



blairtummock housing association

NEWSLETTER

at the heart of our community

Winter 2018

CHRISTMAS PARTY AND PANTOMIME AT THE BRIDGE

Thursday 20th December 2018 at 6pm

The Association and FARE would like to invite you and other members of your household to attend a Christmas Party and then to enjoy the Christmas Pantomime *Black Beauty*.

The party will start at 6.00pm with some party games, a visit from Santa Claus and fun for the family before the show at 7.00pm.

If you would like to attend please come into the office at 45 Boyndie Street, G34 9JL to complete a request form or alternatively telephone 0141 773 0202. All ticket requests must be received by

Friday 14th December to ensure enough time to distribute the tickets.

Tickets will be allocated on a first come, first served basis and solely at the discretion of the Association for members of your household only.

A separate list will be held for anyone requesting additional tickets (e.g. grandchildren) and you will be contacted after the 17th December to confirm whether or not there is availability.

The Committee and Staff would like to wish you a Merry Christmas and a Happy New Year!

CHRISTMAS CLOSING HOURS

The office will close at 1.30pm on Friday the 21st December and re-open at 9am on Thursday 3rd January 2019. Should you have an emergency repair during this time you should contact our Out of Hours Service on 0141 445 5872. Please note this service is for Blairtummock Tenants NOT Factored or Sharing Owners and should be for EMERGENCY repairs only.

AFFORDABLE WARMTH DIVIDEND – ARE YOU DUE £100?

What is the Affordable Warmth Dividend?

Glasgow residents 80 years or over can receive a £100 payment from the Council to keep warm during winter.

Who can apply for the dividend?

The Affordable Warmth Dividend is available to anyone that will be 80 years or older on 31 March 2019 and lives in Glasgow.

The payment is not limited to one person per household. You can also claim if you are a Glasgow resident living in a residential care home or hospital.

Did you receive a payment last year?

If you received a payment last year **you do not need to reapply.**

You will automatically receive a payment again.

You will be sent a letter no later than 30 November 2018 advising when your payment will be made. If you have not received a letter by the end of November, please phone 0141 287 7961.

How can I make an application?

Application forms are available from:

- The Council's website at: - www.glasgow.gov.uk/awd
- Telephone 0141 287 7961

If you would like to post in your completed application, please return it to:

Glasgow City Council
P.O. Box 36
Glasgow
G1 1JE

How long will the scheme be available?

Applications will be accepted from 1 November 2018 until 31 March 2019.

How will payments be made?

The preferred method of payment is by BACS directly into your Bank Account, however if you only have a post office account, an alternative payment can be arranged.

WARM HOME DISCOUNT SCHEME – ARE YOU DUE £140?

What is the Warm Home Discount Scheme?

You could receive £140 payment towards your electricity costs for 2018/19. The money is paid directly to your bill or meter if you qualify

Eligibility

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit - known as the 'core group'
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

How do I apply?

Contact the Warm Home Discount Team on 0800 731 0214.

Marshall from Connect Community Trust can also assist you in applying. Please contact us on 773 0202 if you wish to arrange to see Marshall in our office.

HOME ENERGY SCOTLAND



HOME ENERGY SCOTLAND LAUNCHES NEW WINTER ADVICE COMPETITION QUIZ WHICH PROVIDES ADVICE TO HELP PEOPLE KEEP WARM AND WELL THIS WINTER – AND GIVES PEOPLE THE CHANCE TO WIN FREE ENERGY BILLS FOR 1 YEAR

This winter, Home Energy Scotland is keen to support local efforts to help people who may be struggling to heat their homes to stay in control of their energy bills and keep warm and well.

As part of its Getting Ready for Winter campaign, the team in the Strathclyde and Central advice centre has devised a **winter advice competition quiz**.

Gas and electricity bills are a significant part of household expenditure and during the colder months energy use tends to rise, in addition to which energy prices have risen recently.

The competition quiz is educational. Making small changes around the home can make a big difference to comfort levels and energy bills. Ways to take control of your energy spend includes shopping around for a cheaper energy deal. The average saving you could make by switching

supplier is £200 but it could be as much as £300 if you have never switched at all. Reading and acting on the simple tips given will help householders save energy, save money and keep cosy for less.

To enter, householders go through a simple process:

Read – useful energy saving advice tips

Answer – a number of questions, the responses to which can be achieved as the result of digesting this useful information

Enter – entrants answer three multiple choice questions, consent to entering and insert their details to enable Home Energy Scotland to contact the individual should they be the lucky winner.

