

TOLLCROSS NEWSLETTER



Tollcross Newsletter - Autumn 2022

**Check out the fun
we had this summer
on page 14**



**... and looking forward,
how about a trip to the
Pantomime to see the
"Wonderful Adventures of Aladdin"**



See Back Page for details

See page 4 for Office Closure Arrangements

Update from Chair

Hi

I hope you are all managing to stay safe and well during what certainly feels like another anxious period for most of us.

Firstly, I would like to say that we are saddened by the news of the passing of Queen Elizabeth II, who was the longest-serving UK monarch. It is indeed a sad time for her family and our thoughts are with them. As a mark of respect, our offices will be closed on the day of Her Majesty's funeral, Monday 19th September 2022, to allow our staff and committee members to reflect and pay their individual respects.

We're all too aware of the implications of the cost of living crisis and I do hope you know that the Association will do everything within its power to help you out where we can. You can read more about how to access our Welfare Rights Officer, Andrew Sproul, elsewhere in this newsletter. Additionally, there are a number of articles promoting services you can access via our Advice & Learning Centre. You can access our debt and money advisors, who may also be able to help you ensure you're receiving all the income you are entitled to as well as helping you figure out a way to manage the increase in fuel bills.

Some of you may already be aware of the First Minister's

announcement that the Scottish Government has introduced a national rent freeze and ban on evictions from 6th September 2022, as part of her government's 'emergency legislation' to tackle the cost of living crisis, both of which will last until at least the end of March next year. I want

to be clear that the rent freeze does not mean tenants are not required to pay their rent – you should continue to pay your rent and if you are finding it difficult to make your rent payments, please contact us immediately for help and advice, we're here to help. On the surface, no increase in rent between now and 31st March next year has no impact on the Association or our tenants, as we implement our rent reviews on April 1st of each year. However, we are working in the background to see how we are able to consult meaningfully with our tenants about the rents for next year and how this rent freeze will affect the Association (and potentially) the services we provide in future years. We will keep our customers updated on this matter.



Queen Elizabeth II
1926-2022

You may have noticed that some of our grounds maintenance work hasn't been up to its usual standards. The Association has been working with a new landscaping contractor and there have been some problems. Our landscape contractors have had problems finding labour and that combined with unusually high staff absence rates due to Covid has caused issues in delivering the standard of service we expect. We are fully aware of these problems and are working closely with the new contractor to remedy this as quickly as possible. We recognise we are nearing the time of year where the final grass cut and hedge trimming is necessary to prepare for winter and we hope you will see a marked improvement in your area soon.

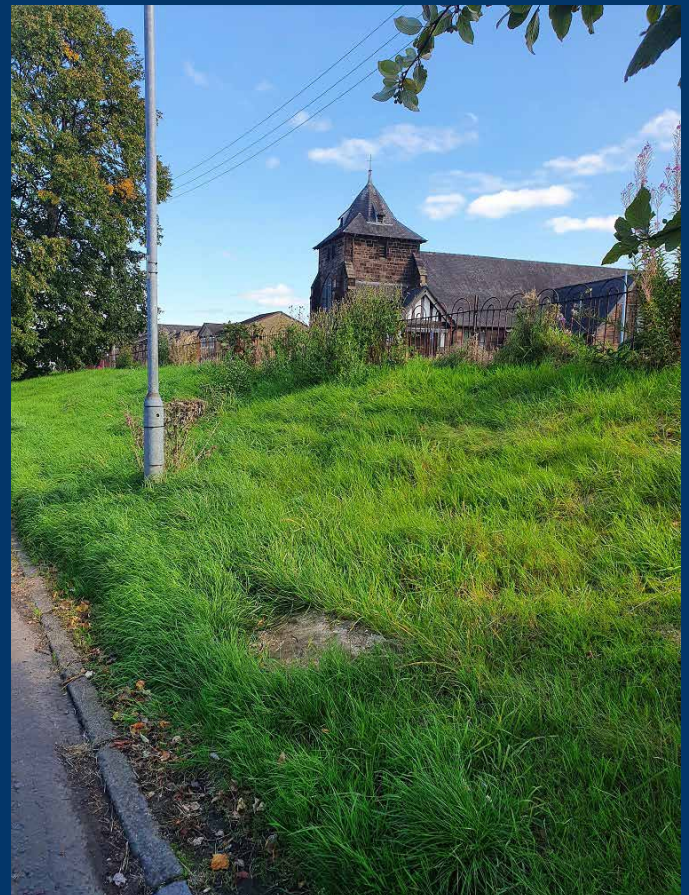
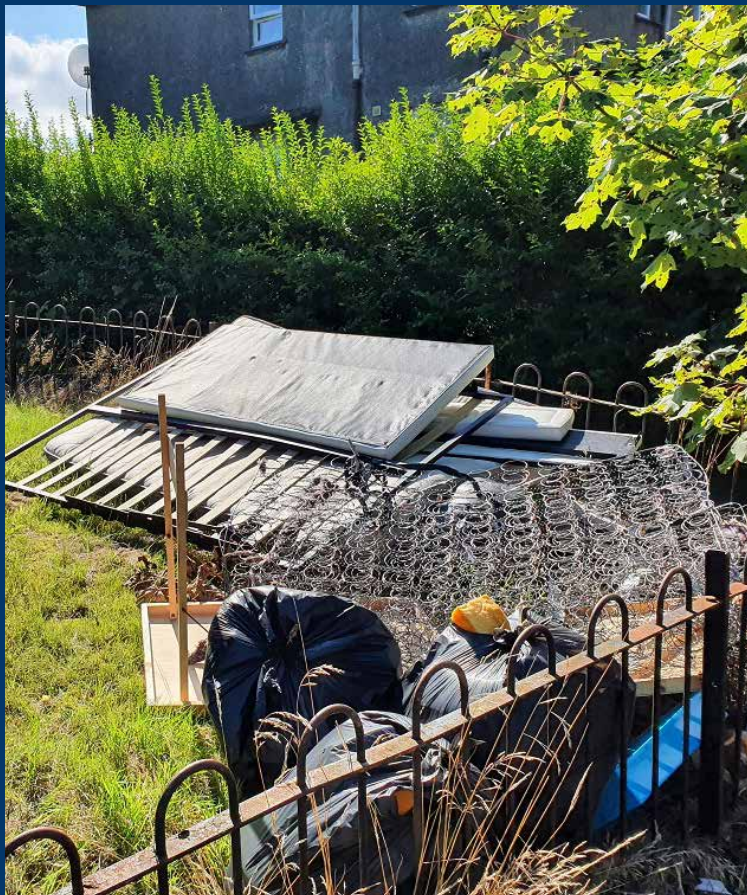
I would also add that not all of the landscaped areas should be maintained by the Association. In some areas Glasgow City Council should be carrying out any landscape maintenance works, and this has not been taking place as regularly as usual. The photos below are of such areas.

