

TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

SPRING 2018

Happy Easter to Everyone

***“Look out for the
Easter Bunny on
29th March –
Chocolate Treats
all round!”***



**See Back Page for
Office Closure details**



Auchenshuggle/Tollcross Community Council

We need your help!

Auchenshuggle/Tollcross Community Council are looking for new members. If you would like to get involved in local matters, have the good of the community in mind, can bring ideas and concerns to be discussed at meetings, then we would love to hear from you.

At our meetings we arrange for speakers to discuss local matters, for example McVities Factory and the proposals for the Mansion House in Tollcross Park. Our Community Council area is roughly from Maukinfauld Road to Causewayside Street, London Road to Ardgay Street.

We meet on the last Thursday of each month at 7.30pm in the Tollcross Community Centre, 1120 Tollcross Road, - due to holidays, the next meeting will be held on:

26 April 2018 @ 7.30pm

Come along – everyone is welcome. If you would like more information please contact us:

Our email address is: auchenshuggle@hotmail.co.uk

Website: <https://auchenshuggle.wordpress.com>

FREE YOUTH CLUB

YoMo and Fuse Youth Café are working in partnership to provide a **FREE YOUTH CLUB** in the Sandyhills area open to all young people aged 10+ providing:

Cooking Sessions

Arts Sessions

Music Sessions

Gain Qualifications

Fun Games

Chance to meet new people

IT Suite

Xbox

Every Tuesday 6-8pm, Sandyhills Community Flat, 20 Balbeggie Street G32 9HH



There is also a volunteering opportunity for young people 12+ to be part of the local youth committee which runs from 5-6pm every second Tuesday in the above address. The committee will support the local youth club and make decisions about their local area.

Please contact Pauline Wilson on 0141 773 4796 or email Pauline.yomo@gmail.com for further information. Alternatively, you can come to the flat and chat with us on Tuesdays at 6pm.



To: Everyone who attended our Christmas Tombola, and helped raise £225 which was donated to the Glasgow North East Foodbank. As a result of the Christmas donations they received from various individuals and organisations, they managed to assist 412 individuals throughout December (3,708 meals).

From: Fullarton/Tollcross Playscheme for the donation received from the Association towards the Christmas Party which provided over 100 children with a gift from Santa and a selection box. The Playscheme would also like to thank Shettleston and Tollcross Credit Unions for their donations and to the Tollcross Co-op for allowing them to fundraise in store. And last but by no means least a huge thanks to all the helpers for everything they do all year round.



**TOLLCROSS COMMUNITY TRUST'S
'COMMUNITY LITTER PICK'
TIDY TOLLCROSS
TOGETHER #4**

**TOLLCROSS COMMUNITY CENTRE,
1120 TOLLCROSS ROAD
Monday 9th April 2018
11.00am – 1:30pm**

**YOU ARE INVITED TO HELP
CLEAN UP YOUR COMMUNITY**

**A LIGHT LUNCH WILL BE PROVIDED
ALL EQUIPMENT PROVIDED –**

**FREE RAFFLE FOR PARTICIPANTS
EVERYONE WELCOME**

**If you would like to join us please contact
Tollcross Community Trust
on 0141 764 1234
c/o Tollcross Advice & Learning Centre,
1061 Tollcross Road, G32 8UQ**

**LET'S KEEP
TOLLCROSS TIDY**



TOLLCROSS
housing association limited



JOB CLUB

**In Partnership with Glasgow Kelvin College
and Jobs & Business Glasgow**

**Access To Free Help and Advice
with Job Search**

**Just pop in or phone us to make
an appointment for help with:-**

CVs and Job Applications

Interview Techniques

Job Searching

Job Vacancy Board

**Free Certificated Training
Courses in Tollcross**

**Free Access to a
Computer & Printer**

Benefits Advice

**Or call us on
0141 764 1234**

**We are open Monday – Friday
(Excluding Public Holidays)**

***Registration May be Required**



**Jobs & Business
Glasgow**

Improving Skills, Promoting Enterprise



TOLLCROSS
housing association limited



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 PIL 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 28 days. We then provide any feedback to the Management Committee with a view to having the policy approved and made ready for implementation.

