



blairtummock housing association

# NEWSLETTER

at the heart of our community

Spring 2018

## RENT SETTING POLICY CONSULTATION

Between December 2017 and January 2018 we consulted with all tenants and sharing owners regarding the proposed rent and service charge increase for 2018/19, this was in the format of a questionnaire asking some questions about your rent charge and the services we provide.

I would like to thank everyone who took the time to respond to this consultation and those tenants who provided their name and address have been written to individually.



The winner of our £50 Morrison voucher was Samantha Cochrane of Millennium Grove.



## POLICY REVIEW 2018

### – WHY NOT HAVE YOUR SAY?

Throughout this year we will be reviewing a number of our Policies, see list below and we would like your views on any (or all) of these documents, you can obtain a copy by contacting the office on 0141 773 0202 or email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk)

- Complaints Policy & Procedure
- Allocations Policy
- Factoring Policy
- Tenant Participation Strategy & Action Plan
- Communication Strategy
- Planning and Performance Policy

## 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.

### 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.

If you require further information or wish to discuss any of the above, please contact Jacqui O'Rourke, Director on 0141 773 0202 or alternatively by email [jacqui.orourke@blairtummock.org.uk](mailto:jacqui.orourke@blairtummock.org.uk)

## RENT INCREASE

By now, you should have received correspondence confirming your rent increase for 2018-2019. The Association has notified the Housing Benefit office and the DWP (Universal Credit cases) of these increases.

If you pay by direct debit, the Association will notify Allpay to increase your payments accordingly. 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 this office to arrange a suitable appointment to discuss your rent account in detail.

## NEW SERVICE AVAILABLE FOR BLAIRTUMMOCK AND ROGERFIELD RESIDENTS - HANDYPERSON SERVICE

We now offer a FREE handyman service to assist certain residents who need a little extra help with small jobs that are not part of Blairtummock Housing Association's repair responsibilities.

Typical examples of jobs that can be done are:

- Minor Decoration
- Putting together flat pack furniture
- Fitting shelves
- Hanging pictures
- Fixing curtain rails and poles
- Fitting bathroom accessories

This is a completely free service, residents just supply their own materials, such as a shelf that needs to be put up, and Blairtummock can provide plugs and screws.

We offer up to four hours (AM or PM) where a handyman can assist you with minor DIY jobs.

You supply the materials and we'll do the rest.

If you are over the age of 60, disabled or have support needs and need any assistance please contact this office to discuss further.





# ehra UPDATE

Easterhouse Housing and Regeneration Alliance



As you are aware EHRA is made up of the eight community based Housing Associations and Co-operatives working within the Greater Easterhouse area.

Recently the eight members invited the Board of the Scottish Housing Regulator, representatives of the Scottish Federation of Housing Associations and Councillor McLean to a bus tour around the area to show them what has been achieved and what still needs to be done. Following the bus tour there was a presentation delivered by my Committee Members of EHRA explaining the work of the group and the achievements which have been achieved both collectively and individually within the areas we work.

## HOME SAFETY

**We were concerned to hear that a resident's house was recently broken into on Erroglie Street.**

We do not wish to cause alarm, as break-ins are not a common occurrence within the area, but we felt it would be helpful to provide some basic tips to residents about protecting their home:

Police Scotland suggest the following:

- Many thieves are actually opportunists who do not have to break in at all because a door or window has been left open or unlocked. Keep your home securely locked at all times.
- Don't leave keys on the inside of door locks, under mats or anywhere else an intruder may easily find them.
- Don't put your name or room number on your keyring. If it is lost or stolen, the thief will have information that could direct them to your home and your property.
- Don't keep house keys and car keys on the same key ring.
- Avoid keeping large amounts of cash in the house. If you must then disperse it in various locations.
- Security mark your property with a UV marker pen. You can use this pen to place an invisible imprint of your postcode and house number on your possessions.
- Record details of your valuables, such as mobile phone, cameras, laptops and tablets on the national mobile property register at [www.immobilise.com](http://www.immobilise.com).
- Don't leave valuables in sight of windows.
- If you have a wall calendar, avoid mounting it near a window from where appointments can potentially be seen – this may give an indication of when a property will be empty.



**POLICE SCOTLAND**  
Keeping people safe

For general crime prevention advice and tips on how to keep your home secure, speak to your local Community Policing team by dialing 101.

