

Tollcross Housing Association Newsletter

Spring 2026



Altyre street opening

Read more on page 8 & 9



Summer of fun

Read more on page 3



New customer portal

Read more on page 14

Local people, local control

Welcome from our Chair

Everyone at the Association were proud to open our newest development (Altyre Street) in April. It's great to see another brilliant new development completed by the Association. It's such a demanding process for any Committee to deal with all the different aspects of a new build development, and it just seems to keep getting harder and harder. But we're absolutely determined to keep working to ensure that everyone has a decent house. The doors were open to allow people to view these great new homes before the lucky tenants moved in. Find out more on pages 8 and 9.



In May we held our annual strategy day, where the Management Committee and employees got together to review the previous years successes, look at what challenges are ahead, and build plans to ensure we meet our strategic objectives. This year we focussed on the results of our customer satisfaction survey, building an action plan to help improve our services for you. You can read more about the survey and the results on page 4.



The day started with a twist, rather than hearing from our Leadership team, team members took control and reviewed our operational objectives. They developed a 'Welcome to Tollcross Housing' video, which showed us how our operational objectives impact from the perspective of our customers (along with a bit of humour too).



The Management Committee also reviewed and approved the Annual Return on the Charter in May. The Charter details what standards and outcomes customers can expect from a Social Housing Landlord, and the Return provides statistical information to allow for the Scottish Housing Regulator to monitor our performance against these standards. The Charter looks at the following key areas:

Customer/landlord relationship	→	Equalities, communication & participation.
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Housing quality & maintenance	→	Repairs, improvements, & tenant safety.
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Neighbourhood & community	→	Complaints, estate management & anti-social behaviour.
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Access to housing & support	→	Housing options, homelessness & tenancy sustainment.
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Getting good value from rents	→	Value for money for rent & service charges.
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There was some new information requested this year focussing on tenant safety, including information on damp and/or mould, fire safety and electrical safety. You can read more about our performance throughout this newsletter or visit our website for more details.

What's on this summer

Summer Funday

Saturday 25 July 2026

11.00am to 4.00pm

Winter Gardens

Tollcross Park

Free family fun for all

Inflatables & Carnival Rides

Face Painting & Glitter Tattoos

Food & Ice Cream Trucks

Raffle & Market Stalls

Games & Sports

Arts & Crafts

Snacks & Drinks

DJ & Entertainment



Photographs will be taken at this event. For more information, read out Privacy Statement online.

Free Over 60s Bus Trip

Friday 7 August 2026

9.30am to 5.00pm

Burntisland

Visit the seaside, blow off those cobwebs and enjoy lunch on us.

Tickets are limited and will be issued on a first come first served basis, so get in early. To request a ticket simply complete our online request form (*available from 6 July*) or complete the form on the back page and return to us by Friday 24 July.



Photographs will be taken at this event. For more information, read out Privacy Statement online.

£500 Big Prize Winner

Congratulation to David Brown and Mary Docherty, who won our £500 Big Prize Draw for Summer 2026



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

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

So, if you've got any kind of arrears with the Association, why not talk to a member of staff and get a suitable repayment arrangement in place. That will get your name in the draw

Customer Satisfaction Survey



Every 3-years we carry out a customer satisfaction survey to ask how we are doing in key areas of service delivery and we are pleased to report that our satisfaction levels remain high.

However, just because we received positive satisfaction scores, doesn't mean we are not digging down further to see what we can improve on.

Looking at all the results of the survey, we built an action plan to improve in areas we scored lower on and built on the areas we are doing well in. Read some of the actions and results below.

The action plan progress will be monitored by our Performance Improvement Network (PIN) and we will continue to provide regular updates in newsletters and on our website. You can read more about the PIN on page 10.

We want to thank everyone who took part in the survey, your contribution helps us shape the future of the Association services.

96%	opportunities to participate	89%	quality of home
98%	being kept informed	91%	repairs service
91%	value for money rent	75%	factoring service
93%	neighbourhood management	91%	overall service

Being kept informed: Satisfaction level remained high at 98%. However, we did notice a change in how our customers like to be kept informed, with a significant increase in text messaging.

Action plan: We will continue to explore ways to use different communication channels to suit the needs of our customers.

Opportunities to participate: We saw a slight drop in satisfaction with opportunities to participate in decision making but at 96% we remain 10% higher than the Scottish National Average's score. Looking at this area in more detail we noticed that awareness in how customers can participate was an area we can improve on, based on the responses.

