



## TENANT SATISFACTION SURVEY – WHAT YOU TOLD US

During October/November 2016 the Association employed Research Resource to carry out a tenant satisfaction survey. The purpose of the survey was to seek tenant's views on a wide range of services the Association currently provides and how these can be improved.

We would like to share the results with you and advise you how we intend to address the issues that are of concern to you.

Overall the results were very positive and showed high levels of satisfaction with most of the Association's services.



## WHAT YOU SAID...

### THE ASSOCIATION

96.4% of you are very satisfied/satisfied with the Association as a landlord, this has increased by 10.4% since our last satisfaction survey in 2013. 97.2% of you said that Blairtummock provides an effective and efficient service.

### THE HOME

96.6% of you reported that you are very satisfied/satisfied with the quality of your home. This is over 10% higher than in the 2013 survey.

### REPAIRS & MAINTENANCE

97.2% of you were very satisfied/satisfied with the way Blairtummock deal with repairs and maintenance, this was an increase of 9.2% from our 2013 survey.

96.6% of you were very satisfied/satisfied with the service you received the last time you reported a repair.

### THE NEIGHBOURHOOD

97.8% of you said you were very satisfied/satisfied with Blairtummock's management of the neighbourhood you live in.

### CUSTOMER CARE

98% of you were very satisfied/satisfied with the service you received when you telephoned the office and 98.5% were satisfied with the service you received when you visited the office.

99% of you said getting hold of the right person was easy.

99.6% of you found the staff helpful.

97% of you found your query was answered within a reasonable time and 97% of you were very satisfied/satisfied with the ability of staff to deal with your enquiry quickly and efficiently. 96.5% of you were very satisfied/satisfied with the final outcome of your enquiry.

94.9% of those surveyed did know how to make a complaint and 97.1% said you were very/fairly satisfied with the opportunities given to you to participate in Blairtummock's decision making process.



# CHRISTMAS PANTOMIME

The Association are pleased to say that the Christmas Party & Pantomime at the Bridge was a great success. Platform at the Bridge hosted 200 adults and children from Blairtummock & Rogerfield who took up the Association's offer of complimentary tickets and attended on Thursday 15<sup>th</sup> December 2016. The

Committee & Staff are very happy that so many people enjoyed a great evening.

We would also like to extend our thanks to the staff at FARE who attended and helped to make the evening so successful.

The cost of the pantomime and associated costs was met through grant funding and

very generous donations from the Association's Contractors and Consultants. We would like to thank the following organisations for their support:

Camcass  
Frank Cross  
Kelly & Co  
McGeady  
Vincent Coyle

TC Young  
L & D Plumbing  
CCG  
JLM



## Christmas Card Competition

Olivia Todd was our Christmas Card Competition Winner, here is Olivia accepting her prize from Jacqui O'Rourke, Director.



# CHRISTMAS JUMPER DAY

Blairtummock HA Committee & Staff enjoyed a cake bake and Christmas Jumper Day to help raise funds for Save the Children.



## CLOSE LIGHTING REPAIRS

All close lighting repairs should be reported to Glasgow City Council on 0800 595 595.



## 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.

## TENANT SATISFACTION SURVEY – WHAT YOU TOLD US

(Continued from front page)

### VALUE FOR MONEY

91.3% of those surveyed said they felt the rent was very/fairly good value for money.

### WHAT WILL THE ASSOCIATION DO NEXT?

Several of those tenants surveyed indicated they would like to be more involved in Blairtummock's decision making processes and we will be in touch with you over the next few months to discuss ways you can become more involved.

Majority of those surveyed indicated that their preferred method of receiving information is by letter or newsletter, therefore the Association will continue to use these methods for communication and providing information.

The services which are of top priority to those people surveyed are:

- The overall quality of your home
- Repairs and maintenance
- Listening to residents' views and acting upon them

We will take these into account when we are looking at our services and ways of improving.



# RENT CONSULTATION

We would like to take this opportunity to thank everyone who completed our rent consultation questionnaire your views are very important to us and useful to the Management Committee when they are making decisions on rent charges.

For 2017/18 the Management Committee agreed on a rent increase of 2% with service charges staying at the same level as last year.

The winner of our £50 Morrison voucher for completing the questionnaire was Mr McLaren of Errogie Street.