If you see signs of a break-in at your home, like a smashed window or an open door, then DON'T enter - the intruder may still be inside. Instead, go to a neighbour and call the police on 101 or, if you believe the intruder is still there, via 999.



## FORMER PITCHES ON ABERDALGIE ROAD

We have received numerous enquiries regarding the work that is currently ongoing on the site at Aberdalgie Road which was previously football pitches. This work is being carried out on behalf of Glasgow City Council who own this site, as part of the Seven Lochs Water Management Project and there are no plans to build houses on this site.

# METER TAMPERING

A housing association tenant was recently evicted from his home in Greenock after tampering with his electricity meter.

Due to the seriousness of the risk this action presented, the Sheriff agreed to the housing association terminating the tenancy.

Not only is tampering with a meter energy theft but it can cause a significant fire risk which can be potentially devastating to the home and those around it, in some cases, can be life threatening.

The Association will report anyone suspected of meter tampering and will not hesitate to take legal action to recover the tenancy if they are found guilty.



## The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

### Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

### If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice  
**CALL 0800 0731 999**  
or visit our website at  
**[www.fireScotland.gov.uk](http://www.fireScotland.gov.uk)**



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

**Please ensure no flammable items are stored in cellars.**





# Employability Support for Blairtummock Tenants

Hi, my name is Katie Gould (People's Gateway Officer). I deliver the following assistance within Blairtummock on a Wednesday:



- Applying for Job Seekers Allowance online
- Applying for Universal Credit
- Understanding your Claimant Commitment
- Sanctions
- Setting up an email account & Universal Job Match
- CV's

- I.T Support & Training
- Training Opportunities (food hygiene, first aid, literacy & numeracy)
- Volunteering Opportunities

If you are interested, please contact Blairtummock Housing for further information or to arrange an appointment with me.

## FEEDING BIRDS – ATTRACTING VERMIN

The Association has received a couple of reports relating to rats spotted in backcourts and this is likely to be linked to residents putting food, such as bread, in gardens for birds.

We would ask that residents refrain from throwing food into gardens, as a preventative measure, to ensure vermin do not

become a problem within the area.

If you wish to feed birds during the winter, we would encourage you to put seed in a bird feeder, which will prevent overspill, and not to throw food on the ground.

The RSPB website offers advice on responsible bird feeding <https://www.rspb.org.uk/birds-and-wildlife/read-and-learn/helping-birds/feeding/how.aspx>



If you experience any issues with vermin, please contact Glasgow City Council's Pest Control on 0141 287 1059.

Thank you in advance for your co-operation.

## CHRISTMAS NEWSLETTER COMPETITION

The winner of our Christmas Word Search competition was Rachel Smith, well done Rachel.



## CHRISTMAS CARD WINNER 2017

Kayleigh Duncan, Age 8 was our winner for the Christmas Card competition. Lovely artwork Kayleigh!!





# BACKCOURT BACKCOURT

As many of you are aware we have been investing in many of our communal backcourts and upgrading them in order to provide improved bin provision, bulk storage, seating, play and drying areas.

Upgrading backcourts was part of our stock transfer commitment to those tenants living in Rogerfield and to date we have completed the work at 7,9 Lochdochart Road and 2, 4, 6, 8 Corsehill Street.

