



blairtummock housing association

NEWSLETTER

at the heart of our community

Spring 2019

CELEBRATING 30 YEARS

2019 is the 30TH anniversary of the Association and we will be holding a series of events throughout the year to celebrate, watch out for details in future newsletters and flyers. We would also welcome any suggestions from you on how we should celebrate this occasion.

Throughout this newsletter we have included some information and pictures showing our achievements over the past 30 years, which I am sure you will agree have been many.

The Association was registered in 1989 with assistance and support from the then Thenue Housing Association before going on to employ its first member of staff Susan Crookston in 1990, Susan remained with the Association until her retirement in June 2016.

The first properties to be acquired and improved by the Association were Aberdalgie Path, Aberdalgie Road, Boyndie Street and Duntarvie Road, 79 units. During this work the existing tenants of these properties were decanted to 16 -22

Aberdalgie Road, which have since been demolished and replaced with new build houses.



Picture shows school children releasing balloons as part of the celebrations for the start of the work on the Association's first project.



Susan Crookston former director

If you have any old pictures of the area we would be happy to share them within our newsletter, please pop into the office with them and the reception staff will make a copy.

RENT INCREASE CONSULTATION

Between December 2018 and January 2019 we consulted with all tenants and sharing owners regarding the proposed rent increase for 2019/20, this was in the format of a questionnaire asking some questions about your rent charge and the services we provide.

I would like to thank everyone who took the time to respond to this consultation and those tenants who provided their name and address have been written to individually.

The winner of our £50 Morrison voucher was Catriona Jamieson.



Blairtummock & Rogerfield Opportunities (BRO)



In 2015 the Association appointed BRO to carry out close cleaning and in 2016 BRO also took on the contract for ground maintenance. Our work with BRO has been very successful and has been extended to include minor repair works, clearing void properties and gutter cleaning. BRO also carried out some of the works involved in the re-development of back-courts and they will continue to assist with this until the Association completes our back-court re-development programme.



Scottish Housing
Regulator

The Scottish Housing Regulator has published its Framework on Regulation of Social Housing in Scotland, this Framework sets out how they will regulate both Registered Social Landlords (RSL's) and the housing and homelessness services provided by local authorities. Further information on this Framework can be obtained from the Associations office or at www.scottishhousingregulator.gov.uk.

RIGHT TO REPAIR

Tenants are reminded that the Association is committed to the Right to Repair legislation for small or urgent repairs and compensation to tenants when we don't complete the repair in the timescale laid down by the law. Any tenant wishing further details on the Right to Repair should contact the Association's Maintenance staff for details.



TENANT INVOLVEMENT - WOULD YOU LIKE TO BE MORE INVOLVED?

There is a variety of ways that you can become involved with the Association and the decisions that are made in relation to the services we provide these are;

Tenants Panel

A panel is a group of people who meet a few times a year to look at how certain services can be improved. The panel would also be consulted over new policies and review of existing policies. Blairtummock HA would provide the support and information required to make the panel work.

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.

Consultation Register

You can put your name on our consultation register. This means that every time we are considering changes, we will ask your views first. If you are interested in more information, please contact Jacqui O'Rourke at jacqui.orourke@blairtummock.org.uk or 0141 773 0202

EHRA – Easterhouse Housing & Regeneration Alliance



Back in January EHRA which consists of all the Housing Associations across Great Easterhouse held a meeting with Aileen Campbell, Cabinet Secretary for Communities and Local Government. The purpose of the meeting was to discuss Local Democracy and EHRA are continuing to look at the delivery of local services and how we can become more involved in the process.



MODERN HOUSING APPRENTICESHIP



Since 2007 along with our partner's in EHRA we have supported 24 young people through the Modern Housing Apprenticeships across the 8 landlords in Greater Easterhouse, and the scheme

has been very successful. The young person is employed for 18 months with the Association and during this time they learn about all aspects of the Association, complete SVQ level 3 and



Nicole Shaw



Demi-Leigh Donald

Chartered Institute of Housing Level 2. Many of these young people have gone on to achieve successful careers in housing.

Our current apprentice is Demi-Leigh Donald and I am sure many of you will have already met Demi-Leigh, we are looking forward to supporting her through her Modern Housing Apprenticeship with the Association.

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 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 also for being involved in the cultivation of cannabis within their property.

The Association has a sharing information 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.





