

TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

SPRING 2019

Come along
and join our

Free Annual

Easter

Eggvent

Thursday, 18th April 2019

2.00 pm – 4.00 pm, Causeway Church
1134 Tollcross Road, Glasgow G32 8HD

Fabulous entertainment for the kids with special
guest appearances from the Easter Bunny and
Gary's Magic with free prizes and lots of fun

No ticket required just come along.
We are looking forward to seeing you all.

Would you like easy access to the Association's services with the click of a button?

Then try out our new app.

Android Phone Users If you have an Android phone please select



Apple Phone Users If you have an Apple phone then please go to <http://app.tollcross-ha.org.uk/>

Housing Scotland Act - See Page 3 for details
See Back Page for Office Closure details



Come along and enjoy a delicious Meal!

All ages are welcome.

It's a fun evening out for you to come on your own or bring along one or all of your friends and family (young people require to be accompanied)

Great Atmosphere, Great Community Spirit!

Enjoy a Community Meal which is for
EVERYONE in the
local area!

Sunday April 28th
5pm - 7pm

@

The Causeway Church:
1134 Tollcross Rd, Glasgow G32 8BT

Just come along on the day!

For more info contact us on

07548 694107; 07906 127133;
tollcrossymca1870@gmail.com;
causewaychurch.tollcross@gmail.com

(And if you're interested in volunteering on the day, get in touch ASAP)

Tollcross Community Dinner!

In Partnership between
Tollcross YMCA and Causeway Church!

Get Connected

Do you need help to use your Smart Phone, Tablet or Laptop?

Do you need help to go on-line, learn how to download Apps including Tollcross Housing Association's new App?

Come along to our Monday Morning IT class 10.00am to 12noon drop-in where you will get help to go on-line with one of our free to use computers or use your own device.

We can help with:-

- Learn how to make the most of your own phone, tablet or laptop
- Or if you want to 'try before you buy' you have free access to a computer
- Find the Best Price Online
- Free Wi-Fi
- Free printing
- Download Apps
- Skype – talk to family from your device – which is free

Come along to the
Tollcross Advice & Learning Centre
where Colin from Glasgow Kelvin College
will be on hand to help.

**TOLLCROSS
ADVICE &
LEARNING
CENTRE**

**84 Braidfauld Street
Glasgow G32 8PJ**

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



TOLLCROSS
housing association



Housing Scotland (Act) 2014

Your tenancy agreement is changing!

You may remember that we wrote to you in October of last year advising you that there would be some changes in Housing Law that may affect you.

The **Housing Scotland Act 2014** has been gradually introducing changes to your tenancy agreement since 1st July 2016 with all changes being fully implemented by 1st November 2019. As a result your tenancy agreement will change. Here are some of the changes that you need to be aware of:



<http://www.legislation.gov.uk/asp/2014/14/contents/enacted>

- You now need to provide us with up to date information about who is living with you. This person/s will only be added to your household when you tell us about the change. This will have a big impact if you ever want to become a joint tenant, assign a tenancy, sublet your tenancy or succeed a tenancy. This will take effect from 1st November 2019.
- The qualifying period for someone looking to assign a tenancy, become a joint tenant, sublet or succeed a tenancy has changed from 6 months to 12 months. This means that someone has to be living with you for 12 months or more for them to qualify. The time they have stayed with you will start from the date you notified us that they moved in. This will take effect from 1st November 2019.
- You cannot buy your home from us as the Right to buy has been abolished since 1st August 2016.
- If we have evidence or believe that you or someone living with you has behaved in an anti-social manner we can refuse you access to our Housing List. This will take effect from 1st May 2019.
- If we have evidence or believe that you, or someone living with you, has behaved in an anti-social manner we can look at converting your tenancy agreement to a Short Scottish Secure Tenancy agreement which will give you less rights. This will take effect from 1st May 2019.
- We will be able to end a Scottish Secure Tenancy if someone living in or visiting the home is convicted of a serious offence. This conduct must have been in the house occupied by the tenant or in the locality or neighbourhood of the house and it must have happened in the 3 years before the notice is served. It allows us to end the tenancy where behaviour has had a serious impact on neighbours or others in the community. This will take effect from 1st May 2019.

