

TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

SUMMER 2021



**Attention
Over 60's Tenants!**

See back page for details of our summer raffle

Office Closure

Our offices will be closed as follows:

Friday, 16th July Monday, 19th July
Friday 24th Sept Monday 27th Sept

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 withhold your number or you wish to call them direct, you can do so by dialling: 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.

The Association is moving to use online services as much as possible and will use letterhead only when necessary – you will notice that the letterhead/paper we are using is thinner but this is less expensive and represents value for money. If you have any concern whether correspondence from us is legitimate or otherwise, please call us immediately.

● EMERGENCY REPAIRS

0141 763 1317 (Option1) 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 Helen Brierley who said “I am absolutely delighted – the money will go to good use”

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.



An Update from Andrea Bell, Chairperson, Tollcross Housing Association

I hope you are all well and have been vaccinated or about to get vaccinated.

I'm afraid not much has changed since the last newsletter. We are edging back to providing a full normal service, but until the Government move us back to Level 0 it's impossible to expand on our current position.

More staff are now back in the office, some permanently and others rotating with periods working from home and the office.

However, if you need to speak to any member of staff please call the office and the staff team will do everything possible to sort any problems out. We can arrange on line meetings and in some cases we can have face to face meetings.

I hesitate to say this because the deadlines keep changing, but if everything goes to plan we should have the full staff team back in the office by Tuesday 20th July 2021 and if that happens then hopefully we will open the office fully to the public on 9th August 2021. As I say, this all depends on the Government's view of the pandemic.

The Management Committee have continued to meet as usual, although all of the meetings have been held "on line". It's taken a great deal of hard work and patience from Committee Members to master the new technology, but we've eventually got our heads around it.



It will be great to get back to the old normal!

On 30th June 2021 Glasgow City Council published a plan for the regeneration of the East End of Glasgow call "**The Inner Strategic Development Framework**". This plan includes proposals for Tollcross. You can look at the document online at <https://www.glasgowconsult.co.uk/KMS/dmart.aspx?strTab=PublicDMartCurrent>. If you can't see it there then contact the Association and we'll send you out a copy by post. These proposals are important to the future of the area and they will have an impact on you and your family, so please check them over and provide feedback to the Council about what you think - you can only change things if you get involved. The Association will provide more details on these proposals in the Autumn Newsletter.

Finally, its terrible news about the proposed closure of the McVities factory. The factory has been in operation in Tollcross for almost 100 years and it would be a real body blow for the area if it does close. If we can do anything to help save the factory and the 500 jobs then you can be assured we'll do everything possible.

If you work in the factory, or the proposed closure might affect you in some way, we'd like to hear from you. As I say, we don't want the factory to close, but if it does then we want to be as prepared as we can to try to help those involved. We are trying to get an idea of just how many tenants, owners or residents in the area will be affected by the closure, so if the proposed closure will affect you please contact us. This information will allow us to prepare as well as we can if the closure goes ahead.

**Please use the cut off slip below and the prepaid envelope to respond or call the office.
Hopefully, all this won't be required and Pladis will see sense and keep the factory open.**

Fingers crossed!!!!!!!

Stay safe



McVities Factory

Hopefully the decision to close the McVities Factory in Tollcross will be overturned and this will have been a waste of time. But just in case the closure does happen we're trying to get prepared so that the best help and advice possible can be provided to anyone who will be affected by the closure.

If you could answer the questions noted below and then send the tear off slip back to us, using the prepaid envelope enclosed - this information will help us prepare and ensure that everyone gets the best help available.

Do you work in the McVities Factory ?

Will the proposed closure have an impact on your employment ?

Are you employed by someone who depends on the McVities factory for work?

There's no need to provide your contact details but it might be helpful for the future

Name

Address

Tel Number

Email Address

HOUSING TEAMS

The Housing Officers have all been moved to new areas. As part of their role they are here to assist you with your rent account, antisocial behaviour and any estate management issues. The changes will take effect from the 1st August 2021 providing that the Government restrictions do not delay our return to the office. If you need help with any of the aforementioned issues please feel free to contact your Housing Officer or any of the Housing Assistants within your local area team.

If you see us out and about, once things return to normal, please come and say hello.

