



blairtummock housing association

# NEWSLETTER

at the heart of our community

Spring 2021

## A YEAR ON... A NEW SPRING... AND A BIG THANK YOU FROM US

It's been a long, hard year we've all been through but, hopefully, we are now able to see a small glimmer of light at the end of the tunnel. Spring flowers are peeping through and the daylight is getting that little bit longer, and everyone feels just a wee bit more optimistic.

Our staff teams have been working from home since March last year, and amazingly, we have been able to continue to provide a great deal of our day-to-day services.

Along with our support partners in the Community and our

contractors, we have let homes, delivered repairs, provided rent advice, given financial assistance, provided welfare advice, offered video meetings for tenants and held a new on line AGM, to name just some of what we achieved.

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### CONTACT DETAILS

It is more important than ever that we have your up to date contact details as we are using our text service to promote any funding or services which are available during these difficult times. If you are unsure if we have your most recent contact details you can email us at [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk) or telephone 773 0202 to check. Please ensure you advise us of any changes to your contact details.



# A BIG THANK YOU FROM US

## From page 1

We've also tried our best just to keep in touch with you all and to be an ear if you needed us, or a helping hand if we could.

Our staff teams have found it hard at times too, and just like lots of our tenants, we are also juggling work, kids - with the dreaded home-schooling, and all the other trials and tribulations that this year has brought. It's been challenging being away from our colleagues and not seeing our tenants in person. And sadly, we have lost some of our tenants throughout the year.

We're still here though, albeit on the phone or through the internet,

and we could not have done it without you all. We've heard so many tales of tenants doing their bit in the Community, helping neighbours and those most in need. We've been delighted to hear of tenants helping out by keeping their homes and gardens clean and tidy and generally keeping an eye on the place, and offering to assist wherever they can. We've had our challenges certainly, but with your help, we've worked hard to find solutions to some of the worst of these as best we can.

Some of you have kindly taken the time to call in or send emails to thank us and send your best wishes. It's certainly made us



feel even more that we are part of a great community here at Blairtummock HA. Stay safe and take care, we hear this so much now, but it never tires.

For all of this we thank you, it really does make a difference to know we're appreciated, and we, like you all, are looking forward to better days ahead.

## OFFICE HOURS (During Covid Pandemic)

Monday to Thursday 9am - 5pm  
Friday 9am - 3.30pm

Please remember although staff may be working from home during these difficult times, they are still available to provide a service during normal working hours. Staff are available via telephone/ email and can also set up video calls with tenants using Zoom, Microsoft Teams and Whatsapp.

## TENANT LOGIN DETAILS

**Do you know you can access your rent account and recent repair order history via the Association's website 24 hours a day, 7 days a week?**

If you would like to be able to access this facility, please contact the Association's office on 0141 773 0202 or alternatively by email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk), we will take steps to verify your identity and thereafter organise login details.





# 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 do not 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.

## COMPLAINTS POLICY & PROCEDURE

The Scottish Public Services Ombudsman (SPSO) has made some changes to the model complaint handling procedures and we have reviewed our Policy & Procedures to take account of these changes. The revised Policy as available on our website at [www.blairtmmmock.org.uk](http://www.blairtmmmock.org.uk)

## PUBLIC HOLIDAYS

Please note the office will be closed on the following dates:

- Friday 2<sup>nd</sup> and Monday 5<sup>th</sup> April 2021.
- Monday 3<sup>rd</sup> May 2021
- Friday 28<sup>th</sup> and Monday 31<sup>st</sup> May 2021

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.

## 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

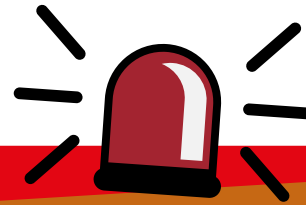
The Association will support and assist anyone who wishes to set up a Registered Tenants Organisation. In order to become a Registered Tenants Organisation groups must meet certain criteria which is set out by the Housing (Scotland) Act 2011.

### 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.

# BLOCKED WC'S

The Association has noticed an increase in the number of tenants reporting blocked toilets. Can we remind you that under no circumstances should you flush, wipes (baby, personal cleansing, toilet and household cleaning) – even if the pack says “flushable”, nappies, cotton wool/buds or sanitary items down the toilet. If a problem occurs due to a member of your household flushing items down the toilet, you will be re-charged for the cost of the repair.