What do I need to do?

You do not need to do anything regarding the changes to your tenancy agreement as these will be amended in accordance with legislation. From 1st May 2019 all new tenants will sign a new tenancy agreement that will reflect the changes in legislation.

If you are interested in finding out more about how these changes will impact on your tenancy agreement or our current policies, we are having an information session at our Advice Centre, 84 Braidfauld Street, Glasgow, G32 8PJ on Wednesday 24th April 2019 from 10am to 4pm. Why don't you join us! Tea and biscuits will be provided and you can have a chat with a member of staff about any enquiries you may have.

You will also be able to access more information on the Housing Scotland Act 2014 via our website at <https://tollcross-ha.org.uk>. If you would rather speak to someone or have any questions regarding any of the above and can't make the information day you can contact staff at the Association office at 868 Tollcross Road, Glasgow, G32 8PF.

Help us to help you!

It is important that we have up-to-date and correct information about you so that you have access to the right services. If there have been any updates to your information or information about other members of your household (e.g. change of phone number or e-mail address or of household members) or any change in circumstances (e.g. employment or income), please let us know.

This will allow us to help you receive all the services that you are entitled to. Please contact us with any updates on 0141 763 1317 or e-mail info@tollcross-ha.org.uk or you can use the contact us page on our website, www.tollcross-ha.org.uk.



Annual Gas Safety Visit

In 2018-19, 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 Installed?

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.

New Legislation on Smoke and Heat Detection for Rented and Privately Owned Properties

The Scottish Government has introduced new legislation that requires all properties, rented and privately owned, to have interlinked smoke and heat detection installed prior to the legislation coming into force in February 2021.

This will require the Association to bring forward the programme of smoke and heat detector replacement to our stock to comply with this legislation.

The new requirements are to have a smoke detector in the most frequently occupied room (normally living room) and hallway (upper and lower), with a heat detector fitted in the kitchen. All detectors must be interlinked, which can either be hard wired or radio frequency detectors with a 10 year lithium battery. This means that one alarm being set off will also set off all alarms, providing maximum warning and opportunity to escape in the event of a fire.

The Association is proposing in most instances to install radio frequency detectors to our properties in order to minimise the disruption to décor, with the detectors to be fitted where the old detector has been removed.

The Association will write to tenants to advise when work will be carried out to your property.

Calling all Universal Credit Claimants!



Since the rollout of Universal credit on the 5th December 2018 we understand some of our tenants are experiencing financial difficulty.

You may be finding it hard to pay your rent or pay other bills such as your electricity or gas. We also know that in some cases some of our tenants are having to wait 6-12 weeks before they are receiving any money which means in some cases it is taking 6-12 weeks for a payment to be sent to us to cover your rent. This is not good and we want to be able to help you afford and stay in your home.

The Association staff are here to help and we would ask all claimants who are finding it difficult to meet their financial commitments or are encountering any of the aforementioned problems to contact us at the Association office at 868 Tollcross Road or our Advice Centre at 84 Braidfauld Street and we can see if we are able to assist. Alternatively you can telephone us on 0141 763 1317, choosing option 2 for Housing Management.

UC *Universal Credit*

CONGRATULATIONS TO THE BIG DRAW WINNER



Our Prize Draw winner this quarter is **Lyndsey O'Neill**

Lyndsey was delighted with her win and told us that "it will help towards decorating the house & getting the boys a wee treat"


Well done Lyndsey you have been an excellent tenant by paying your rent on time, keeping a tidy garden and being a great neighbour!!

If you want to be entered into the quarterly prize draw here is the criteria you need to meet before being submitted into the draw:

- Pay your rent on time every month
- Keep your garden or communal spaces tidy and clean
- Be a good neighbour
- Stick to all of your responsibilities outlined in your tenancy agreement

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.

