

blairtummock housing association

NEWSLETTER

at the heart of our community

Summer 2021

The Association are aware that the past 15 months have been a very difficult time for everyone and we have sometimes taken one-step forward then two back.

We are also aware that there has been a high number of deaths within the Blairtummock and Rogerfield communities and that some have lost more than one member of their family, within such a short period of time.

The Committee and Staff would like to offer our deepest sympathy to everyone who has lost a loved one during these difficult times.

CORONAVIRUS – OPERATIONAL UPDATE

In line with Government guidance, the office is closed and staff are continuing to work 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 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 – 5pm and Friday 9am – 3.30pm, or alternatively you can contact us by email enquiries@blairtummock.org.uk. We will be closed on weekends and public holidays.

We will be returning to the office when Glasgow moves to Level 0 and will begin to operate an appointment only system for the safety of both tenants and staff.

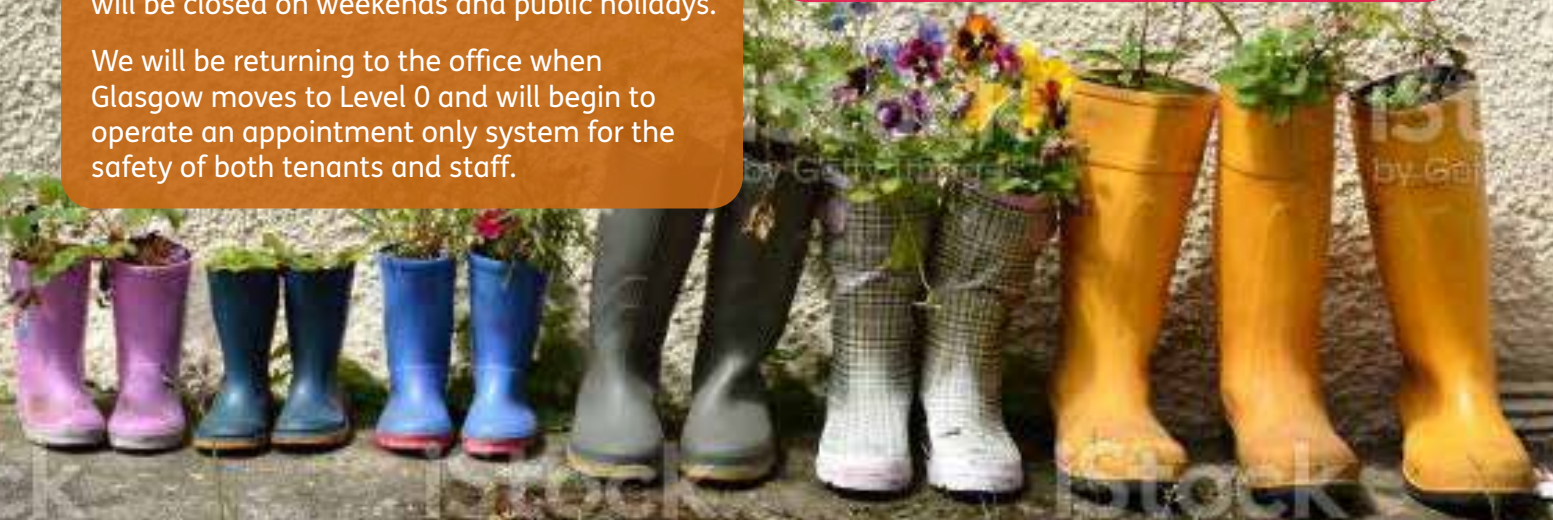
TENANT LOGIN AREA

Did you know you can now access your rent account and recent repairs history through the Association's website?

If you would like to be able to access your online account, please contact our office on 0141 773 0202 or enquiries@blairtummock.org.uk and we will take steps to verify your identity and thereafter organise login details for you.

Public Holidays

The office will be closed on **Friday the 16th and Monday the 19th of July 2021**, should you have an emergency repair during this time you should contact the out of hours contractor on **0333 202 0708**.



ARE YOU INTERESTED IN WHAT HAPPENS WITHIN BLAIRTUMMOCK/ROGERFIELD?

CAN YOU SPARE A COUPLE OF HOURS EVERY MONTH?

If the answer is yes, why not think about joining the Association's Management Committee.

Members of the Management Committee lead the organisation and as a group have a collective responsibility for making the major decisions. Being a member of the Committee is an extremely important role. Training and support will be provided.

