



blairtummock housing association

# NEWSLETTER

at the heart of our community

Spring 2020

# Welcome To Our Spring Newsletter



## *Message from our Chairperson*

Welcome to our Spring Newsletter and I hope your family are all well in what is a very difficult and unusual time. As a result of Covid 19 we have had to make changes to service delivery, details on page 2, these changes are to keep us all safe.

We have also included a variety of information about other services which are available depending on your circumstances. Please be aware that the Government is constantly monitoring and changing the assistance and support which is available and you should check websites for the latest information, we have included details of them within this newsletter.

Take care and keep safe.

*Gary Wood*  
Chairperson



# CORONAVIRUS – OPERATIONAL UPDATE

In line with Government guidance the office is closed and staff are working from home. I can assure you that we are doing everything we can to provide residents with the best service possible during this very difficult time. We are updating our Website [www.blairtummock.org.uk](http://www.blairtummock.org.uk) and Twitter @BlairtummockHA account regularly and sharing all the latest information to ensure that all our residents get the support and assistance they require.

Our telephone line 0141 773 0202 is opened during normal working hours, Monday – Thursday 9am – 5 pm and Friday 9am – 3.30, or alternatively you can contact us by email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk). We will be closed on weekends and public holidays.

## MAINTENANCE

During the lockdown period issued by the government, Blairtummock Housing Association have taken the view that only emergency maintenance work will be carried out. Contractors will be wearing appropriate PPE when they visit each tenant.


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.

## URGENT REPAIRS

**These are faults that may cause inconvenience to a tenant but little possibility of further property damage if dealt with within the specified target time.**

- a) Leaking pipes - radiators
- b) Partial loss of electrical power or lighting.
- c) Insecure window, door or lock
- d) Loss of hot water supply.
- e) Blocked or leaking drain.
- f) Secondary toilet not flushing. (Recurring blocked toilets may be rechargeable)
- g) Blocked sink/bath or wash hand basin. (Recurring blockages may be rechargeable)
- h) Leaking roof causing drips.
- i) Loss of heating during the months of May to September inclusive.

 Where a tenant calls out a contractor other than for an emergency repair they may be recharged for the cost of the call-out plus any other expenses.

## Annual Gas Servicing During the lockdown



Our contractor City Technical have appropriate PPE for all their engineers. They are wearing it to all households for gas servicing during the lockdown. If any of our tenants are self-isolating, vulnerable or shielding, if it's okay with the tenant they can give access then move to another room during the engineers visit until the service has been completed and they have left the property.

Landlords have a duty of care to their tenants. This is a legal

duty to repair and maintain gas pipework, flues and appliances in a safe condition, to ensure an annual gas safety check on each appliance and flue, and to keep a record of each safety check. During the Coronavirus (COVID-19) outbreak, there is a balance between ensuring people, including the vulnerable, are protected from possibly fatal risks arising from carbon monoxide exposure or gas explosion, while doing what we can to protect people from COVID-19.

Current guidance from HM

Government states that work can still be carried out in people's homes where necessary, eg for reasons of safety, provided that the GOV.UK guidance on social distancing is followed.

Landlords should not suspend all gas safety checks at this time as it will unnecessarily put tenants at increased risk, particularly as people are spending most, and in some cases all, of their time at home. Each property should be considered on a case-by-case basis, completing safety checks where tenants permit access and gas engineers are available.

## BIN COLLECTION AND RECYCLING

As all tenants will be aware, refuse and recycling services are provided by Glasgow City Council, not Blairtummock Housing Association. We do however, normally provide a service to clean the bin sets in communal blocks once a week, unfortunately this service is currently suspended due to the lockdown.

Glasgow City Council have advised only general waste and blue bins are being emptied at this time, with no bulk uplift, glass or food waste collection.

Glasgow City Council request that tenants regularly clean

bin handles and lids and wash hands after handling any bins, that they stay a safe distance from the crews and be mindful where cars are parked especially on collection days.

Specific advice is available from the Council for any household with Covid 19 symptoms and should be strictly followed.

They ask tenants to take particular care when disposing of the refuse with this in mind. The Council ask that in particular, garden waste is composted or stored safely for future collection and not burned, as this can cause

respiratory problems which can be very harmful at this time.

We hope we can all work together safely, to keep Blairtummock as clean and tidy as possible throughout this difficult time, and appreciate tenants' cooperation.

