

# Tollcross Housing Association Newsletter

Autumn 2026



## Summer of Fun Pull-out & Keep

Pages 7-10



## Shape our Strategy

Read more on page 6



## MyHome

Customer Portal



Register here.

Rent  
Repairs  
Payments  
And more



Local people, local control

# Welcome from our Chair

We had an exciting Summer, with the Commonwealth Games taking place in and around the Tollcross area, and the Association added to the fun with our Summer Festival on Saturday 25 July.

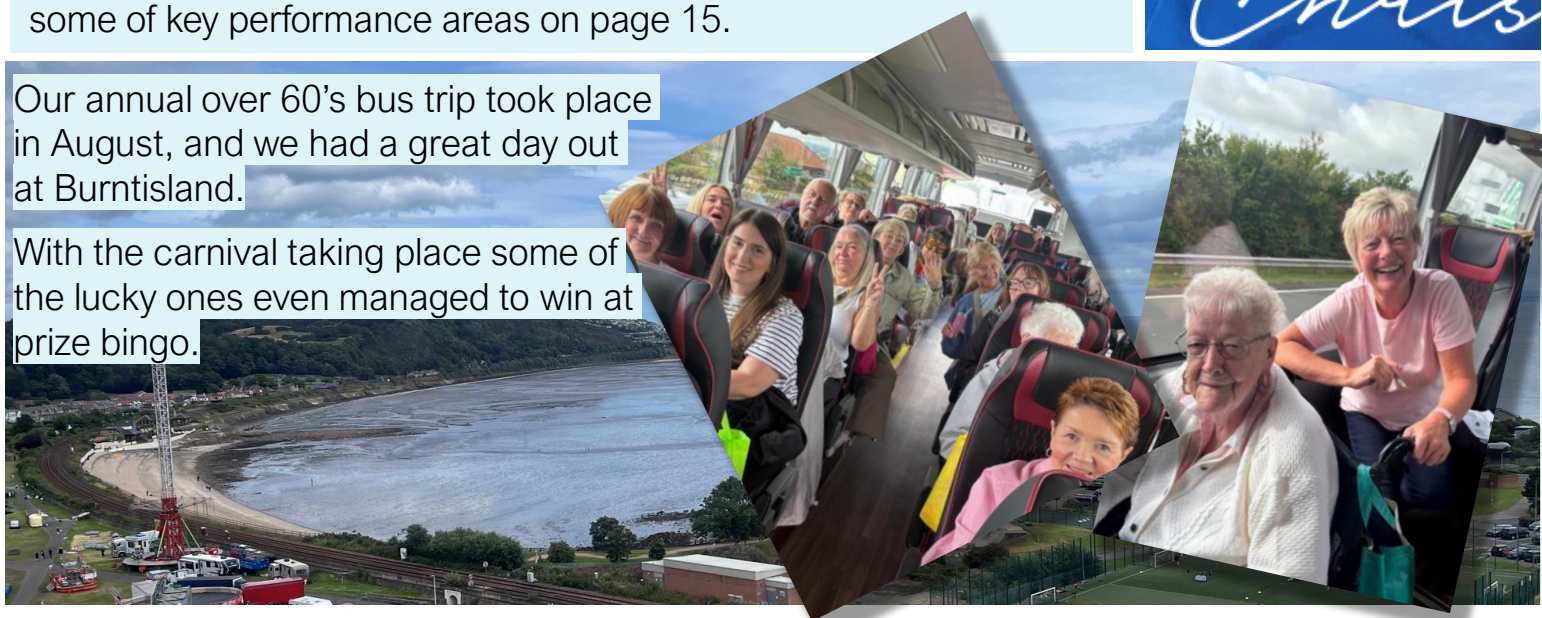
Working with some local partners we were able to bring a fantastic free event to the local community, with over 1,000 visitors. We had snacks, games, rides and more. Turn to page 7 for more details.

We have recently published our Annual Landlord Performance Report. This report looks at how we are performing against the Scottish Social Housing Charter, our previous year's performance and the Scottish National Average. You can find out more about some of key performance areas on page 15.