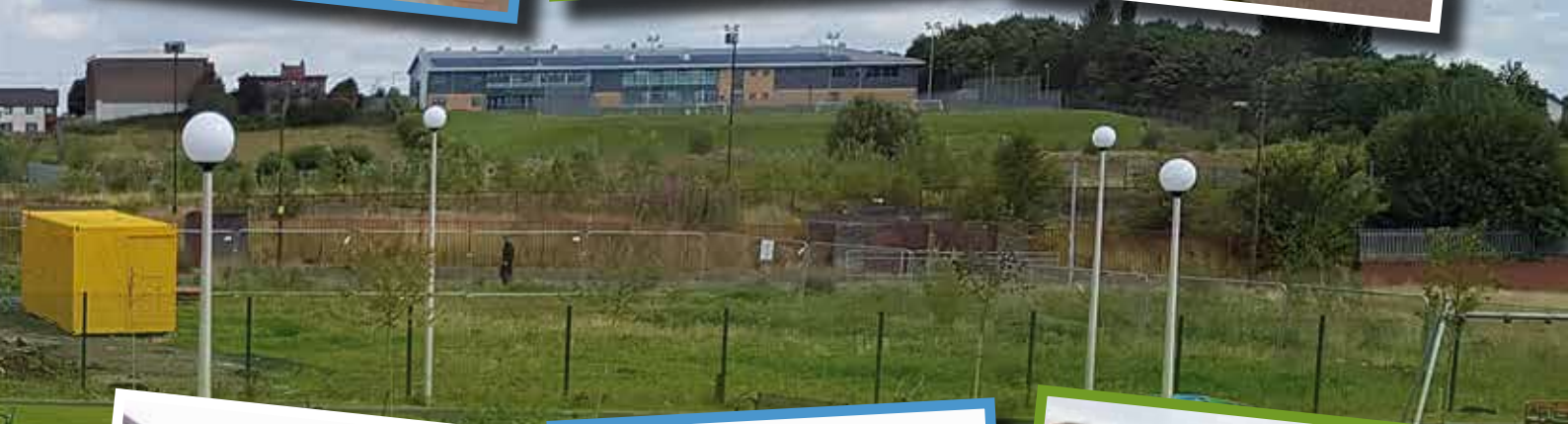
Work is well underway at CR1 (1 Lochdochart Road, 120-124 Easterhouse Road, 1-9 Corsehill Street and 1 Corsehill Path) and should be completed shortly.

Work at CR2 (128-134 Easterhouse Road, 15-19 Corsehill Street and 2-8 Corsehill Place) should be completed by early June.





# BACKCOURT BACKCOURT



completed the refurbishment of the back courts at Errogie Street and again improving bin provision, seating and drying areas.

As well as the Management Committee being involved with these projects, Association staff met with tenants from each area and obtained their views on what work they wanted done.

We would like to thank all those who contributed.

Blairtummock staff worked closely with Glasgow City Council to ensure that the bins provided are suitable to residents and are fit for purpose.

We hope that over the summer month's residents and their families will enjoy the refurbished backcourts.

Over the next 4 years the Association will refurbish all the remaining backcourts within the Blairtummock area and will be consulting with residents regarding this work. If you have any questions regarding your backcourt, please contact the Association's office.



# NEW CLOSE CLEANING SERVICE

From the 1st of April 2018 all of our tenement properties will now receive a close cleaning service.

Stairs are cleaned weekly, bannisters/close windows/close doors and light fittings are cleaned every 4 weeks.

The new service was warmly welcomed by Ann Cruickshanks. Here is what Ann had to say ....

*“Due to mobility issues I often struggled with cleaning the close. I am delighted that this new service has been introduced by the Association, it will certainly make my life and the life of others with mobility issues a lot easier.”*

Ann is pictured with Michael and Johnny from Blairtummock and Rogerfield Opportunities (BRO) who will deliver the service.

Johnny is an apprentice who has recently joined the team and will be gaining experience and skills whilst completing an SVQ 2 in Facilities Management.

Michael will be a familiar face to many of our residents. Michael started out as an apprentice with BRO, he has recently completed his apprenticeship and is now a full time permanent member of staff. Congratulations to Michael.



We trust residents will be satisfied with the new service, however if you have any questions or concerns please do not hesitate to contact the following staff who will be monitoring the delivery of the service:

Gillian Bell, Housing Officer or David McNeil, Housing Assistant on 773 0202

## TENANCY MATTERS

If you are unable to attend or telephone the Association in person, and require a member of your family to do so on your behalf, the Association will require written consent in order to discuss any matters relating to your tenancy (including rent).

# KITCHEN & BOILER RENEWAL (2018-2020)

This contract is currently going through the procurement process and we are anticipating a site start and completion within the next six months (April – September 2018). The following properties are included for 2018

### Boilers – Area 1

- 1,3,7,9,11 Aberdalgie Path
- 38-66 Aberdalgie Road
- 2,4,8,10 Boyndie Street
- 2,4,6,8,12 Duntarvie Road

### Kitchens & Boiler Replacements – Area 12

- Aberdalgie Gardens (all)
- 24 – 32 Aberdalgie Road
- 34 – 38 Duntarvie Road (evens)
- 54 – 70 Duntarvie Road (evens)

### Kitchens & Boiler Replacements – Area 8

- 23, 25, 27 Boyndie St
- 5, 7 & 9 Duntarvie Gardens
- 5, 7 & 9 Duntarvie Crescent

A survey is required for each house type prior to the start of the contract and we would ask for co-operation with the surveyors to enable the contract to proceed as soon as possible. Tenants will be contacted when further information is available.