During January and February, the following policies have been available for consultation:

Management Committee Members Expenses Policy – this Policy spells out how we will reimburse Committee members for out of pocket expenses. Below is an outline of the main recommended changes that were approved by Management Committee during the meeting held on 26th February 2018:

- a) Emphasis made that the Association does not pay Committee members, therefore distinguishing between payment and expenses.
- b) Equality and diversity statement.
- c) Refer to Payments and Benefits Register.
- d) Include specific section on Conferences, seminars, etc.
- e) Clarify mileage allowance available for passengers.
- f) Confirm National Living Wage rate to be used.

Membership Policy: This Policy highlights the requirements of being a member of the Association, in line with our Rules. Below is an outline of the main recommended changes that were approved by Management Committee during the meeting held on 26th February 2018:

- a) Equality and diversity statement.
- b) Clarity on the categories of membership.
- c) Clarity on procedures for applying for membership.
- d) Clarity on members' rights and responsibilities.
- e) Expand on termination of and expulsion of members.
- f) Expand on eligibility for membership to the Management Committee and ending Committee membership.

Other policies which are available on our website for customer feedback and out for consultation with our PIL members are: Void Management, Estate Management, Tenancy Sustainment and our Termination policy. The outcome of the review of these policies will be available in the next edition of the Tollcross Newsletter.

New Data Protection Regulations on the Way in May

You may have heard that there will be new data protection regulations coming in May this year in the shape of the General Data Protection Regulation or GDPR.

The GDPR will require us to tell you more about how we handle and use your information and who we share it with and why. Rest assured, it will be business as usual, and we will only ever use your information to provide you with services – the GDPR won't change that!

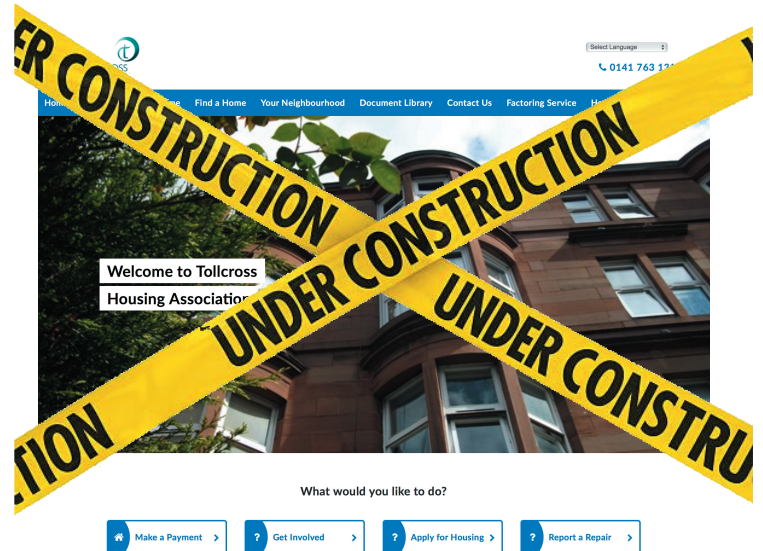
The GDPR will also give you more rights in relation to the information we hold about you, including:

- the right to be informed about how we handle and use your information
- the right of access to your information
- the right to have your information corrected if it is wrong (and we agree)
- the right to have your information erased (in certain circumstances)
- the right to have your information transferred to another organisation

We are working hard to make sure we are ready for the GDPR before the 25th May GDPR start date. To help us along the way, we have appointed a Data Protection Officer, who is currently reviewing our policies and practices.

Look out for the GDPR changes to our website and paperwork in the weeks ahead!

Our Website is having a make-over



We've been working on our website and the new look will be ready for unveiling early April 2018. Please take a peek and let us know what you think.

Did you know that as well as making payments online, you can log in via our website and view:

- the last six repairs carried out at your property
- the last six transactions on your rent or factoring account
- the contact details that we hold for you

This service is safe, secure and easy to use.

The Payment and Log in service is available to all of our tenants and factoring customers. To register for this service please use the "Contact us" form on our website, or call 0141 763 1317 and speak to a member of our Corporate Services team. This will allow us to issue you with a unique username and password.