Further information on Council services can be found at <https://www.glasgow.gov.uk/coronavirus>, or by calling on 0141 287 9700. Please remember the telephone service will also be greatly reduced.

# Income Advice

## Coronavirus (COVID-19)

### What can I claim if I am diagnosed with coronavirus or self-isolating?

#### Employed and entitled to Statutory Sick Pay (SSP)

If you are diagnosed with COVID-19 or self-isolating because of COVID-19 you may be eligible for SSP of £94.25 per week for up to 28 weeks.

If you are self-isolating because of COVID-19: From 13 March, you can now claim SSP. This includes individuals who are caring for people self-isolating in the same household and therefore have been advised to do a household quarantine.

To be eligible for SSP you must:

- Be classed as employee and do work for an employer
- Earn an average of at least £120.00 per week.
- Tell your employer you are sick as soon as possible

Normally you must have been off sick for 4 days or more in a row, however **if you are entitled to SSP and are diagnosed with COVID-19 or are self-isolating in line with government advice SSP will be made payable from day 1.**

### SSP is paid by your employer

**Some employers offer contractual sick pay that is more generous than the rate of statutory sick pay, speak to your employer for further information.**

Anyone who has problems claiming SSP from their employer can contact the HM Revenue and Customs statutory payment dispute team:

- Telephone: 03000 560 630 Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm

- Textphone: 0300 200 3212, Monday to Friday 8am to 5pm
- Find out more at <https://www.gov.uk/statutory-sick-pay/eligibility>

### Do I need a fit note?

From Friday 20 March onwards, those who have COVID-19 or are advised to self-isolate will be able to obtain an "isolation note" by visiting NHS 111 online and completing an online form, rather than visiting a doctor. For COVID-19 cases this replaces the usual need to provide a fit note after seven days of sickness absence. Isolation notes will also be accepted by Jobcentre Plus as evidence of your inability to attend.

### Do you receive the Severe Disability Premium?

If you receive the severe disability premium as part of another means tested benefit or have received the severe disability premium within the last month you cannot make a claim for Universal Credit.

You can make a new claim for:

- Income related Employment and Support Allowance (If you are too sick to work)
- Income related jobseekers' allowance (If you are fit for work and looking for work)
- Income Support (meet certain conditions)
- To make a claim or Income related ESA or Income Support call DWP on 0800 169 0350.

**To make a claim for Jobseekers allowance visit: <https://www.gov.uk/jobseekers-allowance/how-to-claim> or call 0800 055 6688.**

### Self-employed / not eligible for Statutory Sick Pay (SSP)

The self-employed or people earning below the lower earnings limit of £120 per week for SSP, will be able to make a claim for **Universal Credit & / or New style Employment and Support Allowance or Contribution based Employment and Support Allowance.**

**You can only claim new style Employment and Support Allowance or Contribution based Employment and Support Allowance if you are too sick to work and not entitled to Statutory Sick Pay (SSP).**

### Universal Credit – Means tested benefit

Universal Credit is a means tested benefit and the amount you are paid is based on your income. For the duration of the COVID -19 outbreak, the requirements of the Universal Credit Minimum Income Floor for self-employed people will be temporarily relaxed for those who have COVID-19 or are self-isolating in line with government advice.

People claiming Universal Credit will be able to claim and access advance payments upfront without the current requirement to attend a Job Centre if they are advised to self-isolate.

Find out more at <https://www.gov.uk/universal-credit/eligibility>

Claims for Universal Credit have to be made online at: <https://www.gov.uk/apply-universal-credit>

If you are not able to make a claim online please contact the Universal Credit helpline on **0800 328 5644.**

Some people may be eligible to claim Universal Credit (Means tested) & New Style ESA together (Non means tested) dependent on their income. If you think you

are eligible for both Universal Credit and ESA contact the **Universal Credit helpline** Telephone on 0800 328 5644 (choose option 2)

**Please note a new claim to Universal Credit will end your entitlement to the following benefits: Housing Benefit, Child Tax Credit, Working Tax Credit, Income support, Income related JSA & Income related ESA and you may be worse off.**

Please contact us on 773 0202 and request a phone appointment with our Benefits Adviser if you require any further information or assistance.

Continues overleaf...