The winter advice quiz can be completed in a range of ways including by calling Home Energy Scotland free on 0808 808 2282 or online.

Home Energy Scotland

Home Energy Scotland, funded by the Scottish Government and managed by Energy Saving Trust, provides free and impartial advice to help people across Scotland reduce their energy bills and make their homes warmer and more affordable to heat.

Home Energy Scotland can help householders of all tenures. Support ranges from home energy saving tips to help people save energy and keep their home warmer for less, to information about funding and grants available for new boilers, insulation and heating systems to help make homes more efficient. Advisors can see if people are eligible for financial support, benefits and incentives, and advise on shopping around for a cheaper energy supply.

Whilst advice is available by telephone, Home Energy Scotland is not a typical call centre. Advisors provide free, impartial energy advice designed to help householders make informed decisions. Free home visit service available for the more vulnerable.

Home Energy Scotland has no connection with any energy supplier, and does not cold call.

Stonewall Scotland



LGBT people's rights have come a long way in the past thirty years. 'Being gay' is no longer a barrier to be able to join the armed forces after the ban on LGBT personnel was abolished in 2001. LGBT issues can now be talked about in schools after Section 28, which banned LGBT issues even being mentioned in schools, was repealed in 2000.

In 2014, people in single sex relationships secured the right to equal marriage. Given these successful fights for equality, you could be mistaken in thinking that LGBT people no longer face discrimination in today's Scotland. However,

recent research undertaken by Stonewall highlights that **20% of LGBT people** have experienced a hate crime within the past 12 months. LGBT young people are more likely to hear homophobic language than the rest of Britain. The situation is much worse for trans people, just under half of all interviewed spoke of having experienced a hate crime. Sadly, as the fight for equality for trans people has become more public, there has been an increase in transphobic hate crimes.

Easterhouse Housing and Regeneration Alliance, of which Blairtummock Housing Association is a member, has

committed to ensuring that their services, procedures and workplace are inclusive of all LGBT identities and are championing LGBT equality. They have partnered with Stonewall Scotland to ensure that LGBT people are respected, accepted and supported. Please speak to a member of the team if you have any questions about this. In addition, in Glasgow you can find various support groups and helplines, such as LGBT Youth Scotland and LGBT Health and Wellbeing. The Equality Network and the Scottish Trans Alliance are also offer advice and information.

DOMESTIC ABUSE

Unfortunately, the festive period can be a time when relationships can become strained, which in some cases can result in domestic abuse. If you are experiencing domestic abuse you can get confidential advice and assistance, including information on housing options, by contacting:

- Domestic Abuse Helpline on 0800 027 1234 (24 hours);
- National Domestic Violence Helpline on 0808 2000 247 (24 hours).

If you are homeless or threatened with homelessness, you can get independent advice from:

Shelter Scotland on 0800 800 4444 (24 hours)

If you need advice and assistance about temporary or longer-term accommodation needs, you can contact:

Glasgow City Council Homelessness Team on 0800 838 502

Domestic violence and abuse can happen in

any relationship. It occurs within all age ranges, ethnic backgrounds and economic levels. While women are more commonly victimised, men are also abused, especially verbally and emotionally. The bottom line is that abusive behaviour is never acceptable, whether it's coming from a man, a woman, a teenager, or an older adult. Everyone deserves to feel valued, respected, and safe.

Other organisations that may be helpful to anyone who is experiencing domestic abuse are:

For women

- www.scottishwomensaid.org.uk
- Telephone: 0800 027 1234

For men

- www.mensadvice.org.uk
- Telephone: 0808 801 0327

For the LGBT+ community

- www.galop.org.uk/
- Telephone: 0800 999 5428



COPING WITH DEPRESSION AT CHRISTMAS

Christmas is often referred to as 'The Most Wonderful Time of the Year' but, for some, it can be a difficult time. For those who have recently lost a loved one, Christmas can intensify feelings of grief and sadness. Many others experience feelings of isolation, increased family conflict or financial pressures that make the season a very stressful time of year.

If you are affected by any of the above and feel that you need to speak to someone about the issues affecting you, please be aware that there are people out there who will listen to, and help you deal with these feelings.

Breathing Space are there in times of difficulty to provide a safe and supportive space by listening, offering advice and providing

information. They can be contacted on 0800 83 85 87.