Braidfauld/Carmyle/Lilybank Area Team

Area 1 – Julie Leadbetter



Orchard Court Sheltered
Methven Street Sheltered
Ardargie Drive
Bank Road
Cathkin View
Clydeview Terrace
Cross Street
Drumshaw Drive
Duffus Place/Terrace
Duisdale Road
Estate Quadrant/Road
Foxley Street
Gardenside Ave/Cres/Place
Hillcrest Road/Noldrum Ave
Park Rd
River Rd
Toronto Walk
Inzievar Terrace
Liddell Street
2253 – 2416 London Road
Mansionhouse Avenue
Montrose Avenue
Naismith Street
Neuk Way

Area 2 – Charlene Hoy



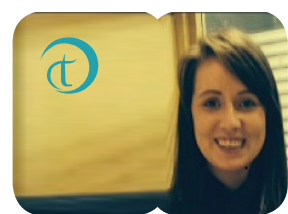
Benholm Street
Braidfauld Street (Block houses)
215-223 Braidfauld St
Braidfauld lock ups
17 Braidfauld Place
Dalbeth (All)
Downfield St (All)
1737-1971 London Road
Prosen St (All)

Area 3 – Jackie Green



Birnam Road
Canmore Place/St (Block Houses)
Canmore St (MMR)
86-88 Canmore Street
Dunkeld Street
Glamis Road
Glenisla Street
Glenshee Street
Helenvale Street
1359 – 1671 London Road
MacDuff Place/Street
232-242 Maukinfauld Road
179-211 Maukinfauld Road
24, 115 & 125 Methven Street
1, 3 and 5 Ogilvie Place
12, 20 and 22 Ogilvie Street

Area 4 – Lisa Miller



Finhaven Street
1711-1727 London Road
2253 – 2416 London Road
52-134 Maukinfauld Road
Potter Close
Potter Grove
Potter Path
Potter Place
Potter Street
Ratray Street
255-291 & 274
– 400 Tollcross Road
Lundie Street
Strathbran Street

Braidfauld/Carmyle/Lilybank Area Team – Housing Assistants

Helen O'Neil



Mark Simeon



Karen Ritchie



Tollcross Area Team

Area 1 – Clare Danks



30 – 63 Braidfauld Street
130 Causewayside Street
Corbett Court (All)
Corbett Gate (All)
Corbett Place (All)
Corbett Street (All)
Corbett Wynd (All)
Dunira Street (All)
Easterhill Place/Street (All)

Area 2 – Jennifer Cochrane



Altyre Street
Ard Street
Ardgay Street
Dalness Close, Crescent & Street
Eckford Street
Fairburn Street
Fairholm Street
Trainard Avenue
Wellshot Road

Area 3 – Nicola Muir



5-25 Braidfauld Street
1B Causewayside Street
Eversley Street
Fullerton/Lloyd All
Tollcross Park Gardens (All)
400-1180 Tollcross Road
309-953 Tollcross Road

Tollcross Area Team – Housing Assistants

Natalie Bradley



Barry Hughes



Sheron Tuffnell



School Achievement Awards 2021

NAME OF SCHOOL	NAME OF 2021 WINNER(S)
Cardinal Winning	Daniel Sweeney
St Paul's Primary	Kaysey Dickson & Sam Farren
St Joachim's Primary	Lucy Smyth
St Michael's Primary	Carla Pearson
Wellshot Primary	Abdel Choudar
Carmyle Primary	Adam Docherty
Quarrybrae Primary	Lara Mulligan

Each year the Association provides a prize for the year's star pupil at each of our local schools. This is always really appreciated and attached are a few of the presentation photos alongside a note of appreciation from some of the Head Teachers and Pupils. Well done to everyone who received an award and to all our children for working so hard. Here's some pics and quotes from the delighted winners:

Quarry Brae Primary School

Monday 14 June 2021 was a special day for Quarry Brae Primary; senior pupils in Primary 7 attended their graduation assembly. It was a lovely moment to celebrate their achievements in Quarry Brae Primary. It was made even more special by Tollcross Housing; School Attainment Award 2021. The assembly hall was silent when the recipient was announced. Lara Mulligan was the Primary 7 pupil who received the fantastic Amazon gift voucher from Mrs Adam, Headteacher of Quarry Brae Primary, and here is Lara pictured holding her voucher and Tollcross Housing Award shield. Lara has been a hard-working conscientious pupil in our school since Primary 1, a credit to Quarry Brae Primary and such a worthy winner of this accolade. Quarry Brae Primary would like to thank Tollcross Housing Association for their continued partnership, providing the School Attainment Award Gift Voucher annually; real partnerships in action which have a direct impact in our school community. A great way to acknowledge and celebrate achievement!



Carmyle Primary School



Adam Docherty was the Primary 7 pupil who received the fantastic Amazon gift voucher and said "I don't often win anything and I've never won such a big prize!. I feel amazed and happy' Adam is still thinking about what he might spend the voucher on but thinks it might be a Nintendo game. His favourite is Sponge Bob Squarepants. Adam's mum and dad think it's fantastic that Adam won the Award.

Thank you again for your support in recognising the achievements of one of our young people.

St. Paul's Primary School

Kaysey Dickson & Sam Farren – Smiles all round at receiving their award.