## New style-based Employment and Support Allowance (ESA) – Non-means tested benefit. (Claimed with Universal Credit)

New style Employment and Support Allowance can be claimed with Universal Credit. You can only claim new style Employment and Support Allowance or Contribution based Employment and Support Allowance if you are too sick to work and not entitled to Statutory Sick Pay (SSP).

New style Employment and Support Allowance has the same eligibility rules as Contribution based Employment and support allowance.

Entitlement to New Style ESA is based on your national insurance record contributions, you must have been employed or self-employed in the last 2 to 3 years.

You'll also need to meet National Insurance conditions for the last 2 complete tax years before you claim - in 2020 these years are 2017/18 and 2018/19.

To meet the National Insurance conditions, you'll need to have either paid enough National Insurance:

- in both of the last 2 tax years
- in 1 of the last 2 tax years and been credited with enough National Insurance contributions in the other tax year

You cannot get 'new style' ESA if you:

- get the severe disability premium, or are entitled to it
- Got or were entitled to the severe disability premium in the last month, and you're still eligible for it.

You cannot get new style or contribution-based ESA if you're getting Statutory Sick Pay (SSP) from an employer. You can apply for new style ESA up to 3 months before your SSP ends. You'll start getting new style ESA as soon as your SSP ends.

For further information visit: <https://www.gov.uk/guidance/new-style-employment-and-support-allowance>

There are different ways to apply for New Style ESA depending on if you get Universal Credit.

If you're already getting Universal Credit, speak to your work coach or case manager about applying. You can do this by signing into your Universal Credit account.

If you're not already getting Universal Credit, you'll need to phone the Universal Credit helpline on 0800 328 5644 press option 2. You will have to make a claim for Universal Credit online.

## Contribution based Employment and Support Allowance (ESA) – Non-means tested benefit

Entitlement to contribution-based ESA is based on your national insurance record contributions, you must have been employed or self-employed in the last 2 to 3 years.

You'll also need to meet National Insurance conditions for the last 2 complete tax years before you claim - in 2020 these years are 2017/18 and 2018/19.

To meet the National Insurance conditions, you'll need to have either paid enough National Insurance:

- in both of the last 2 tax years
- in 1 of the last 2 tax years and been credited with enough National Insurance contributions in the other tax year

If you do not have enough national insurance contributions to qualify for Contribution based ESA you should check your entitlement to Universal Credit.

Contributory Employment and Support Allowance will be payable for eligible people affected by COVID-19 or self-isolating in line with government advice from Day 1 of sickness, rather than Day 8.

## How much New style or Contribution based ESA will I be paid?

- Over 25 - £73.10 per week ESA
- Under 25 - £57.90 per week ESA

To claim Contribution based ESA call 0800 169 0350 - Monday to Friday, 8am to 6pm

For further information visit: <https://www.gov.uk/employment-support-allowance/eligibility>

## Been laid off and looking for work?

**You may be eligible to claim Income related Jobseekers allowance, Contribution Based Jobseekers allowance, new style Jobseekers Allowance or you can claim Universal Credit as a jobseeker. You must be looking for work and fit for work to claim Jobseekers Allowance.**

You can only claim Income related jobseekers' allowance if you receive a severe disability premium or have received the severe disability premium within the last month.

To make a claim for Jobseekers allowance visit: <https://www.gov.uk/jobseekers-allowance/how-to-claim> or call 0800 055 6688.

Entitlement to contribution-based Jobseekers Allowance & New style Jobseekers Allowance (Paid with UC) is based on your national insurance record contributions, you must have

been employed or self-employed in the last 2 to 3 years.

You'll also need to meet National Insurance conditions for the last 2 complete tax years before you claim - in 2020 these years are 2017/18 and 2018/19.

To meet the National Insurance conditions, you'll need to have either paid enough National Insurance:

- in both of the last 2 tax years
- in 1 of the last 2 tax years and been credited with enough National Insurance contributions in the other tax year

You can get contribution-based JSA for up to 182 days (about 6 months). After this you can talk to your

work coach about your options.

Claims for Universal Credit have to be made online at: <https://www.gov.uk/apply-universal-credit>

If you are not able to make a claim online please contact the Universal Credit helpline on 0800 328 5644.



## In a crisis?

### Glasgow City Council Scottish Welfare Fund – Crisis Grants

Crisis grants aim to help people who are in crisis because of a disaster or an emergency.