Please contact the office for further information or email jacqui.orourke@blairtummock.org.uk to arrange a chat.



GLASGOW CREDIT UNION

Start your nest egg today!

The COVID-19 pandemic has had a major impact on personal finances, highlighting the importance of having savings to fall back on should anything unexpected happen.

A **rainy-day fund** can prove invaluable in helping to prevent families falling into problem debt. Research by debt charity, Stepchange, found that households with savings of £1,000, reduced their risk of debt by 44%.

Glasgow Credit Union is the UK's largest credit union and our core aim is to improve the **financial wellbeing** of people across the city.

Our **easy access savings accounts** make it simple to start a new savings habit. Saving just £9.61 a week for two years will get you to the recommended £1,000 savings buffer.

Becoming a member of **Glasgow Credit Union** is free and, as well as our savings accounts, membership also provides you with exclusive access to our personal loans and mortgages.

Find out more and join online at glasgowcu.com

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.

Community Chest

Community Chest is a grant that anyone who lives in a Blairtummock HA property or receives a service from us can access. The maximum amount that can be requested is £200 and if you are successful you have to wait 1 year to apply again. Assessors meet each month to consider applications meaning that the turnaround can be quite quick, and you'll get an answer within a few weeks of applying.



is met by getting what you want, how your life will change as a result.

WHAT CAN YOU APPLY FOR?

You can apply for most things. We have funded sports equipment, white goods, tablet computers and many other things. However, your request must fit with (at least) one of our 4 priorities: Education, Health and Fitness, Facing Severe Financial Difficulties, and Supporting People with Disabilities and Additional Needs.

HOW WILL MY AWARD BE MADE?

You will not receive cash. Instead, you will be asked to let us know what you want purchased and we'll organise the purchase and delivery or collection of the item in question. If it is fees for a club or activity, we will come to an arrangement to meet the costs with the service provider.

HOW LONG WILL IT TAKE TO APPLY?

You can apply very quickly; the form can be completed in under 10 minutes. The most important thing is to know what you are looking for us to purchase and what priority this fits in with. It is also important that you explain how this priority

Go to the link below or use the QR code to access the form quickly on a tablet or smartphone.

<https://forms.office.com/r/w1H1VjL129>

SOME HAPPY APPLICANTS SAID:

"I applied to the Community Chest for bikes for both myself and my daughter, what I received was beyond expectations. 2 great quality bikes were delivered for us both. I am extremely thankful to the Community Chest as I would never have been able to get such great bikes on my budget." **Lisa**

"... they helped me getting a new sofa that I badly needed can't thank them enough for their help." **Grace**

"I would like to thank the Blairtummock Housing Association for informing and rewarding me an allocation of funds in the community chest, it was very helpful and took the pressure off me in regards to my Gas and Electricity bills" **Jean**

GROW YOUR OWN

Are you interested in growing your own fruit and vegetables?

The Association are wanting to help tenants and other customers to Grow their Own and we are looking to know how best we can do this.

If you are interested, then please complete this very short survey.

<https://forms.office.com/r/rJGGR23kwK>



Summer Gardens make us Happy

Once again, whilst we are all still a bit fed up that we are not clear of the pandemic, a change in the weather has meant our thoughts turn to our outdoor spaces more and more. With holidays at home high on the agenda again this year, it is important that we continue to give our gardens the love and attention that we have over the duration of lockdown. We are always impressed at how good our tenants' gardens look, and expect no difference this summer.

Although we are not yet returned to the office, we have returned to inspecting our outdoor spaces, and tenants may be aware that some letters have been sent about upkeep. In the past, we would have chapped a door or posted a card through in the first instance, but unfortunately, this is just not possible at this time. We tried initially just to call tenants for a chat, but increasing workloads with some easing of restrictions has meant this became impossible. We would hope that tenants would not require us to write to them as a reminder of their obligations, but in the small instances that we do, please be aware that we have tried our best to get our message across in a way that understands the difficulties faced by some of you. We are always available to discuss any issues our tenants may have in relation to their outdoor spaces.



Our grass cutting service is now also fully resumed. Although our estates caretakers have been busy assisting in bringing our new backcourt space at Aberdalgie Road/ Boyndie Street/ Duntarvie Road up to speed, we are pleased we have been able to maintain the outdoor spaces to as near a normal service as we can provide.