Cardinal Winning Secondary School



We would like to offer a huge thanks to our community partners at Tollcross Housing Association for recognising the achievements of one of our young people with the Annual School Attainment Award. This year's recipient is our Depute Head Boy Daniel Sweeney. Daniel has not only achieved his target National Qualifications and secured a college destination, he has also led by example as a model of our school values of Faith, Dignity, Respect, Integrity and Ambition. Congratulations Daniel and thank you THA!

St Michael's Primary School

Carla Pearson was delighted to receive her award from Tollcross Housing Association and she can't wait to treat herself with her Amazon gift voucher.

St Joachim's Primary School

Lucy Smyth was very happy to receive her award at the schools leaver's ceremony. Lucy is still thinking about what to treat herself with her gift voucher.

Wellshot Primary School

Abdel Choudar was very proud and happy to receive his award and Amazon gift voucher at his leaver's assembly.

WASPS -

WHY ARE WASPS A PEST?

Wasps are not considered a public health risk but can present a nuisance when a nest is found in or around your home or garden. Wasps like other insects are beneficial to the environment as they eat other insect pests. Unless the location of the nest is causing a problem to you or other members of the public treatment should be avoided.

The Association will not treat a wasp's nest unless it is within your home or directly affecting access to your home.



Tenant Alterations

All tenants should be aware that if intending to make any alterations to an Association property, you must firstly obtain approval through the Maintenance Department before the work is undertaken. Requests should be submitted in writing, giving details of the intended work, and marked for the attention of the Maintenance Manager.

Permission will normally be granted to carry out the works, subject to the extent of alteration works, and a member of the Maintenance team is likely to visit you to discuss your proposals prior to written consent being given. On completion, a further inspection will be carried out to ensure the works conform to the written request and that the work is to a satisfactory, and safe, standard.

You should consider the points below if you are considering any work of this nature, and note that our Maintenance team would be happy to discuss any enquiry:

- The work should comply with statutory legislation.
- The work should be carried out by qualified, competent tradesmen.
- The work may only be suitable for your use, so you may be required to reinstate the property to the original condition should you terminate your tenancy.
- You will be liable for the cost of any reinstatement work that is carried out by Tollcross Housing Association in the absence of written permission for works, or if you fail to reinstate prior to the end of your tenancy.
- Certain alterations qualify for compensation under the Housing (Scotland) Act 2014. Literature on this is available at our offices or can be sent out upon request. Any certification, receipts or invoices should be retained as proof of conformance and costs.

If you have already carried out any alterations and were unaware that our consent was required please contact our Maintenance Manager in order that an assessment can be carried out and the correct guidance provided.

Gas Servicing & Repairs

Our current contractor, City Technical, has been successful in the tender process and have been reappointed for a further 3 years. We look forward to continuing to work with them.

Landscape Maintenance

The Association has required to retender the landscape contract, with Caledonian Maintenance Services appointed for a 3 year period.

With the delay in getting the contract started we are currently working towards getting back to a regular programme of grass cutting, so we ask that residents are patient with our contractor until this is achieved.

Dumping Bulk Is Not Ok!

Illegal Dumping of bulk items (fly tipping) is becoming an increasing problem across all of the Association's communities. It is not just being carried out by local residents but also by people driving into Tollcross from outwith to dump their unwanted waste. This practice is completely unacceptable whoever the culprits are and if identified the Association will report them for prosecution. If anyone is aware of dumped items or can identify anyone responsible please let us know - any reports will be treated in confidence.

Please be aware that from December 2020 Glasgow City Council's Bulk Uplift Service changed. The Council no longer collect waste from designated pick-up points on 'Bulk Day'. They now operate a "by-request" and "at cost" only service for bulk uplifts from residents in flats and main door properties. Details on how residents can make a request for this service are available on Glasgow City Council's website:

<https://www.glasgow.gov.uk> › recycling

Once a request has been made to the Council, householders will be advised by them how to present their bulk waste ahead of collection. However, just leaving items on the street or in a back lane will be regarded as fly-tipping and the people responsible will be open to enforcement action by Glasgow City Council and will be reported by us to the appropriate Authorities.

We appreciate this has been an exceptionally tough time for everyone and we are very grateful for everyone's continued cooperation in helping to eliminate this anti-social problem and keep the local environment clean, tidy and safe for all.



Planned Maintenance Programme 2021-22

The Scottish Government has reduced the lockdown measures which has enabled the Association to resume the following works:

Smoke and Heat Detector Installation

Our contractor, **RB Grant**, will contact those households still to be upgraded to arrange a date and time that suits you to carry out this essential work in your home. The Association is legally required to ensure that all properties owned by us have fire detection equipment installed that meets the new standard. We aim to complete this work by December 2021 in order that the Association can meet deadline of Feb 2022. Your co-operation in providing access will therefore be greatly appreciated.