An open day/evening will be arranged to discuss kitchen choices and any other questions tenants may have.





# USEFUL CONTACT NUMBERS



Emergency Services	999
Police Scotland	101
Crimestoppers	0800 555 111
Out of Hours Emergency Repairs	0141 445 5872
Bulk Uplift	0141 287 9700
Environmental Health	0141 287 9700 (Option 3)
Scottish Gas Network	0800 111 999
SP Energy Networks	0800 092 9290
Dog Fouling	0300 343 7027
Graffiti Removal	0300 343 7027
Pest Control	0141 287 1059
Abandoned Cars	0141 276 0859
Roads or Lighting Faults	0800 373 635
GCC Noise Team (5pm – 3am)	0141 287 1060

# OPEN DAY



We will be holding our annual open day in June within our Community Hall and as always our staff will be on hand to provide a variety of information on our services, performance, policies and procedures. We also invite along other organisations to speak to you about the various projects/ services which are available within the area, if you have a particular organisation which you would like us to invite or a particular issue you want to get information on please contact Jacqui at the Associations office.

We will send out a leaflet shortly before the event and look forward to speaking to you on the day.



Easterhouse Thriving Place,  
Springboig and Barlanark Thriving  
Place

The aims of the SMHFA:ADULT  
courses are:

To provide help to prevent the  
mental health problem or crisis  
developing into a more serious  
state.

To promote the recovery of good  
mental health.

To provide comfort to a person  
experiencing distress.

To promote understanding of  
mental health issues.

The course will give you the  
knowledge to apply these aims in a  
real life situation.



Scotland's Mental Health First  
Aid:Adult

Thursday 21st & 28th June 2018  
9.00 - 4.30pm both days

The Calvary Centre,  
16 Calvary Road, Glasgow, G33  
4RE.

TO BOOK A PLACE PLEASE CONTACT:  
Yvonne Smith on 0141 771 7722 or call into  
Calvary Housing Reception at The Calvary  
Centre.



# HOME-START GLASGOW NORTH needs YOU!

**Bringing up young children can be challenging and most of us need a helping hand every now and then.**

Could you volunteer to be that helping hand?

Home-Start Glasgow North support families with young children across the whole of North Glasgow and we are looking for volunteers in your area. We run our training courses regularly throughout the year. The course usually takes place one day per week for seven weeks and, after training, volunteers are matched with a family giving much-needed support for 2-3 hours every week.

Our volunteers come from all walks of life and with a wide range of different experience. They will all be parents themselves or have significant

parenting experience but the only real 'qualifications' needed are friendliness and a caring attitude.

Our families come to us for lots of reasons: illness, post-natal depression, isolation, lack of confidence, bereavement are just a few and our volunteers can make all the difference providing friendship, practical assistance and emotional support.

Please just get in touch for some more information or to ask for an application form. We would love to hear from you!



**How to contact us**  
 Home-Start Glasgow North  
 Janitor's House, 35 Avenuepark Street Glasgow G20 8TS  
 T: 0141 948 0441 / 0141 945 2289  
[info@homestartglasgownorth.org.uk](mailto:info@homestartglasgownorth.org.uk)  
[www.homestarglasgownorth.org.uk](http://www.homestarglasgownorth.org.uk)