Our annual over 60's bus trip took place in August, and we had a great day out at Burntisland.

With the carnival taking place some of the lucky ones even managed to win at prize bingo.



Finally, I wanted to say thank you to everyone who attended our Annual General Meeting (AGM) on the 8 September. We were pleased to see so many of our membership attending. You can read more about the AGM on page 3, where you'll see we're losing two of our well-respected Committee members. I've worked with Bill and Eileen on the Committee for many years and I'd personally like to thank them for their dedication and commitment to the Association and the community. As they say, as one door closes...so I'm happy to welcome our new Committee member Habeeb and am looking forward to working with him.

Remember you can attend our next AGM by becoming a member of the Association.

Don't miss out to have your say - become a member.

Members are those who hold a share in the Association and influence the decisions we make.

You can join by completing our membership form and return to us along with your £1 share fee.

£1 membership fee allows you to attend our AGM, vote in and stand for elections for our Management Committee.



Get in touch for a membership form.

# Annual General Meeting

Our Annual General Meeting (AGM) took place in September. The AGM is a great opportunity for members to hear how we have been performing throughout the year, nominate individuals to sit on our Management Committee and provide feedback to us.



We also like to say thanks to our membership with a bit of fun after the AGM closes with some bingo and a prize draw. Our lucky winners won prizes from £10 to £300.

We are happy to report the following committee members and office bearers were confirmed at the AGM.

Chris Elliot (Chair)  
Drew McPhail (Vice Chair)  
Esther Skimins (Secretary)  
John McMorrow (co-optee)

Habeeb Bolarinwa  
Geraldine Connolly  
Steve Fleming  
Ellen Garscadden  
Gail Jackson

Jackie Jeffs  
Alice Lyness  
Sharon May  
Agnes Phillips  
Philipa Turner

## Hellos

Habeeb Bolarinwa was nominated to join the Management Committee. As a previous member of the Performance Improvement Network, Habeeb has experience in helping us improve services on an operational level and he will use this to help shape the work that we do at a strategic level.



## And goodbyes . . .



**Eileen Watters** has decided to step back from the Management Committee but plans to remain on our Events Focus Group and continues to work with the Tollcross Community Trust at our Advice and Learning Centre. Eileen said *"I've really enjoyed my time on the Committee and would highly recommend it. Thanks to all the staff and Committee for the guidance and support over the years"*. We want to thank Eileen for her time and hard work while on the Management Committee.

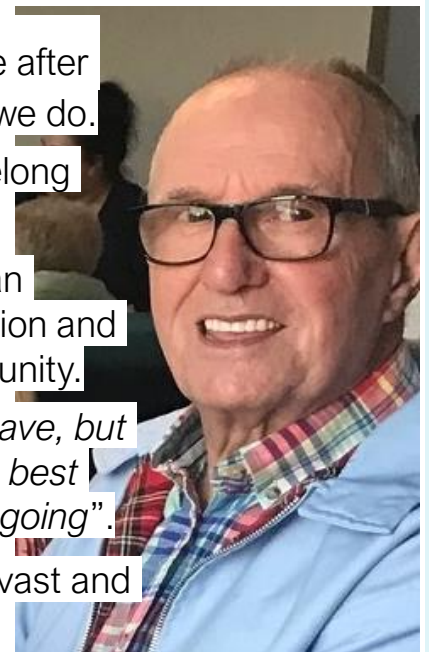
**Bill Dougan** is stepping down from the Management Committee after over 50-years of serving the community and shaping the work that we do.

Bill was a founding member of the Association and was awarded lifelong Honorary President on our 40<sup>th</sup> Anniversary in 2014.

Joining the fight for better living conditions in 1972, Bill has played an important part in what the Association has achieved since its inception and influenced change, not only for the Association but the wider community.

Bill said *"I've enjoyed my time with the Association and am sad to leave, but my health comes first. I wish the Association and Committee all the best with their future projects like new build developments and just keep going"*.

Bill's contribution to the Association and local community has been vast and he will be missed by all.