A decision to award crisis grants will be made within 24 hours.

Awards can be made for things like food or gas and electricity top ups.

Applications for a crisis grant can be made by calling 0141 276 1177 Monday to Friday from 9am to 4.45pm. Alternatively, you can apply 24/7 online. <https://www.glasgow.gov.uk/swf>

Please contact us on 773 0202 and request a phone appointment with our Benefits Adviser

if you require any further information or assistance.

#### Useful links:

<https://www.citizensadvice.org.uk/scotland/health/coronavirus-what-it-means-for-you/>

<https://www.gov.uk/benefits-calculators>

<https://www.gov.uk/government/publications/support-for-those-affected-by-covid-19>

<https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19>



# Rent Increase

By now, you should have received correspondence confirming your new rent figure for 2020-2021. The Association have notified the Housing Benefit office of the new 4 weekly rent charges.

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 receive your housing costs via Universal Credit, you will receive a message from DWP on your journal to provide new rent information.

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 Gillian Bell on 0141 773 0202 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:

- **Direct Debit**  
Weekly, fortnightly, four-weekly and monthly payments can be set up, please contact our office to set this up, you will need to provide your bank sort code and account number.
- **Allpay Card**  
Any outlet or Post Office displaying the Paypoint symbol. Please keep receipt and allow 3 working days for the payment to reach your rent account.

- **Phone using Debit Card**
  - You can call our office on 773 0202 to make a payment with your debit card or credit card.
  - Outwith our office hours you can call Allpay on 08445 578 321, you will need the 19 digit number from your Allpay card to complete the transaction. Allpay lines are open 24 hours per day, 7 days per week.
- **Online**  
Web address [www.allpayments.net](http://www.allpayments.net)
- **Allpay App**  
Download the Allpay App and pay anytime 24 hours a day 7 days a week using your debit or credit card.
- **Text Message**  
Register to pay by debit or credit card via text at [www.allpayments.net/textpay](http://www.allpayments.net/textpay)

## CARD PAYMENT SERVICE

We have recently introduced a new service for residents to make rent payments by debit/credit card.

We are pleased that initial feedback from tenants had been positive in relation to the new service stating that it is quick and convenient.

Why not give it a try and avoid an unnecessary trip to the shops. Just call us on 0141 773 0202 and we can take your payment on the phone.

# FINANCIAL WORRIES

We recognise that we are in a period of great uncertainty and many of our tenants may be struggling with lost income. Our Money Advice Service is available for anyone who requires support to claim benefits during these times. Please contact us to request a phone appointment.

If you are worried about paying rent, it is important that you contact us as soon as possible. Over the coming weeks we will be contacting tenants to check if there is any assistance we can offer. In the meantime we would urge anyone concerned about financial difficulties to get in touch as soon as possible by calling us on 0141 773 0202 or email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk)



*Please don't panic, we are here to help.*

## Report Your Rent To Universal Credit

If you claim Universal Credit you should have received a 'To Do' message on your UC online account/journal.



The message will ask if the amount of rent you pay has changed. You must complete the following steps:

- Select YES
- Enter your new rent figure (if you are unsure please call us on 0141 773 0202 to check)
- Enter rent is "4 WEEKLY"
- Enter date of change as "30 MARCH 2020"

If you do not complete the above steps, the incorrect rent will be paid and your account may fall into arrears.

If you require any assistance with reporting the change to UC, please contact us on 0141 773 0202 or [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk)



## Covid-19 Appeal

FARE Scotland are raising funds to help support the most vulnerable in our communities.

During this difficult time, they will use the monies donated to provide support to families and senior citizens who are in need.

They will deliver such things as food and toiletries, along with helping with gas & electricity bills.

**If you find that you are experiencing difficulties, then please contact FARE on the following number: 0141 771 9151**



# Tenant Satisfaction Survey



We would like to thank the tenants who took the time to complete the Tenant Satisfaction Survey, which was carried out by Knowledge Partnership on behalf of the Association. We will produce a separate newsletter with the findings from the survey and send it to all tenants over the next few months.

Staff from Knowledge Partnership had arranged some follow up meetings to discuss with tenants some of the issues which were raised as part of the survey. Unfortunately due to the lockdown these had to be cancelled but we will rearrange at a later date, when it is safe to do so. However, If you have any questions meantime please do not hesitate to contact the Association.