Handyperson Service

In 2018 we launched our handyperson service which is also provided by BRO.

To qualify for this service, you must be a tenant, sharing owner or factored owner of Blairtummock Housing Association. You must be over the age of 60, or disabled.

We can help with items such as:

- Changing light bulbs
- Home security improvements
- Assisting in bulk uplift
- Furniture assembly
- Minor decoration
- Cleaning internal windows
- Putting up curtain poles

There will be no charge for this service although you must provide materials.

Here are some reviews of the service:

Ms Carol Donachie, Millennium Grove

“Fantastic service!
BRO have fitted curtain poles and hung her curtains for her.
I couldn’t survive without it as I can’t use a step ladder.
I won’t hesitate to use them again.”



Mrs Ann McPhillie, Duntarvie Close

“Would highly recommend the handyperson service.
BRO removed my old unit, built up the new one and put everything back together again.
They were very clean and tidy.”



WHO LIVES WITH YOU?

The Association wrote to all tenants in October of last year advising you of the introduction of the Housing (Scotland) Act 2014 and the impact that this has on your tenancy rights.

One of the main changes from the new legislation is that, from 1 November 2019, there will be a 12-month qualifying period before you can apply for permission to make any substantial changes to your tenancy. This applies to your rights with regards to assignment, subletting, applying for joint tenancy and succession of tenancy.

Please note that this 12-month qualifying period only begins on the day that we receive written notification from you of any changes.

To ensure that your tenancy rights are protected it is very important to ensure that you advise us in writing of any changes to your household.

This includes telling us in writing about anyone who has previously moved in with you and when anyone moves into or out of your home in the future, at the time they do so.

If you are unsure about whether or not you have told us someone has moved into your home, please contact our office and we can review who is detailed as living in your household.



DON'T LET THE GRASS GROW

With such a change in the weather from last year to this, already we are seeing welcome signs of spring, and with the grass growing under our feet, our thoughts turn to getting our gardens ready for spring/summer.

Blairtummock Housing Association would like to remind all tenants of their obligations to ensure that the garden is well maintained throughout the year. Bulk items and litter continuing to be cleared throughout winter. Now, with the milder weather, the gardens will need more of our attention.

Your garden is inspected regularly and, if it is well kept, you could be recommended for an entry to our annual garden competition. Details of

the competition will follow in our next newsletter.

If you fail to keep your garden tidy/ grass cut, then you are in breach of your tenancy agreement, and action may be taken against tenants failing to do so. As you can read elsewhere in our newsletter, we will be reviewing our Estate Management Policy this year, and tenants will be able to help with this by taking part in our consultation. We would be happy to hear your views.

Blairtummock Housing Association thank you again for your continued co-operation with this matter, which helps us all to contribute to a nicer environment in which to live.

Garden Waste

Have you recently cut your grass and found yourself unsure of what to do with the bags you have filled?

- Tenants who live in back and front doors should put any organic garden waste into their brown bins to be picked up by Glasgow City Council's Cleansing service.
- Tenants who live in ground floor tenement properties and have their own garden area should place their grass and hedge clippings only into

black bags. You should then call the Cleansing service on 0141 287 9700 (Option 1) to arrange a bulk uplift or report it online using the myglasgow app.

Please do not leave your bags in the street as these will not be lifted by Cleansing. If you have bags containing soil, sand or rubble, these may incur a charge from the Council, you should call Glasgow City Council to discuss rates.

GARDENING TOOLS

If you need to borrow some gardening tools, we can help. We understand some residents encounter difficulties when maintaining their gardens. Blairtummock Housing Association have some non-motorised gardening equipment which tenants can borrow to spruce up their gardens. Please contact our office for further information.



PICK UP OR PAY UP



Working in partnership for a safer Glasgow

Following a request from our Estates Caretakers, we recently met with the Community Enforcement Officers from Glasgow City Council to discuss the issues our Caretakers face every day in their job in relation to dog fouling. The Caretakers do a fantastic job in our neighbourhood keeping the place clean and clear, however it is not their responsibility to clean up dog fouling. The Caretakers highlighted they are having to cut grass and clear litter and bulk items from areas which are often badly fouled. You can imagine the mess that can leave them in when strimming or cutting the grassed areas.