CONGRATULATIONS TO THE BIG DRAW WINNER



James Fitzsimmons and Claire Loran are the lucky winners of the Big Draw. They receive £300. James and Claire have two daughters, Millie and Louise (who is only 2 weeks old.) James said "this was so unexpected and its fantastic. It will be nice to put it towards our holiday at Easter. Thank you to the Association." 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 the above criteria then you will be in the draw every three months for a £300 prize!

Welcome to your quarterly update on our Performance Improvement Network (PIN). The members of the PIN understand the importance of the requirement for the Association to meet the outcomes and standards set by the Scottish Government within the Scottish Social Housing Charter and this underpins the work the PIN members do.

PIN UPDATE



Rent Consultation

Each year as part of our rent consultation process, in addition to issuing a special rent consultation publication to our tenants within our Winter 2017 Newsletter and making this available from our website (www.tollcross-ha.org.uk), we asked the members of the Performance Improvement Network (PIN) to contribute to the review. This year, in order to maximise opportunities for members to contribute, we held meetings at varying times, in addition to issuing a short questionnaire for the members to complete.

We aimed to take into account the recommendations made within the Scottish Housing Regulator's thematic inquiry 'How social landlords consult tenants about rent increases'.

- We asked if our customers were satisfied with the proposed rent increase of 3% for 18/19.
- We asked if our customers were satisfied with the proposals for expenditure for 18/19.
- We asked our customers if they feel the information provided is easy to understand.
- We asked if our customers feel more able to express an informed view about the rent review.

PIN members confirmed they were satisfied with all of the above. We received a further response from a customer who was concerned about the negative impact a 3% increase in rent would do to their household budget. This was taken into account when Management Committee considered the rent review during the meeting held on 22nd January 2018. Whilst they were sympathetic to the comments made, they approved the 3% rent increase for 18/19. We have contacted this tenant and offered assistance via our Welfare Rights Officer to investigate any further routes to increasing their income.

We would like to thank everyone who participated in this year's rent review.

PIN ACTIVITIES

Members of the PIN were pleased to see that feedback continues to be positive about the layout and content provided in our Landlord Performance Report. At various events throughout 2017, we gathered the views of 50 local residents and this is what they've said:

Did you like the layout?	88% said yes, so we will retain the layout.
Do you remember seeing a copy of the Association's Landlord Performance Report?	82% said they did remember 56% said it was in the Autumn N/L So, we propose to continue to distribute this within the newsletter as well as other locations such as our website, at the AGM and in our reception areas.
Do you feel we are giving you the right information you are interested in?	78% said yes.
Would you like to see more or less information on the Report?	28% said they would like more information. 8% said they would like less information. However, we did not get any suggestions as to what to add or remove. So if you are one of those who responded, we would like to hear more from you. Please get in touch by e-mail: info@tollcross-ha.org.uk by phone: 0141 763 1317 or pop into our offices at Braidfauld Street
Did you like the layout?	88% said yes, so we will retain the layout.
Please give us any suggestion(s) on the best way for us to find out how this report is useful to you in future?	
<ul style="list-style-type: none"> • Give Information about what's going on in area for the "older generation" – we will consider this in future editions of the newsletter and website. • Email members – we will consider offering this option to members 	
Any other comments	
<ul style="list-style-type: none"> • Large Print – we already offer this option across all of our services, but will aim to increase the publicity of this facility. 	

More recently, PIN members discussed two of the policies due for review by the Association's Management Committee. They were happy to support the proposed changes to the Management Committee Members Expenses Policy and the Membership Policy. These have been approved by Management Committee and you can read about these in more detail elsewhere in this edition of the Tollcross Newsletter.

CUSTOMER SATISFACTION

The Association has independent surveys undertaken on a monthly basis by Research Resource and we monitor the outcome of several specific questions. As well as helping us improve our services in a pro-active way, it also enables us to provide an accurate reflection of our customers' views when completing the Annual Return on the Charter to the Scottish Housing Regulator. The table below outlines the customer satisfaction results for these specific questions in year to 31st December 2017

Question	Satisfaction Levels				
	2013 Full Survey 907 sample	2016 Full Survey 900 sample	Q1 Apr-Jun '17 126 sample	Q2 Jul-Sept '17 120 sample	Q3 Oct-Dec '17 120 sample
Percentage of tenants satisfied with the overall service provided by their landlord	90%	96%	98%	94%	96%
Percentage of tenants satisfied with the standard of their home when moving in (for tenants moving within last 12 months)	70%	82%	71%	84%	87%
Percentage of tenants who have had a repair carried out within the last 12 months satisfied with the repairs & maintenance service	90%	96%	94%	98%	98%

PIN members have also been going over the summary of complaints received by the Association during the first six months of the financial year 2017/18 (April – September 2017).