## General Service Delivery

See below for an overview of services that we aim to carry out during this time:

- Respond to incoming calls, emails and texts
- Respond to emergency repair requests
- Emergency gas repairs
- Resolve estate management and neighbour issues where possible via phone and email
- Provide Welfare Rights and Financial Inclusion advice (telephone).
- Respond to support calls (tenant welfare, energy advice etc.)
- Communicate social media content and monitoring
- Respond to complaints

## Communication

You can continue to contact us in the following ways:

- **Calling:** 0141 773 0202
- **Email:** enquiries@blairtummock.org.uk
- **Website:** www.blairtummock.org.uk
- **Twitter:** @BlairtummockHA

Please be reassured that we are doing everything we can while services remain limited to provide you with the support and assistance you need. We will keep our social media pages updated on a regular basis depending on advice received from the Scottish Government and the National Health Service. We will continue to provide regular updates with tenants and customers regarding latest Government advice and our plans to re-open.

## Tenant Login Portal

Do you know that you can access your rent account via our website using the Tenant Login Portal? If you are interested please email the Association at enquiries@blairtummock.org.uk with the following details:

- your name
- address
- contact telephone number

A member of staff will be in touch to set the facility up for you thereafter.

# Other Useful Links/Contacts

- <https://www.gov.uk/government/news/coronavirus-update-benefit-reviews-and-reassessments-suspended>
- <https://www.gov.uk/government/publications/support-for-those-affected-by-covid-19/support-for-those-affected-by-covid-19>
- <https://www.citizensadvice.org.uk/scotland/health/coronavirus-what-it-means-for-you-s/>
- <https://www.nhsinform.scot/coronavirus>
- <https://www.glasgowhelps.org/>
- **Stonewall Scotland** - <https://www.stonewallscotland.org.uk>
- **Ethnic Minority National Resilience Network** - <https://bemis.org.uk/emnrrn/>
- **Glasgow Life** - <https://www.glasgowlife.org.uk/coronavirus-covid-19-latest-information>
- **Greater Easterhouse Money Advice Partnership** - [www.gemap.co.uk](http://www.gemap.co.uk) or 0141 773 5850 - telephone appointments only
- **Easterhouse Citizens Advice Bureau** - email and telephone queries only - [adminuser@easterhousecab.casonline.org.uk](mailto:adminuser@easterhousecab.casonline.org.uk) or 0141 771 2328
- **Family Action in Rogerfield and Easterhouse (FARE)** - supporting families and senior citizens in need. They will deliver such things as food and toiletries, along with helping with gas and electricity bills. If you're experiencing difficulties please call 0141 771 9151.
- **Home Energy Scotland** - are committed to keeping people across Scotland warm and in control of their energy use and spend.  
*"If you are, or someone you know is worried about energy bills, contact a friendly advisor free on 0808 808 2282, Monday - Friday 8am - 8pm and Saturday 9am - 5pm."*  
For the latest information from Home Energy Scotland and top tips for saving energy, visit [www.homeenergyscotland.org](http://www.homeenergyscotland.org).
- **EDF** - 0333 200 5100
- **Utilita** - 0345 206 8333
- **Bulb** - 0300 303 0635
- **Scottish Power** - 0200 027 0072
- **Scottish/British Gas** - 0333 202 9202
- **OVO** (was SSE) - 0330 102 7517
- **NPower** - 0330 100 3000
- **EON** - 0345 303 3040
- **Breathing Space** - 0800 838587 Monday - Thursday 6pm-2am <https://breathingspace.scot/>
- **Samaritans** - 116 123
- **Shout** - Text Shout to 85258 <http://Supportiv.com> - Online Chat Service
- **NHS24** - 111
- **Scottish Women's Aid** - 0800 027 1234 - 24/7 service
- **Glasgow Women's Aid** - 0141 553 2022 - Monday - Friday 10am - 4pm



# Contacting Us...

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

Telephone: 0141 773 0202  
Email: [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk)  
Web: [www.blairtummock.org.uk](http://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 Services on 0333 202 0708. 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](mailto:enquiries@blairtummock.org.uk) and we will arrange this.

## PUBLIC HOLIDAYS

Friday 8th May 2020; Friday 22nd & Monday 25th May 2020 & Friday 17th & Monday 20th July 2020

# 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.