Samaritans offer a safe place for you to talk any time you like, in your own way – about whatever's getting to you. They can be contacted on 116 123 – you don't have to be suicidal to make initial contact.

Lifelink understands the challenges each person can face on a daily basis and aims to help ease the strain. They can be contacted on 0141 552 4434.



Let's TALK Project

Operating in Glasgow and Lanarkshire, SAMH's Let's TALK Project is looking to tackle stigma and discrimination against people experiencing poor mental health and help signpost people to local support services.

Do you, or someone you know, want to find out more to maintain their mental wellbeing?

Are you someone who could volunteer and would like to help create safe spaces for people to have positive conversations around mental health and support people in finding other aids to recovery?

Are you a charity or an organisation that can provide advice and support around issues such as health and wellbeing, equal opportunities, employment, learning, finances?

We'd love to hear from you.

For more information on the SAMH Let's TALK project please contact Emma Straughan, Let's TALK Project Facilitator on the contact details below.

Email: Emma.Straughan@samh.org.uk

Mobile: 07595 244 761



for Scotland's mental health



FESTIVE ARRANGEMENTS - GLASGOW CITY COUNCIL CLEANSING



At the time of printing, GCC were still co-ordinating festive arrangements so the following information may be subject to change.

Please check our Community Noticeboard, contact Cleansing on 287 9700 or consult the Glasgow City Council website www.glasgow.gov.uk for further confirmation.

Bulk Uplift: We expect the last bulk uplift from GCC to be **Thursday 13th December 2018**. We hope the service will resume again on **Thursday 10th January 2019**.

Tenants in the Rogerfield area who currently put their bulk items kerbside due to the ongoing renovation work should use the new bulk stores in the back-court over the festive period. This is to avoid an excess of items on the streets during the period where there is no service

from cleansing.

Bins: If your collection is normally a Thursday/Friday or Sunday, your bin will be emptied as normal

PLEASE DISPOSE OF ITEMS RESPONSIBLY, RECYCLE WRAPPING PAPER AND BOXES WHERE POSSIBLE TO ALLOW SPACE FOR HOUSEHOLD RUBBISH WITHIN BINS.

ALLOCATIONS POLICY REVIEW

The Housing (Scotland) Act 2014 introduces changes from 1st May 2019 related to how social housing can be allocated.

All social landlords must comply with this legislation when managing their housing lists and allocating housing. Blairtummock Housing Association plan to review their policy on how properties are allocated. A review also provides the opportunity to ensure the policy is fit for purpose in terms of meeting aims and objectives and is also fair and transparent on how we allocate properties.

The 2014 Act includes specific requirements for landlords to consult with the following groups

before developing or altering their allocations policy:

- Applicants on the waiting list
- Tenants
- Registered Social Landlords
- Such other persons as landlords see fit

We will be compiling results of our recent survey and a publishing a report on outcomes and any changes to the current policy within a future newsletter.

Should you wish to discuss any aspect of the policy review, please contact Gillian Bell at our office on 0141 773 0202.

LET US KNOW IF SOMEONE MOVES IN, OR OUT OF YOUR HOME

The tenancy agreement you have with us is a Scottish Secure Tenancy Agreement. The Housing (Scotland) Act 2014 introduces changes to legislation in relation to your tenancy rights.

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

This includes telling us in writing about anyone who has previously moved in with you, who you haven't already told us about in writing (before 1st November 2018), and when anyone moves into or out of your home in the future at the time they do so.

We recently issued an information booklet on the changes along with a form for you to complete and return to our office advising who lives with you. If you have not already done so, please return the form to our office as soon as possible.



REMEMBER... RENT FIRST!

We understand that Christmas is an exciting but also an expensive time of year and budgeting can be difficult. However, your rent payment should always be your first priority – don't put your home at risk by missing your rent payment this festive season.

Although considered a last resort, eviction proceedings can be taken if you do not meet these commitments. If you are worried about falling behind with payments, get in touch with our office right away. You can also request an appointment with our Welfare Benefits Advisers who can help. Our staff are on hand to provide expert support and advice no matter what your circumstances.

Your rent payment is due on or before 30th December 2018.