The purpose of the group looking at the Association's complaints is to consider ways forward in ensuring the effectiveness of the Association's complaint handling process. In particular, whilst maintaining anonymity, the group will look for common issues within the categories listed and seek assurance that appropriate action is being taken and evidence retained by the Association to support this.

The group understand the complaint handling process and noted that there appears to be a robust procedure in place that ensures all staff are aware of the nature and number of complaints raised during the period and all have an opportunity to participate in the process. Ultimately, after being presented to Management Committee, the 'you said,, we did' outcomes are highlighted to customers in the quarterly newsletter and on the Association's website.

There were 57 complaints considered and the group agreed the following

Category of Complaint	PIN Member Assessment
Communication (including failure to respond)	PIN members confirmed they felt reassured that the Association's efforts when handling complaints and its efforts to build trust with customers was very thorough.
Estate Management (Close cleaning)	The close cleaning complaints logged in this report were raised prior to the recent revisions to the close cleaning specification. So the group have agreed to pay particular attention to this category when considering the complaints for the last six months of the financial year. They are hopeful there will be a reduction in complaints made.
Repairs (timescale)	The group recognised that the 8 complaints made have been raised with the contractor and were happy to accept that we are monitoring our contractors closely.

LESSONS LEARNED

As a direct consequence of responding to complaints from our customers, we give you a list of actions we've taken within each edition of the Tollcross Newsletter. This edition shows you the actions taken during the quarter between 1st October to 31st December 2017.

You Said	We did
You did not attend my heating breakdown within the correct timescales	raise this issue with our contractor to remind call centre staff of THA response times
You wanted to know how our arrears escalation process works in order to manage your rent payments better	sent you a copy of our arrears Policy and highlighted the various stages that would help you reduce the amount of Rent arrears reminders you get from the Association
A wet paint was not displayed in my close	confirm with our contractor that signs were displayed in closes when being painted. In this instance the sign may have fallen down or been removed by persons unknown
You were unhappy with the behaviour of an operative working in your home employed by THA	confirm that the Contractor's Manager spoke to all operatives regarding their conduct in Association properties
Your contractor failed to attend an out of hours emergency	remind our out of hours call handler that if a tenant is advised a contractor is to attend a OOH request then this should be followed through to completion
You did not attend my heating breakdown within the correct timescales	raise this issue with our contractor who have reminded call centre staff of THA response times
You never attended a pre-arranged repair appointment	remind Contractors to take note of any requested access times. Maintenance staff will ensure the relevant contractor is available at the requested time

INVESTIGATIONS There have been no investigations reported during the year to 31st December 2017.

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 can we 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,
4th Floor, 1 Atlantic Quay,
45 Robertson Street, Glasgow, G2 8JB
Telephone: 0141 302 5900 Fax : 0141 302 5901
E-mail: HPCadmin@scotcourtribunals.gov.uk

Housing and Property Chamber
First-tier Tribunal for Scotland



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

E-mail: enquiries@careinspectorate.com



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:

Freepost SPSO or
SPSO, 4 Melville Street, Edinburgh, EH3 7NS
www.spsso.org.uk
[www.spsso.org.uk/contact-us](http://m.spsso.org.uk)
<http://m.spsso.org.uk>
Freephone: 0800 377 7330





What a PERFORMANCE

“Thanks to the Housing staff for assisting me with my application.”

“I just wanted to say thanks for the quick response for my broken toilet cistern today. Fault reported and repaired within hours, cheers.”

The Following statistical information has been reported to the Management Committee and is for Quarter 3 of the year 17/18 – 1st October to 31st December 2017.