# 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

# GAS SERVICING

The Association understands the concerns that people have during this difficult time in allowing access to gas engineers for the gas safety check to be carried out and would like to thank everyone for their co-operation.

During these times, the Association continues to meet its commitment in keeping everyone and their families safe.

# 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?

## 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 anything until they have permission from the Association in writing.





# 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:

- Internal Gas leak (beyond the meter).
- No electricity or electrical faults that may endanger occupants of property.
- Lighting fault to internal bathrooms.
- No water supply.
- Water burst or flooding (not drips).
- House or flat entrance door insecure.
- Loss of heating during the months of October to April inclusive where no other form of heating is available.
- Blockage or no flushing of the only toilet (recurring repairs may be rechargeable).
- 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.

## BACKCOURT WORKS

**The contractor has reported that they will return to site on 15<sup>th</sup> March 21 to resume works on the backcourt area. This is after the time off site due to the impact of the Covid lockdown. It is likely that the contract works will be complete in July 2021.**

Everyone involved in the project would like to thank the tenants and residents for their patience. We understand that people will be very eager to use the new backcourts.



New Drying Areas taking shape



New Raised Planters

# A SPRING IN YOUR STEP

**This winter has been tougher than most due to the ongoing pandemic and the national lockdown. With Spring approaching and the ongoing rollout of the various vaccines, we can hopefully look forward to a brighter 2021.**

We are already seeing welcome signs of a change in the weather, and with the grass growing under our feet, our thoughts turn to

getting our gardens ready for spring/summer.

During last summer's lockdown, Blairtummock tenants excelled in keeping their gardens in good condition and we looking forward to this continuing throughout the months ahead.

However, we would like to remind all tenants of their obligations to ensure that the garden is

well maintained throughout the year. Failure to keep your garden in good condition is a breach of tenancy and could result in action being taken against your tenancy.

We would like to 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.

## ANONYMOUS COMPLAINTS

**We have received a number of anonymous complaints recently concerning the conduct of neighbours. Whilst our anti-social behaviour policy allows for us to action anonymous complaints, these complaints can be difficult to verify and corroborate. We will always investigate anonymous complaints fully and seek independent witnesses to any alleged incident.**

However, we would like all tenants who have a specific complaint to feel that they can approach us directly and we will treat any issue raised in the strictest of confidence. This allows us to have a dialogue with the complainer and potentially gain more information than we would get through receiving an anonymous email or a letter in the post. It also allows us the opportunity to advise the complainer of the outcome, as we obviously cannot provide an update to someone who has contacted us anonymously.

## BINS

**We're sure you are all more than aware the Council have changed the bin collection days and the problems this has caused. We've had more than few calls on the subject, and would like to take this opportunity to remind all tenants that the bins remain the responsibility of Glasgow City Council, and their cleansing services can be reached on 0141 287 9700, via their website, or by downloading the GlasgowCC app. Your local Councillors can also be contacted directly regarding these services, and their contact details can be found on the website.**

We've recently had some reports of tenants using the large bins streetside in Duntarvie Road/Aberdage Rd/ Boyndie Street who do not live in the blocks the bins are provided for. We are currently upgrading the back courts in this area and this is why these bins are temporarily on the pavement. We would please ask for some understanding from all tenants, that these bins really do need to be used only by those tenants who live in these closes.

We can advise that, if you need it, you can request a larger green bin from the Council. These are free of charge, and can be requested if you have a larger household or medical needs that produces extra waste. You can request this by completing and returning the form on the Council's website.







# HOME ENERGY SCOTLAND

## Get ready for spring with our top energy saving tips

Most people who contact Home Energy Scotland, the Scottish Government's free impartial energy saving advice service, are keen to make sure they're not overpaying on their bills. And with longer days and (hopefully) better weather just around the corner, spring is a great time to be looking at ways you could save some pennies. Have a look at our top tips to help you prepare for warmer months ahead and see what you could save over a whole year.

### 1. Reset your thermostats

During the winter, you probably set your temperature at a high level so be sure to reset your thermostats to reflect the warmer weather. Dropping the heat by just 1°C can save you on average £80 per year. And don't forget to reset any thermostat timers – more sunlight means your house will naturally be warmer and lighter, so you'll not need the heating on as much, if at all.

### 2. Get a better energy deal

Did you know that switching energy supplier could save you hundreds each year? According to OFGEM, switching from a Standard Variable Tariff to the market's cheapest tariff could save you around £305. It's easy to switch, and there are a number of energy comparison websites you can use to find the best deal for you, including the Citizen Advice Bureau's Comparison Tool.