On a bit of a more positive note, I am delighted to confirm that following our Annual General Meeting, which was held Tuesday, 13th September, we have managed to retain and recruit a full complement of Management Committee members who will be in post for the next year:

Andrea Bell, Chairperson	Chris Elliot, Vice-Chairperson	Esther Skimins, Secretary
Bill Dougan (Honorary President)	Ian Smith	Ellen Garscadden
Geraldine Connolly	Drew McPhail	Agnes Phillips
Sharon May	Theresa Findlay	Steve Fleming
John McMorrow (Co-optee)	Janet Carmichael (Co-optee)	Gail Jackson (Co-optee)

Finally, I would like to thank each and every one of you who have contributed to the safety and helping to maintain the continued success of the Association over the last year. This may be by participating in our scrutiny group, organising and/or participating in our local events or by following Government guidance relating to Covid-19 and by paying your rent or entering into an arrangement to pay. I truly believe that if we continue to work together, we'll get through this difficult time together.

Andrea



Office Closure

Our offices will be closed as follows:

- Monday 19th September
- Friday 23rd September
- Monday 26th September

Please refer to the emergency telephone numbers provided so that any emergency repair you may have can be dealt with while the office is closed. If you call the usual office number (0141 763 1317) during this period you will be put through to our emergency repairs service. You can also call them on 0345 6044686.

If you need to report a repair to keep your house wind and watertight, or there is a fault with essential services such as water supply and gas, you should contact the relevant number provided.

- **EMERGENCY REPAIRS**
0141 763 1317 (Option 1) and **0345 604 4686** to dial direct
- **GAS ESCAPES 0800 111 999**
- **SCOTTISH POWER EMERGENCIES**
(from landline) 0800 092 9290 (from mobile) 03301 010222

Big Draw WINNER

The Winner of our Big Prize Draw is Mr Choudar who said "thank you very much to the Association, I was very surprised and happy to have won the draw".

Remember The Big Draw is open to all Tollcross Housing Association tenants that meet the qualifying criteria.

HOW TO QUALIFY

- You should have no debts with the Association or you have a debt with us but you are sticking to a repayment agreement.
- You have no anti-social behaviour issues with the Association.
- You have provided access to your home when requested to do so by the Association.

If you meet this criteria then you will be in the draw every three months for a £300 prize!

So if you've got any kind of arrear at present 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.



Challenge Poverty Week 2022

Community Events

The cost of living is affecting all of us and to we want to highlight some ways in which we could help address your concerns by focussing on information and advice for Older People, the new Social Security Scotland Benefits and the Cost of Living

Wednesday 5th October
10am-12pm - **Drop-In**

Older People Benefits that could Help
Pension Credit
Attendance Allowance
Benefit Check

Thursday 6th October
10am-12pm - **Drop-In**

Social Security Scotland Benefits
Including
Adult Disability Payment
Child Disability Payment
Scottish Child Payment

Friday 7th October
1pm-3pm - **Drop-in**

Cost of Living
How to reduce your energy bills
How to make your home warmer
Energy costs, what support is there
Support with accessing food

Get Information. Ask Questions. Advice on the Day

Tea / Coffee / Sandwiches
£50 Voucher Prize Draw at Each Event
To find out more please contact Tollcross Advice & Learning Centre, 84 Braidfauld Street, G32 8PJ.

Tel: 0141 764 1234.
Email: advice@tollcross-ha.org.uk

Benefits News

Help & Advice

We would like to remind customers that our Welfare Rights Officer, Andrew Sproul, is available to provide advice and help on all benefit matters, particularly in these difficult times.

If anyone would like a benefits check or has a benefits issue, please get in touch with the Association. Even if you are working and not currently claiming benefits, you could still be eligible for benefits to top-up your income.

You can phone the Association to make an appointment with Andrew at our office, or, alternatively, you can attend one of Andrew's Drop-Ins:

Mondays (1pm - 4.30pm) - Tollcross Housing Association, 868 Tollcross Road.

Wednesdays (9am - 12.30pm) - Tollcross Advice & Learning Centre, 84 Braidfauld Street.

Andrew can also arrange for free and confidential money / debt advice to be provided to residents.



Andrew Sproul,
Welfare Rights Officer

Benefits Updates

UC

Universal Credit

All benefit claimants will be moved over to Universal Credit by the end of 2024. If you are unsure whether you would be better off claiming Universal Credit, you should contact Andrew for advice, as you cannot reclaim your old benefits once you have moved onto Universal Credit.

Adult Disability Payment

The Adult Disability Payment will replace PIP (Personal Independence Payment) for working aged people. All new claims should be made to Social Security Scotland. If you are already in receipt of PIP, this will be transferred automatically to the new benefit or at the time of your benefit review. See Page 5 for further details.

Scottish Child Payment

The Scottish Child Payment is now open for applications. This is a weekly £20 payment which is available to benefit claimants who have a child under 6 years old. Applications can be made online via the Social Security Scotland website (www.socialsecurity.gov.scot) or by contacting Andrew.



Department for Work & Pensions

Pension Credit

If you are a pensioner it could be worth checking if you are eligible for Pension Credit. If your weekly income is less than £182.60 (single person) or £278.70 (couple), you could be eligible. If your income is greater than this you could still be eligible if you provide care or are disabled.

Carer's Allowance Supplement

Carer's Allowance Supplement is an extra payment for people in Scotland who get Carer's Allowance on a particular date. Carer's Allowance Supplement is paid twice per year: £237.90 from June 2022 – Claimants will get this payment if they're getting Carer's Allowance on 11 April 2022. £237.90 from December 2022 – Claimants will get this payment if they're getting Carer's Allowance on 10 October 2022.

Winter Fuel Payment

If you were born on or before 25 September 1956 you could get between £250 and £600 to help you pay your heating bills. If you've got a Winter Fuel Payment before, you do not need to claim again. If you are unsure if you are entitled to a payment, simply contact Andrew.

Cost of Living Increase

The next round of Cost of Living payments will start to be issued from the Autumn. If you didn't receive your first payment and you think you should have, you can report a missed payment on the UK Government's website (www.gov.uk/guidance/cost-of-living-payment).



wise group



SIMPLE STEPS TO SAVE MONEY ON YOUR ENERGY BILLS

There are small changes that you can make at home to lower energy use and save money on your bills.



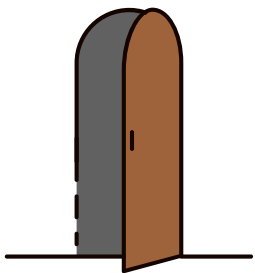
1 IN THE KITCHEN

- Always use the right sized pot or pan for the job. Pots with lids are best and use the correct hob ring for each.
- Pre-boil the water in a kettle before adding it to your pan.
- Keep the oven door shut as much as possible. Make sure the glass door is clean so you can see what's going on without opening the door.
- Let warm food cool down before putting it in the fridge.