Maintenance

Repairs & Gas Safety

	Target Q3	17/18 Q3	16/17 Q3
Average length of time to complete emergency repairs	6 hrs	2.4 hrs	2.4 hrs
Average length of time to complete non-emergency repairs	3 days	2.4 days	2.6 days
Non-emergency repairs completed Right First Time	95%	96%	91.2%
Gas Safety Inspections completed within 12 month period	100%	100%	100%
Number of Repairs	N/A	1664	1681
Average number of repairs per occupied property	N/A	0.75	0.7
Emergency repairs completed within 6 hour target	100%	98.8%	95%
Urgent repairs completed within 3 day target	100%	98%	93.5%
Routine repairs completed within 5 day target	100%	95%	93%

Housing Management

The Following statistical information has been reported to the Management Committee and is for Quarter 3 of the year 17/18 – 1st October to 31st December 2017. Our gross rent arrears at the end of the 3rd Quarter was £166,911 which represents 2.02% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	0.87%
Former Tenant Arrears	1%	1.15%
Total Arrears	3%	2.02%

Voids & Re-Lets

Properties re-let	43
Percentage of rental income lost due to un-let properties	0.36%
Average number of days to repair & re-let a void property	14

Anti-Social Behaviour

Number of Anti-Social complaints received	27
Number of Anti-Social complaints resolved in timescale	27

Evictions

Evictions for Non payment of rent	4
Evictions for anti-social behaviour	0
Total evictions	4

Eviction is always a last resort for the Association and staff work hard to help everyone that gets into difficulty with their rent. Tenants can access the Association's Welfare Rights Officer and Tollcross Advice & Learning Centre for free advice and assistance. You can read more about our Welfare Rights service elsewhere in this edition of the Tollcross Newsletter.

Governance & Corporate Services

Management Committee Details

15 full members of Management Committee

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

	Stage 1		Stage 2		Stage 1		Stage 2	
	Other Issues	Equalities Issues	Other Issues	Equalities Issues	Other Issues	Equalities Issues	Other Issues	Equalities Issues
Received in quarter 3	No.	%	No.	%	No.	%	No.	%
Complaints carried forward from 16/17.	14	NA	0	NA	1	NA	0	NA
Responded in full	0	NA	0	NA	0	NA	0	NA
Upheld	14	100%	0	NA	1	100%	0	NA
Responded within timescale	7	50%	0	NA	0	0%	0	NA
	12	86%	0	NA	1	100%	0	NA

FACTORING

Buildings Insurance

The Association is currently awaiting renewal costs for the Buildings Insurance cover provided to factored owners. The insurance premium covers the period from 28 April 2018 to 27 April 2019 and will be included on the factoring invoice to be issued to owners in late May.

We are now in the final year of our agreement with our insurance brokers AJG Housing and will be putting the insurance contract for 2019-20 onwards, out to tender later in the year. As part of that process we will be having surveys carried out to confirm the accuracy of the insurance reinstatement values being used. The cost of these surveys will be apportioned to owners in line with their Title Deeds.

Our insurance brokers have recently advised us of a change to our Claims Manager. If making a claim on the buildings insurance policy, owners should contact Elaine Murray on 01245 341276.



Management fee

The administration costs of providing the factoring service is covered by the annual management fee which we charge to all owners. This fee enables us to offer a range of services including organising common repairs and major works, arranging buildings insurance, organising and attending owners' meetings, communicating with you via our newsletters and website and issuing invoices and statements of account.

We charge a flat rate fee, which is reviewed as part of our annual budgetary process and is based on a number of factors. These include the management cost per property, staff costs, business overheads, inflation and a financial return set by our Management Committee. The Management Fee for 2018/19 has been set at £132.00 plus VAT.

Our aim is to keep the management fee as competitive as possible, while delivering an excellent level of service to all of our customers. We always welcome customer feedback as we strive to continually improve the services offered.



thebigword



Do you speak another language? Are you interested in providing linguistic support?

thebigword Defence Division are looking to speak to dual and trilingual speakers for job opportunities we have in a range of countries around the world. Current opportunities include but are not limited to, face-to-face Interpreting, Translation, Cultural Advise and Teaching.

We provide Linguist support 7 days a week to a wide range of clients within both the Public and Private Sector The roles we offer are on a freelance contract basis and can be both short term (a couple of weeks to a couple of months) and long term (up to a year). It is therefore important to anyone who wishes to apply, that you are prepared to work overseas.