## £500 Big Prize Winner

Congratulation to Fiona Kennedy, who won our £500 Big Prize Draw for Autumn 2026.

Fiona was delighted with the prize and said she would put it to good use.

Fiona was appreciative of the prize and spoke warmly about the positive difference it would make to herself and family.

Fiona also expressed how proud she is to be tenant of the Association, praising the support and commitment shown to its residents.



You could be our next winner by meeting the following qualifying criteria, you will have . . .

- ☒ no debts or adhering to a repayment agreement.
- ☒ no anti-social issues live with us.
- ☒ provided access to your property when required.

Arrears?! Get in touch today to set up a repayment plan and be in with the chance to win.

## Christmas Panto Tickets

We have 300 FREE tickets for this year's panto, Goldilocks and the three Bonnie Bears, at the Pavilion Theatre, on Thursday 17 December 2026, at 7.00pm.

Tickets are given on a first come first served basis. So, don't delay – request your tickets today.

Complete our online request form by Friday 30 October (available from Monday 21 September) or complete the request form on the back page.



*Terms & Conditions: (1) To be eligible you must be a tenant or factored owner. (2) Tickets will only be issued for members of your household (additional tickets will not be provided). (3) Tickets must be collected from our office by 20 November 2026. Failure to collect may mean they are given to those on the reserve list.*

## Learn something new – for free!

From fun workshops to informative courses, we have something for everyone at the Advice and Learning Centre.

Everything is completely free and open for anyone in the community to join.

Simply, contact the Centre for more information, 0141 764 1234, [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk).

Don't miss out on any updates from our Advice and Learning Centre, follow Tollcross Community Trust on Facebook.



Air Fryer Workshop

Craft Group

Photography

Adult Literacy

Community Development

Mental Health First Aid

Child Development

English for Speakers of Other Languages (ESOL)

# What's changing in your tenancy?

The Scottish Government has recently published a new model Scottish Secure Tenancy, based on legislative changes introduced by the Housing (Scotland) Act 2025, new domestic abuse legislation and new repair duties coming into force later this year. These changes are to improve tenant protections and increase support for people impacted by domestic abuse.

As your tenancy agreement started before these changes, you will not receive a new tenancy agreement because of the updated model. However, some of the legal changes may affect your tenancy rights and responsibilities. We have summarised some of the changes below.



- Succession qualifying period will reduce to 6-months (for eligible household members).
- Option for email rent / service charge increase notices.
- New damp and/or mould duties and timescales (read more on page 11).
- Increase support for survivors of domestic abuse.

The Scottish Government have confirmed that there will be further changes to come, and we will keep you updated about these as soon as we know more. The further proposed changes include changes relating to homelessness prevention, repossession proceedings and additional tenant protections.

From 1 August 2026, the Domestic Abuse (Protection) (Scotland) Act 2021 gives social landlords new powers to help people experiencing domestic abuse stay safely in their home.

This means that in some circumstances, we may be able to ask the court to end the tenancy rights of a tenant who has behaved abusively and then transfer the tenancy to the person who has experienced the abuse. Only a court can decide whether this should happen.

The aim is to reduce the need for someone experiencing domestic abuse to leave their home, community, school or support network because of the abuse.

Each case will be considered carefully, sensitively and confidentially, and we will work with specialist support services where appropriate.



## SCOTLAND'S DOMESTIC ABUSE & FORCED MARRIAGE HELPLINE

**24 hour 0800 027 1234**

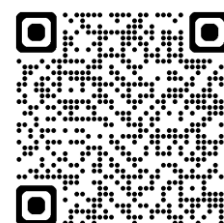
**Text/WhatsApp 07401288595**

**Email [helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk)**

**Webchat [www.sdafmh.org](http://www.sdafmh.org)**

If you are affected by domestic abuse, you can contact a member of the housing team in confidence – we are here to help.

If you are in immediate harm – contact the Police.



## Help us do better

We are committed to continually improving our services for our customers and to do this successfully we need to listen to what they have to say. To ensure our customer voices are heard, we have established our Performance Improvement Network, more commonly known as the PIN.