Our residents currently receive a range of services including HD if they possess suitable equipment to decode the relevant signals.

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 any equipment necessary to enable SKY to connect your chosen service within your flat.

Please contact our Maintenance team on 0141 763 1317 Option 1 and we will advise you how this can be arranged.

You will have to pay for our contractor to do this 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!

What a PERFORMANCE

The Following statistical information has been reported to the Management Committee and is for Quarter 3 of the year 18/19 – 1st October to 31st December 2018.

Maintenance

Repairs & Gas Safety

	Target Q3	18/19 Q3	17/18 Q3
Average length of time to complete emergency repairs	6 hrs	2 hrs	2.4 hrs
Average length of time to complete non-emergency repairs	3 days	2.3 days	2.4 days
Non-emergency repairs completed Right First Time	95%	96%	96%
Gas Safety Inspections completed within 12 month period	100%	100%	100%
Number of Repairs	N/A	1608	1664
Average number of repairs per occupied property	N/A	0.7	0.75
Emergency repairs completed within 6 hour target	100%	99.5%	98.8%
Urgent repairs completed within 3 day target	100%	95%	98%
Routine repairs completed within 5 day target	100%	96%	95%

Housing Management

Our gross rent arrears at the end of the 3rd Quarter was £184,028 which represents 2.11% of the total rent due. You can see from the table below how this has been split

Arrears	Target	Actual
Current Tenant Arrears	2%	1.15%
Former Tenant Arrears	1%	0.96%
Total Arrears	3%	2.11%

Voids & Re-Lets

Properties re-let	41
Percentage of rental income lost due to un-let properties	0.38%
Average number of days to repair & re-let a void property	12

Anti-Social Behaviour

Number of Anti-Social complaints received	41
Number of Anti-Social complaints resolved in timescale	37

Evictions

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

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.

Governance & Corporate Services Management Committee Details

14 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 1st October to 31st December 2018

	Stage 1				Stage 2			
	Other Issues		Equalities Issues		Other Issues		Equalities Issues	
	No.	%	No.	%	No.	%	No.	%
Received in quarter 3	25	NA	1	100%	3	NA	0	NA
Complaints carried forward from 17/18.	0	NA	0	NA	0	NA	0	NA
Responded in full	25	100%	1	100%	3	100%	0	NA
Upheld	8	31%	0	NA	1	33%	0	NA
Responded within timescale	24	96%	1	100%	2	66%	0	NA

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



PIN ACTIVITIES

Members of the Performance Improvement Network have been helping the Association review a number of its service policies over the last few months. These are outlined below and you can read about what changes were made elsewhere in this edition of the Tollcross Newsletter:

- **Data Protection**
- **Data Retention**
- **Repairs & Maintenance**

The PIN members will be involved in the review of the Anti-social Behaviour Policy that is currently out for consultation. You can read more about this and the changes that affect you due to the Housing (Scotland) Act 2014 elsewhere in this edition of the Tollcross Newsletter.

Monitoring and Evaluating

The PIN members decided that having been on the go since 2013 they wanted to take a look back at what they have been up to during this time with a view to exploring what they liked and disliked about how the group functions. The group met in March and agreed that they enjoy the current format where they get to carry out practical/hands-on tasks whilst monitoring and testing the Association's performance. They enjoyed seeing how things worked behind the scenes and that they were able to verify what the Association does and that the high performance reporting is accurate. They all agreed this gave them a sense of achievement and they wanted to continue.

They felt one of their strengths was that there was a good group of members interested in making things better in the community and that a weakness could be perceived that it was only Tollcross residents who participated in the PIN,

Way Forward

So it was further agreed that the group would consider hosting PIN meetings in all areas of the Association's stock to include Carmyle and Lilybank/Newbank. It is hoped that this will encourage participation of residents from these areas.