We have regular requirements for the below languages, but should you offer a language which is not listed below, please still get in touch as we can discuss opportunities in the wider business;

Arabic (All dialects)	Farsi	Somali
Dari	Kurdish	French
Pashto	Russian	Turkish/Turkmen

Should you be interested in discussing opportunities further, please complete the below overseas application form and a member of the team will be in touch with within 2-4 working days.

<https://fs10.formsite.com/thebigword/OverseasWork/index.html>

Should you wish to find out further information about the Defence Division initially, feel free to visit our website <http://dis.thebigword.com/en-GB>

APPRENTICESHIP OPPORTUNITY

Tollcross Housing Association has appointed JS McColl (Painting Contractors) Ltd to carry out Cyclical Painterwork for the next 3 years.

As part of this contract an opportunity has arisen for an Apprentice Painter to be appointed.

JS McColl (Painting Contractors) Limited was established in 1950 and is a family run business based in the west end of Glasgow. Throughout their history the company has successfully employed apprentices from the various areas they have worked within Glasgow. Many apprentices successfully become fully qualified painters / decorators and continue to be employed with JS McColl Ltd.

The successful applicant will receive training through the Construction Industry Training Board as well as working on site with the contractor.

If you are interested in this position and want more information then please contact Justin McColl on 0141-946-1062 or send a CV with details to:

JS McColl Limited
157 Queen Margaret Drive
Glasgow G20 8XU

Or email – mccolldecorators@aol.com

JS McCOLL LTD

DECORATORS AND PAINTING CONTRACTORS



Annual Gas Safety Visit

In 2017-18, the Association has carried out 100% of gas safety inspections within the required 12 month period, in accordance with legislation. This has been challenging to achieve and we wish to thank all tenants who provided access on the first visit.

We again ask for your assistance in the coming year to allow access to ensure all appliances are tested and are safe.

Where access is not provided, we are required to take legal action to gain entry, which all would agree is not the best use of the rental income.

New Gas Supply

If you have organised the installation of a gas meter, gas supply or a new gas appliance in your home and this work was not organised by the Association you must inform us immediately.

As explained above we have a legal duty to carry out a safety check in all properties that have a gas supply, so if you have gas installed or you have another appliance installed without telling us we will not have the required information to undertake the safety inspections.

If you have work done on the gas system within your home you must ask for consent from the Association. If you have carried out work in the past without this consent you must inform us immediately.



Right to Repair

Under the Housing (Scotland) Act 2001 tenants have the right to carry out certain types repairs if the Association has not carried out this work within a given timescale. This is called the Right to Repair scheme. If you wish to find out more information you may wish to read the Right to Repair leaflet, available in our office reception areas or speak to Maintenance staff on 0141 763 1317 option 1.

Right to Compensation for Improvements

Under the Housing (Scotland) Act 2001 tenants have the right to compensation for certain improvements they have made to their home. You can only apply for compensation when your tenancy has ended. If you wish to find out more information you may wish to read the Right to Compensation Leaflet, which is available in our office reception areas or speak to Maintenance staff on 0141 763 1317 option 1.

Ants

We are again coming to the time of year when garden ants become a real nuisance and difficult to get rid of. We remind tenants that Tollcross Housing Association does not carry out treatments for garden ants.

Here is some information which may assist you to deal with the problem:

- Although they live outdoors, they can find their way into homes in large numbers through small gaps in brickwork, at windows and doors in their search for food.
- They search for sweet foods so your first control measure must be to ensure that you are not accidentally encouraging them - even a small spill of a soft drink would be a feast to a horde of ants.

Treatment:

You should carry out treatment against ants yourself, and need to be thorough.

- Apply a residual insecticide for crawling insects. You will be able to buy these at many DIY supermarkets and garden centres.
- Apply it to the entrance to the nest and wherever ants can enter your home.
- Inside your house you should apply the insecticide around the sink unit, skirting boards, around doors and window frames.
- You are trying to create a band of insecticide which ants must cross to get into your home.