### 3. Change the way you pay

Contact your supplier directly to find out if there is a better way for you to pay your bill that might save you money. For example, most suppliers offer a discount for paying your bill by direct debit. You may also get discounts for receiving bills online, as this cuts down on paper and reduces costs for the supplier and is good for the environment.

### 4. Embrace the great outdoors

Take full advantage of the warmer weather by line-drying your clothes instead of using the tumble dryer. This could save on average £35 a year on your electricity bill. Less time spent indoors also means less money spent on your energy bills, so why not head outdoors for a bike ride or take a stroll around the park if you can? Enter our greener travel quiz to win a Garmin Vivoactive 3 GPS Smartwatch. Full details at [www.homeenergyscotland.org/wingreentravel](http://www.homeenergyscotland.org/wingreentravel).

### 5. Switch off

If you're planning any day trips away, remember to switch appliances off at the wall. Turning off appliances rather than leaving them on standby could save you around £30 a year on your bills each year.



For more energy saving tips and free advice to help you reduce your bills and keep warm at home, contact Home Energy Scotland on freephone 0808 808 2282, visit [homeenergyscotland.org](http://homeenergyscotland.org) or follow 'HomeEnergyScotSC' on Facebook and @HomeEnergyScot on Twitter.



# 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 any financial difficulties, we urge you 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.***



## RAINBOW FUND

We are doing all we can to help support our tenants during these difficult times.

If you are struggling to make ends meet and have been affected by a reduction in income, increased expenses due to lockdown, require assistance with food provision or you have been furloughed, you may be eligible for a payment of £25 to assist.

Please contact our office on **0141 773 0202** or email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk) to request further information on The Blairtummock HA Rainbow Fund.

## RENT INCREASE

By now, you should have received correspondence confirming your new rent figure for 2021-2022. 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.

## 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 "29 MARCH 2021"

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)





# DIRECT DEBIT 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)

# CONDENSATION

Condensation starts as moisture in the air, usually produced by cooking, washing or drying clothes indoors on radiators. When it hits cool surfaces such as walls or windows it condenses and forms water droplets. The moist air rises when it is warm and often ends up on ceilings and in upstairs rooms and then it forms mould. 95% of condensation is caused by lifestyle.

To kill and remove mould, wipe down walls and window frames with a fungicidal wash, following the manufacturer's instructions.

Ventilate to remove the moisture:

You can ventilate your home without making draughts. Keep a small window ajar or a trickle

ventilator open all the time if possible. Some rooms need more ventilation such as kitchens when cooking or bathrooms when bathing, this means opening windows wider. Close the kitchen and bathroom doors when these rooms are in use.

Things to remember:

Produce less moisture by covering pots and pans when cooking.

- Dry clothes outside.
- Vent your tumble dryer to the outside.
- Avoid using flueless bottled gas heaters.
- Ventilate cupboards and wardrobes.
- Keep all rooms in your home at a constant comfortable temperature at all times.



# BEE


## Brighter East End


**BEE is a Children & Youth Work Charity working to promote the wellbeing of children & young people in Easterhouse, providing a safe and welcoming place for them to be. We are based in Easterhouse Parish Church.**

**BEE** – short for 'BRIGHTER EAST END' run a variety of groups, activities and events for children and young people in Easterhouse, where they can play, learn and feel safe whilst making friends and having fun!

Over the few months while we haven't been able to physically meet very often due to lockdown restrictions, we've been working at supporting families through the pandemic.

Once we are able to meet again these are some of the activities that children & youth people can look forward to –


 **BUZZ**- Mondays 4-5.30pm – an afterschool play session where children can take part in indoor and outdoor play, games, crafts & activities.


 **BEE Creative** – Wednesdays 4 – 5.30pm – A creative arts group at which children & youth people can learn new skills whilst taking part in themed arts, crafts, drama and games.

 **DYA** – Wednesdays 6.30 – 8pm

A youth group in which the young people get to choose challenges and activities to take part in whilst completing Dynamic Youth Awards.



 **Young Volunteer Programme** – BEE has a young volunteer programme which encourages young people to give back to their local community whilst learning new skills through BEE.

 **School Holiday Programme** – During school holidays BEE provides a programme of activities, trips and events for children to take part in.