You can make your payments in the following ways:

- Call us on 773 0202 to set up a direct debit, it only takes 5 minutes (our office is closed until 3rd January 2019).
- Use your Allpay card to pay at any pay point outlet.
- Download the Allpay app to make payments from a mobile device.
- Call Allpay on 08442 255 729 to make a secure payment 24 hours a day seven days a week. Have your Allpay rent card number to hand when calling.

Make rent your priority this Christmas!



UNIVERSAL CREDIT

WHAT YOU NEED TO KNOW

As the new benefit rolled out in Easterhouse on 5th December 2018, we explain what it means and why it is so important to get help.

What is Universal Credit?

Universal Credit (UC) is a new benefit for people of working age. It is designed to make it easier for people to move back into work. It replaces Housing Benefit, Income Support, Income Based Jobseeker's Allowance, Income Related Employment Support Allowance, Child Tax Credit and Working Tax Credit.

Will everyone be moving onto Universal Credit on 5th December?

No. At the moment, only if you make a new claim or your circumstances change which affects your benefits. If your hours are cut, or you lose your job and need to claim benefits, you'll need to make a claim for UC rather than your current benefits. Over the coming years other claimants will be transferred to UC, but this process will be gradual.

I am claiming a state pension. Will I be moving onto UC?

No, pensioners will not claim UC.

However if one member of a couple is over Pension Credit age, and the other one is under, both of you will still have to claim UC unless you are already receiving Pension Credit.

I have children. Will I be moving onto UC?

If you have 2 children and

currently receive Income Support, when your youngest child turns 5, you will move from Income Support to Universal Credit.

If you have more than 2 children, you will not be moved to Universal Credit at the moment.

I claim Housing Benefit. Will I move onto UC?

Only if there is a change in your circumstances that affects your benefits or you claim a new benefit. This could include moving into a new house from another local authority area.

How will my housing costs be paid when I receive UC?

Your housing costs will be paid as part of your single UC payment. It will be your responsibility to pay your rent. You may request that your housing costs element is made directly to Blairtummock Housing (this is called Scottish Flexibilities) but you will only be able to do this after you receive

your first payment of UC.

How will I be paid?

UC is a single payment made monthly in arrears to a bank account. You can request a fortnightly payment.

I will be moving onto UC. What do I need to do?

COME AND TALK TO US! You will need to apply online for your benefit, we can advise you where you can get help with this. Once you apply for UC, there will be a five week wait before you receive your first payment. You can ask for an advance of UC and this may include a payment for your housing costs. Our Benefit Advisers can help you through this time.

GET READY TO BUDGET and manage your money over a month. You can request that you receive your UC every 2 weeks (Scottish Flexibilities) and should speak to the Adviser at Job Centre regarding this.



REDIT:



GET ONLINE, you'll need your own UC online account, and you will need an email address. We can advise you where you can get help with this. You can also get online for free at the local library. Talk to us for more info.

GET A BANK ACCOUNT some high street banks offer fee-free banking. Our Benefit Advisers can assist you with opening a bank account.

REMEMBER Universal Credit isn't backdated before the start date of your claim. If you lose your job or your benefits stop or your move into a new home, make sure you claim UC immediately so you don't lose out.



Marshall Gemmell -
Connect



Nick Tarlton -
Money Advice

Sanctions are higher under UC. Our Benefit Advisers can help you to challenge unfair sanctions.

To make an appointment with Nick or Marshall please call our office on 773 0202 to arrange an appointment.

HOW DO I PAY MY RENT?

Should you choose not to have the housing element part of your UC paid directly to us, the best way for you to budget and ensure your rent is paid on time is to set up a Direct debit with the Association. This means that your rent can be deducted from your bank account on the same day you receive your UC.



- Call us on 773 0202 to set up a direct debit, it only takes 5 minutes.
- Use your Allpay card to pay at any pay point outlet.
- Download the Allpay app to make payments from a mobile device.
- Call Allpay on 08442 255 729 to make a secure payment 24 hours a day seven days a week. Have your Allpay rent card number to hand when calling.

For help and information on claiming Universal Credit, contact Gillian Bell, Senior Housing Officer, on 773 0202.

Did you know that we have Welfare Benefits Advisers available in our office on a Tuesday, Wednesday and Friday?

Marshall and Nick are available for advice and assistance in relation to debt problems, budgeting, housing benefit claims and appeals and welfare benefit claims and appeals, including Universal Credit.