The Community Enforcement Officers were glad to assist and visited our neighbourhood recently to assist in a door chap around some of the worst affected areas. They chatted with tenants about their work, with several of our own tenant recently being fined, and advised on dog owners responsibilities. They are happy to continue working closely with us here at Blairtummock, and have agreed to extra patrols to the worst areas. We have particular problems at the car parking bays at Aberdalgie Road and Errogie Street and the hill area in Duntarvie Grove, to name a few. We are often contacted by tenants complaining about the dog fouling in an around their properties.

The Enforcement Officers gave us the following statement;

“Glasgow has a zero tolerance approach to dog fouling. It is an offence under The Dog fouling



Scotland Act (2003) if the owner fails to pick up immediately, and the offender will be issued with an on the spot Fixed Penalty Notice of £80.

If this is not dealt with, the Fixed Penalty Notice will increase to £100.

Enforcement will be carried out in the area on a regular basis.”

The Dog Fouling (Scotland) Act 2003 applies to any public open place. Public open place is defined as “any place which is open to the open air and to which the public or any section of the public has access on payment or otherwise” and “any common passage, close, court, stair, back green, yard or other similar common area”.

Dog fouling is not only a nuisance to pedestrians and walkers, it can be dangerous to people’s health. Infections come from roundworm that spread toxocarasis, symptoms of which include dizziness and nausea, but in worse cases, eye damage and seizures

It is also a breach of the tenants’ tenancy conditions to allow a pet to cause a nuisance and in some

cases can lead to eviction from your home. Those responsible will receive a breach of tenancy warning from Blairtummock Housing Association. A Housing Association in Aberdeenshire evicted woman from her tenancy as a result of persistently allowing her dogs to foul the common areas of the development she lived in and not cleaning up after her pets. Persistent offenders, including dog owning tenants with sole use gardens, can be reported to Environmental Health Department or prosecuted under Section 49 of the Civic Government Scotland Act 1982

What you can do:

- Follow the golden rules: Grab it, bag it, bin it. Any bin will do.
- If you see someone allowing their dog to foul and if you feel safe, politely but firmly encourage them to clear up after their dog. Offer them a bag if you happen to be carrying any.
- If you don’t feel that you can approach someone, report dog fouling to Glasgow City Council - particularly if you know who is letting their dog foul regularly. To report dog fouling you can follow Glasgow City Council’s Environmental Task Force on Twitter @theenvtaskforce or on Facebook Envtaskforce, through the MyGlasgow app or by phoning the Council on 0141 287 1059.

We all love our dogs and want them to have the best life, so let’s get together and take a stand against those irresponsible dog owners spoiling your neighbourhood.

A LOOK BACK ON 30 YEARS AND WHAT WE HAVE ACHIEVED

1992

Official opening of our completed first phase of refurbishment at Aberdalgie Path/Road, Boyndie Street & Duntarvie Road.



1995

Our first phase of new build – Cathie Mulligan, Boyndie Street.



1996



The official opening of our second new build project on Duntarvie Road.



Mr & Mrs Wilkie with the then Chairperson of the Association Mrs May McLeish.



30 YEARS WE ACHIEVED



1999

Mrs Ferguson and Elizabeth in 1999 at their old flat which was on Easterhouse Road and was demolished to make way for new build houses.



1999-2000

Errogie Street – before and after refurbishment.



2001

Aberdalgie Road – prior to demolition in 2001 to make way for new build houses.



2003

Reverend Cook and Cathie Mulligan, then Chairperson of the Association official opening the new build houses on this site.



ALLOCATIONS POLICY REVIEW

We would like to thank everyone who took the time to complete our survey on the review of the Association's Allocations Policy. Your feedback and views are an important part of our decision making process. 49 responses were received and we are working on a final version of the Allocations Policy, which will be informed by the views expressed through the consultation.

The Management Committee will consider the final draft and decide whether to approve and adopt the revised Allocations Policy.

Once the revised policy is approved, staff will put in place the relevant actions and changes required which will involve reviewing all current housing list applications.

The new policy will be implemented by 1st May 2019.

Why do we consult with tenants?

- To meet the aims of our Tenant Participation & Scrutiny Strategy which are:

‘.....to ensure that service users have the capacity to influence and that the Association is open to

COMING SOON

influence. Blairtummock Housing Association is committed to ensuring that there are ongoing opportunities for all service users to participate in the design and delivery of their housing and associated services.’

What does this mean?

