



# Newsletter

**Every  
tenant to  
receive a  
£50 Aldi  
voucher!**

## Winter Hardship Fund



The Winter Hardship Fund was introduced by the Scottish Government to help people struggling to afford food and other essential household items. This was administered by the Scottish Federation of Housing Associations (SFHA).

We applied to the fund back in January and received notification that our application was successful and we secured a massive £23,950. This will allow us to distribute a £50 Aldi voucher to all tenants to purchase food and essential household items. These will be available to collect at the office from mid-April and we will be in contact with all tenants when they are available.

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### Dates for the diary - office closures

- Friday 7th April 2023 and Monday 10th April 2023 (Easter break)
- Monday 1<sup>st</sup> May 2023 (May bank holiday)
- Monday 8th May 2023 (King Charles III Coronation)
- Friday 26th May 2023 and Monday 29th May 2023 (Spring Holiday)
- Friday 14th July 2023 and Monday 17th July 2023 (Glasgow Fair Weekend)

# Social Housing Fuel Support Fund



**Funding of  
£17,500 received**

The Social Housing Fuel Support Fund was another funding stream introduced by the Scottish Government which was administered by the Scottish Federation of Housing Associations (SFHA). This is to enable registered social landlords provide direct support for their tenants who are struggling with energy costs.

We were delighted to announce back in January that our application to the fund was successful and we received £17,500 from the fund. We have been issuing energy vouchers, energy efficient lightbulbs and high tog duvets which have been available to all tenants. We also had a limited amount of funding for flooring for those tenants we identified as having no suitable floor coverings.

**Thank you to our tenants for taking part in our surveys especially the cost-of-living survey issued in November. This has given us the information to enable us to apply to funding streams to help tenants.**

**How have we helped tenants so far?**

**216 energy vouchers issued**

**144 high tog duvets issued**

**358 LED energy efficient lightbulbs issued**

**10 tenants assisted with floor coverings**

If you are struggling with the cost-of-living crisis, please contact the Housing Team at the office where there are ways we can help.



## Making reasonable adjustments

If any of our tenants or service users have any difficulties reading any of our documents, please contact us at the office on **0141 944 4902** and we can arrange to have documents produced in different format i.e. a braille or audio recording format. For example, our newsletter is available in an audio format and can be requested in a larger text or another language.

Our website also includes the Speak-IT facility which is available at the top of the web page and it has an option to change the language.

# Rent Increase 2023/24

Thank you to all tenants who took part in the Rent Review Consultation.

We asked tenants views on the proposed of a 5.55% increase in 2023/24 and received the following responses –

| Opinion on 5.55% increase | Responses |
|---------------------------|-----------|
| Agree/support             | 64        |
| No opinion                | 23        |
| Disagree                  | 21        |
| Neither/nor               | 12        |
| Total                     | 120       |

All tenants views and comments were taken into consideration prior to the Management Board meeting on 21st February 2023 when a rent and service charge increase of 5.55% was agreed from 1st April 2023. All tenants received notification of their rent increase for 2023/24 in February 2023.

If you are in receipt of Universal Credit, please ensure that you log onto your journal and update your rent charge if you haven't already done so. If you do not have an online journal, please take your Rent Increase letter to the Job Centre. You must report the change to your rent charge within your Benefit Assessment Period. If you would like your rent charge confirmed, please contact the Housing Team at the office.



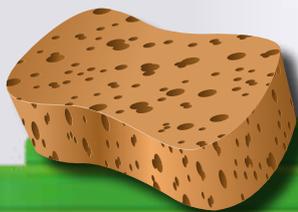
# Welfare Rights Surgeries

We would like to remind our tenants that we have a Welfare Benefits Officer at the office every Thursday from the Citizens Advice Bureau. You can contact the office on **0141 944 4902** to make an appointment. The service can assist with the following –

- Benefit checks – to check entitlement to a range of benefits and that you are receiving all benefits you are entitled to
- Assistance with claiming benefits

- Assistance with pursuing appeals
- Providing energy advice
- Providing budgeting/debt advice

Please note that if you make an appointment and you can no longer attend it is important that you contact us to cancel or reschedule, as this service is very popular and we often have a waiting list for cancelled appointments.



## Wheelie Bin Cleaning

The last wheelie bin clean was 7th February 2023 for the general waste wheelie bins and the next scheduled dates for 2023 are –

**Tuesday 2<sup>nd</sup> May 2023**

**Tuesday 15<sup>th</sup> August 2023**

**Tuesday 7<sup>th</sup> November 2023**

As the bins can be collected at any time of the day on the Tuesday by Glasgow City Council, it isn't always possible to have the clean fully complete on the same day. This means that the cleaning has carried over into the Wednesday. We would ask tenants to re-present your bins on the pavement on a Wednesday if your bin hasn't been cleaned on the Tuesday. Thank you.