2 DOING THE WASHING

- Most clothes don't need washed after every wear. Try airing them between wears instead.
- Spin clothes on the machine's highest spin cycle before tumble drying. This will help reduce the time needed in the dryer.
- Washing clothes at 30 degrees could save around 57%* of the energy used each year. (*Energy Saving Trust, correct as of May 2021)
- Wait until you have a full load before putting on a wash.



3 YOUR DOORS

- Fit draught excluders around the front door and over the letter box. These don't have to be expensive, in fact you can make one out of an old pair of joggers. Visit our [YouTube channel](#) for an upcycling tutorial.
- Putting a curtain over the front door can also help keep the draughts out.
- Get into the habit of closing all internal doors to help build up heat quicker.



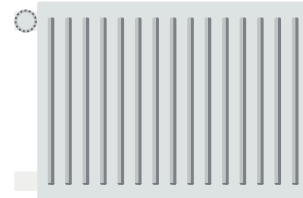
4 IN THE BATHROOM

- A quick shower uses less energy than a bath.
- Invest in a shower timer to help you see how much time you spend in the shower. After all, shorter showers use less energy.
- Don't leave the taps running continuously while you brush your teeth, shave or wash your face.
- If you have a hot water tank, set your programmer to best match the times of day when you use hot water. This will avoid heating water when you don't need to.



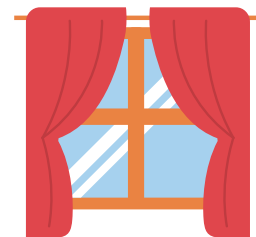
4 IN THE BATHROOM

- A quick shower uses less energy than a bath.
- Invest in a shower timer to help you see how much time you spend in the shower. After all, shorter showers use less energy.
- Don't leave the taps running continuously while you brush your teeth, shave or wash your face.
- If you have a hot water tank, set your programmer to best match the times of day when you use hot water. This will avoid heating water when you don't need to.



5 RADIATORS

- Your radiator warms the room by room. A room with a radiator 5 is the maximum, 1 is the minimum. * is a frost free setting. 2, 3 and 4 can be used for a room.



6 WINDOWS

- Almost one third of the heat is lost through windows. Using curtains can reduce this.
- In the winter, close the curtains at night to keep the heat in. Like a blanket, closed in room.



7 LIGHTS

- Replace all of your light bulbs. This can help you save around £40 a year.
- It seems obvious, but reducing your light usage when you're not using it can help.
- Use automatic timers to turn lights on and off outside and to turn them off when you're not using them.
- Place lamps in the room to bounce the light to bounce off the walls. A number of lamps can help.



8 PLUGS

- Try to avoid leaving kitchen appliances plugged in and switched on when you're not using them.
- Don't leave your TV on for long. It should be switched off when you're not using it.
- Be proactive in checking your appliances - the heat to run.

THE BATHROOM

...uses less energy than a bath.
 ...timer to help you see how much time
 ...the shower. After all, shorter showers use
 ...taps running continuously while you
 ...brush, shave or wash your face.
 ...hot water tank, set your programmer to
 ...the times of day when you use hot water.
 ...heating water when you don't need to.

BOILERS AND HEATERS

...valves allow you to heat up the full house
 ...m:
 ...um heat setting (for cold days)
 ...m heat setting (for hot days)
 ...setting
 ...also be used depending on your needs

CURTAINS

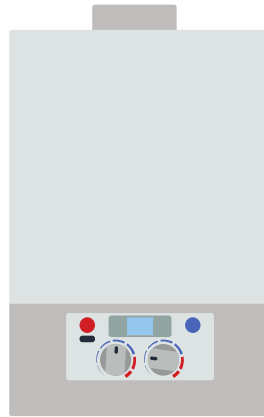
...rd of energy loss is through your
 ...g heavy (or lined) curtains can help to
 ...lose your curtains at dusk to help keep
 ...ewise, in the summer, keep curtains
 ...s you aren't using to help keep them cool.

LIGHTS

...ur bulbs with LED equivalents. This can
 ...ound 69% of your annual lighting costs -
 ...AR. (*Energy Saving Trust, correct as of May 2020)
 ...but the most common-sense solution to
 ...ghting costs is to turn them off when
 ...them.
 ...mers to turn your lights on as it gets dark
 ...urn off at the same time you go to bed.
 ...he corners of your rooms. This allows the
 ...off of two wall surfaces and reduce the
 ...s needed.

PLUGS AND APPLIANCES

...ing your TV, games consoles and
 ...ces like toasters and kettles, plugged in
 ...when you're not using them.
 ...phone plugged into charge all night
 ...only need a few hours to full charge.
 ...checking the wattage of an electrical
 ...higher the wattage, the more it will cost



9 BOILERS AND TIMERS

- Always check the pressure gauge on combi boilers. Is it settling between 1 and 2? If not, the pressure is either low or high. This means the boiler has to use more energy than it needs to for the water and heating.
- Don't switch a combi boiler off at the wall, always leave it on standby.
- Use your programmer (or timer) for your heating and hot water. Use it to your advantage so they can be ready for you as and when needed, rather than using the 'boost' function.
- During the winter, set the heating to switch off a short while before going to bed, that way it won't stay on too long after going to bed. Also set the heating to come on a little while before you wake up in the morning.

10 BILLS AND TARIFFS

- If you have a billing cycle and a non-smart meter, try to provide your supplier with meter readings at least once a month. This helps to ensure accurate bills and to avoid the risk of over or under-estimated bills.
- Be aware that Fixed Rate or Fixed Price tariffs mean that the unit prices for gas and electricity are fixed, not the direct debit or bill amount.
- It's important to compare available tariffs to make sure you're getting the best deal for your energy. Not sure where to start? That's something we can help with.

OUR EXPERT HEAT ADVISORS ARE HERE TO HELP WITH ANY HOME ENERGY QUESTIONS YOU HAVE.

SPEAK TO THE TEAM ABOUT HOW TO

- Control your household energy usage
- Take meter readings to monitor your costs
- Switch energy supplier and tariff
- Apply for support such as Warm Home Discount and Supplier Priority Services
- Access eligible hardship funding
- Access support for any energy-related issue(s) you have



0800 092 9002



[thewisegroup.se](https://www.thewisegroup.se)



[@wisegroup_se](https://twitter.com/wisegroup_se)

What a Performance



The Following statistical information has been reported to the Management Committee and is for for the period 1st April – 30th June 2022.