Action plan: We will explore ways to boost awareness of opportunities to participate and ways to engage at all Association run events / activities.

Neighbourhood management: Satisfaction level remained high at 93%. However, we did notice a change satisfaction with refuse and common areas.

Action plan: We will launch our revised Estate Management policy, which will help us manage problematic areas

Participate with policy consultation

We are always looking for ways for our customers to engage with the work that we do and to help shape services. As part of this process, we are opening our consultation process for new and reviewed policies, strategies or key documents. Visit our website for more information.



School Achievement Awards

Our annual School Achievement Awards took place in June. Working with local schools, we provide an award to a pupil that have either contributed to their school, shown resilience during a difficult time or made a personal achievement.

One of the achievement awards went to a pupil who has faced the death of their father, cancer diagnosis of their mother and moving schools. These things would be difficult enough for adults to deal with but at a young age this pupil has shown great resilience and continues to be incredibly caring and considerate. The school has seen the pupil blossom and continues to support them to have fun and have the support to just be a kid.

We are always happy to support the young people in the community, and we know how much it is appreciated by the schools and those who receive the award. Well done to everyone who received an award and to all our children for working so hard.



Primary	Winners
Cardinal Winning	JM & CC
Carmyle	Hope & Andrew
Quarry Brae	Amelia & Testimony
St Joachim's	Ericca
St Michael's	Kuba & Oscar
St Paul's	Lacey & Keeva
Wellshot	Elena & Elliisia

Celebrating our volunteers

To celebrate Volunteer's Week 2026, we held our TLC Volunteer Event, to acknowledge the great work done by volunteers and groups to make a difference in our communities. We value all the work and support that volunteers give to our communities.

To help say thanks to all our volunteers from around Tollcross, Lilybank, & Carmyle, we invited them to join us for a fabulous night out, filled with fun and laughter.



Tenant Safety

Every year the Scottish Housing Regulator requires us to report on our performance based on the outcomes within Scottish Housing Charter, to ensure we are meeting the expectations contained with the Charter. This year they expanded the requirement to report on tenant safety, and we are pleased to confirm that we are achieving high performance in these areas.

100% gas safety checks completed	100% of homes with fire safety equipment
100% electrical inspections completed	27days to resolve cases of damp and/or mould

Our responsibilities

It is our responsibility to make sure your home is safe and meets the required housing standard. This includes a basic level of repair and maintenance that all properties must meet.

Your responsibilities

As a tenant you have responsibilities for safety too. You must:

- Allow access for relevant checks and inspections.
- Report any faulty equipment immediately.
- Regularly test relevant safety equipment.
- Do not use unsafe items or equipment.



Find out more about tenant safety and your responsibilities within our Tenant Safety booklet.

Repairs & Maintenance

In addition to tenant safety, we also report on our repairs and maintenance service. We are happy to confirm that our performance remained high, and in some areas exceeded our targets.

We need to make special mention of the emergency repairs service. The expected wait time for an emergency repair is 6-hours. However, we have achieved less than 3-hours on average for the year 2025/26.

We saw an improvement in our repairs completed 'right first time' increasing to 99.7% from 94.4% the previous year.