## Bin Collection Days

We've had requests from tenants to provide information of bin collection days. The bins are collected by Glasgow City Council, you can check collection days by visiting Glasgow City Council's website – [www.glasgow.gov.uk](http://www.glasgow.gov.uk) – under "Bins and Recycling" then "Collection Days". Please contact the office and we would be happy to check this for individual tenants.

For tenement blocks, bins are emptied on an 8-day rotating basis therefore the collection day changes on a weekly basis. Those tenement blocks with the industrial Taylor bins have bins collected twice in 8 days.



*"You said,*

*we did"*

We had lots of comments from tenants after our Tenant Satisfaction Survey was carried out in July 2022. These were a range of positive feedback about the services we provide and some improvements which could be made to service and communication. We've had the chance to look over these and wanted to provide an update about what you said and what we have done.

*You said,*

*"My boiler keeps breaking down, the quality needs improved."*

*"We were meant to get upgrades done 10 years ago and still not been done and boiler is outdated."*

*"Need new kitchen as it's 16 years old."*

*"Need new kitchen and bathroom."*

*"Let us know when upgrades are happening!"*

*"Repairs can be quite slow at being done."*

*"The close door has been broken for ages. Everyone has reported the loud bang it makes, and nothing has been done."*

*we did*

*Some of our boilers are nearing the end of their life. We have a continuous programme to replace boilers within our Planned Maintenance Programme. Should our gas service contractor be unable to repair your boiler, your boiler would be replaced out with our planned maintenance programme.*

*In 2021 we published our 5-year planned maintenance investment plan. In 2023/24 we move into year 3 of this programme.*

*We are currently reviewing our 30-year investment plan and we will use your feedback and our stock condition survey information to enhance the plan. Our target timescales for replacing our components are as follows:*

*Kitchen Replacements – Every 20 Years*

*Bathroom Replacements – Every 25 years*

*Boiler Replacements – Every 15 years*

*Radiators Replacements – Every 30 years*

*There will be times within our 30-year plan where we may need to move renewal years to meet our budget constraints.*

*Our current reactive repair timescales are 2 working days for an urgent repair and a 5 working days for a routine repair. Complex, cyclical, and planned repairs can have timescales of between 28 days and 90 days.*

*Our estate caretaker carries out common close inspection every 4 weeks. We hope to proactively capture repairs to common areas during these inspections. If you are unhappy with the standard of repair which has been carried out, please contact the office to raise a Service Delivery Complaint for this to be investigated.*

## You said,

“Grass needs cut a bit more.”

“Have light fitting kitchen that was strip now new one has left all marks.”

“Been trying to get them to install a shower for years and they are not willing to do it.”

## We did

We have been monitoring our Ground Maintenance Contractor closely after poor performance. We have assurances that performance will improve, and we will continue to monitor this closely.

We have reminded all contractors of the importance of taking jobs to completion including filling any small holes. If the contractor is not able to complete the additional works, they should report back details to our maintenance team. Please contact the office to report any dissatisfaction with your repairs.

Our new bathroom installation specification includes an electric shower to be fitted over the bath. Should tenants need a shower due to medical reasons please contact Glasgow City Council Health & Social Care on 0141 287 0555 who will be able to assess your needs and make an official referral to us.

Unfortunately, we received some comments which are out with our control therefore aren't a direct impact of the services we provide or, as the survey was anonymous we have been unable to provide a response directly to those tenants. We've added some useful information –

## You said,

“Overcrowded, need a bigger house.”

“Pay a service charge for nothing.”

“Better lifting of rubbish.”

“Close not cleaned.”

## our advice

We are only able to let properties to applicants on our housing register when any of our existing tenants terminate their tenancy with us. We would encourage our housing applicants to apply to other housing organisations to increase their chances of re-housing as we do not have a lot of larger homes which become available. We have some applicants who have been waiting several years on a larger home.

Our tenants residing in our tenement blocks pay service charges for a range of services including close cleaning, back court cleaning and bin store/area cleaning. Inspections are carried out by our Estate Caretaker. If you are unhappy with the standard of any of the services being carried out, please contact the office to raise a Service Delivery Complaint for this to be investigated.

Our Ground Maintenance Contractor carries out litter collection fortnightly of communal areas. It is Glasgow City Council's responsibility to maintain litter on pavements and the roads however, our Estates Caretaker is proactive in carrying out litter picking throughout the estate.

Our Close Cleaning Contractor carries out a weekly clean of the closes. Our Estates Caretaker carries out close inspections to monitor this. It is the responsibility of all tenants to keep the closes clean and litter free. If you are unhappy with the standard of the close cleaning, please contact us to raise a Service Delivery Complaint at the time and this can be investigated.