Nick recently assisted a tenant whose health had worsened to apply for Attendance Allowance. The tenant was awarded the high rate of £85.60 per week. As his partner already received a disability benefit this meant they could qualify for Severe Disability Premiums worth £128.6 per week and Carer's Premiums worth £72 per week.

In total the couple are now £286.20 per week better off than they were previously.

If you have any benefit issues, or would simply like a benefit check carried out to see if you are entitled to any benefits, including housing benefit, then please contact our office on 0141 773 0202 and we will be happy to arrange an appointment for you.

TENANTS LIVING WITH DISTRICT HEATING

How to change the batteries on the room stat for tenants with the district heating:

- When a battery sign is indicated on the LCD panel.
- Open the flap on the stat.
- Then flick off the removable cover to reveal the AA batteries.
- Change with new recommended Duracell batteries.
- Re-fit cover and close flap.

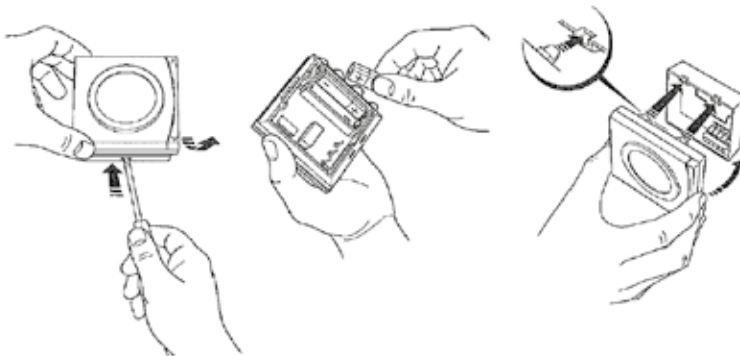


WORCESTER BOILERS & DANFOSS ROOM STATS

For all tenants with new Worcester boilers and Danfoss room stats. When battery indicator is shown follow the instructions below on how to replace the batteries on their room stats.

Low Battery Indications

For battery powered thermostat (RET2000B-RF) when the batteries require replacement the battery low symbol will flash. Batteries should be replaced within 15 days, after which the thermostat will turn off the load it is controlling.



BLOCKED DRAINS

Blocked drains are becoming an increasing problem in the area and this is due to residents flushing items such as wipes, cleaning cloths and nappies down toilets. Please read the advice from Scottish Water and refrain from flushing anything which is not pee, poo or paper. It is expensive for the Association to use specialist drainage companies and your rent money could be better spent!



WHEELIE GOOD NEWS

The Association is delighted that as a result of successful partnership working with Glasgow City Council, 160 properties have been provided with new wheeled bins earlier than scheduled as part of the Bin Replacement Programme (BRP).

Through the BRP, the Council is replacing the small metal galvanised bins, used for general waste, with larger wheeled bins. The Programme will be undertaken in three phases over a three year period. We are really pleased to hear that the Council is supporting Housing Association initiatives which add value to the BRP, such as presentation of bins or backcourt infrastructure improvements, by providing new wheeled bins earlier than programmed start dates.

As a result of the significant investment the Association has made to improve bin store

areas, we are delighted that the Council has provided new wheeled bins earlier than scheduled to our most recent projects. The new wheeled bins will bring significant benefits to residents by improving containment of general waste, the condition of backcourts and increasing opportunities to recycle. Further information on the programme can be found via the following link: www.glasgow.gov.uk/recycling.

We look forward to continuing to work in partnership with Glasgow City Council to make the Blairtummock and Rogerfield areas a better place to live for all residents.



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
- 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.
- Dry clothes outside. Hanging wet/damp clothes over doors leads to the door being damaged. When this happens the door cannot be repaired and has to be replaced at a charge to the tenant.



WINTER TIPS

As all of us are aware, the winter cold spell is with us once again and there are many ways that cold weather can be prevented from causing damage to your home or your belongings.

Keep Your Home Warm

In order to avoid burst pipes and damage to your home this winter try to keep your home reasonably warm day and night.