### Who are they?

Local volunteers who want to make Tollcross a great place to live.

### What do they do?

Help us review and improve our services.

### What experience do I need?

None. Simply have a passion to help make things better.

### What is the time commitment?

We hold meetings once per month, but you don't need to attend every meeting.

### How does it work?

Changes or improvements are talked through with the PIN for feedback. The PIN also make suggestions on areas they think we can improve on, that we might not have thought of. The meetings are relaxed and informal, it is about hearing from you – not loads of paperwork!



## Shape our equalities commitment

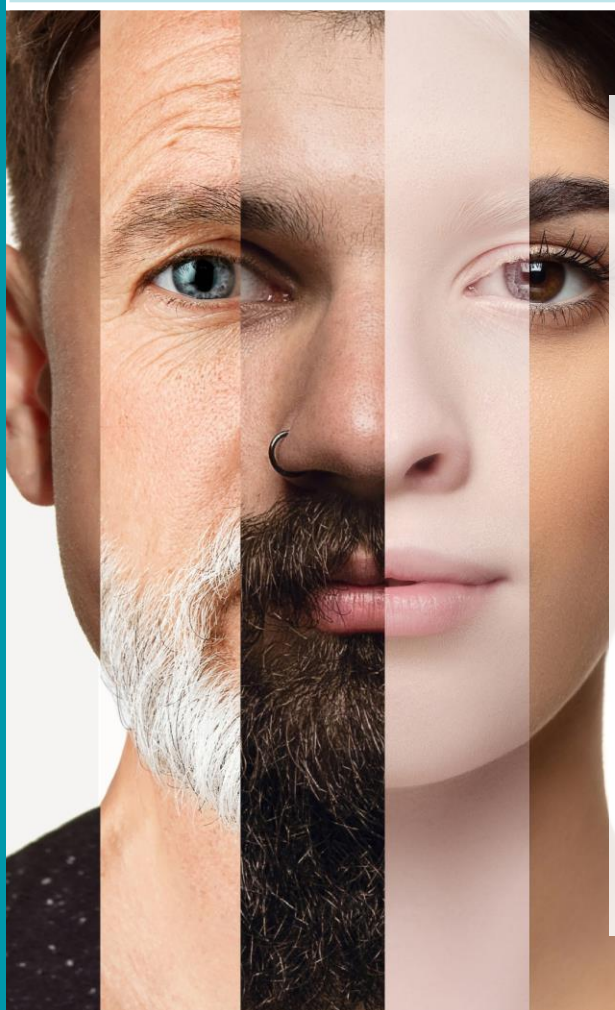
We are reviewing our approach to equality, diversity and inclusion and we want to hear from you.

We have a draft strategy and action plan, and we want to hear what you think – not only about the strategy but about our services too.

Simply complete our online survey to have your say. Everyone who completes the survey will be entered into a prize draw to be in with a chance to win a **£100 Amazon Voucher**.



Our proposed strategy and action plan will help us consider equality, diversity and inclusion matters at all levels of decision making and remove barriers to our services. Find out more on our website.



# Summer Festival Pull-out

Our Summer Festival was our best one yet. With well over 1,000 visitors on the day, we were definitely kept busy.

Not only did we have sports and games for all ages we introduced market stalls for the first time, offering a range of items for sale.

The rest of the day was completely free, including rides, games, activities, facepainting, snacks and ice-cream.

They day was made even better with the additional events and activities offered by our partners. Special thanks to fuse, Glasgowlife, Tollcross Community Trust and SHS Events.



And special thanks to our community volunteers who helped on the day.







We are still seeing a significant issue with the misuse of bin areas.

Unfortunately, this is not just unsightly but can increase the likelihood rats and other vermin, and Glasgow City Council can refuse to take contaminated bins.

**Remember:**

You must use the correct bins.

You must keep bin and common areas clear.

You must report any misuse immediately.

You must request bulk uplift from the Council.