Time to complete emergency repairs

Target 6-hours Actual 2.3-hours

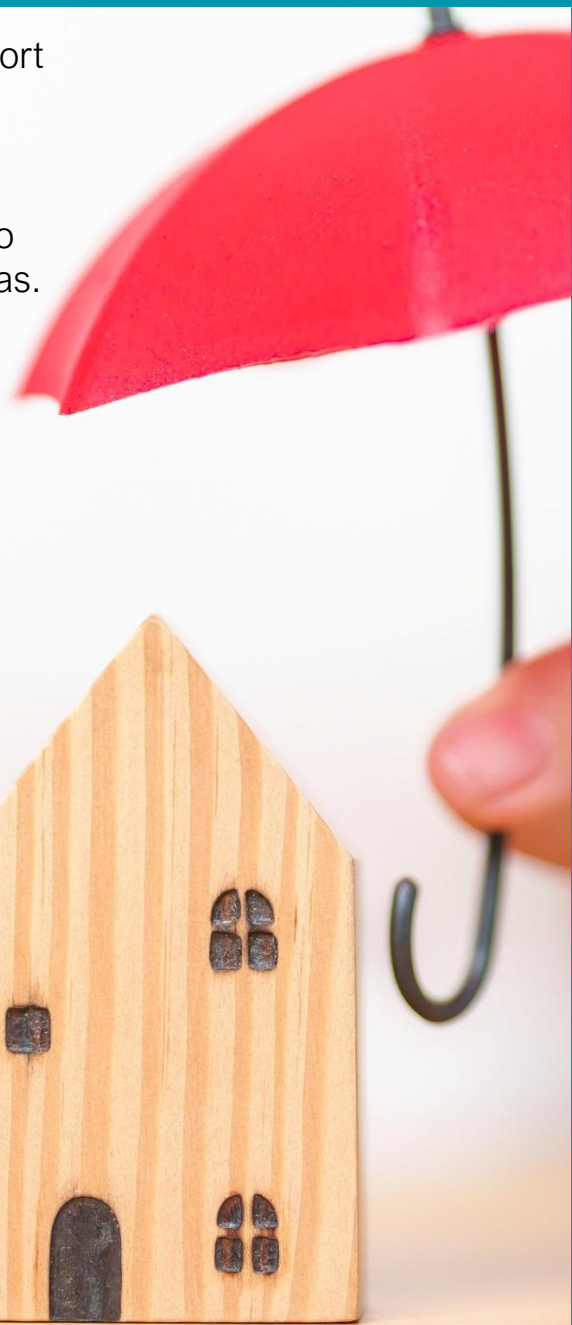
Time to complete routine repairs

Target 3-days Actual 2.7-hours

Repairs completed right first time

Target 95% Actual 99.7%

The satisfaction with the repairs service also remained high at 91%. You can read more about our satisfaction scores reported in our tenant satisfaction survey on page 4.



Tidy Tollcross Together

We have seen an increase in the misuse of our refuse collection areas (e.g. bin areas) and fly-tipping in the area. The pictures show just some of what we are facing more and more.

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.

We are aware that this is frustrating for those trying to use the bin areas correctly and we ask that you do the following to help keep the area tidy and free from pests.

Use the
correct
bins ↓

Keep the
bin areas
clear

Arrange
bulk
uplift ↓

Report any
misuse
immediately

Green – General waste
Blue – Paper
Grey – Plastic, cans & tin
Brown – Food & garden

0141 287 9700
my.glasgow.gov.uk
myGlasgow App

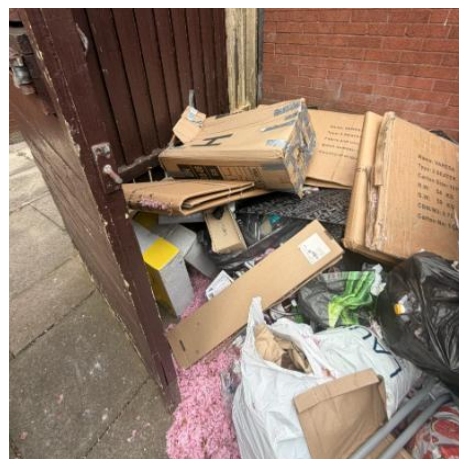
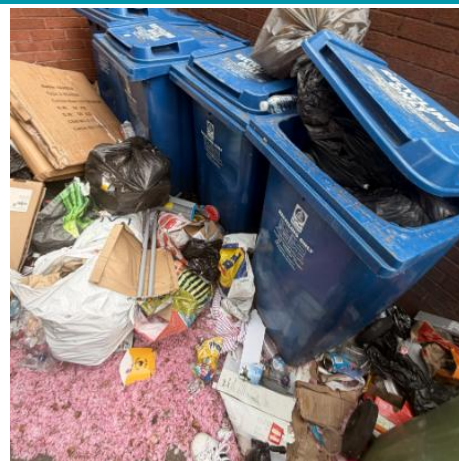


Grass cutting

You will be seeing our landscapers, id~verde, over the next few months carrying out work in shared garden spaces.

A big part of this is grass cutting and to ensure that this can happen we need the grass areas to be free from dog fouling, waste, and toys.

Where areas are not clear, we will not be able to carry out relevant work. And just a quick reminder, trampolines are not allowed in shared spaces.