2022-23 Maintenance Key Performance Indicators for Q1	Target	22/23	21/22	
Average length of time to complete emergency repairs	6 hours	2.1 hrs	2.3 hrs	
Average length of time to complete non-emergency repairs	3 days	2.8 days	2.5 days	
Non-emergency repairs completed Right First Time	95%	91%	96%	
Gas Safety Inspections completed within 12 month period	100%	100%	100%	
Emergency repairs completed within 6 hour target	100%	99%	100%	
Urgent repairs completed within 3 day target	98%	96%	94%	
Routine repairs completed within 5 day target	98%	92%	96%	

Housing Management

Our gross rent arrears at the end of the 1st Quarter was £326,479 which represents 3.38% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	2.05%
Former Tenant Arrears	1.5%	1.33%
Total Arrears	3.5%	3.38%

Voids & Re-Lets to date

Properties re-let	31
Percentage of rental income lost due to un-let properties	0.74%
Average number of days to repair & re-let a void property	34

Anti-Social Behaviour

Number of Anti-Social complaints received	61
Number of Anti-Social complaints responded to in timescale	53

Evictions

Evictions for Non payment of rent	1
Evictions for anti-social behaviour	0
Total evictions	1

Eviction is always a last resort for the Association and staff work hard to help everyone that gets into difficulty with their rent. Tenants who are struggling to pay their rent can contact us on 0141 763 1317, for support, advice and assistance.

Governance & Corporate Services Management Committee Details

11 full members of Management Committee and 2 Co-optees

Audit & Business

Finance, Staffing, Risk, Business Planning

Operations

Maintenance, Housing Management, Asset Management, Development

Performance Improvement Network

(Tenant Scrutiny)
Service review and improvement

Monitoring Complaints

For the period 1st April – 30th June 2022 the following results were achieved;	Stage 1 (Other Issues) *		Stage 2 (Other Issues) *	
	No.	%	No.	%
Received in Quarter	16	0	6	0
Number of Complaints c/fwd from 21/22	0	0	0	0
Responded in full	16	100%	6	100%
Average time taken to respond	3.5 days		25.2 days	

*No equality issues/complaints were received.



Landlord Performance Report 2021/22

published September 2022

Welcome

Tollcross Housing Association is pleased to present our Landlord Performance Report on The Scottish Social Housing Charter ("the Charter") for the year 2021/22. Within this report, as well as seeing how Tollcross Housing Association performed during the year, you'll see how we measure up against other Scottish landlords (the Scottish National Average) and our own results from last year. Where we've not performed as well as anticipated, we will outline a brief plan of action to remedy these. You can also view the Scottish Housing Regulator's Report by visiting their website www.housingregulator.gov.scot

About the Association

Tollcross Housing Association Limited was formed in 1974 and owns and manages 2,284 houses and flats in Tollcross, Carmyle and Lilybank/Newbank (at 31st March 2022). We act as factor to 592 residential and commercial property owners. We also operate a subsidiary, Auchenshuggle Develops, to manage our 12 mid-market rented properties.

The Association is managed by a voluntary Management Committee including local residents and others with specific skills helping us ensure the Committee are able to demonstrate their continued effectiveness. Our services are provided by 43 staff members within the following departments:

- Corporate Services
- Finance (including factoring)
- Housing Management
- Maintenance

Customer Feedback

We aim to seek customer feedback throughout the year on how you like the style and format of the Landlord Performance Report. In previous years you have indicated you enjoy seeing the report contained within our Autumn newsletter so we will continue to provide this. Additionally, in line with our commitment to offering improved digital access, we will also continue to have the report available on our website, www.tollcross-ha.org.uk. If you would like to offer feedback, please let us know your views by contacting us at getinvolved@tollcross-ha.org.uk or calling us on 0141 763 1317.

About the Figures

We commission an independent survey of our customers' views at least every 3 years and the results contained within this report are a combination of the outcome from our 2019 survey and information gathered and analysed during the year. We present the findings from our surveys in our quarterly newsletter and the members of our Performance Improvement Network continue to assist us in our commitment to continual improvement.

Other Formats

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. and these can be obtained by contacting a member of staff.



868 Tollcross Road, Glasgow G32 8PF. Tel 0141 763 1317

Email info@tollcross-ha.org.uk www.tollcross-ha.org.uk

FOR OUT OF HOURS EMERGENCIES CALL 0141 763 1317 or 0345 6044 686



HAPPY TO TRANSLATE

Customer/Landlord Relationship



Tenants satisfied
with overall service

2021/22
96%

2020/21
96%

Scottish
National Average
89%

Fast Fact 100% of tenants feel we are good at keeping them informed about our services

Fast Fact 100% of tenants are satisfied with the opportunities given to them to participate in our decision making processes.

Housing Quality & Maintenance

Tenants satisfied
with the quality
of their home

2021/22
95%

2020/21
95%

Scottish
National Average
86%

Average length of time
to complete emergency
repairs

2021/22
2.2 hours

2020/21
2.3 hours

Scottish
National Average
3.4 hours

Average length of time
to complete non-emergency
repairs

2021/22
3.48 days

2020/21
2.94 days

Scottish
National Average
8.6 days

During COVID restrictions we logged but did not action all non-essential repair requests. The average days for non-emergency repairs were calculated from the day when first reported to the day of completion, and this resulted in the increase. We continue to monitor call logs and action requests timely.

Fast Fact:

Percentage of reactive repairs carried out in the last year completed first time.

2021/22 - 94.55%

Fast Fact:

99% of our homes meet the Energy Efficiency Standard for Scottish Social Housing (EESH)

Fast Fact:

96% of tenants are satisfied with our repairs service



Access to Housing & Support

Average length of time taken to re-let homes in the last year

2021/22
47.92 days

2020/21	Scottish National Average
56.01 days	43.9 days

Fast Fact: "We let 190 General Needs Properties during the year and 8 for supported housing"

Neighbourhood & Community

Fast Fact: we responded in full to 100% of all Stage 1 & Stage 2 complaints

Fast Fact: we took an average of 3 working days to respond to Stage 1 complaints (5 day target) and 11 working days for Stage 2 complaints (20 day target)

Percentage of tenants satisfied with how we manage their neighbourhood

2021/22
97%

2020/21	Scottish National Average
97%	86%

We anticipate the introduction of our new Customer Engagement action plan, which includes seeking more involvement and feedback on estate management matters will have a positive impact on this indicator.



No evictions were permitted during 20/21 due to Covid-19 restrictions being implemented.