Glasgow City Council has at this time, withdrawn its grass cutting services for individuals; however, we at Blairtummock have continued to provide this service to our older/ more vulnerable tenants. Should you feel you may meet the qualifying criteria and wish to apply to our garden aid list, please contact the office for information, or download

an application form from our website. Our list is currently full, but we do take applications for the waiting list.

Glasgow City Council have also now resumed a bulk collection from private gardens, and plan to re-introduce their telephone reporting service over the coming weeks. For now, they can only be contacted via their website or through their app.

We look forward to seeing all your wonderful plants and ornaments over this summer, it really makes an inspection worthwhile, and puts a smile on everyone's faces to see such care and attention. Let's all keep working hard to make Blairtummock gardens the best.



Backcourts... and the **Dreaded** **doggie doodoo!**



As you may be aware, we are currently inspecting our backcourts on a weekly basis.

We inspect the areas for bulk, issues with bins/litter and dog fouling, as well as noting whether the play parks are in good order and there are no damages to surfaces or equipment. We are currently awaiting repair to the new swings installed to the rear of Corsehill Street. It is a shame the play park has been damaged, and so quickly after the new equipment was installed. It is a cost for all tenants to maintain these areas, and we would hope these play parks can be spaces our youngest residents can enjoy as intended.



We have noted issues with litter and bins brought about by lockdown and the change in collection schedules from Glasgow City Council, moving from once every 7 days to once every 8 days.

We can all assist in preventing overflow by not overfilling the bins, they are communal and if the one at your close is full, you should use the next available or the bins at the gable ends. Glasgow City Council will not empty recycling bins contaminated with general refuse.

Please see page 10 for a handy recycling guide for backcourts.

We had lettered tenants recently about a serious issue with the rise in dog fouling, particularly in the backcourts in Rogerfield. We are pleased to advise that the problem is greatly improved, and thank the majority of tenants who assisted in this. Unfortunately, as ever, there are still some irresponsible owners who do not think they need to respect the shared spaces, but on the whole it is more back to normal, and we appreciate your

ongoing efforts to take your lovely pets elsewhere for their business.

As we will be at home again more this summer, we hope our tenants will continue to enjoy their shared outdoor space responsibly and with care. We are always happy to discuss any issue you may have with the backcourts, however we would remind all tenants that the bins and services related to them are provided by Glasgow City Council and they should be contacted directly to discuss any problems.

CHANGES TO YOUR HOUSEHOLD

Has anyone moved into your property recently?

If so, it is very important that you inform us of this change.

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

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

The 12 month notification period also applies to:

- Applying for someone residing with you to become a joint tenant
- Assigning the tenancy to someone living with you if you are moving to a different address
- Sub-letting the tenancy to someone living with you

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



BEE
Brighter East End

**SUMMER PROGRAMME
PRIMARY 1-7**

RUNNING ON TUESDAYS, WEDNESDAYS & THURSDAYS
FROM 29TH JUNE - 29TH JULY 2021

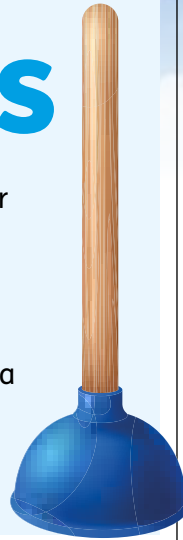
CRAFTS, GAMES, ACTIVITIES, TRIPS & MUCH MORE!
LUNCH & SNACKS WILL BE PROVIDED.
PLACES MUST BE BOOKED IN ADVANCE

For more information or to book
contact BEE on 07928116142



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 may 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

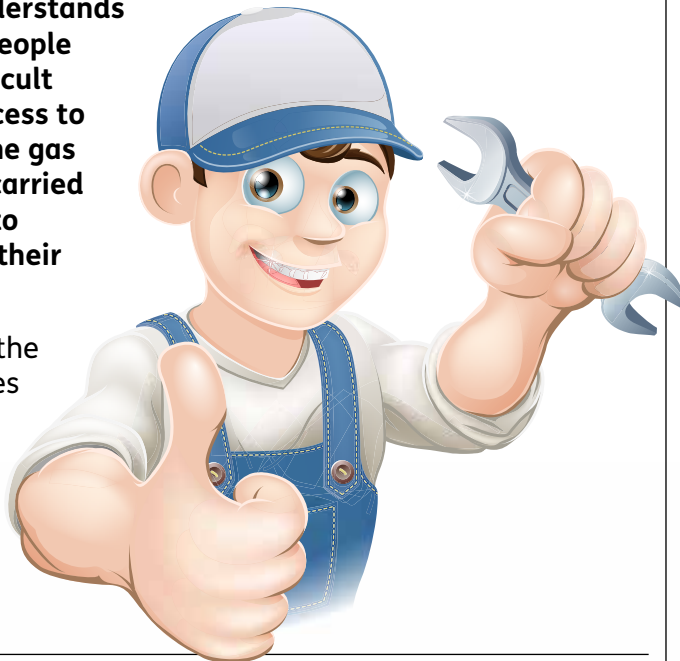
Street flooding.

