



blairtummock housing association

NEWSLETTER

at the heart of our community

Spring 2022

OFFICE RE-OPENING

On Monday 21st March 2022, the office will begin opening to the public on a phased basis initially, as follows:

**Office Open:
Monday & Thursdays 10am – 2pm**



This will be monitored by Staff & Committee with any ongoing changes being stated on our website www.blairtummock.org.uk and Twitter @BlairtummockHA.

The Association would ask that tenants continue to call ahead for an appointment as access to the reception area will be limited.

All staff are still available and working our usual office hours detailed below, appointments can be arranged out with Monday and Thursday opening times whether face to face or via telephone or video calls with tenants using Zoom, Microsoft Teams and Whatsapp. Please do not hesitate to contact us and we can make arrangements to suit you.

Office Hours:
Monday to Thursday 9am - 5pm
Friday 9am - 3.30pm

Please be kind

We understand that customers sometimes contact us in relation to a stressful situation, however we would ask that you are kind to our staff and treat them with respect. Our staff will do all they can to help, but we have noticed an increase in demanding, aggressive behaviour and we would like to remind everyone that this is not acceptable.

We thank you for your support and would like to take this opportunity to share some positive feedback we have received lately from tenants, highlighting the great work our staff have been doing:

"I want to thank everyone for your help you gave me. You are all wonderful, you put a smile on my face."

"You have done so much to help over the past 2 years - thank you."

"I really appreciate your time and listening to me on the phone."

"Called to say thanks for help with getting access to fathers property while he is in hospital - excellent service given and quick/great contractor."

CONTACTING GLASGOW CITY COUNCIL



The Revenues and Benefits service have introduced a limited phone service for any customer who does not have access or is able to use digital online services. This is a priority line for customers who are experiencing hardship and difficulties.

PHONE LINE – 0141 276 1118

Number has 3 options:

- **Option 1:** Make a payment – transfer to auto payments
- **Option 2:** Council Tax
- **Option 3:** Benefits

Availability:

- **Tuesday** morning 9am to 12noon
- **Wednesday** afternoon 1pm to 4pm
- **Friday** morning 9am to 12noon

This is a limited service and will only be available at the times listed above.

The Priority Call Pilot will be kept under review and evaluated to measure its success and the positive impact it will have on tenants who have not been able to reach GCC by telephone since the start of the Pandemic.



TENANT LOGIN DETAILS

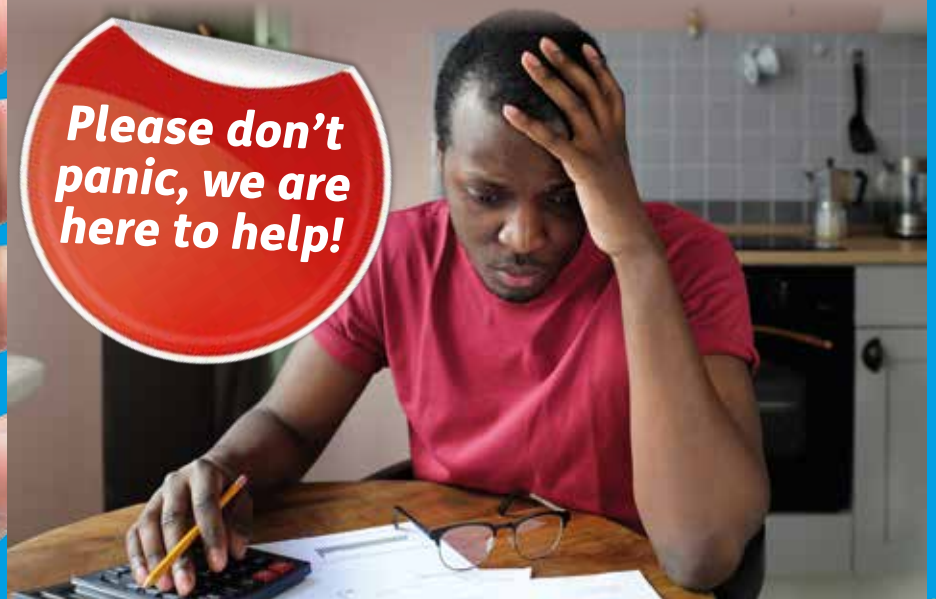
Do you know you can access your rent account and recent repair order history via the Association's website 24 hours a day, 7 days a week?