It was agreed the group would work together on one or two specific projects throughout the year and these would help demonstrate the link between the Association's performance to each of the Standards and Outcomes contained in the Scottish Social Housing Charter.

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 previous years and quarters one, two and three of the financial year 18/19.

Question	Satisfaction Levels					
	Previous Years			Current Year		
	2013 Full Survey 907 sample	2016 Full Survey 900 sample	17/18	Q1 Apr-Jun '18 120 sample	Q2 Jul-Sept '18 120 sample	Q3 Oct-Dec '18 120 sample
Percentage of tenants satisfied with the overall service provided by their landlord	90%	96%	91%	96%	97%	93%
Percentage of tenants satisfied with the standard of their home when moving in (for tenants moving within last 12 months)	70%	82%	78%	82%	81%	71%
Percentage of tenants who have had a repair carried out within the last 12 months satisfied with the repairs & maintenance service	90%	96%	97%	94%	98%	96%

PIN MEMBERSHIP

PIN members are keen for you to know how much fun they have even although they are actually working on helping us improve our performance. The meetings are very informal and generally accompanied with a cuppa and biscuit (or two).

So, if you are interested in taking part or just want to find out a bit more about the Performance Improvement Network, please contact the office on 763 1317 or e-mail info@tollcross-ha.org.uk.

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 2018 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.

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 3.3% for 19/20.
- We asked if our customers were satisfied with the proposals for expenditure for 19/20.
- 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.

Heating Charge Consultation

This year, in addition to the rent consultation, we also consulted with 241 tenants regarding their proposed Communal Heating charge increase. We provided these tenants with information regarding the proposed increase in our Winter Newsletter, spoke to the local Community Council and also consulted with the members of our Performance Improvement Network.

We received the following feedback from tenants:

"I think it is quite expensive and a tenner a month will make a big difference in terms of trying to pay, however I understand what you are saying about energy prices going up – it is one of those things. Ideally I wouldn't want it to go up, I'd rather have normal heating and I can control the times that it is on".

"I am happy with the way the Association consults with us regarding rent and heating increases – options cause confusion"

The feedback above was considered by the Association's Management Committee. PIN members confirmed they were satisfied with the heating increase. We would like to thank everyone who participated in this year's rent and heating charge review.

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 2018

You Said

you were not happy with the service at reception with staff laughing and talking loudly.

We did

remind staff to be respectful of visitors to the office and to keep noise to a minimum.

INVESTIGATIONS There have been no investigations reported during the year to 31st December 2018.

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: HPAdmin@scotcourtsribunals.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:

Scottish Public Services Ombudsman,
Bridgeside House,
99 McDonald Drive,
Edinburgh, EH7 4NS
Freephone: 0800 377 7330
Website: www.spsa.org.uk



A bright blue spotlight beam shines from the top left corner of the page, illuminating the title.

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

In the last edition of the Tollcross Newsletter we told you that we would be working on some service policies and we put them out for consultation. Below you will find an outline of the main changes to the policies recently reviewed and approved by Management Committee.

Data Protection and Data Retention Policy

These policies were approved by Management Committee for immediate implementation at the meeting held on 17th December 2019. The main changes to the Data Protection Policy relate to ensuring we operate within the requirements of the new GDPR legislation. We have also removed the nominal charge for subject access requests and reduced the length of time to respond from 40 days to 1 month. We make it clear that we do not require subject access requests to be made in writing. We reviewed the Data Retention Policy and this now more accurately reflects the type of information we gather and for how long we will keep it. Again this is in line with GDPR legislation.

Repairs & Maintenance Policy Review

The Repairs and Maintenance Policy was reviewed and approved for consultation by the Management Committee in January 2019. The Draft Policy contained only minor changes as recommended by our Internal Auditor, and has been available on the website for consultation until the end of February 2019.

Association Officials also met with the Maintenance PIL group, to consider and approve the updated Policy.