Customer Helpline:
0800 0778 778

GAS SERVICING

The Association understands the concerns that people had 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.



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.

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.



Energy Performance Certificate (EPC)



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

SMOKE ALARMS



Your property should be fitted with a smoke alarm in the hall, living room and a heat alarm in the kitchen. If you do not have all of the above, please contact the Association as soon as possible and speak to James Hart or Gina Kavanagh to have these fitted urgently.



CONDENSATION



‘Condensation dampness’ is a condition that affects many homes and has probably become the major cause of ‘environmental’ dampness within a property. Condensation is particularly common in homes which are poorly heated and poorly insulated and usually gets worse in the colder winter months i.e. ‘the condensation season’.

What is condensation?

There is always some moisture in the air, even if you cannot see it. If the air gets colder it cannot hold all the moisture and tiny drops of water appear. This is condensation. You also notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath. Kitchens and bathrooms are often primary sources of atmospheric water. Moisture is released into the air through normal daily activities such as washing, cooking, drying clothes, showering and bathing. This can occur commonly on windows or external walls, or cold surfaces within the fabric of the property. Look for it in corners, on or near windows, in or behind wardrobes and cupboards. It often forms on north-facing walls. The problems of condensation can lead to staining

and mould growth, damaging wallpaper, wall surfaces, window frames, furniture and clothing. The development of **mould growth** is the most tell-tale sign that is frequently associated with condensation. The appearance of mould may be black, white, yellow or green in colour, depending on the specific type of mould and the surface which it grows on. Black spot mould (*Aspergillus niger* or *Cladosporium spp*), for example forms pyramid profiles in wall corners and at wall/floor or wall/ceiling margins as a consequence of condensation. Moulds are hydrophilic fungi in that they require high levels of surface moisture. Capillary held dampness (such as that originating through rising dampness) is not sufficient to cause mould growth. The mould requires free moisture on the surfaces to germinate.

Maintaining a reasonable balance between heating, ventilation and insulation can reduce excessive condensation however, a major review of lifestyle and occupation of the property is often necessary. In the short-term you should wipe off the condensed water from windows and sills every morning during the condensation season. Wring out the cloth into a sink rather than drying out on a radiator.

Recycling Guide



Blue Bin



FOR DRY MIXED ITEMS ONLY



Grey Bin



FOR FOOD WASTE ONLY



Green/Silver Bin



FOR GENERAL WASTE ITEMS ONLY



All other waste items not for blue or grey bins

RECYCLING CENTRES

Clothes, textiles and electrical items/appliances can be taken to one of Glasgow City Council's Recycling Centres, details of locations via our website below.

For help or advice with waste and recycling issues, please visit our website: www.glasgow.gov.uk/recycling

Land and Environmental Services

	YES	NO
Blue 	Mixed papers - newspapers, junk mail, magazines, brochures, catalogues, directories, yellow pages, envelopes. Cardboard - cardboard boxes, card packaging. Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles. Cans and tins - steel/aluminium cans, tins, empty aerosol cans.	Food waste General waste Nappies Bin liners/Plastic bags Electrical items Glass bottles Yoghurt pots Tetra packs Margarine/Butter tubs Cartons Foil
Brown 	Food waste Flowers Plants Branches/Leaves Grass clippings Hedge trimmings Compostable food waste liners	General waste Bin liners/Plastic bags Soil Stones Rubble Ragwort (toxic weed) Japanese knotweed
Purple 	Wine bottles Beer/Lager bottles Sauce bottles Jam jars Coffee jars	Plates Cups/Drinking glasses Light bulbs Pyrex® glass Lids/Bottle tops
Green 	All general waste	Recyclable items

Household Waste Recycling Centres*

- Dawsholm Recycling Centre, 75 Dalsholm Road, Glasgow G20 0TB
- Easter Queenslie Recycling Centre, 90 Easter Queenslie Road, Glasgow G33 4UL
- Polmadie Recycling Centre, 425 Polmadie Road, Glasgow G42 0PJ
- Shieldhall Recycling Centre, Renfrew Road, Glasgow G51 4SA

* Open 7 days a week, 9am to 5pm (last entry at 7.45pm). Please note that the centres are closed on Christmas Day and New Year's Day and close at 6pm on Christmas Eve and New Year's Eve.