Percentage of court actions resulting in eviction

2021/22
7.89%

2020/21	Scottish National Average
0%	25.9%

Getting Good Value for Money from Rents & Service Charges



Percentage of rent lost through homes being empty during the last year

2021/22
1.26%

2020/21	Scottish National Average
1.33%	1.2%

Percentage of tenants who feel that the rent for their property represents good value for money

2021/22
98%

2020/21	Scottish National Average
98%	83%

Fast Fact "Our gross rent arrears as a percentage of rent due was 3.41%"

Fast Fact "1,303 of our households pay their rent direct to the Association at a total value of £4,866,002"

Fast Fact: "74% of factored owners are satisfied with the factoring service they receive"

Fast Fact: Average annual management fee per factored home.

2021/22 - £152.30

The Scottish Social Housing Charter ('The Charter')

The Scottish Social Housing Charter (The Charter) was introduced by the Scottish Government and came into effect on 1st April 2012. It was reviewed during 2016 and the revised Charter came into effect from 1st April 2017.

The Charter is designed to help improve the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland.

The Scottish Housing Regulator's role is to assess and report on how well landlords are performing. This assessment enables the Regulator, RSLs, tenants and other customers to identify areas of strong performance and areas needing improvement.

The Regulator's reports will also help the Scottish Government ensure that public investment in new social housing goes only to landlords assessed as performing well.



This report was designed by our Performance Improvement Network members who gave consideration to what they felt would be of interest to you. This report complements the Scottish Housing Regulator's (SHR) findings from the Annual Return on the Charter (ARC) provided by all Registered Social Landlords (RSLs) for the financial year 2021/22. If you wish to compare us against other landlords, or view the SHR's report on Tollcross Housing Association, please visit www.housingregulator.gov.scot.

The PIN members recognise that the Association is committed to continual improvement and where we are not measuring up well, the PIN members help us find ways to help us improve our standards. If you think this group is something you would like to become involved in, we'd be delighted to hear from you. You can call for an informal chat on 0141 763 1317 or e-mail on getinvolved@tollcross-ha.org.uk.



LESSONS LEARNED

We have provided you with the year to date lessons learned from complaints. This is what the Association uses to help us improve our services.

YOU SAID:

Your contractor did not clean up mess left in close.

WE DID:

Arranged for contractor to clean up and reinforced message to do so on all jobs.

YOU SAID:

I did not receive confirmation of my mutual exchange request.

WE DID:

Introduce new forms to ensure clarity with regular checks on Mutual Exchange information implemented.

Performance Improvement Network

The group continue to meet and have been working hard considering and reviewing the Association's Landlord Performance Report, which you will see on Pages 9-12. I hope you will agree that their hard work has paid off to provide a much more user friendly document, which we hope you find interesting to read. This is a lively, friendly group, through whom we are able to improve our services and how our performance is communicated with everyone. If you have the time and would like to get involved, please contact the Association on: getinvolved@tollcross-ha.org.uk or call us on: 0141 763 1317 (Option 0)

Spotlight on Policies

The Association's services are underpinned by a number of policies across all departments and Management Committee members are responsible for ensuring their timely review. In accordance with the Policy Review Schedule, proposed changes to (or introduction of new) policies are presented to Management Committee. Where deemed appropriate we carry out consultation on these policies too. This involves meeting with our PIN members and also making the policies available on-line via our website, for other customers to provide feedback. This is for a specific period of time and is generally a month. We then provide any feedback to the Management Committee with a view to having the policy approved and made ready for implementation. Recent work ongoing includes finalisation of the following policies:

Customer Service Standards

- Void Management
- Repairs & Maintenance

Why not check these policies out on our website: www.tollcross-ha.org.uk or email us@ getinvolved@tollcross-ha.org.uk

INVESTIGATIONS There have been no investigations reported during the year.

CONTINUAL IMPROVEMENT We remain committed to continual improvement and when you tell us you have a complaint or are dissatisfied about something we've done or not done, we will try to find ways to resolve this for you and make enhancements and adjustments to our service.

If you have followed the Association's Complaints procedure and are still dissatisfied with the outcome you can contact one of the following:

Complaints About Factoring

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Housing and Property Chamber to look at it. They will try to resolve complaints and disputes between home owners and property factors, and you can contact them at:
Housing and Property Chamber
First-tier Tribunal for Scotland,
20 York Street, Glasgow G2 8GT
Telephone: 0141 302 5900 Fax : 0141 302 5901
E-mail: HPCadmin@scotcourtribunals.gov.uk



Complaints about Care Service

If your complaint relates to a care service we provide you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure or make a complaint by contacting the Care Inspectorate:

www.careinspectorate.com

Telephone: 0345 600 9527
Fax : 01382 207 289

Email: concerns@careinspectorate.gov.scot



All Other Complaints

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

SPSO cannot normally look at:

- A complaint that has not completed our complaints procedure
- Events that happened or that you became aware of, more than a year ago
- A matter that has been or is being considered in court

You can contact the SPSO:
Scottish Public Services Ombudsman,
Bridgeside House, 99 McDonald Drive,
Edinburgh EH7 4NS
or FREEPOST SPSO
Freephone: 0800 377 7330
www.spsa.org.uk



Here are just of a few of the fun things That have been going on this Summer



SUMMER BUS TRIP 2022 – LOTS OF LAUGHS IN LARGS!

It's great to have been able to get the Tollcross Annual Bus Trip up and running again. The last couple of years have been tough for a lot of people but it's great to be able to have events like this starting back up.

A big thank you to all the Staff, Committee and Events Focus Group members who helped out with this year's Bus Trip!

We had a lot of happy Tenants & Owners who came with us to Largs, with some lucky guests coming home with prizes from our on-board entertainment. The feedback we received from this trip was very positive, with most responses keen to start planning where we will be going next year.

If you are interested in joining us next year, keep your eye out for our Summer 2023 Newsletter for more detail, or why not join our Events Focus Group and get involved – Call us on 0141 763 1317 or email: getinvolved@tollcross-ha.org.uk



UNITY IN THE COMMUNITY



Another successful free Unity Event was held by Tollcross Community Trust at our Advice & Learning Centre on Thursday 4th August.

The event was held to provide the Tollcross community with educational; employment and money / debt services.

A great time was had by everyone especially the children and young people, as the photos show.

There were information stalls, Arts & Crafts, food & drinks, activities, goodie bags and an ice-cream cone for everyone.



VISIT TO OUR SHELTERED HOUSING FROM THE HELENSLEA NURSERY –

The children from Helenslea Nursery recently visited the Sheltered Housing in Methven St. They joined the tenants in an Arts and Crafts activity and made some lovely pictures for us.



The tenants at Orchard Court enjoyed the recent good weather and it was great to see the colourful plants and flowers all around the complex.



RYAN'S STORY

The Association continues to support and work alongside Tollcross Community Trust who are based in our Advice & Learning Centre.

We are delighted that the Trust was able to assist a young person, Ryan, who received a laptop from the Trust Secretary (Gail). Ryan's laptop was damaged in a flood and was pleased to receive the new laptop to continue his studies.