# Keep Common Closes Clear

Throughout the month of March we were working in partnership with Scottish Fire and Rescue Service to raise awareness of the dangers of failing to keep common closes clear. The common stair is the only way out in the event of a fire. A fire may not start in your home, items left in the close could be deliberately set on fire. A small bag of rubbish can create enough smoke to fill a whole close. Items including prams, bikes or scooters may seem harmless however these could impede your exit in the event of a fire and they are also a trip hazard. We have been in contact with all those tenants in tenement blocks and close inspections will be ongoing. All tenants within tenements will be aware that we carry out a bulk uplift service on a weekly basis. All bulky items can be left

out at the bin store in back court on a Wednesday night and will be removed by our contractor on a Thursday morning.

If you have any concerns regarding items in your close, please contact the

Housing Team at the office on **0141 944 4902**. You can also book a Home Fire Safety Visit by contacting Scottish Fire and Rescue Service directly on **0800 0731 999**.

## The close/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 close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/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.

To request a free Home Fire Safety Visit  
**CALL 0800 0731 999**  
For more fire safety advice visit:  
[www.firescotland.gov.uk](http://www.firescotland.gov.uk)



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

# Dog fouling

We are disappointed to see high levels of dog fouling across the estate and in common areas. We have interviewed those tenants who have been issued with Fixed Penalty Notices by Glasgow Council for failing to pick up after their dog. This is a breach of your tenancy agreement and pet permission.

All dog owners are reminded that it is your responsibility to pick up after your dog if you allow it to foul especially in common back court areas. Please respect your neighbours and the health and safety issue this causes when you fail to remove it. It also creates a hazardous working environment for our grounds maintenance contractor who are

trying to maintain areas to a high standard for our tenants.

This matter will be monitored on an ongoing basis. Please do not hesitate to contact the Housing Team at the office should you wish to discuss this further.

You can report neighbours failing to pick up after their dog to Glasgow City Council on the MyGlasgow App. A fixed penalty notice of £80 will be issued under the Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if not paid within 28 days.

**We must also stress that pet permission will only remain in place for tenants whilst the terms of the Pet Policy are being adhered to.**



**YOUR DOG YOUR MESS**

LITTER & DOG WASTE

PLEASE PICK UP YOUR DOG WASTE

**BAG IT! BIN IT!**

Dispose of your dog mess or you could be fined £80.

[www.glasgow.gov.uk/dogfouling](http://www.glasgow.gov.uk/dogfouling)

# What's on this Spring?

## Easter Drawings



We are inviting children of our tenants up to primary school age to pop into the office with their Easter-themed drawings or colouring in (you can collect a sheet from the office). Every child who provides us with a drawing can collect an Easter egg at reception. The closing date for entries is Wednesday 12<sup>th</sup> April 2023, get on it like an Easter bonnet!

## Mugdock County Park



Why don't you pop along to Mugdock Country Park for a visit and take part in a variety of environmental and crafty activities throughout the Spring. There is a play park, picnic area and lots of different walks to take the kids on an outdoor adventure.

For more information can be found at [www.mugdock-country-park.org.uk](http://www.mugdock-country-park.org.uk) or contact the Visitor Centre on 0141 956 6100.

### Easter Fun

Mon 3rd April  
Wed 5th April  
Thurs 13th April

10AM - 2PM

Join us for a fun day with arts and crafts, free play and lunch for children ages 0-12 and their parents/carers.

Please note, due to limited numbers, families can only attend one day. Children are to be supervised at all times. No hot drinks shall be permitted during the session.

For more information, call 0141 944 5740

### CHATTER NATTER

Wednesdays 1.00pm - 2.30pm at Drumchapel St. Andrews Church.

A Drop In (for parents with children under 12 years), to come along for a **cuppa and a chat.**

CAP, Lifelink and People Plus will also be present to offer advice and support around employment, debt and mental health.

Toys will be available for children under 5 years old.

lifelink PeoplePlus



Stay active for free this Spring Holiday with Spring Fun by Glasgow Life. Join us for lots of games, sports & creative activities. Kids aged 5-11 years can come along and get active with our free activities.

**Week 1 and 2 of Spring Holidays  
Tuesdays and Thursdays  
Free (booking required)**

**North West**

Glasgow Club Donald Dewar  
220 Garscadden Rd, G15 8SX  
1pm - 4pm

**North East**

Glasgow Club Springburn  
10 Kay Street, G21 1JY  
1pm - 4pm

**South**

Penilee Community Centre  
10 Gleddoch Rd, G52 4BD  
10am - 11.30am

To book your child's space or find out what else is on this Spring, scan the QR code or check out [www.glasgowlife.org.uk/sport/spring-holiday-fun](http://www.glasgowlife.org.uk/sport/spring-holiday-fun)