New Policy Review:

Anti-social Behaviour Policy

You can read elsewhere in this edition of the Tollcross News about the changes to the Housing (Scotland) Act 2014 and how they affect you. Part of these changes will have an impact on how we manage Anti-social behaviour. That is why we are now reviewing our Anti-social Behaviour Policy.

We would like to hear your views on this and you can contact us direct or via our website, www.tollcross-ha.org.uk. You can call us on 0141 763 1317 or e-mail info@tollcross-ha.org.uk to request a copy of the policy or to seek more information. As usual, we will be consulting with our PIN members too.

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 2019 to 27 April 2020 and will be included on the factoring invoice to be issued to owners in late May.

We have recently had surveys carried out to confirm the accuracy of the insurance re-instatement values being used and these valuations will be reflected in the premiums charged. The cost of the surveys will be apportioned to owners in line with their Title Deeds.

If making a claim on the buildings insurance policy, owners should contact Elaine Murray at AJG Housing 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 2019/20 has been set at £140.00 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.



Scottish Housing Regulator

National Panel

Add your voice...

Help to improve social landlord services, become a National Panel member!

The Panel is a way for people who use social landlord services to share their views via surveys and other feedback. We are always open to new members.

Join now for a chance to win £50

Join online or by phone:

bit.ly/shr-panel

0800 433 7212

Protect Your Pension Entitlement

Mixed Age Couples and Universal Credit



From May 15th 2019 'mixed age couples' – where one partner is of working age and the other is above State Pension age – will no longer be entitled to put in a new claim for Pension Credit*, and will have to claim Universal Credit instead.

This will mean what you are entitled to will be substantially reduced. Age UK estimate that this could be worth around £7,000 per year for some couples. This is the difference between standard Universal Credit and standard Pension Credit for couples.

From April 2019, the rates will be:

- Pension Credit (for a single person) - £167.25 per week
- Universal Credit (for a single person) - £73.33 per week
- Pension Credit (for a couple) - £255.25 per week
- Universal Credit (for a couple) - £115.13 per week

What can I do?

Any older person who is worried about money or thinks they may be entitled to claim Pension Credit or other pensioner benefits can call Age UK Advice free of charge on 0800 169 6565 or visit www.ageuk.org.uk.

Or make an appointment at Tollcross Advice & Learning Centre, 84 Braidfauld Street, Glasgow, G32 8PJ. Tel: 0142 764 1234. Email: advice@tollcross-ha.org.uk

Recent figures suggest that around 90 percent of claims for Pension Credit are successful.

State pension age

State Pension age has now been equalised at 65. It will now start to increase at the same time and the current law means State Pension age is due to gradually increase to 68. To check someone's State Pension age, see www.gov.uk/state-pension-age. (* unless they are entitled to backdating).

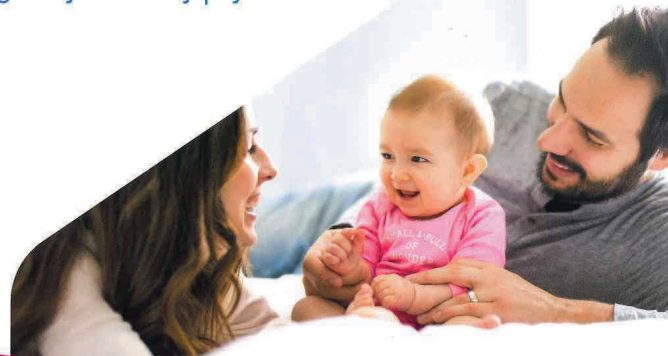


Social Security Scotland
Tèarainteachd Shòisealta Alba

mygov.scot

Could you get £600 for your first child and £300 for all other children?

Find out if you're eligible for Best Start Grant Pregnancy and Baby Payment by calling 0800 182 2222 or visiting mygov.scot/pregnancy-and-baby-payment



Dignity,
fairness,
respect.