For more information check out our Facebook page [www.facebook.com/bee.easterhouse](https://www.facebook.com/bee.easterhouse) or call us on 07928116142. BEE is part of St Georges & St Peter Community Association  
Scottish Charity No: SC020329







# Introduction

Over the last few months we have adapted to continue providing activities for children and young people in the area using alternative means. We are running our **Junior sessions, Boys, and Girls groups online using zoom** to connect with our young people. We even celebrated **International Women's Day** online, creating some wonderful black out poetry with our young women. You can check out the poetry on our instagram page @pavillionyouth! We have lots more fun activities planned over the final weeks of lockdown, so get in touch with us at **team@pavillion.org.uk** if you, or your young person, are interested or have any questions!

## The Pavillion Postal Service

Over the last year we have been finding new ways to keep our young people engaged and involved with our service, but we've been missing the little things, like hearing about the daily lives of our young people, so we decided to start The Pavillion Postal Service. Our young people can write letters to the staff about what they have been up to during the lockdown and then they receive a personalised letter back from the staff! So far we have received some lovely letters and we look forward to hearing from all the young people in the area. If you'd like to write a letter, or post a drawing to us, please come by! Our post box is right by the front door and we're accepting letters from anyone in p1-S6, and you can tell us about your lockdown life or even just send us some artwork. The post is checked on Wednesdays, we can't wait to hear from you!

## Peer Wellbeing Group

We have been continuing our boys and girl's wellbeing groups on zoom and tackling lockdown life together. The girl's group have been exploring **conflict resolution workshops** by participating in quizzes and using their talents to put on dramatic performances. The boy's group have been participating in **body awareness workshops** through activities such as debates and even a cooking challenge. For both of our groups we will be conducting a **Sleep Hygiene workshop** aiming to improve the sleeping pattern of our attendees. If you are aged 11+ and want to get involved in a supportive group that will improve your mental health whilst having fun please contact **shauna@pavillionyouthcafe.co.uk** for more details.

- **Girl's Group** – Tuesdays @ 6 – 7pm
- **Boy's Group** – Thursdays @ 6 – 7.30pm

## Junior Zoom sessions

Another way we have been keeping our young people engaged is by hosting online zoom sessions for our junior members, these sessions run on **Wednesdays and Fridays**, for young people in **p4-p7**. During these sessions we catch up and talk about how we are coping with all the changes that have happened over the last year. We also play games online, do quizzes together and take part in scavenger hunts! **This week we will be doing some baking together!** If your young person would be interested in joining our zoom sessions please contact us at **team@pavillion.org.uk** for more info.



# TOTAL HOMES



**Total Homes is a social enterprise that supports the circular economy in Scotland. We collect furniture and household goods that would otherwise be sent to landfill, and recycle, upcycle and reuse them. We aim to support the Scottish Government to exceed their climate targets, saving harmful co2 emissions and reducing waste in Glasgow.**

By working closely with our member charities, we support the local economy in Glasgow and are proud to support local residents in the East End by providing employment opportunities.

Scotland is already a global leader in climate action and we are thrilled to continue this work in Glasgow's housing industry. Total Homes Co-operative gives housing associations and landlords the opportunity to lower co2 emissions and contribute positively to a Scotland's green agenda.

Total Homes Cooperative is supported as part of Zero Waste Scotland's Resource Efficient Circular Economy Accelerator Programme, funded by the Scottish Government and European Regional Development Fund.

#### **Our Mission:**

To foster a culture of reusing and recycling of household goods in Glasgow, whilst reducing waste and significantly contributing to the Scottish Government's targets for reducing carbon emissions.

#### **Our Aims:**

To deliver a transformational business that will be heralded as the benchmark for sustainable housing collection services.

To lead by example and demonstrate the opportunity Scotland has to shift towards a circular economy.

Change the direction of waste within Glasgow, away from landfill towards sustainable, recycling and reuse opportunities.

As our intention is always primarily to refurbish any white good items and keep them in circulation by selling to the general public via our home furnishings company ReConnect Glasgow [www.reconnectglasgow.co.uk](http://www.reconnectglasgow.co.uk). If tenants are interested in white good items we can issue them with an e-voucher. This is valid for a 20% discount at our Reconnect, 90 Camlachie Street showroom. There is a minimum spend of £100 and a £25 delivery charge. Anyone interested should contact Blairtummock Housing Association in the 1<sup>st</sup> instance for a referral.

**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.

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.