## Green

General household waste

## Blue

Cardboard / paper recycling

## Grey

Plastic / tins / cans recycling

## Purple

Glass recycling

## Brown

Garden & food waste



Waste batteries and electrical devices must also be recycled responsibly. They should never be disposed in any waste or recycling bins, as this can lead to fires.

Waste batteries and electrical devices can be disposed of at:

- Household waste recycling centres
- Supermarkets and high street shops
- Electronic retailers



Arrange bulk uplift:

0141 287 9700

[my.glasgow.gov.uk](http://my.glasgow.gov.uk)

myGlasgow App



## Damp & Mould

From October, the Investigation and Commencement of Repair (Scotland) Regulations 2026 come into force. These are designed to provide increased protection for tenants and make sure any damp and/or mould problems are dealt with promptly.

These changes will introduce clear timescales for landlords to:

- investigate reports of damp and mould
- tell tenants the outcome of the investigation in writing
- begin any repairs that are needed

### What you need to do?

Keep reporting any damp or mould concerns to our repairs team.

### Help reduce condensation.

Condensation is one of the most common causes of dampness, especially during the colder months. Follow these simple tips to help reduce condensation.

#### Signs of condensation

Black mould on windows or walls.

Water droplets on windows and sills.

Damp rings on ceilings or walls.

Walls feel slightly damp.



#### 1. Reduce moisture

Cover pans when cooking.

Close doors when cooking or showering.

Wipe down surfaces when droplets form.

Wipe down sinks and showers after use.

Dry clothes outside, where possible.



#### 2. Keep a steady temperature

Minimum temperature of 15°C.

Avoid short bursts of high heat.



#### 3. Improve ventilation

Open windows regularly.

Use extractor fans available.

Create air flow through your home.

Position furniture away from walls.



# What's on at our Advice & Learning Centre

Open: Monday to Thursday 9am to 5pm | Friday 9am to 4pm | Closed daily 12.30pm to 1.30pm



## Free Welcome Space

Offering a warm and friendly space where you can enjoy a cuppa, soft drink, snack, and somewhere to have a chat or simply to watch some TV. Just pop by.

## Free Coffee Morning

Every 2nd Monday 10am-12noon, Glasgow Life host a Be Well coffee morning. Contact 0141 287 4350 | [info@glasgowlife.org.uk](mailto:info@glasgowlife.org.uk) for more information.

## Free Online Access

Anyone can benefit from our free wi-fi and computer hub. With computers available to use, you can get connected without the need to buy your own device. Or simply take advantage of the free wi-fi.

## Learning opportunities

Free courses to suit every level and area of interest, such as first aid, food hygiene, child development and air-frying workshops. Read more on page 4 or contact the Centre for more information.

### Computer Class for Beginners

Learn how to use the internet & digital devices, or simply how to switch on a computer.



## Work Support

Working with key partners, we offer a range of work support services.

### Career advice service

Skills Development Scotland offers career guidance, such as job choices and changes, courses, CVs and interviews, apprenticeships, and redundancy.

Contact 0800 917 800 to make an appointment.

### Helping you into work

Jobs & Business Glasgow provide support and advice on all thing's jobs and training, such as applications, CVs, and interviews. Contact 0300 123 2898 to register.

### Supporting parents into work

Enable provide support and advice for parents who or whose children have a disability and are facing obstacles getting into work. Contact 0141 483 1550 for more information.



## Support for young people

Action for Children provide advice and support for people aged between 16-24 on how to find a job, what training options are available, how to apply for a bank account / bus pass, & more. Drop-in run every 2nd Tuesday between 1.30pm and 4.00pm.

## Welfare Rights Advice

We can help with benefit claims, checks and appeals, such as pension credit, carer support, universal credit, council tax, & more.

**Get in touch** | [Andrew.Sproul@tollcross-ha.org.uk](mailto:Andrew.Sproul@tollcross-ha.org.uk)

Drop-in surgeries available:

- Monday 1.00pm to 4.30pm | Housing Office, 868 Tollcross Road
- Wednesday 9.00am to 12.30pm | Advice & Learning Centre
- 2nd & 4th Friday 11.00am to 1.00pm | St Joachim's Church Hall



## Energy Advice

We can help with energy matters, fuel debt, switching and checking tariffs. We can also help deal with utility companies, & more.