## RENT ACCOUNT

Tenants should be aware that rent payments should be made in advance, this is in line with the tenancy agreement which states:

*1.5 Rent of £..... will be payable by you every 4 weeks in advance, on the first day of each ----- rental period. A list of payment dates will be provided by the Association.*

Payment in advance is discussed with new tenants prior to signing the tenancy agreement.

Please note that the Association will only refund any rent credit which is over 4 weeks rent charge at the time of the request

e.g. Tenant has £250 in credit and 4 weekly rent charge is £200 at the time of the request, only £50 would be refunded to the tenant.

If you wish to discuss this matter, please contact the office for clarification.



## BULK ITEMS TO BE REMOVED

If your item is in good condition and could be used again by someone else, please call the National Re-use line on 0800 0665 820. If you have bulky items such as beds, sofas, tables, chairs and bikes that are in good condition, could be re-used, haven't been left outside and still have the necessary fire labels (for sofas and armchairs), please donate online at [www.recycleforscotland.com](http://www.recycleforscotland.com). Items will be collected free by local organisations that will ensure the item stays in use rather than going to waste.



If your item cannot be used again, please arrange a bulk waste collection with Glasgow City Council.

**Residents in flats** - Please place bulk items near the bin store, not blocking the access and Glasgow City Council will uplift weekly (Thursdays).

**Residents in houses** - Please call Glasgow City Council on 287 9700 or report online at <https://www.glasgow.gov.uk/index.aspx?articleid=16565>

Fridge freezers - please call Glasgow City Council on 287 9700 to arrange a special uplift and remove the door before placing item out for uplift or report it online at <https://www.glasgow.gov.uk/index.aspx?articleid=16565>

**Please do not place items on the street for collection as this is regarded as fly tipping and you could be issued with a fine from the Council.**

## FEEDING BIRDS

It has been brought to the Association's attention that residents are throwing food out for the birds. This is causing mess on residents washing and property.



We would also ask that residents refrain from this as a preventative measure to ensure vermin do not become a problem in the area.

Thank you in advance for your co-operation.



## DOVECOTS

Please note that residents are not permitted to have dovecots in their gardens. Our Policy states "The Association will not grant permission to erect a pigeon hut on the grounds of the potential for the spread of disease and the toxic pigeon droppings and feathers are prone to blocking gutters."



## GARDENING

The gardening season is almost upon us once again and we would like to remind all tenants with a garden to ensure that you keep your grass cut and the garden well maintained throughout the cutting season.

Please ensure fence lines are being cut as well as your grass. Keeping the edges trimmed contributes to making the area looking much tidier.

Gardens will be inspected by our staff on a regular basis and if your garden is looking good, you could be recommended for a prize as part of our Annual Garden Competition!



## GARDENING TOOLS

Looking to borrow some gardening tools..... then look no further.

We understand that some residents encounter difficulties when maintaining their gardens. We have non-motorised gardening equipment which you can borrow to spruce up your garden.

Contact our office for further details.



# EVICTION AFTER DRUGS CONVICTION

A Blairtummock tenant was evicted for cultivating cannabis in the property.

The tenant was convicted under the Misuse of Drugs Act and the Association raised a civil case for repossession of the property.

The Sheriff granted an eviction order as the tenant had breached the tenancy agreement by using the property for illegal or immoral purposes.

Drug dealing/cultivation will not be tolerated by Blairtummock Housing Association. The Association has a policy of considering eviction action in all cases where tenants have been convicted of drugs offences within the tenancy or in the locality of the tenancy.

This also applies to drugs offences within or in the locality of the property by persons other than the tenant e.g. friends or relations being convicted of drugs offences within the tenancy address.

Anti-social behaviour and drugs can seriously affect the quality of life of our residents and communities. We believe that our tenants should be able to live peacefully and safely in their homes and community.

## 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 don't 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.



# 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.

### 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.

### 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 a certain criteria which is set out by the Housing (Scotland) Act 2011.

### MANAGEMENT COMMITTEE

If you become a member of the Association you can stand for election to the Management Committee. This means you can be involved in the overall management and control of the Association.

If you are interested in any of the above or would like more information please contact Jacqui O'Rourke on 0141 773 5682 or by email: [jacqui.orourke@blairtummock.org.uk](mailto:jacqui.orourke@blairtummock.org.uk)

## COMPETITION ★ COMPETITION ★ COMPETITION

Name:

Address:

Comments / Suggestions

The Association would like to hear your views and suggestions on what we can do to improve our website.