To ensure you get rid of the problem you will need to find their nest. Follow any ant trails and look for small entrance holes in the ground surrounded by small piles of fine earth. Once you have found the nest follow the instructions that come with the pesticide about dealing with ants' nests.

Please read the label and follow the instructions on the pesticide you chose.





Water Hygiene Guidance

Bacteria are common in water systems and thrive in temperatures between 20 and 45 degrees Celsius. You probably have your boiler thermostat set to deliver your hot water between 60 and 70 degrees and your cold water is delivered at below 20 degrees. There is no need to be alarmed; all we want to do is make you aware of small steps you can take to help.

- Ensure that water is run off for a few minutes weekly from all taps and showers, particularly following a period of non use to prevent the build-up of bacteria.
- Clean shower heads every 3 months and following a period of non use by immersing the shower outlet in a mild chemical solution

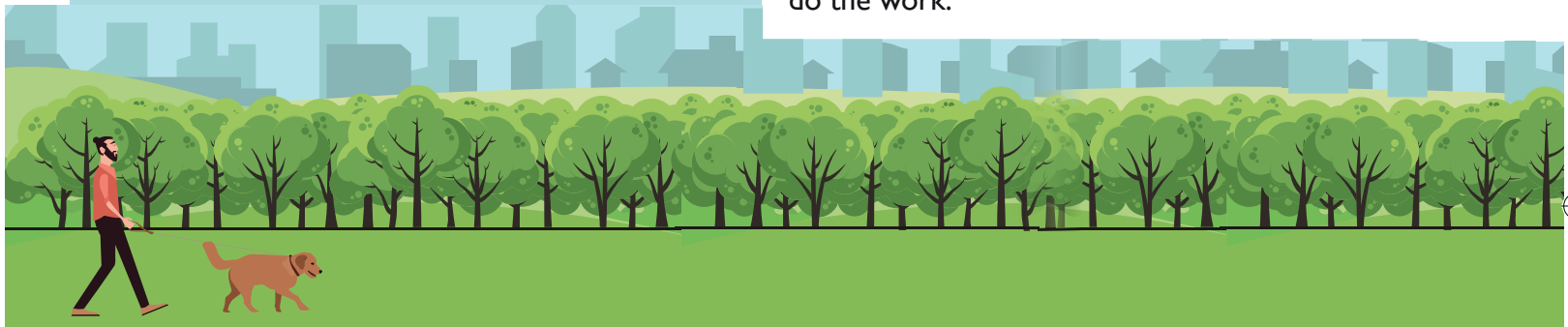
If you have any questions or concerns please contact the Association's Maintenance team.

Television and Satellite Reception

There is an Integrated Reception System (IRS) delivering Television and Satellite services within the Association's owned and factored tenemental properties.

To ensure that there is minimal disruption to the service, the Association does not permit unauthorised access to this IRS equipment e.g. to fit additional aerials or satellite equipment.

If you are considering subscribing to SKY our contractors can arrange to supply and install a Sky box and connect it to the IRS system. Our residents currently receive a range of services including HD if they possess suitable equipment to decode the relevant signals. If you would like to have access to Sky Plus, the ability to watch one Sky channel and record another, contact us and we will advise you how this can be arranged. You will have to pay for the contractor to do the work.



Looking after your Community

Dog Fouling – Scoop the Poop!!!!

Dog fouling has been a growing problem for the Association over recent years and we know that there are many dog owners who look after their local area by cleaning up after their dogs. However there are a minority of dog owners who continue to allow their dogs to foul in backcourts and local areas and do not clean up afterwards.

The message is simple, if you have a dog

“You need to scoop the poop”!

If your dog fouls anywhere it is your duty to clean it up immediately. Dog fouling is not only unhygienic and unsightly, but it can also make local spaces of land unsafe for young children to play.

The Association is continuing to tackle this issue of tenants and residents who do not clean up after their pets. Glasgow Community Safety Services are in the area and will continue to issue fixed penalty fines to anyone found to be breaking the law by allowing their pet to foul in a public place. Staff will also be carrying out regular inspections and notifying Glasgow Community Safety Services of any problem areas we find when out & about.

Our aim is to make your local area a cleaner, safer and more attractive place to live.

Please help us by identifying owners who do not clean up after their dogs by phoning Clean Glasgow on 0300 343 7027 and an investigation will commence.