**Get in touch**

James Stewart, Energy Advisor, [info@stepadvice.org.uk](mailto:info@stepadvice.org.uk)

## Tollcross & Shettleston Money Advice Service

A referral-based service, they can help with:

- budgeting, access to bank accounts & accessing affordable credit.
- reducing debt & arrears, and support to negotiate with creditors.
- assistance with benefit application forms & help to get online.
- help to reduce energy debt (gas/electricity) & home insurance advice.

**Get in touch** | [advice@tollcrosscommunitytrust.org](mailto:advice@tollcrosscommunitytrust.org)

Matthew Leach, Project Coordinator or Mari Cummings, Money Advisor



## Tollcross Community Trust Food Project

The food project is here to help those who are going through hard times. Based at our Advice & Learning Centre, volunteers are there to provide help and emergency food.

Open Tuesday (10am-12noon),  
Thursday & Friday (1.30pm-3.30pm).  
Contact the Centre for more information.



## Affordable loans and savings

BCD Credit Union provide value loans and flexible saving plans to its members. As a not-for-profit credit union, they are working to give the community ethical saving options and affordable loans.

**Can I become a member?** If you live or work in the Tollcross area you can become a member.

**How to become a member?** You can complete a form online at [bcdcreditunion.co.uk](http://bcdcreditunion.co.uk) or visit our Advice & Learning Centre between 9.30am to 11.30am, Monday, Tuesday, Thursday or Friday.



# Valuing complaints

We value all complaints received and urge you to get in touch with any failure in service you receive from us. We use complaints to build better services for you.

Based on your feedback, we have developed a complaints action plan, and our Performance Improvement Network monitors the progress on the actions identified. Read more about the Network on page 6.

## 2026/27 Quarter 1 Performance

|         | Target  | Actual   |
|---------|---------|----------|
| Stage 1 | 5-days  | 2.3-days |
| Stage 2 | 20-days | 30.6days |

**What happened:** Analysis showed 7% of all complaints linked to the anti-social behaviour process.

**What we have done:** Developed an anti-social behaviour guide, to help customers understand the process more easily. Our Performance Improvement Network reviewed and approved the quick guide.

**What happened:** Analysis showed 13% of all complaints linked to the allocations process.

**What we have done:** Developed an allocations quick guide (reviewed by our Performance Improvement Network), to help customers understand the allocations process more easily.

**What happened:** Complaint received regarding letter sent to the wrong address.

**What we have done:** Move our mailing lists to our new customer management software, to ensure they are accurate and mail goes to the right people.

**What happened:** Analysis showed 35% of complaints received in quarter 1 of 2026/27 was related to grass cutting.

**What we are doing:** Our maintenance team is working with the new landscaping contractor to ensure expectations are clear on what the Association expects from the landscaping service.

**What happened:** Analysis showed 24% of all complaints linked to close cleaning.

**What we are doing:** Our Performance Improvement Network are currently reviewing close cleaning standard and the value for money of the service.

**What happened:** Complaints received about tone and language used in letters.

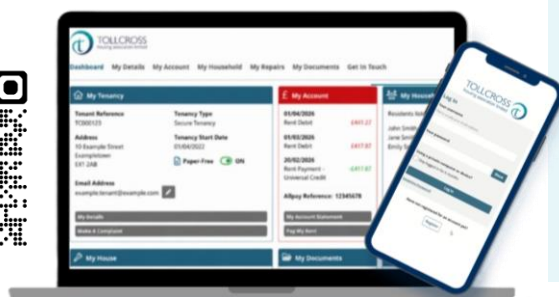
**What we plan to do:** Review standard letters, to ensure the tone, content and layout is suitable (deadline April 2027).



## Complaints made easy with MyHome

You can make a complaint in person, on the phone, by email, via our website and now via our new Customer Portal, MyHome.