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**, we will take steps to verify your identity and thereafter organise login details.

FINANCIAL WORRIES

We recognise that many of our tenants may be struggling with lost income and rising costs for fuel and food. Our Money Advice Service is available for anyone who requires support to claim benefits or get assistance with finances and budgeting. 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**

Please don't panic, we are here to help!



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.

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.

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



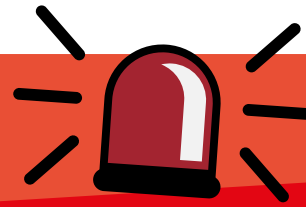
RIGHT TO REPAIR

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.

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.



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

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 any works until they have permission from the Association in writing.

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.

STOCK CONDITION SURVEY

The Association are currently carrying out the Stock Condition Survey. Tenants are requested to allow our Surveyor Benny access to complete the required survey when visited, this will usually take around 20-30 minutes.

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.

RENT INCREASE

By now, you should have received correspondence confirming your new rent figure for 2022-2023. 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 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

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

A SPRING IN OUR STEPS

As the milder weather approaches and the last of the winter storms are hopefully behind us, we would like to remind all tenants of their obligations to ensure that their garden is well maintained throughout the year.

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.

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.

DOG FOULING

From recent inspections carried out by Association staff members and reports from our Estate Caretakers, it has been noted that dog fouling remains an issue in our area, as it is throughout the city.

We would really appreciate the assistance of our tenants in reporting irresponsible dog owners. Tenants can do this by downloading the My Glasgow app, registering an account and submitting a report.

The fine for dog owners who fail to pick up after their pets is £80. The penalty increases to £100 if

it is not paid within 28 days.

Please let us know if you have any concerns about dog fouling in your area. The Association wants to improve the appearance and condition of common areas; however, we need our tenants to co-operate and do their bit to help.

The majority of dog owners are respectful of other people and pick up after their pets. However, dog fouling continues to be a problem. It is dirty, dangerous and antisocial. For some reason, a minority of people think that failing to clean up after their dog is

perfectly acceptable behaviour

Please Remember:

Grab It - Always keep a supply of bags near your dog's lead so you don't forget to take them with you on every walk. Simply insert your hand in the bag and pick up your dog's waste.

Bag It - Carefully turn the bag inside out and 'bag' your dog's mess.

Bin It - Dispose of the bag in a bin. Dog waste can be put in a public litter bin if a specific dog waste bin is not provided.

Grab it, bag it, bin it. Any bin will do.

BACKCOURT REDEVELOPMENT UPDATE

Tenants in the block made up of Aberdalgie Path, Aberdalgie Road, Boyndie Street and Duntarvie Road will have noticed that the back court redevelopment is almost complete.

This has been a lengthy process which was impacted by the pandemic and several lockdowns. We are aware that there is some outstanding work to be done in relation to the laying of tarmac. This should be completed by the end of April.

However, we are excited to finally open the back court to all tenants to use it in the manner that it was designed for.

The new bins have been delivered to the back court bin stores and the temporary bins have finally

been removed from the front of the properties. Tenants should note that bulk items should now be placed into the bulk storage areas closest to your property and no longer on the kerb outside.

We hope tenants enjoy using the new drying facilities now that Spring has sprung and Summer is approaching. The Association have supplied washing lines initially, although we will not maintain this going forward, and would ask that tenants replace any damaged lines.

We have installed some storage spaces in the back courts for bikes/kids outside toys etc. If you would like to use this facility, please contact the office to discuss. This would be on a first come first serve basis as there

is limited space. We are keen to see this used as it would assist in keeping the close landings clear, which is a health and safety requirement.

Our estate caretakers will maintain the back court going forward. Grass will be cut on a fortnightly basis and plants/shrubs will be kept in good condition. We would remind all tenants that they should not allow their dogs to foul in the back court. We want this area to be a clean, safe environment for tenants to enjoy. If you witness anyone allowing their dog to foul in the back court, please let us know and appropriate action will be taken.

We hope you enjoy your new back court.

COMMUNITY CHEST

The Community Chest is open for another year, and we are looking for you to apply – awards will be made from 1st April 2022. Your application will have to be for something that fits in with one of our four priorities: **Education, Health and Fitness, Supporting People with Disabilities and Additional Needs, and Facing Severe Financial Difficulties.**

If you have had a Community Chest award within the last 12 months, then you can't apply at this time, but you can apply again after 12 months have passed.