[@SocSecScot](https://twitter.com/SocSecScot) [f Social Security Scotland](https://www.facebook.com/SocialSecurityScotland)



Social Security Scotland
Tèarainteachd Shòisealta Alba

Making it fairer for carers.

Carer's Allowance Supplement is an extra payment to help carers in Scotland. Find out more at mygov.scot/carers-allowance-supplement or by calling 0800 182 2222.



Dignity,
fairness,
respect.

mygov.scot

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 below 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 below

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
868 Tollcross Road, Glasgow, G32 8PF

Signature: _____

Date: _____

Trouble in the Park Vandalism and Youth Disorder

Glasgow City Council have asked us to highlight the recent spate of incidents of youth disorder and vandalism in Tollcross Park.

The photograph below shows the recent attack on the Leisure Centre where a number of windows were smashed. We've been told that each window has cost around £1600 to replace.

We think you would agree that criminal acts of mindless destruction like this are completely unacceptable and the Association will be doing everything possible to help the City Council and Police Scotland identify those responsible.

We have assured the City Council and the Police that the Association will use every means possible to take action against any tenant or anyone who has a connection with any Tollcross Housing Association property who may have been involved.

Ultimately, the Association will take action against Tenants if they or household members are proven to be involved in incidents like this.

If you see anyone involved in incidents like this please contact the Police by dialling 101 immediately, that can be done anonymously, and if there is a connection with an Association property the Police will then contact us.



Tolcross Park Green Gym®

This Green Gym® volunteer group will be carrying out practical conservation and gardening work in Tolcross allotments and butterfly garden. From creating wildflower areas, making bird boxes and helping build raised beds!

All sessions will be led and supervised by a fully trained member of staff

Saturdays from 10.30-1.30pm

Get in touch to book a place or find out more

Juliette Walsh 07483050742

juliette.walsh@tcv.org.uk



Friends of
Tolcross Park
Allotment Assoc.



Development Update

Dunira Street Phase 2, Braidfauld Street, Tollcross

Dunira Street Phase 2, Braidfauld Street, Tollcross

Things are progressing well with the new build project on Braidfauld Street, Tollcross. The first units in this 24 flat development are expected to be ready for handover sometime in early June 2019.

The project was delayed slightly by the weather and apparently by a shortage of materials due to Brexit!

It appears that some of the big house builders down south are buying up all of the available building materials, just in case there are problems with things after Brexit. So up here in Scotland suddenly it's getting very difficult to source basic materials such as plaster board and insulation.

Thankfully, the project is now at a stage where we are beyond needing things like that, so hopefully we should hit the first handover date in early June.

The development will provide 24 flatted units for rent. The mix of units is noted below.

- 2 x 3 apartment wheelchair flats
- 4 x 4 apartment flats
- 6 x 3 apartment flats
- 12 x 2 apartment flats

Canmore Street, Mid Market Rent (M.M.R.) Scheme

The early stages of this project are progressing well. The Association's part of this development is linked to a scheme being built by Blackwood Housing on another part of this site. As a result, the completion date for our units is a bit later than it would normally be for a 12 unit project. The programmed completion date for this project February 2020, but hopefully we will manage to pull this forward a bit.

The Association will be issuing more details of the Mid Market Rent scheme in our next newsletter, so keep an eye out if you are interested in MMR or call our office and we will be happy to run over the broad details of how MMR works.





Office Closure Arrangements

Our offices will be closed as follows:

Friday 19th April, Monday 22nd April – Easter Weekend

Tuesday 23rd April, Tuesday 30th April – Staff Training (from 12 noon)

Monday 6th May, Friday 24th May, Monday 27th May – Spring Holidays

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 and

0345 604 4686

Gas Escapes 0800 111 999

Scottish Power Emergencies

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

THOMAS CLEARY

It is with great sadness that we are reporting the recent passing of Thomas Cleary.

Thomas was a great support to the Association, serving on our Management Committee for over 10 years.

Our thoughts are with Thomas's family.



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

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

Honorary President: Bill Dougan
Property Factor Registered No PF000261

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