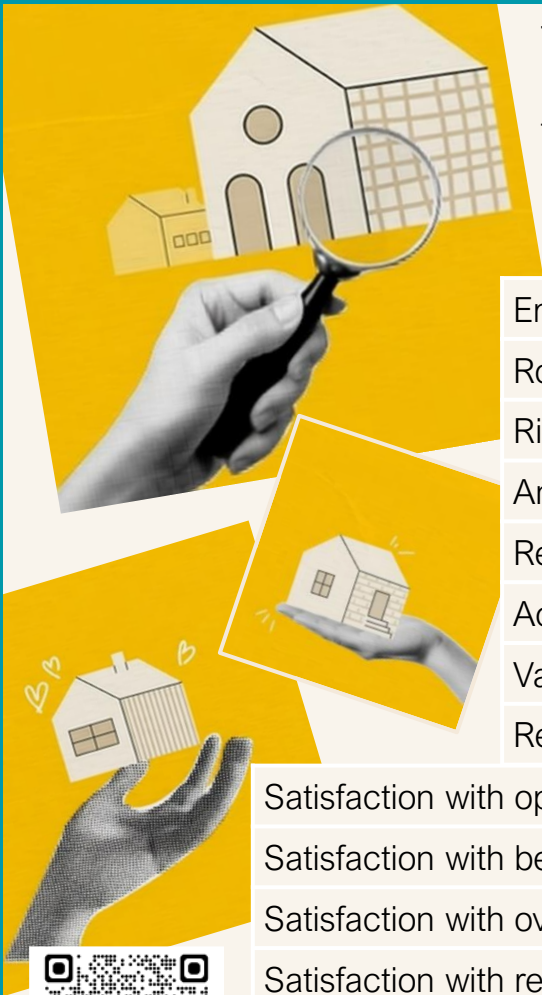
REGISTER  
HERE  
TODAY!



MyHome also gives you 24/7 access to:

- check your balance,
- report a repair,
- make a payment,
- view appointments,
- and more.

# Landlord performance update



These are the headlines of our annual landlord performance based on the Scottish Social Housing Charter and taken from the data we supply annually to the Scottish Housing Regulator.

|                                                | Tollcross<br>2024/25 | Tollcross<br>2025/26 | Average<br>2025/26 |
|------------------------------------------------|----------------------|----------------------|--------------------|
| Emergency repairs timescale                    | 2.3-hrs              | 2.3-hrs              | 2.9-hrs            |
| Routine repairs timescale                      | 2.8-days             | 2.7-days             | 8.2-days           |
| Right first-time repairs                       | 94.4%                | 99.7%                | 97%                |
| Anti-social cases resolved                     | 94.9%                | 95.7%                | 93%                |
| Re-let timescale                               | 27.6-days            | 28.6-days            | 34-days            |
| Adaptations timescale                          | 14.8-days            | 25.3-days            | 64-days            |
| Value for money rent                           | 89.6%                | 90.7%                | 82%                |
| Rent arrears                                   | 3.0%                 | 2.9%                 | 3.8%               |
| Satisfaction with opportunities to participate | 99.0%                | 96.1%                | 89%                |
| Satisfaction with being kept informed          | 98.2%                | 97.5%                | 93%                |
| Satisfaction with overall service              | 95.9%                | 91.0%                | 89%                |
| Satisfaction with repairs service              | 91.8%                | 91.4%                | 88%                |
| Satisfaction with quality of home              | 88.7%                | 89.2%                | 88%                |
| Satisfaction with neighbourhood management     | 94.3%                | 93.0%                | 85%                |



Full performance data can be found on our landlord page on the Scottish Housing Regulator’s website.

## Factoring Update

### Fees & Invoicing

Our annual management fee is £214 per property. We will be moving to invoicing every 4-months this financial year, for both the annual fee plus any additional charges (such as repair costs). We will keep you updated about this change.

Invoices must be paid within 28-days. Please do not ignore your invoice or any reminder letters. If you haven't received your invoice or are having trouble paying, our Finance Team is here to help, [finance@tollcross-ha.org.uk](mailto:finance@tollcross-ha.org.uk).