Ryan said that the laptop will go a long way in helping him with his Sound Engineering Course and thanked the group for their donation.

Good Luck Ryan, we wish you all the best with your studies and future.



For information on the Trust, please contact the Advice & Learning Centre 0141 764 1234 / advice@tollcross-ha.org.uk



CHILD DEVELOPMENT, RELATIONSHIPS & PARENTING SCQF LEVEL 4

In partnership with Tollcross Community Trust and Glasgow Kelvin College

**THURSDAY MORNINGS,
9.30am to 12.30pm for 12 weeks**

Following the success of the first 12 week course we are now recruiting for a new session starting soon.

The course is aimed at parents, carers and people who have an interest in a career in childcare.

The course will take place on Thursday mornings 9.30am to 12.30pm.

The course is face to face, and will take place at

Tollcross Advice & Learning Centre, 84 Braidfauld Street, Tollcross, G32 8PJ.

For further information, please contact the Centre on 0141 764 1234 / advice@tollcross-ha.org.uk.



Young Person's Guarantee



SAMH are aiming to help 16 to 24 year olds who have been affected by mental health in Scotland to reach their potential. This could be a job, apprenticeship, further or higher education, training or volunteering. We welcome referrals to our new Young Person's Guarantee Programme.

The purpose of the Young Person's Guarantee is to support people facing disadvantage in the labour market towards and into sustainable and fair work. SAMH are here to help tackle this.



for Scotland's mental health



Scottish Government
Riaghaltas na h-Alba
gov.scot



For further information about this service please contact Stuart Rankin, IPS Team Manager on 07710432074 stuart.rankin@samh.org.uk

Women's Taster Group by Jobs & Business Glasgow

Are you looking for a bit of 'me time'? Want to try new activities? Why not register for Jobs & Business Glasgow's Women's Group that will run one morning per week for 7 weeks starting on Tuesday 25th October, 10.00am-12.00pm with the first session being at Tollcross Advice & Learning Centre, 84 Braidfauld Street, Glasgow, G32 7PJ.

The Group will have a chance to try new activities, including:-

- Visit a Fitness Session
- Find out how to access free IT Skills and short Training Courses
- Attend a session on Money Advice & Budgeting

....And much more

If you would like to register please contact JBG on 0300 123 2898



SHETTLESTON MEN'S SHED

ARE U RETIRED OR SEMI-RETIRED?

**BETWEEN JOBS OR JUST FED UP OF SITTING ABOUT
IN THE HOUSE?**

Come along and share your skills and hobbies with like minded men.

**Or if you just feel like having a coffee, a laugh and a blether then come along
to our men's shed!**

**IF YOU ARE AGED BETWEEN 18 AND 118+ AND FEEL YOU
ARE (STILL GAME)**

COME ALONG FOR A FEW HOURS AND MEET NEW FRIENDS

**Opening Hours - Wednesday & Friday 1-4pm
647 Shettleston Road, Glasgow**

Telephone - 07933 519073 or 0141 778 1877

Supported By:



Registered Charity No - SC045115

www.shettlestonmensshed.org

Shettleston Men's Shed is a registered Scottish charity working to help reduce social isolation for men.

volunteer glasgow



Want to get out of the house and try something new? Volunteer Glasgow are here to help you to find the right volunteering opportunity for you!

There are loads of different ways to volunteer: in the outdoors, with younger or older people, helping at community meals, doing something arty or musical...

Our Engagement and Inclusion Team can give you advice online, over the phone or in person at our city centre base - Brunswick House, 51 Wilson Street G1 1UZ.

Contact us by email on info@volunteerglasgow.org or give us a call on 0141 226 3431.

If you would like to meet us in a local setting please contact Tollcross Advice & Learning Centre, 84 Braidfauld Street, Glasgow G32 8PJ

Tel: 0141 764 1234. Email: advice@tollcross-ha.org.uk

FACTORING ACCOUNTS – PAYMENT PLANS

As owners will be aware, the Association issues factoring bills on a six monthly basis in May and November of each year. Our normal payment terms are 28 days from date of issue of the invoice and any queries regarding the invoice should be made within 14 days of the invoice date.

We also offer the option of setting up a payment plan because many owners had requested this to assist with budgeting, rather than having to pay a more substantial sum on a six-monthly basis.

The Association is not licenced to provide credit so we are unable to enter payment arrangements in arrears. This means that payment plans must be set at an amount that will accrue enough credit in advance to pay invoices in full by the due date.

The Association offers a range of payment methods including payment by Direct Debit, cheque, debit card, internet banking or via Allpay card at Post Offices or Paypoint, however Direct Debit is our preferred method of payment when setting up a payment plan.

Where an owner wishes to set up a payment plan, we will suggest a regular payment amount with a view to it covering all known and reasonably anticipated

charges which, dependent on property type, may include Management Fee, Buildings Insurance, Stair Lighting, Stair Cleaning, Landscaping and minor common repairs. Although the suggested amount takes account of previous charges and anticipated changes in costs, variations to the level of common or major repairs can lead to over or under payments during the six month period. If an owner accrues a credit significantly higher than necessary to cover their invoice we are happy to arrange a refund, where appropriate. If the credit accrued is insufficient to cover the invoice then owners must make an additional one-off payment to clear their balance by the due date. We would then review the payment plan amount and amend this where necessary.

We should stress that although owners are under no obligation to set up a payment plan with us, all invoices must be paid in full within 28 days of being issued.

We recognise that at times, some customers may have difficulty paying their bills. If so, please contact a member of the finance team before the invoice is overdue, by phoning 0141 763 1317 then select option 3, or email finance@tollcross-ha.org.uk. Also, staff at the Tollcross Advice and Learning Centre are able to provide free services relating



Adult Disability Payment opens for applications nationwide

Adult Disability Payment has now opened for new applications across Scotland. The national rollout follows successful phased rollout in 13 Local Authority areas.

It is the twelfth and most complex benefit to be delivered by the Scottish Government, replacing the UK Government's Personal Independence Payment.

The benefit provides financial support to people aged between 16 and state pension age, who are disabled, have a long-term health condition or have a terminal illness.

People already receiving Personal Independence Payment and Disability Living Allowance do not need to apply for Adult Disability Payment. These existing awards will transfer automatically from the DWP to Social Security Scotland. Cases will transfer in stages starting from this summer, with the process expected to be completed by the end of 2025.

In order to support stakeholders who assist people to apply for Adult Disability Payment, we have made an editable PDF version of the application form available online. This form can be found online here: [Social Security Scotland - Adult Disability Payment organisation form](#)

The page contains guidance on who should use this form, how to return it, and how to send supporting information.