## Rent payment calendar

WEEK	FROM	TO	WEEK	FROM	TO	WEEK	FROM	TO	WEEK	FROM	TO
1	26/03/2018	01/04/2018	14	25/06/2018	01/07/2018	27	24/09/2018	30/10/2018	40	24/12/2018	30/12/2018
2	02/04/2018	08/04/2018	15	02/07/2018	08/07/2018	28	01/10/2018	07/10/2018	41	31/12/2018	06/01/2019
3	09/04/2018	15/04/2018	16	09/07/2018	15/07/2018	29	08/10/2018	14/10/2018	42	07/01/2019	13/01/2019
4	16/04/2018	22/04/2018	17	16/07/2018	22/07/2018	30	15/10/2018	21/10/2018	43	14/01/2019	20/01/2019
5	23/04/2018	29/04/2018	18	23/07/2018	29/07/2018	31	22/10/2018	28/10/2018	44	21/01/2019	27/01/2019
6	30/04/2018	06/05/2018	19	30/07/2018	05/08/2018	32	29/10/2018	04/11/2018	45	28/01/2019	03/02/2019
7	07/05/2018	13/05/2018	20	06/08/2018	12/08/2018	33	05/11/2018	11/11/2018	46	04/02/2019	10/02/2019
8	14/05/2018	20/05/2018	21	13/08/2018	19/08/2018	34	12/11/2018	18/11/2018	47	11/02/2019	17/02/2019
9	21/05/2018	27/05/2018	22	20/08/2018	26/08/2018	35	19/11/2018	25/11/2018	48	18/02/2019	24/02/2019
10	28/05/2018	03/06/2018	23	27/08/2018	02/09/2018	36	26/11/2018	02/12/2018	49	25/02/2019	03/03/2019
11	04/06/2018	10/06/2018	24	03/09/2018	09/09/2018	37	03/12/2018	09/12/2018	50	04/03/2019	10/03/2019
12	11/06/2018	17/06/2018	25	10/09/2018	16/09/2018	38	10/12/2018	16/12/2018	51	11/03/2019	17/03/2019
13	18/06/2018	24/06/2018	26	17/09/2018	23/09/2018	39	17/12/2018	23/12/2018	52	18/03/2019	24/03/2019





# GARDENING CORNER



Hopefully by the time you are reading our newsletter we will have seen the last of the snow and you may be sprucing up your garden to get ready for summer!

Blairtummock Housing Association would like to remind all tenants of their obligations to ensure that the garden is well maintained throughout the year. Your garden will be 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. Action will be taken against tenants who fail to keep their garden tidy.

Thank you for your continued co-operation with this matter, all of which helps to contribute to a nicer environment in which to live.

## GARDEN WASTE

If you have recently cut your grass and found yourself unsure of what to do with the bags you have filled:

- Tenants who live in back and front doors should put any organic garden waste into their brown bins to be picked up by Glasgow City Council's Cleansing service.
- Tenants who live in ground floor tenement properties and have their own garden area should place their grass and hedge clippings only into black bags. You should then call the Cleansing service on 0141 287 9700 (Option 1) to arrange a bulk uplift or report it online using the myglasgow app.

Please do not leave your bags in the street as these will not be lifted by Cleansing.

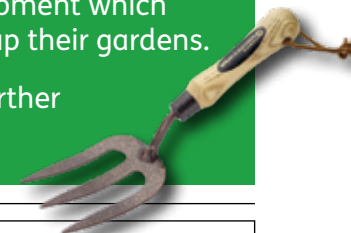
Please note that there is a charge for picking up bags containing soil, sand or rubble. If you need these materials lifted, please call Glasgow City Council and they will discuss rates with you.

## GARDENING TOOLS

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

We understand that some residents encounter difficulties when maintaining their gardens. Blairtummock Housing Association have some non-motorised gardening equipment which tenants can borrow to spruce up their gardens.

Please contact our office for further information.



## MACMILLAN @EASTER HOUSE LIBRARY

**If you need to talk, we have the time to listen**

Join us for a brew and a blether at your local library, every **Wednesday between 10.00am - 2.00pm.**

We're here to support anyone affected by cancer; including the person with the diagnosis and their families, friends and carers.

**If you need to find out what's available to you in your area**

Our volunteers are fully trained and will help you find all the right services in your local area. These include access to free massage, counselling (provided by Cancer Support Scotland), benefits advice and physical activity classes. There is no need to make an appointment, just drop in.

For more information please call us on 0141 287 2924 or email [macmillan@glasgowlife.org.uk](mailto:macmillan@glasgowlife.org.uk) [www.glasgowlife.org.uk/macmillan](http://www.glasgowlife.org.uk/macmillan)

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



# 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

The Association are in the process of creating a new website and are attempting to provide as much information as possible. We would welcome any comments which you have both positive and negative and would also be happy to include any information that you think would be useful.

Why don't you log on and have a look!



## OFFICE OPENING HOURS

Monday to  
Wednesday  
9am - 5pm

Thursday  
1pm - 5pm

Friday  
9am - 3.30pm

## PUBLIC HOLIDAYS – MAY 2018 – JULY 2018

- Monday 7th May 2018
- Friday 25th May &  
Monday 28th May 2018
- Friday 13th July &  
Monday 16th July 2018

In the event of an emergency **ONLY**  
please call 0141 445 5872

## 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.

## OUT OF HOURS NUMBER – EMERGENCIES ONLY

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

## 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:

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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