- We want you to have a say in shaping the services we provide.
- By taking part, we get to understand your views and priorities and you can help us to improve the way we are doing things.

Our next policy for review will be the Estate Management Policy. Please contact Gillian Bell at our office for more information on how you can get involved.

PRIVATE INVESTIGATOR

The Association has a large number of applicants waiting to be housed and it is important that our properties are not being used for the purpose of fraud.

Where we suspect that a tenant is not living in their property as their only or principle home, we will carry out an investigation. The Association is now also able to access the services of a Private

Investigator to gather more detailed information and help us recover properties where tenants are not living in a property.

If you suspect that someone is not residing in their property, you can report this confidentially by contacting David McNeil or Amanda McGinley at our office.



RENT INCREASE

By now, you should have received correspondence confirming your rent increase for 2019-2020. The Association have notified the Housing Benefit office and the DWP (Universal Credit cases) of these increases.

If you pay by Direct Debit, the Association have notified Allpay to increase your payments accordingly and you should have

received written confirmation regarding this.

If you pay by any other method, please ensure you pay the correct amount to prevent your account going into arrears. If you require any assistance/advice, please contact our office to arrange a suitable appointment with Gillian Bell to discuss your rent account in detail.



DIRECT DEBIT



Why not simplify your rent payments.....Direct Debit is the easiest and most convenient method of paying rent, you can pay weekly, fortnightly, 4 weekly or monthly and we can set this up for you over the phone or in our office. It only takes a few minutes of your time and takes the stress out of remembering to make rent payments on time.

If Direct Debit does not suit you, we offer a variety of payment methods:

By Allpay Card



Any outlet with the Paypoint symbol



At any Post office

Please keep receipt and allow 3 working days for the payment to reach your rent account

By Phone using Debit Card



Phone allpay on 08445 578 32, you will need the 19 digit number from your allpay card to complete the transaction

Lines are open 24 hours per day, 7 days per week

Online

Web address www.allpayments.net

You will need to set up a new account the first time you log on and the 19 digit reference number from your allpay card

Allpay App

On the allpay.net web page you can download the payment app to enable payments to be made via your smartphone or tablet.



New Local Universal Credit Advice and Support Service

Every Tuesday from 1.30pm-3.30pm at the Pavillion, 47 Aberdogle Road. No appointment is required, just drop in to get advice and support with:

- Creating a UC account
- Making a claim
- Creating and using emails
- Adhering to your claimant commitment
- Advice on advances
- Advocacy support

Mixed Age Couples

From 15th May 2019 if you are part of a couple and one of you is under State Pension Age, you will no longer be able to make a new claim for Pension Credit. Instead you must claim Universal Credit

and may be asked to prepare or look for work as a condition of receiving payment. You will not be affected if you are receiving Pension Credit or Pension Age Housing Benefit. If you think you may be entitled to Pension credit, you should consider making a claim before 15th May 2019 or contact our office for an appointment with our Welfare Benefits Advisers.

Universal Credit & Severe Disability Premium

Some people are being wrongly advised to claim UC. If you are receiving a Severe Disability Premium you should not claim Universal Credit.

You may be entitled to this additional premium if you receive Personal Independence Payment, Disability Living Allowance or Attendance Allowance, you live

on your own and no-one claims Carer's Allowance for looking after you.

For further advice, please make an appointment with our Welfare Benefits Advisers.

Rent Increases and Universal Credit

Rents will increase from 1st April 2019.

If you are a Universal Credit claimant you are required to verify the amount of your new rent charge with the DWP. If you do not, your housing cost element will be paid at the old rent charge until you do.

You should update the new rent charge in your UC online Journal from 1st April 2019 onwards. Do not make any changes until after this date or your notification will be rejected.



ADDITIONAL MONEY FOR SOME FAMILIES

Nursery and School Age Grants are set to start before Summer 2019.

Scottish Government will provide low income families with £600 for the birth of a first child and £300 for subsequent children.

Eligible families may also qualify for 2 further payments of £250 when the child commences nursery and again when they begin school.

You can also receive an additional £300 if you have an additional child from a multiple pregnancy.

To qualify you must:

- be lawfully resident in Scotland and
- receive a qualifying benefit or are a parent and under 18 years of age or still a dependent child of a parent who meets the financial test.