### What does the Management Fee include?

It covers a wide range of services, including:

- Arranging common repairs and major works
- Hosting meetings & handling communication
- Organising buildings insurance
- Stair cleaning and lighting
- General administration on your behalf

**Save £22 with paper-free.**

Get in touch to opt-in for paper-free invoicing.

### Block Building Insurance

You can download a copy of your cover from our website. Both residential & commercial cover documents available

**Selling your home?** Make sure your solicitor contacts us at least 28-days before the sale, with the property address, sale date, purchaser's name, and their solicitor's details. Our sales fee is £70+VAT. If you don't give 28-days notice, this fee increases to £105+VAT.

# Get in touch

Association Main Office | 868 Tollcross Road | G32 8PF  
0141 763 1317 | [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk)

Advice & Learning Centre | 84 Braidfauld Street | G32 8PJ  
0141 764 1234 | [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk)

[facebook.com/tollcrosshousing](https://facebook.com/tollcrosshousing) | [tollcross-ha.org.uk](http://tollcross-ha.org.uk)

Out of hours repairs | 0345 604 4686

## Email Us

Gas servicing | [gas@tollcross-ha.org.uk](mailto:gas@tollcross-ha.org.uk)

Repairs & landscaping | [repairs@tollcross-ha.org.uk](mailto:repairs@tollcross-ha.org.uk)

Housing | [HousingManagement@tollcross-ha.org.uk](mailto:HousingManagement@tollcross-ha.org.uk)

Finance & Factoring | [Finance@tollcross-ha.org.uk](mailto:Finance@tollcross-ha.org.uk)

Kitchen, bathrooms & heating | [investment@tollcross-ha.org.uk](mailto:investment@tollcross-ha.org.uk)

Mid-market rents | [auchenshuggle.develops@tollcross-ha.org.uk](mailto:auchenshuggle.develops@tollcross-ha.org.uk)

## Emergency Contacts

Gas (SGN) 0800 111 999

Electricity 0800 092 9290

03301 012222 (mobiles)

## Glasgow City Council Reporting:

Bulk 0141 287 9700 | Fly-tipping/dog fouling 0141 287 1058 | Pest control 0141 287 1059

## Dates for your diary 2026

We are closed on the following public holidays:

- Good Friday & Easter Monday (3 & 6 April 2026)
- May Day (Monday 4 May 2026)
- Spring (Friday 22 & Monday 25 May 2026)
- Glasgow Fair (Friday 17 & Monday 20 July 2026)
- Autumn (Friday 25 & Monday 28 September 2026)
- Christmas (Friday 25, Mon 28 & Tues 29 Dec 2026)
- New Year (Friday 1, Monday 4 & Tuesday 5 2027)

We also close the third Tuesday of every month, 12.00noon to 5.00pm, for employee training. We will reopen at 9am on the next available workday.

## Courtesy & respect for all

We believe that our customers have a right to be heard, understood and respected. We work hard to be open and accessible to everyone and to provide a good service to all. We also believe that our staff deserve to be treated fairly and with respect, free from intimidation, harassment or threats of violence. Aggressive, violent or abusive behaviour will not be tolerated and may result in your services being restricted. In extreme cases, we may contact Police Scotland. Visit our website for more details.

## Panto Ticket Request Form

Goldilocks and the three  
Bonnie Bears

Pavilion Theatre

Thursday 17 December

Deadline: 30 October 2026

|                         |  |  |
|-------------------------|--|--|
| Name                    |  |  |
| Address                 |  |  |
| Mobile                  |  |  |
| Number of adult tickets |  |  |
| Number of child tickets |  |  |



Happy to translate

Możemy przetłumaczyć

Раді перекладати

Ni Fahari kutafsiri

حن سداء لتقديم الترجمة

अनुवाद करके खुशी हुई

ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ

乐意翻译

Registered Scottish Charity No.SC040876 | Registered with the  
Scottish Housing Regulator No.197 | Registered Property Factor  
No.PF000261 | Registered Society under Co-operative and  
Community Benefit Societies Act 2014 No.1798RS