Before filling in this form, you should ask applicants to contact us

by phone, web chat or by post to let us know they are applying for Adult Disability Payment with the help of an organisation. People will receive payment from the date they tell us they intend to apply, if their application is successful.

Completed application forms can be sent in the pre-paid envelope provided by Social Security Scotland. If people do not receive this, they can call us free on 0800 182 2222 and we will send them one.

If you have any questions about accessing or using the online application form please contact our National Engagement Team by e-mailing

NationalEngagementandPartnershipTeam@socialsecurity.gov.scot

We would also be grateful for your help to spread the message about Adult Disability Payment. To help you do this, we have created a number of resources. This includes social media images and leaflets available on our website.

If you need any materials in alternative formats, would like to request print orders or would like to work with us to create something bespoke for the people you work with, you can email us at marketingmaterials@socialsecurity.gov.scot



Social Security Scotland
Tèarainteachd Shòisealta Alba

School Achievement Awards 2022

In our Summer 2022 we announced the winners of this Year's School Awards. Following on from this, we have received some lovely messages from the Schools which we thought we would share with you:

"Quarry Brae Primary School – It is wonderful to share such a positive working partnership with Tollcross Housing Association. This is a highly coveted award for our pupils who diligently try every year to be the recipient. Lucie Marr P7 was a really worthy recipient. Always showing all our school values – responsible, honest, respectful and perseverance in learning."

"St. Paul's Primary School – David Torrance was nominated as he had flourished in his role as head boy. He demonstrated maturity, leadership and initiative in this role. He secured additional funding from parents and met with third sector agencies on his own to see how they

"St Joachim's Primary School – Mia Greechan was very happy to receive her award at the schools leaver's ceremony. She is still thinking about what to treat herself with her gift

St Michael's Primary School – Reagan McDougall was our nomination for The Tollcross School Attainment Award this year. Our staff felt that Reagan demonstrated amazing progress in his learning in Primary 7 and was an excellent role model for our younger pupils. Earlier on in the academic session Reagan's grandmother, Helen sadly passed away. Helen was a member of staff at the school for over twenty years and Reagan showed tremendous resilience to achieve this great award, which I am sure Helen would be very proud of."

"Wellshot Primary School – Marcus Ferla was very proud and happy to receive his award and Amazon gift voucher at his leaver's

And just in case you missed it here is a list of all the 2022 winners:

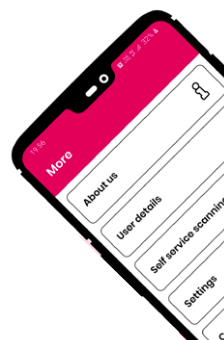
NAME OF SCHOOL	NAME OF 2022 WINNER(S)
Cardinal Winning	Sean McLaughlin
St Paul's Primary	David Torrance
St Joachim's Primary	Mia Greechan
St Michael's Primary	Reagan McDougall
Wellshot Primary	Marcus Ferla
Carmyle Primary	Carson Crossan & Harry Armour
Quarrybrae Primary	Lucie Marr

MYGLASGOW

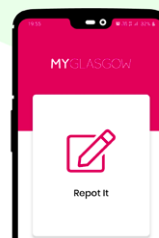
Help us to help you keep your community clean

Don't accept litter or fly-tipping on your doorstep

REPORT IT!



Report issues in detail with ease and convenience.



Using the **Myglasgow App** - You can download our app from the App store and Google Play, or online at www.glasgow.gov.uk or by calling 0141 287 9700

Bulk items can be disposed of **FREE** of charge at your nearest local recycling centre located just a few minutes drive away at:

Easter Queenslie Recycling Centre
90 Easter Queenslie Road
G33 4UL

You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



YourCityCouncillors

July 2022



1 LINN



Baillie
Malcolm Cuning
SCOTTISH NATIONAL PARTY



Baillie
Margaret Morgan
SCOTTISH NATIONAL PARTY



Baillie
Paul McCabe
SCOTTISH NATIONAL PARTY



Councillor
Catherine Vallis
SCOTTISH LABOUR PARTY

2 NEWLANDS/AULDBURN



Councillor
Stephen Curran
SCOTTISH LABOUR PARTY



Councillor
Sean Ferguson
SCOTTISH NATIONAL PARTY



Baillie
Leódhas Massie
SCOTTISH GREEN PARTY



Councillor
Leódhas Massie
SCOTTISH GREEN PARTY

3 GREATER POLLOK



Councillor
Saqib Ahmed
SCOTTISH LABOUR PARTY



Councillor
William Graham
SCOTTISH NATIONAL PARTY



Baillie
Rashid Hussain
SCOTTISH LABOUR PARTY



Baillie
Roza Salih
SCOTTISH NATIONAL PARTY

4 CARDONALD



Baillie
Jim Kavanagh
SCOTTISH LABOUR PARTY



Councillor
Matt Kerr
SCOTTISH LABOUR PARTY



Councillor
Elaine McSparran
SCOTTISH NATIONAL PARTY



Councillor
Alex Wilson
SCOTTISH NATIONAL PARTY

5 GOVAN



Councillor
Imran Alam
SCOTTISH LABOUR PARTY



Councillor
Richard Bell
SCOTTISH NATIONAL PARTY



Councillor
Stephen Dorman
SCOTTISH NATIONAL PARTY



Councillor
Dan Hutchison
SCOTTISH GREEN PARTY

DEPUTY LEADER
OF THE COUNCIL

6 POLLOKSHIELDS



Councillor
Zen Ghani
SCOTTISH NATIONAL PARTY



Baillie
Norman MacLeod
SCOTTISH NATIONAL PARTY



Councillor
Paul Molyneux
SCOTTISH GREEN PARTY



Baillie
Hanif Raja MBE
SCOTTISH LABOUR PARTY

7 LANGSIDE



Councillor
Susan Aitken
SCOTTISH NATIONAL PARTY



Councillor
Holly Bruce
SCOTTISH GREEN PARTY



Councillor
Stephen Docherty
SCOTTISH LABOUR PARTY



Councillor
Paul Leinster
SCOTTISH NATIONAL PARTY

8 SOUTHSIDE CENTRAL



Councillor
Alexander Belic
SCOTTISH NATIONAL PARTY



Baillie
Elaine Gallagher
SCOTTISH GREEN PARTY



Baillie
James Scanlon
SCOTTISH LABOUR PARTY



Councillor
Soryia Siddique
SCOTTISH LABOUR PARTY

9 CALTON



Councillor
Greg Hepburn
SCOTTISH NATIONAL PARTY



Councillor
Cecilia O'Lone
SCOTTISH LABOUR PARTY



Baillie
Linda Pike
SCOTTISH NATIONAL PARTY



Councillor
George Redmond
SCOTTISH LABOUR PARTY

10 ANDERSTON/CITY/YORKHILL



Councillor
Eva Bolander
SCOTTISH NATIONAL PARTY



Councillor
Philip Braat
SCOTTISH LABOUR PARTY



Councillor
Christy Mearns
SCOTTISH GREEN PARTY



Councillor
Angus Millar
SCOTTISH NATIONAL PARTY

11 HILLHEAD



Councillor
Ken Andrew
SCOTTISH NATIONAL PARTY



Councillor
Hanzala Malik
SCOTTISH LABOUR PARTY



Councillor
Martha Wardrop
SCOTTISH GREEN PARTY

12 VICTORIA PARK



Councillor
Feargal Dalton
SCOTTISH NATIONAL PARTY



Councillor
Eunis Jassemi
SCOTTISH LABOUR PARTY



Councillor
Lana Reid-McConnell
SCOTTISH GREEN PARTY

13 GARSADDEN/SCOTSTOWNHILL



Councillor
Bill Butler
SCOTTISH LABOUR PARTY



Councillor
Chris Cunningham
SCOTTISH NATIONAL PARTY



Councillor
Malcolm Mitchell
SCOTTISH NATIONAL PARTY



Councillor
Eva Murray
SCOTTISH LABOUR PARTY

14 DRUMCHAPEL/ANNIESLAND



Councillor
Paul Carey
SCOTTISH LABOUR PARTY



Baillie
Patricia Ferguson
SCOTTISH LABOUR PARTY



Councillor
Fyeeza Ikhlag
SCOTTISH NATIONAL PARTY



Councillor
Anne McTaggart
SCOTTISH NATIONAL PARTY

15 MARYHILL



Councillor
Abdul Bostani
SCOTTISH NATIONAL PARTY



Councillor
Keiran O'Neill
SCOTTISH LABOUR PARTY



Councillor
Franny Scally
SCOTTISH NATIONAL PARTY

16 CANAL



Councillor
Allan Gow
SCOTTISH NATIONAL PARTY



Councillor
Fiona Higgins
SCOTTISH LABOUR PARTY



Councillor
Jacqueline McLaren
SCOTTISH NATIONAL PARTY



Councillor
Robert Mooney
SCOTTISH LABOUR PARTY

17 SPRINGBURN/ROBROYSTON



Councillor
Graham Campbell
SCOTTISH NATIONAL PARTY



Councillor
Christina Cannon
SCOTTISH NATIONAL PARTY



Councillor
Audrey Dempsey
SCOTTISH LABOUR PARTY



Councillor
Thomas Rannachan
SCOTTISH LABOUR PARTY

18 EAST CENTRE



Councillor
Decian Blench
SCOTTISH NATIONAL PARTY



Baillie
Annette Christie
SCOTTISH NATIONAL PARTY



Councillor
Ann Jenkins
SCOTTISH LABOUR PARTY



Councillor
Kieran Turner
SCOTTISH LABOUR PARTY

19 SHETTLESTON



Councillor
Laura Doherty
SCOTTISH NATIONAL PARTY



Baillie
Thomas Kerr
SCOTTISH CONSERVATIVE AND UNIONIST PARTY



Councillor
Jill Pidgeon
SCOTTISH LABOUR PARTY



Councillor
Frank McAveety
SCOTTISH LABOUR PARTY

20 BAILLIESTON



Councillor
John Daly
SCOTTISH CONSERVATIVE AND UNIONIST PARTY



Councillor
Alex Kerr
SCOTTISH NATIONAL PARTY



Councillor
Kevin Lalley
SCOTTISH LABOUR PARTY

21 NORTH EAST



Councillor
Maureen Burke
SCOTTISH LABOUR PARTY



Baillie
Sharon Greer
SCOTTISH LABOUR PARTY



Councillor
Ruairi Kelly
SCOTTISH NATIONAL PARTY

22 DENNISTOWN



Baillie
Anthony Carroll
SCOTTISH GREEN PARTY



Councillor
Allan Casey
SCOTTISH NATIONAL PARTY



Councillor
Elaine McDougall
SCOTTISH LABOUR PARTY

23 PARTICK EAST/KELVINDALE



Councillor
Blair Anderson
SCOTTISH GREEN PARTY



Councillor
Jill Brown
SCOTTISH NATIONAL PARTY

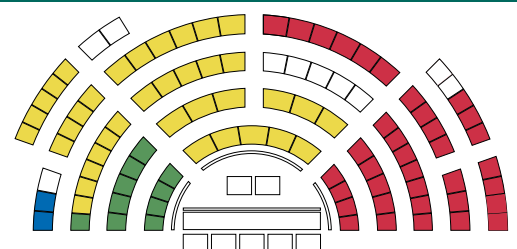


Councillor
Lillith Johnstone
SCOTTISH LABOUR PARTY



Councillor
Kenny McLean
SCOTTISH NATIONAL PARTY

POLITICAL MAKE UP OF THE COUNCIL



City Chambers, George Square, Glasgow, G2 1DU
phone 0141 287 2000 www.glasgow.gov.uk

Christmas Pantomime 2022

The Magical Adventures of Aladdin

We are delighted that once again this year, we are able to offer tickets to the pantomime at the Pavillion Theatre on Friday 16th December and Saturday 17th December

To register your interest, please complete the form below (strictly household only) and either drop it in to our office at

868 Tollcross Road, Glasgow, G32 8PF

or email us at info@tollcross-ha.org.uk.

Please do so before Monday, 7th November 2022.

Names will be drawn from a hat and if you are selected for tickets, we will be in touch with you, so please remember to provide your contact details.



The Magical Adventures of Aladdin

Friday, 16th December 2022 at 7.30pm & Saturday, 17th December 2022 at 7.30pm

Tenant Information (Per Household Only)

Name Flat Position
Address Postcode
Home Phone Number Mobile Number
Email Address
Number of Adult Tickets Number of Child Tickets

ASSOCIATION CONDITIONS

- You must provide us with accurate and up to date details when submitting your tear off slip otherwise your slip will be considered as void.
- Only members of your household will be eligible to join in.



TOLLCROSS
housing association limited

868 Tollcross Road, Glasgow G32 8PF

Tel 0141 763 1317

Email info@tollcross-ha.org.uk www.tollcross-ha.org.uk



HAPPY TO TRANSLATE

**FOR OUT OF HOURS EMERGENCIES CALL
0141 763 1317 or 0345 6044 686**

Honorary President: Bill Dougan

Property Factor Registered No PF000261

Registered with the Scottish Housing Regulator registration No. 197 and with the

Financial Conduct Authority as a registered society under the Co-operative and

Community Benefit Societies Act 2014 – Registration No. 1798RS. Tollcross Housing

Association Limited is a Registered Scottish Charity, No SC040876

Do you need information in a larger font/different language? Please contact us and let us know.