Qualifying Benefits are any of the following:

- Income Support
- Income Based Jobseekers Allowance
- Income Related Employment & Support Allowance
- Pension Credit
- Working Tax Credit
- Child Tax Credit
- Universal Credit
- Housing Benefit

Applications can be made anytime from the 24th week of pregnancy until 6 months after the birth of a child. Where there is a change in childcare responsibility this time is extended to 12 months. Only one application can be made for each child unless there is a change in childcare responsibility such as Kinship Care or adoption. Where parents separate second or subsequent claims cannot be made.

Payments will usually be made into bank or credit union accounts of your choice and will not affect other benefits.

Early Learning Nursery Grant

Applications can be made from the day of your child's second birthday until 6 months

after their third birthday.

School Age Grant

Applications open on 3rd June 2019, put this date on your calendar so you don't miss out!

To claim your £250, you can apply online, over the phone or by post. Further information can be obtained at mygov.scot/benefits or by calling 0800 182 2222.

Our Welfare Benefits Advisers, Nick or Marshall, can provide further advice and assistance with applications.



WHO'S WHO – HOUSING SERVICES

We have had a few changes recently within our Housing Service Team. Lisa Woodburn left the Association in November 2018 and we wish Lisa well for the future.

John King, Housing Services Manager, heads up the Housing Services team. John has overall responsibility for the operation of the Housing Services and Maintenance sections. John has been with the Association for over 15 years and will be a familiar face to many residents.



Gillian Bell has moved into a new role as Senior Housing Officer, dealing mainly with Income Management and overseeing the day to day work of the Housing Services team.

Gillian is your first point of contact for:

- Rent related matters
- Housing Benefit or Universal Credit
- Factoring
- Rechargeable repairs



David McNeil has been promoted to the role of Housing Officer. David is responsible for:

- Allocation of properties
- Tenancy sustainment
- Estate management
- Anti-social behaviour and neighbour complaints
- Any other non-income, tenancy related queries



Amanda McGinley joined the Association in November 2018.

Amanda is our new Housing Assistant and you will see Amanda regularly when she is carrying out area inspections. Many of you may have already met Amanda and she is looking forward to getting to know more of the residents. Amanda works closely with David McNeil and assists with:

- Estate inspections
- Housing list applications and enquiries
- Neighbour complaints
- Tenancy sustainment
- Any other non-income, tenancy related queries

The staff are settling into their new roles and look forward to working with residents and continuing to provide a high quality housing service.



NO SMOKING

Please note if you are expecting a member of our staff out to your property for a visit please refrain from smoking in your property an hour before they arrive and while they are there.

Our staff have a right to work in a smoke free

environment, and can refuse to enter your property on this ground.

Thank you for your patience and understanding in relation to this issue.





WASPI

— SCOTLAND —



Women Against State Pension Injustice

When will you get your State Pension?

At least 340,000 Scottish women born in the 1950's
will **NOT** get their pension at age 60!
3.8 million 1950's women are affected across the UK

**NO WARNING, NO NOTICE,
NO PENSION**

Join your local WASPI group

Email: waspiglas73@gmail.com

Visit or write to your MP to register your concerns

Send your letter of complaint to DWP

Follow the process on the website and use template letters

www.waspicampaign2018.co.uk

TAKE ACTION NOW!

Find out more by joining WASPI Glasgow, Lanarkshire,
Dunbartonshire & Renfrewshire Facebook or email

waspiglas73@gmail.com

Use this link to check your Pension

www.gov.uk/state-pension-age

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

OFFICE OPENING HOURS

Monday to Wednesday 9am - 5pm, Thursday
1pm - 5pm, Friday 9am - 3.30pm

OUT OF HOURS NUMBER – EMERGENCIES ONLY

In the event of an emergency only, please contact our out of hours' contractor, C2C Electrical Services on 07939 392856. Note this service is for Association tenants only, not sharing or factored 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

The Association's office will be closed on the following dates:

Friday 19th April 2019
Monday 22nd April 2019
Monday 6th May 2019
Friday 24th May 2019
Monday 27th May 2019



Comments Form

If you have any comments to make about Blairtummock Housing Association or any of the services provided by the Association please complete this form, cut it out and return it to the Association.

Name: _____

Address: _____

Comments: _____

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.

OPENING TIMES:
Mon - Wed 9am - 5pm
Thursday 1pm - 5pm
Friday 9am - 3.30pm