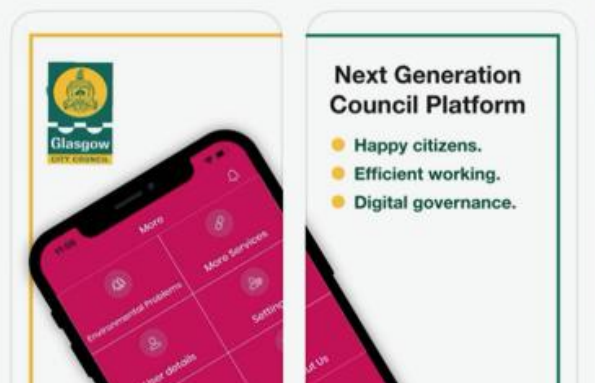


MyGlasgow-Glasgow.

Productivity

★★★★☆ 1.1k

Glasgow City Cou...



Help by reporting fly-tipping, graffiti, litter, dog fouling & pests.

Glasgow City Council's myGlasgow App allows you to report, request and apply for services, or make a payment 24/7. Download from the App Store or Google Play.



Useful numbers:

Fly-tipping / graffiti / litter / dog fouling | 0141 287 1058

Pest Control - Mice or Rats | 0141 287 1059

Bulk Uplift | 0141 287 9700

Altyre Street Opening

We officially opened our most recent new build housing development at Altyre Street. We took the opportunity to recognise one of our valued staff members who is retiring after over 20 years of service, we asked Sharon Tuffnell (pictured) to perform the opening ceremony.

Working with McTaggart Construction, this development provides 42 new homes and is a mix of flats, houses and town houses. There has been investment of over £12.50 million in the project, with £9.30 million grant funding provided by Glasgow City Council and Unity Trust Bank providing the balance of £3.20 million in private finance.



Design Team
Page\Park – Architects
Reid Associates – Quantity Surveyors
Fairhurst – Engineers
Raeburn Farquhar Bowen – Landscape Architects
D.A.Gilmour – Clerk of Works Services



Janice Russell, Managing Director at McTaggart Construction, commented: "We're delighted to have partnered with Tollcross Housing Association to deliver this development, transforming a long-vacant brownfield site in Glasgow's east end into 42 high quality, affordable homes. We're proud to have achieved 100% of our community benefit targets, creating 5 jobs and supporting over 50 hours of education and work-based training for young people in the local area. That commitment to leaving a lasting legacy in the communities we build in is at the heart of everything we do".



We caught up with Maria who moved into Altyre Street, to ask how she was finding her new home.

Moving from an overcrowded flat to a spacious new home, Maria told us that the whole family were overwhelmed by their new home.

Maria was not expecting the offer of a 4-bedroom new build home but was extremely thankful when James Allison (Housing Assistant), confirmed the good news.

Maria commented: "We are thankful to Tollcross Housing for our beautiful new home. Everyone is happy and excited to be here, and we are lucky to have this amazing family home, the move has made a big difference in our lives".

Maria thanked the Association for their new home and thanked James for all the help during the process, as he made everything easy.



Part of the Altyre Street development included the introduction of a community garden. The garden provides a relaxing space for local people to sit and enjoy the sun (or rain depending on the day of the week).

We are also looking for some budding gardeners who would be interested in helping with the garden. Speak to a member of the Housing team if you would like to find out more.



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!

Have your say Become a member

Members are those who hold a share in the Association and influence the decision making and direction of the Association.

Find out more in our Membership Policy.



You don't need to be a tenant to join.
Just have an interest in the work that we do.

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

£1 membership fee allows you to . . .

- Attend our Annual General Meeting
- Vote in elections for our Management Committee
- Stand for election to our Management Committee



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 our complaints action plan.