Together we can make a difference to your local community!



Membership of the Association

As a community based organisation we recognise the benefits of having a wide-ranging membership from the community and especially from our own tenants. We will actively encourage membership from our existing tenants, new tenants and other customers.

If you are 16 years of age or over, are willing to support the work of the Association and either live in the local area or have specific skills or expertise you'd like to share with us, then the Association would like to hear from you.

For a one-off £1.00 payment you could become a member (Shareholder) of the Association. This assures you of a personal invitation to our Annual General Meetings, the ability to stand or vote for members of the Management Committee (if you are aged over 18 years) and as such truly have a say in how the Association is run for the community.

Please complete the form if you'd like to join the Association and hand it and your £1.00 fee to the office.

I wish to become a member of Tollcross Housing Association Limited

I confirm the following (Please tick one box):

- ☐ I am the tenant, or joint tenant of a Tollcross Housing property, or
- ☐ I am a member of a tenant, or joint tenant's household aged over 16 years of age, or
- ☐ I am a resident with an interest in the Tollcross area, aged over 16 years of age, or
- ☐ I am an individual with particular skills or experience detailed

Occupation and details of relevant skills or experience:

- ☐ I enclose £1.00 for my Share Certificate.

In signing this membership form, I understand and agree that my details will be recorded in a public Register, which is kept according to the Rules of Tollcross Housing Association.

Mr/Miss/Mrs/Ms* (please delete)

First Name

Surname

Full Address

Flat position (if applicable)

Postcode

Please return to:

The Secretary,
Tollcross Housing Association Limited
84 Braidfauld Street,
Tollcross,
G32 8PJ

Signature: _____

Date: _____

Development Update

Dunira Street, Phase 1

The first lucky tenants have now moved in to the new houses on Dunira Street. The first properties to be handed over, 6 terraced houses and 8 flats, are on the south side of the street. These homes include 4 properties specifically designed for wheelchair users. We hope the new residents enjoy their great new homes.

The remaining 33 flats, on the North side of the street, will be handed back to the Association for allocation in phases over the next month or so.



Dunira Street, Phase 1

Glamis Road/ Canmore Street, Mid Market Rent

Work on this project should start on site within the next few months. There has been some complications regarding the Planning Consent for another part of the site and this has yet to be fully resolved, but hopefully this shouldn't cause any further delay. Again, the work on site is expected to take around 12 months so the 12 flats in this development should be ready for occupation around this time next year.

I'm glad to say that there's been a lot of interest in these Mid Market Rent properties and we will be back in touch with everyone that expressed an interest once the work on site gets going. If you are interested in a MMR and you haven't contacted us yet then it's not too late. If you call us on 0141 763 2850 we will be happy to chat over the detail of this type of tenure with you.

Dunira Street, Phase 2

Work on the second phase of development on this project should start on site within the next month or so. Phase 2 will provide 24 new flats on Braidfauld Street, and this will complete all of the work in this area.

The work on site should last about a year, so the first properties in Phase 2 will be ready for occupation early next year.



Dunira Street, New Housing



New Office

Altyre Street

We will now be turning our attention to the site on Altyre Street. The Association will be undertaking a full feasibility study for the project to assess the suitability of the ground, what house types will work best on the site and what our current waiting list applicants need.

This will be a project of a significant scale and it's likely that the Association will look to try to mix the tenure types of properties within this proposed development.



Office Closure Arrangements

Our offices will be closed as follows:

Friday 30th March
Monday 2nd April
Monday 7th May
Friday 25th May
Monday 28th May

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. 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 and

0345 604 4686

Gas Escapes 0800 111 999

Scottish Power Emergencies

(from landline) 0800 092 9290 (from mobile) 03301 010222)

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



TOLLCROSS
 housing association limited

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

REPAIRS, FACTORING, FINANCE

84 Braidfauld Street
 Tollcross
 Glasgow
 G32 8PJ
 Tel 0141 763 1317
 Fax 0141 778 4528

HOUSING, RENT, APPLICATIONS

213 Braidfauld Street
 Tollcross
 Glasgow
 G32 8PS
 Tel 0141 763 1317
 Fax 0141 763 3949

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