We will not award cash, but instead help people by purchasing goods or services on their behalf. The maximum award value is £200.

The application takes most people less than 5 minutes to complete. Please use the QR code to apply online.

Or you can use the following website
<https://forms.office.com/r/7QY8HggigA>



MENS' SHED FUNDING

The Association has recently secured funding to establish a Mens Shed in the area. We are looking for anyone who is interested to get in touch. If you have not heard of a Mens Sheds here is a very short description of why they're important:

They're community spaces for men to connect, converse and create. The activities are often similar to those of garden sheds, but for groups of men to enjoy together. They help reduce loneliness and isolation, but most importantly, they're fun.

If you're interested, please complete this very short form (by using the link below or the QR code) to let us know who you are, and we'll be back in touch soon.

<https://forms.office.com/r/NKpeasEAK6>



SPOTLIGHT ON SUPPORTING OUR TENANTS

As we move forward into a period of recovery, and hopefully some form of normality, we would like to reflect on how far we have come from the early days of Covid. The Association have helped many tenants over a very challenging period throughout the pandemic.

We have a committed Management Committee and staff team who always strive to help our tenants and customers as much as possible and have sourced funding to provide much needed support during the pandemic. Over the past 24 months we have issued over £47,000 in financial support to our tenants.

Some examples of the support we have provided:

- **BHA Rainbow Fund** – Over £14,000 issued in small grants to BHA tenants to alleviate financial hardship.
- **Energy Vouchers** – Over £16,000 of fuel vouchers issued to assist tenants in fuel crisis
- **Community Chest** – We have issued £10,000 in grants to support our tenants.
- **Financial Assistance** – We obtained over £7,000 from Glasgow City Council to assist tenants in financial difficulty as a result of the pandemic.

- **Foodbank referrals** – We work in partnership with The Trussell Trust foodbank and have referred 55 tenants for assistance.
- **Money Advice Service** – Offering tenant's assistance with benefit claims and budgeting/debts to maximise income.
- **Welfare Calls** – We contacted all of our more vulnerable tenants during the pandemic to offer support and assistance.
- **Handyperson Service** – The BHA handyperson service helps tenants, shared owners and factored owners. This has been a great help to many people. We have spent £824 (2020/21) and £1,782 (2021/22).

We are exceptionally proud of what we have achieved and will continue to seek opportunities to deliver further support in the community.



LIFT Scheme Price Threshold Increase in Glasgow



If you want to buy your own home but don't think you can afford to pay the full price, the LIFT Open Market Shared Equity (OMSE) scheme could help.

The LIFT OMSE scheme helps first-time buyers, and other priority groups including current local authority and housing association tenants, get onto the property ladder by

providing an interest-free loan towards the cost of a home. The Scottish Government provides funding of between 10% and 40% of the sale price and gets the same percentage back when the property is sold. In most areas, you can choose to increase your share in the future.

When buying through the LIFT scheme, you choose a property

for sale on the open market. You can purchase any size of property as long as it is large enough to avoid overcrowding. To be eligible, the property must be:

- Advertised for sale publicly e.g. on a website or social media site, and
- Priced within the maximum threshold for the Local Authority area.

Price Thresholds in Glasgow

Property price thresholds have increased in Dundee, meaning a higher number of properties in the area could be eligible to purchase through the scheme. Buyers in Glasgow can now consider properties up to the below price thresholds:

Property size	Threshold price
2 apartment*	£80,000
3 apartment	£95,000
4 apartment	£105,000
5 apartment	£175,000
6 apartment	£250,000

* Price thresholds are set by number of apartments. An apartment is a habitable room, including bedrooms, living rooms, dining rooms and box rooms (depending on size). Kitchens, bathrooms and conservatories are not classed as apartments. For example, a three-apartment property could have two bedrooms and a living room.

LIFT Example

A family of three with a household income of £25,250 purchased a 3-bedroom home in Easterhouse with the help of LIFT.