LET'S TALK

Help support your staff, volunteers or your wider community

Online Workshops

For engaging sessions on mental health why not book some of our workshops? These informative sessions last around 90 minutes and cover a variety of topics

Free Online Mental Wellbeing Drop Ins and Workshops

Virtual Drop Ins

The next time you have a coffee catch up, team meeting or wellness webinar, why not have us 'drop in' to chat about mental wellbeing?

Benefits include;

- Raising awareness around mental health issues
- Tackling stigma and discrimination
- Signposting people to local support
- Encouraging positive conversations around mental health
- Promoting recovery and self-care through the 5 Ways to Wellbeing
- Encouraging people to be more proactive in looking after their mental health

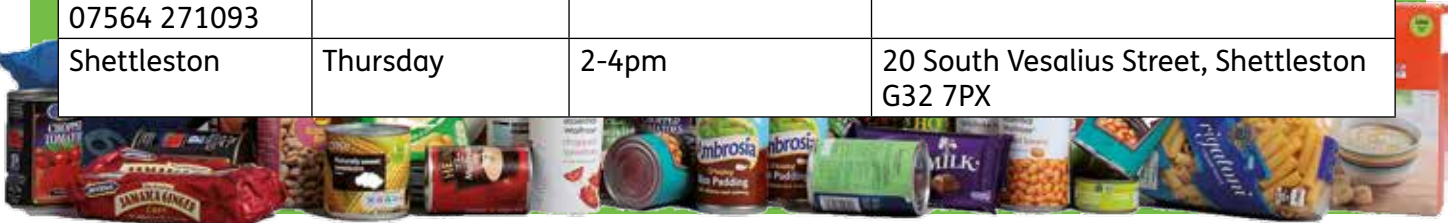
For more information or to book please contact Emma.Straughan@samh.org.uk





Opening Times

Foodbank Centre	Day	Session Times	Location/Address
The Hub 07951749363 07951749373	Monday Wednesday Friday	2-4pm	Calton Parkhead Parish Church 142 Helenvale Street, G31 4NA
St Enochs Hogganfield 07521144968	Wednesday	1.30pm- 3.30pm	St Enoch's Hogganfield Parish Church 860 Cumbernauld Road, G33 2QW
Bridgeton 0141 556 2830	Thursday	10.45am-12.45pm	St Francis in the East Church 26 Queen Mary St, G40 3BB
Blairtummock Community Hall 07564 271093	Thursday	2-4pm	45 Boyndie Street Glasgow, G34 9JL
Shettleston	Thursday	2-4pm	20 South Vesalius Street, Shettleston G32 7PX



28TH JUNE - 6 AUG

PAVILLION SUMMER PROGRAM

MINIS + JUNIORS
MON- THURS
9:30 AM - 2PM

SENIORS
MON + WED
3PM - 5:30PM
FRI
6:00 - 8:30

CONTACT 07949991349 TO REGISTER AND SECURE YOUR PLACE

PLATFORM | THE BRIDGE FREE SUMMER FOOD TAKEAWAY



The Platform team will be giving out free takeaway food bags during the summer school holidays for children and their families in the north east of Glasgow.

Social distancing measures will be in place. Please wear a mask to queue/collect.



Images: Coulston & Tennant

MONDAYS - FRIDAYS
Monday 28 June until Friday 13 August 2021 from The Bridge car park. Open 11.30am - 1pm

No need to book – just drop in!

More information: platform-online.co.uk / 0141 276 9696 / info@platform-online.co.uk

Funded by the Children's Holiday Food Programme



PLATFORM
The Bridge
1000 Westerhouse Road
Easterhouse
Glasgow, G34 9JW

platform-online.co.uk
info@platform-online.co.uk
014 1276 9696
f @platformglasgow

plat-form
The only centre of its kind in Glasgow & north east



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, 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 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 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.