Please log on and have a look at [www.blairtummock.org.uk](http://www.blairtummock.org.uk) and make your comments/suggestions below. Return to the Association's office on or before the 14th March 2017 and you will be entered into our prize draw for £30 Morrisons voucher.



# POLICIES OUT FOR CONSULTATION

The draft policies below are out for consultation, please contact with any comments before the next policy Committee meeting on 6th April 2017

## RENT ARREARS

This policy details how we deal with tenants and former tenants who have breached their tenancy agreement by being in rent arrears.

The policy is available from this office or alternatively if you wish to discuss the policy with a member of staff, please contact the office. The draft policy can be e-mailed or provided to you in paper format.

## ESTATE MANAGEMENT

This policy details how we deal with estate management and outlines our stance on some conditions of

tenancy. The policy also explains procedures for estate management and how we ensure that the Association's required standards are maintained.

The policy further details our procedures for backcourt, close and garden inspections, permission to have pets and how we assess applications for the garden aid scheme.

The policy is available from this office or alternatively if you wish to discuss the policy with a member of staff, please contact the office. The draft policy can be e-mailed or provided to you in paper format.

Tickets contact Shelby Hay 0141 276 9670 or shelby@platform-online.co.uk

## SPRING TIME TEA DANCE

PLATFORM, FRIDAY 31ST MARCH 1PM – 4PM

Platform is delighted to host this traditional tea dance led by a live 6 piece band with dance troupe – Kennedy Cupcakes on hand to lead on the dancing. If dancing isn't your thing go along and listen and sing along to the amazing live band and enjoy tea and cakes.

Tickets £8.50 / £5 / £4 Local Link Tickets contact Shelby Hay 0141 276 9670 or shelby@platform-online.co.uk

# Thriving Places Easterhouse Update

Thriving Places is an opportunity for residents to change their community for the better in whatever way they feel is appropriate over the next 8 years. We ask the following questions:

- What works really well in your community?
- What would you like to change in your community as a resident?
- What do you need help from Service Providers to change in your community?

Maggie MacBean Orr is the Community organiser for Thriving Places Easterhouse and is eager to

talk to people who live in Easterhouse and to find out what local people feel are the best aspects of living here and the things which people feel need to change. Glasgow East Arts Company host Maggie in their office at Platform.

Please contact Maggie on: email: maggie@platform-online.co.uk  
Tel: 0141 276 9674



## Residents Group:

There is a small group of residents who are interested in making positive changes to their community in Easterhouse. As a group we have met once so far, our next meeting is on 1st March at 11am in Platform – please come along to find out more about Thriving Places Easterhouse, what we're discussing and have your say on what's going on in your community!

## ESOL & Cooking Class:

In partnership with: Blairtummock Housing Association, Thriving Places Easterhouse, Glasgow Kelvin College and Glasgow North East Foodbank there will be a FREE Cooking and ESOL event in Blairtummock Community Hall, 45 Boyndie St, G34 9JL. Thursday 2nd March: 10am – 1:45pm (Slots: 10-11, 11-12, 12-1, 1-1:45pm)  
Please contact Tara to book your place on: info@glasgowne.foodbank.org.uk

Drop-in places will also be available on the day!



# Contacting Us...

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

Telephone: 0141 773 0202  
Email: [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk)  
Web: [www.blairtummock.org.uk](http://www.blairtummock.org.uk)  
Twitter: @BlairtummockHA

We would welcome any comments which you have on our website or would be happy to include any information that you think would be useful.

## OFFICE OPENING HOURS

Monday to Wednesday 9am - 5pm  
Thursday 1pm - 5pm  
Friday 9am - 3.30pm

## PUBLIC HOLIDAYS – office will be closed on:

- Friday 14th & Monday 17th April 2017
- Monday 1st May 2017
- Friday 26th & Monday 29th May 2017

## 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.

Should you have an emergency repair outwith office hours you should contact our Out Of Hours Service on 0141 771 9600. Please note that this service is for emergency repairs only.

We are always on the look out for contributions to our Newsletters. If you have any interesting articles or want to tell us about something that is happening in your local area, please let us know and we will be include it in a future newsletter.

## Comments Form

Comments: \_\_\_\_\_

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: \_\_\_\_\_

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