Property price: £105,000

Scottish Government contribution: £41,875

Buyer contribution (mortgage and deposit): £63,125

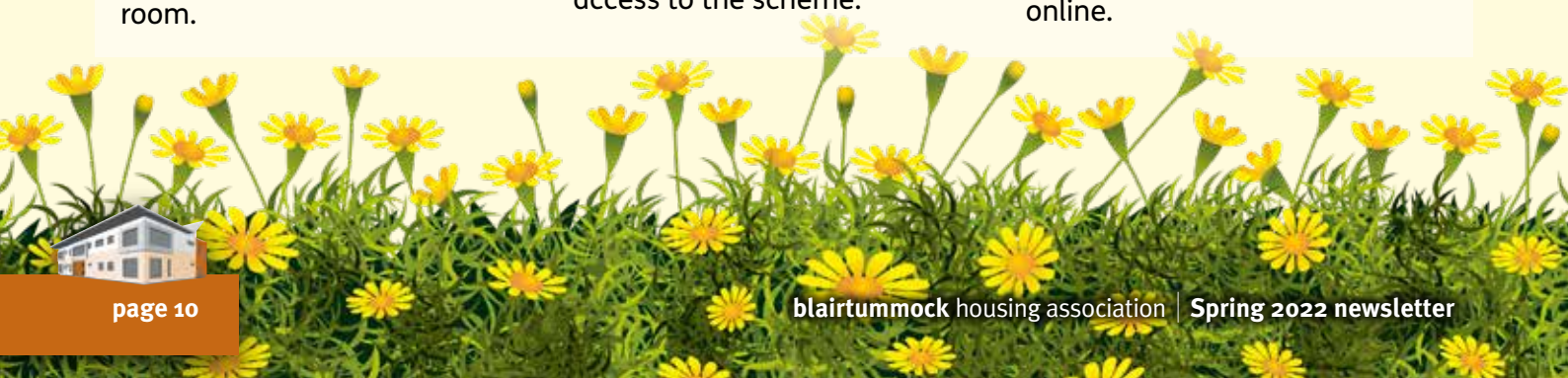
In this example, the Scottish Government contributes 40% of the property price and will get the same percentage back when the property is sold. The buyer can choose to increase their share in the property over time.

In addition to first time buyers, the following groups get priority access to the scheme:

- Social renters
- People with a disability who can demonstrate a housing need
- Members of the armed forces
- Veterans who have left the armed forces within the past two years
- Widows, widowers and other partners of service personnel who have lost their life while serving in the armed forces within the last two years
- People aged over 60 who can demonstrate a housing need

Link Housing administer the LIFT scheme on behalf of the Scottish Government for the whole of Scotland; applications to the scheme are made through Link's dedicated LIFT team.

Visit www.linkhousing.org.uk/lift-tenants or contact lift@linkhaltd.co.uk or **0330 303 0125** for more information on the LIFT scheme or to apply online.



BULK UPLIFT

The Association is aware of an increasing issue with fly-tipping on our streets. This can range from household rubbish bags to large pieces of furniture being left on the kerbs.

Whilst it is possible that some of these items are being left by people from out with the area, we would like to remind our tenants that, under no circumstances, should any bulk items be left out on the street.

Glasgow City Council no longer lift bulk in our area on a weekly basis. Therefore, any items on the pavement will be treated as fly-tipping and reported to the council as such.

We'd like to ask that our tenants take responsibility in reporting

fly tipping. You can do this by downloading the My Glasgow app and submitting a report. Alternatively, if you are aware of one of our tenants fly tipping items, please contact us and we will take appropriate action.

Tenants in houses / cottage flats should continue to request bulk uplifts directly from Glasgow City Council.

Tenants in our tenement flats should use the bulk stores provided or place items next to the bin stores if they do not have a bulk enclosure.

Help us to keep Blairtummock and Rogerfield a clean, safe environment to live.

Disposing of a Fridge?

Glasgow City Council wrote to us recently to ask that any tenant disposing of a fridge does so in the correct manner. They are seeing an increase in the number of fridges being delivered to their facilities that are full of items and/or dirty.

Before requesting an uplift from the council or placing the fridge into your bulk store please:

- Empty the fridge of all items
- Clean the fridge
- Ensure that the fridge door is sealed shut with tape (for health and safety reasons)

We thank you for your assistance in this matter.



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:

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

The office will be closed on the following dates:
Friday 15th & Monday 18th April 2022
Monday 2nd May 2022
Thursday 2nd & Friday 3rd June 2022

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.