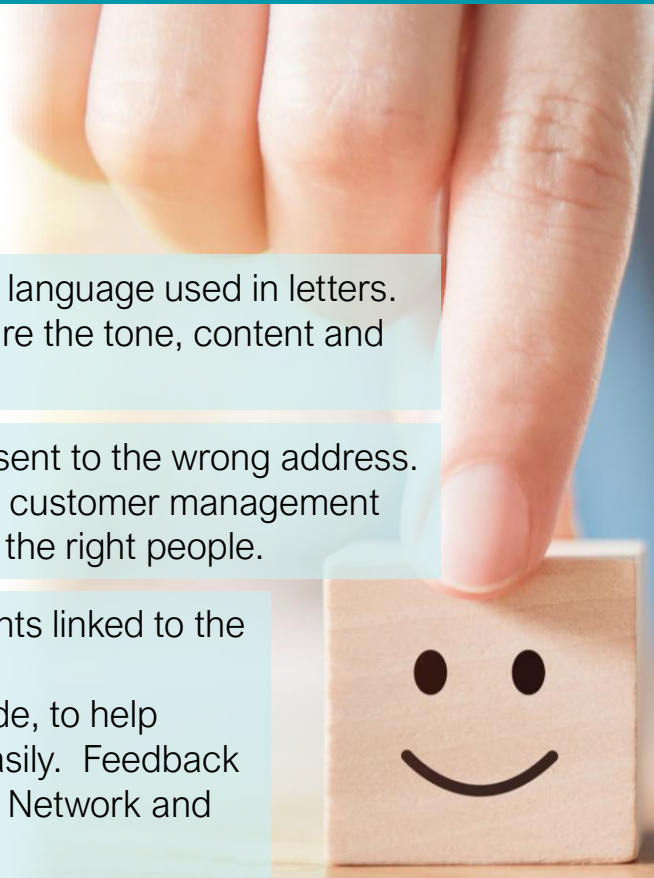
What happened: Complaints received about tone and language used in letters.
What we plan to do: Review standard letters, to ensure the tone, content and layout is suitable.

What happened: Complaint received regarding letter sent to the wrong address.
What we plan to do: 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 13% of all complaints linked to the allocations process.
What we plan to do: Develop an allocations quick guide, to help customers understand the allocations process more easily. Feedback has been received from our Performance Improvement Network and final changes to be made based on this feedback.

What happened: Analysis showed 7% of all complaints linked to anti-social behaviour process.
What we plan to do: Develop an anti-social behaviour quick guide, to help customers understand the process more easily. Our Performance Improvement Network reviewed and approved the quick guide. It is now available on our website and at reception.

What happened: Analysis showed 24% of all complaints linked to close cleaning.
What we plan to do: Our Performance Improvement Network will review analysis and identify next steps.



Performance Round Up

Our Annual Return on the Charter was submitted in May. The Charter details what standards and outcomes customers can expect from a Social Housing Landlord, and the Return provides statistical information to allow for the Scottish Housing Regulator to monitor our performance against these standards.

Here is some of our key performance indicators submitted for 2025-26. You can read more about the Charter on page 2.

Complaints	Target	Actual
Stage 1 response time	5-days	2.9-days
Stage 2 response time	20-days	20.6days

Housing	Target	Actual
Anti-social cases resolved	90%	96%
Rent arrears	3.5%	2.92%
Time to re-let properties	16-days	28.6-days

Repairs	Target	Actual
Routine repairs	3-days	2.7-days
Emergency repairs	6-hours	2.3-hours
Completed right first time	100%	99.7%

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

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

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

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.

245 food parcels
helped 418 people
in 2025/26

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 or visit our Advice & Learning Centre between 9.30am to 11.30am, Monday, Tuesday, Thursday or Friday.



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 Coffee Morning

Every 2nd Monday 10am-12noon, Glasgow Life host a drop-in Be Well coffee morning.

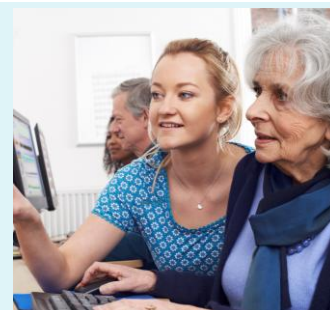


Free Welcome Space

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 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. 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. Contact the Centre to register.

Construction Skills Certificate Scheme

Run by Jobs & Business Glasgow, this training allows people to gain their CSCS card (which provides proof for those wishing to work on construction sites). Contact 0300 123 2898 to register.

English for Speakers of Other Languages

Focussing on practical skills for daily life, our ESOL class helps with speaking, listening, reading, and writing for non-English speakers. Contact the Centre to book a place.

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.

Work Support

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

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.

Helping you into work

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

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.



Introducing My Home

Our new online portal will be launched this Summer.

