility of Glasgow City Council (GCC).

Our recent tenant's satisfaction survey showed 92% of tenants were very or fairly satisfied with the Association's contribution to the management of the neighbourhood they live in. Overall satisfaction remains higher than the Scottish average for all social landlords. The survey produced around 30 comments from tenants about the estate, and approximately one third of these were not Blairtummock Housing Association (BHA) matters. We also received a few comments about locations of fly tipping, unattended grassed areas etc, that the Association cannot address specifically as there was no information on where these problem areas are located.

We hope it is useful for you if we describe how it is best to contact us about these matters; that you are aware of the services you should be receiving from BHA, and those which are not provided by us, in order that you are speaking to the right people.

We will cover the Estate Management Services under these headings.



BINS who is responsible for what, and how you can comment or complain about these services.

Blairtummock and Rogerfield Opportunities, or BRO for short – our Estate Caretakers, what they do and where and how they do it, and how you can comment or complain about these services.

Grass cutting services and handyman services – who qualifies, what you can expect from the service, and how you can comment or complain about these services.

Estate inspections – why and how we do what we do and how you can comment or complain about these services.



Our first article today is on our hot topic of conversations: –

Bins and Bulk Collections

We regularly receive calls or emails from tenants about the bins in the backcourts and the streets, and collections of bulk.

Glasgow City Council (GCC) changed the bin collection days back in 2021, and we are sure you are aware of the problems it caused and continues to cause. They also removed the streetside bulk collections for flats, and the free bulk uplifts for any householders. This remains an issue for tenants due to overflowing bins, missed collections etc. Withdrawal of the bulk collections meant that BHA now provide a bulk uplift service to the backcourts of the flats, a service that all tenants within these blocks pay for, by a charge on their rent. We will remove items from the bulk areas only. We do not remove bulk items from the back and front doors.

Our Estates Operatives at BRO undertake a weekly bin sweep and clear any loose litter from within the bin sets, usually on a Friday, weather permitting. This was historically because the bins were emptied early on Thursdays, and we could visit after that, and we could give the binsets a clean after collection. However, the change in collection days has meant that we can only do our best to clean around what may be full bins and sets covered in loose bags and or bulk. Tenants should not put bulk within the binsets, there are places in all the backcourts specifically for bulk. All bins in the backcourts are communal, so if the one at your close is full, use the next empty one along. Please do not leave loose bags on or around the bins if possible. We regularly publish GCC information on how the bins should be used correctly for re-cycling, however we often see at inspection, and receive calls, that re-cycling bins are contaminated with general refuse, and this means GCC's collections operatives will not remove them.

The question we are asked most often is whose responsibility is it to clean any litter from the bin

sets and any associated litter that has come from loose bags etc. As advised above, BRO undertake a weekly sweep and clear, however, we remind tenants that it is their responsibility to use the facilities correctly, and that when they signed their tenancy they specifically agreed to do so. Section 2.11 & 2.12 of your Tenancy agreement states:

2.11 If you share a garden with others, you must take your turn with them to keep it from becoming overgrown, untidy or causing a nuisance.

2.12 You must put all your household rubbish for collection in the bin store or other proper place allocated for it. You must take reasonable care to see that your rubbish is properly bagged.

Spills that arise during collections are the responsibility of GCC operatives to clean. Complaints about the bins and services around collections, including overflows, broken or missing bins, contaminations etc should always be made directly to GCC and not BHA. GCC cleansing services can be reached on 0141 287 9700, via their website, or by downloading the MyGlasgow app. If you are unhappy with the response, you then receive, your local Councillors can also be contacted directly as these services are their direct responsibility, and their contact details can be found on the Glasgow City Council website.

We will be placing a notice of who to contact about what, and the contact details, in all closes over the next month or so. We will also post this information on our website for all tenants to access.

Our next newsletter article will cover our Estates Operatives, BRO and cover stair cleaning, grass cutting, bulk uplifts, upkeep of communal areas, etc. Should you have any queries about these services in the meantime, please contact us at the office.





USEFUL EMERGENCY CONTACT NUMBERS

GAS

If you think you can smell gas: Transco - 0800 111 999

STAIR & BACKCOURT LIGHTING

City Building 0800 595 595

SCOTTISH POWER

Power cuts throughout local area: 0330 101 0222

SCOTTISH WATER

Street flooding: Customer Helpline 0800 0778 778

Contacting Us...

Blairtummock Housing Association
45 Boyndie Street, Glasgow, G34 9JL

Telephone: 0141 773 0202
Email: enquiries@blairtummock.org.uk
Web: www.blairtummock.org.uk
Twitter: @BlairtummockHA

OUT OF HOURS NUMBER – EMERGENCIES ONLY

In the event of an EMERGENCY only, please contact our Out of Hours Contractor City Technical on 0333 202 0708. PLEASE NOTE – this service is for Tenants ONLY. Not for Factored or Sharing Owners.

E-MAIL

Would you like to receive future copies of Blairtummock News to your email address rather than by post? If so, please forward your name and address to enquiries@blairtummock.org.uk and we will arrange this.

PUBLIC HOLIDAYS

Please note the office will be closed on Friday 14th July and Monday 17th July 2023.

Blairtummock Housing Association is an organisation committed to Equal Opportunities. If you require this newsletter in a different format, please contact the office on 0141 773 0202 where our staff will be happy to assist.

Blairtummock Housing Association is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 Reg No. 2354R(S) • Scottish Housing Regulator Reg No. HCB 216
Scottish Charity No. SC036997 • Property Factor Registered Number PF000276 • VAT Number 259 1058 95