Be Prepared:

1. Ensure you know where your stop valve is located.
2. Make sure you keep your emergency contacts list handy.

If You Get a Burst Pipe:

1. Turn off water at the 'stop valve'
2. In cases of flooding from above 'switch off electricity at the mains switch'.
3. Open all taps to sinks and bath
4. Notify the Association at your earliest opportunity
5. Warn neighbours who may potentially suffer damage
6. Soak up as much water as possible

DOS AND DON'TS

- ✓ **DO** take care with festive candles around highly flammable decorations. Ensure they are put out properly and not left unattended.
- ✗ **DON'T** overload power sockets with Christmas lights and check they are in good working order before they are put up.
- ✓ **DO** make sure you know where your stop valve is and that you can turn it easily, just in case of frozen pipes in a cold snap.
- ✗ **DON'T** forget, look out for elderly neighbours, keep warm, keep well and keep safe this winter.
- ✓ **DO** order repeat prescriptions in good time, so you don't run out
- ✗ **DON'T** forget to minimise heat loss by shutting all internal doors
- ✓ **DO** draw your curtains and blinds at night and wear extra clothing
- ✗ **DON'T** forget to locate your nearest grit bins, these are provided by Glasgow City Council and all enquiries should be made directly to them
- ✓ **DO** keep a snow shovel handy and if you have to go out when the weather is bad, always wrap up in plenty of layers and put on your hat, scarf and gloves. Try and stay at home when it is really bad, even if you have to re-arrange non-urgent appointments
- ✗ **DON'T** forget about food supplies, you can freeze bread and keep a well stocked supply of tinned goods
- **Remember**, it's important to look after yourself in winter to reduce the risk of illness and protect yourself from the cold. Eat well, stay active, drive safely and enjoy the season.



OPENING TIMES OVER CHRISTMAS AND NEW YEAR

Monday 24th (Christmas Eve) 2pm – 4pm
The Hub - Calton Parkhead Parish Church
142 Helenvale Street G31 4NA • 07745 242 738
(WE WILL NOT BE ABLE TO ACCEPT DONATIONS DURING THIS DISTRIBUTION)

Tuesday 25th CLOSED

Wednesday 26th 1.30pm – 3.30pm
Riddrie – St Enochs Hogganfield
860 Cumbernauld Road, G33 2QW • 07521 144968

Thursday 27th 11am - 1pm
St Francis in the East, 26 Queen Mary Street, G40 3BB
0141 556 2830

Thursday 27th 2pm – 4pm
Blairtummock Community Hall 45 Boyndie Street, G34 9JL

Friday 28th 2pm – 4pm
The Hub - Calton Parkhead Parish Church
142 Helenvale Street, G31 4NA • 07745 242 738

Friday 28th 2pm – 4pm
Trinity Methodist Church, 1104 Shettleston Road, G32 7PH

Monday 31st 2pm – 4pm
The Hub

Tuesday 1st CLOSED

Wednesday 2nd BOTH CENTRES ARE CLOSED

Thursday 3rd BRIDGETON (11-1pm) AND BLAIRTUMMOCK (2-4pm) ARE OPEN

Friday 4th THE HUB AND TRINITY METHODIST CHURCH ARE OPEN (2-4pm)

**GLASGOW NORTH EAST FOODBANK
WISH YOU A VERY MERRY CHRISTMAS
AND A PROSPEROUS 2019**

**THANK YOU FOR ALL
YOUR SUPPORT THIS YEAR x**

RENT CONSULTATION 2019/20

We will shortly be commencing our consultation on the rent increase for 2019/20 and it is important to us that you respond to our questionnaire which will shortly be dropping through your door.

When considering the rent increase the Management Committee take into account a variety of factors, which include:

- Running costs of the Association
- Future replacement costs for windows, kitchens, bathrooms etc.
- Loan charges – which is the money the Association borrowed to build/refurbish properties
- We have to ensure that rents are maintained at affordable levels and that we can cover our costs and continue to provide services.

Your views are very important to us and we look forward to hearing them, watch out for our Rent Consultation Questionnaire which will be sent to you over the next few weeks.

Anonymous Complaints

It is very difficult for the Association to deal with anonymous complaints and it is more helpful if we can contact you and discuss the issue.

We always welcome genuine complaints and we have a standard form which makes it easier to provide details, copies are available from the office or the Associations website.

PLATFORM

Platform on behalf of Thriving Places steering group is coordinating three Winterfest Events as part of the thriving places community engagement programme. These will take place in Easterhouse, Budhill and Parkhead.

Details are below. If you would like your organisation to get involved there is still time to take a stall to

fundraise, sell festive gifts or run a promotional activity to promote your organisation. Spaces are limited but we will try and accommodate everyone who wishes to be involved.