The portal allows tenants and owners to view their details from any device at any time. Making it easier to get in touch to:

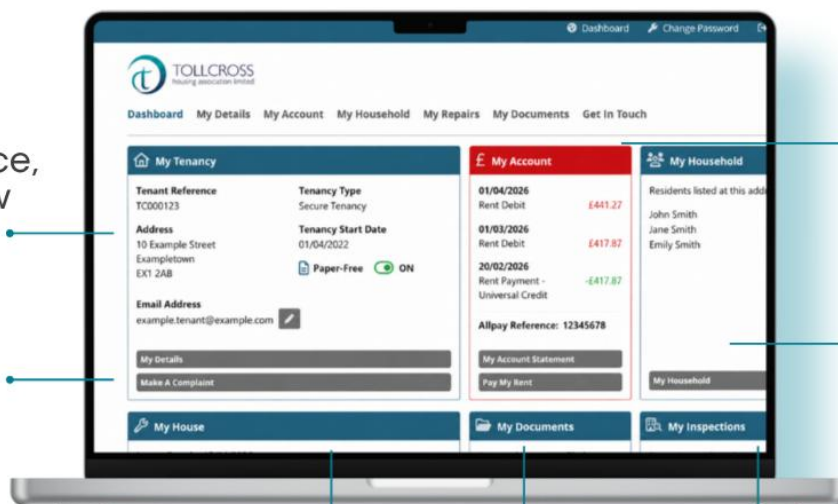


Rent Account

Check your balance, payments & review statements

Documents

Access important documents 24 hours a day



Payments

Pay your rent securely & view transactions

Update Details

Update household & contact details quickly



Appointments

View upcoming inspections & appointments

Contact Us

Get in touch with your housing team

Report Repairs

Request & track repairs online

Don't miss out – register today!

Complete our online request form and we will contact you to provide you with your account details and all you need to know to get started.



Discretionary Housing Payments

Discretionary housing payments are extra payments that can be made by your local authority if you need help to pay your housing costs (for those entitled to housing benefit or universal credit). Discretionary housing payments are for help with your housing costs, for example:

- your benefit is reduced because of the bedroom tax or the benefit cap
- the local housing allowance does not cover your full rent
- your benefit does not cover your rent because of the level of your earnings
- you need help with a rent deposit or rent in advance
- you need help with removal expenses

If you are affected by the bedroom tax or the benefit cap and you apply to your local authority for a discretionary housing payment you should get one.

The scheme is discretionary, so for help that is not linked to the bedroom tax or the benefit cap, the local authority can decide whether to pay you, how much to pay and for how long. If you think a DHP would help you, please contact the Welfare Rights Service (page 12) for help.

Factoring Update

During our recent customer satisfaction survey (read more on page 4), we asked our owners what they feel about the factoring service.

75% were satisfied with the service
17% higher than the National Average

82% were happy with repairs
6% higher than our last survey

70% felt the fee was value for money
5% higher than our last survey

We were surprised that less than half of owners were aware that they could take advantage of a lower management by going paper-free.



Save £22 with paper-free.

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

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.

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

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.

Auchenshuggle Develops Website

We are happy to announce the launch of our new dedicated Auchenshuggle Develops (mid-market rent) page on our website.

The website provides useful information about mid-market rents, what the eligibility criteria is and how to register your interest.

We will also advertise any available properties available for mid-market rent.

Our existing customers can also take advantage of the new and simple reporting options available.



Auchenshuggle
Develops Limited

Team contacts

Gas servicing | gas@tollcross-ha.org.uk

Repairs & landscaping | repairs@tollcross-ha.org.uk

Housing | HousingManagement@tollcross-ha.org.uk

Finance & Factoring | Finance@tollcross-ha.org.uk

Kitchen, bathrooms & heating | investment@tollcross-ha.org.uk

Emergency Contacts

Gas (SGN) 0800 111 999

Electricity 0800 092 9290

03301 012222 (mobiles)

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.

Over 60s Bus Trip Request Form

Name:

Address:

Date of birth:

Mobile number:

Guest name:

Emergency contact name:

Emergency contact number:

By submitting this ticket request form, you are agreeing to the following to the following Terms & Conditions: Tickets issued first come first served and limited to one per person | You must be a tenant or a factored owner | You may bring one guest | Only tenants will receive a contribution to their lunch | You may be refused access to the coach if you are unruly | We need contact details for you on the day and any relevant emergency contacts.

Please detail any mobility requirements for you or your guest:



Happy to translate

Możemy przetłumaczyć

Раді перекладати

Ni Fahari kutafsiri

حن سعادة لتقديم الترجمة

अनुवाद करके खुशी हुई

ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ

乐意翻译