If you would like to book a stall, please contact Anna Lomas ASAP on 0141 276 9696 or alternatively by

email anna@platform-online.co.uk.

plat—form

Saturday 1 December • The Lochs Shopping Centre, Easterhouse • 10am – 3pm

Take part in a special festive roller disco, take your picture in the winterfest Snow Globe. Buy some handmade Christmas gifts from local community groups or take part in our Christmas arts activities, there is fun for all the family and a special visit from Santa with a free gift.

Thursday 13 December • Budhill Square • 3pm – 6pm

Budhill hosts Santa in the square with a special lantern parade, dance display, carol singing, costume characters, Christmas market, arts activities and your chance to meet Santa with his Reindeer.

Sunday 16 December • Parkhead Forge • 10am – 3pm

Outdoor festive roller disco, take your picture in the winterfest Snow Globe. Buy some handmade Christmas gifts from local community groups or take part in our Christmas arts activities all at the cinema entrance of Parkhead Forge.



USEFUL CONTACT NUMBERS

Police – Emergency	999	Dog Fouling	0300 343 7027
Police Scotland	101	Graffiti Removal	0300 343 7027
Crimestoppers	0800 555 111	Pest Control	0141 287 1059
Out of Hours Emergency Repairs	0141 771 9600	Abandoned Cars	0141 276 0859
Bulk Uplift	0141 287 9700	Roads or Lighting Faults	0800 373 635

CHRISTMAS MOVIE WORD SEARCH



All word searches we receive by Wednesday 9th January 2019 will be entered into a prize draw and where one lucky reader will receive a gift. Age Restriction 0 - 16 years.

- It's a Wonderful Life
- Elf
- Die Hard
- Gremlins
- Home Alone
- The Snowman
- Father Christmas
- A Charlie Brown Christmas
- Scrooged
- The Lion, The Witch and the Wardrobe
- Miracle on 34th Street
- Muppet Christmas Carol
- The Nightmare Before Christmas
- Arthur Christmas
- Holiday Inn
- Meet me in St Louis
- Christmas Vacation
- Babes in Toyland
- Mickey's Christmas Carol
- White Christmas
- Planes Trains and Automobiles
- Love Actually
- Polar Express
- The Santa Clause
- Jingle All The Way
- Jack Frost
- Frozen
- Bad Santa
- Shrek the Halls

I T S A W O N D E R F U L L I F E X S S E R P X E R A L O P
P R E T H E S A N T A C L A U S E D O N K E Y N U D P I M M
F E B O R D R A W E H T D N A H C T I W E H T N O I L E H T
S E N T S H O L L Y L O R A C S A M T S I R H C T E P P U M
M I C K E Y S C H R I S T M A S C A R O L M I S T H L E T E
G X F A T H E R C H R I S T M A S Y T S O R F K C A J A S E
D A V E I S F A B Y A W E H T L L A E L G N I J Z R E Y L T
W H I T E C H R I S T M A S Z H O M E A L O N E Z D V U L M
T H E N I G H T M A R E B E F O R E C H R I S T M A S C A E
C H R I S T M A S T R U C E P L A T N A S D A B C I N D H I
T Y L L A U T C A E V O L Z I I E I V Y C L S E J V I N E N
B E T H E H E M M A N G E R E D N O E L R G K X Z Y L A H S
P L A N E S T R A I N S A N D A U T O M O B I L E S M M T T
C H R I S T G O O S E F A T I Y D E B N O Z C F I N E W K L
B A B E S I N T O Y L A N D N I X Q T P G W S G R O R O E O
P I E S D O W N T O N A B B Y N Z R S T E V E T L O G N R U
S A M T S I R H C R U H T R A N W V H O D M A R T I Z S H I
Y L K M I R A C L E O N 3 4 T H S T R E E T S D L O G E S S
O A C H A R L I E B R O W N C H R I S T M A S L O R Y H N Z
C H R I S T M A S V A C A T I O N A N G E L S S E E R T O P

Name: _____ Age: _____

Address: _____



Contacting Us...

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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.

OUT OF HOURS NUMBER – EMERGENCIES ONLY

In the event of an emergency only, please contact 0141 445 5872.

This is for Blairtummock Tenants only and not Factored or Sharing Owners.



Comments Form

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

Name: _____

Address: _____

Comments: _____

Blairtummock Housing Association is an organisation committed to Equal Opportunities. If you require this newsletter in a different format, please contact the office on 0141 773 0202 where our staff will be happy to assist.

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