Full Gas Central Heating Replacement

Our Contractor, **Everwarm Ltd**, will be contacting those households involved to arrange a pre-start survey to explain the works and agree a suitable installation date.

In recent months we have seen a number of ageing heating systems failing, many of these at properties where tenants have previously declined central heating replacement works.

You may already have been advised by the Association that your system is ageing and likely to fail if not replaced. We do not wish to see you with no hot water and temporary heaters for several days until replacement works can be progressed.

If you are one of the tenants that previously declined heating works, we request that you contact the Association's Investment team in order that we can discuss including your home in the current contract.



Kitchen and Bathroom Installations

We intend to start this works programme in September 2021. Once the contractor is appointed, tenants involved in this work will be contacted by the Association, to achieve completion, before the end of December 2021.

Door Entry Replacement Works

All households involved will be written to by the Association before the end of December 2021 as the programme progresses. Our contractor, **Video Watchman Services Ltd**, will also contact the residents involved prior to works commencing.

Electrical Inspections

Magnus Electrical Services Ltd have been appointed to carry out 5 yearly Electrical Inspections to circa 900 properties. Tenants who are due an electrical inspection have been contacted by the Association. The Association is legally required to ensure that all our properties have an electrical inspection carried out every 5 years. The Association aims to complete these works by January 2022 to ensure we have met the Government's deadline of March 2022. Your co-operation in providing access will therefore be greatly appreciated.

Covid-19 Measures

Management and operatives of each of our installation contractors are fully adhering to the Scottish Government's Covid-19 guidance and have safe operating procedures in place. No work will take place in or around your property without prior notice and consultation with you.

If you have any questions regarding the major works programme, please contact us on 0141 763 1317 (Option 1 - Repairs) or info@tollcross-ha.org.uk. Our Investment staff will provide a full response to your enquiry.

Customer Consultation ✓

Thank you to everyone who responded to our consultation regarding the Association's performance during the pandemic. Your participation is much appreciated. A short summary of the feedback received is outlined below:

- Overall, 93% of those who responded were either fairly or very satisfied, with the service provided and 100% felt that the Association has been good at updating them on changes to service during the pandemic. Suggestions have been made for the ongoing provision of welfare/wellbeing calls to the elderly and for further information on welfare rights/rent/housing benefit support where possible.
- In addition, the situation with Glasgow City Council and the withdrawal of the bulk uplift service alongside dissatisfaction with the Council's Cleansing Services and the resultant state of backcourts has been highlighted via the survey and through ongoing discussions with tenants. Please see the article on page 7 regarding the bulk uplift.

- With regard to method of contacting the Association, the figures from the sample suggest that 96% of respondents were not affected by the office closure and confirmed that they continued to receive a good service by phone/email/website.
- Encouragingly 75% of respondents have confirmed they have access to the internet and 64% have used some form of social media. This would suggest that in addition to maintaining the issuing of letters, newsletters and updating the website, the Association could develop further online services with additional support on technology for tenants where required. See Pages 14 onwards for benefit updates and Page 19 with an update on progress with the provision of support/tablets.

We really appreciate the time taken to respond and as far as is possible we will make improvements based on your comments. Lastly, congratulations to the lucky winner of the TV, Mr Sika who was delighted and said "I am very happy that I have won. I really appreciate the service I got from Tollcross Housing during the lockdown"

Sign up to TPAS Scotland's Tenants Voice Scotland

TPAS Scotland's Tony Kelly wants to invite you and all Tollcross tenants to influence services and consultation across Scotland?

Tony says,

"Our Tenants Voice Scotland gives you a say on the things that matter most. It's simple to share your views via TVS and brings tenants' views from across Scotland together.



Registered TVS members answer a few quick questions via an online survey a few times a year. That's all we ask.

We share anonymous results with TVS members on our website, on social media, like Facebook and twitter, and tenants' groups, landlords, the Scottish Housing Regulator, Scottish Government, and the Tenant Regional Network.

The more tenants register the louder the voice will be."

You can see more, including a quick video, and sign up at TPAS Scotland's website at: <https://tpasscotland.org.uk/what-we-do/tenant-voice-scotland/>

When you register, you'll get a £10.00 voucher just for registering and be contacted about all TVS activities.



The Scottish Social Housing Charter – time for another look

The Charter was introduced in 2012 as part of the Housing (Scotland) Act 2010, it sets the standards and outcomes that all social landlords should be achieving when performing their housing activities.

The Charter is reviewed by the Scottish Government every 5 years and it's that time again!

TPAS and TIS on behalf of the Scottish Government are hosting a series of consultation events, aimed at **Tenants, Landlords, Councillors & RSL Board Members** to find out whether the Charter needs changed in any way.

The events will last for 2 hours, places are limited! **BOOK NOW!**

You can book into an event at a time that suits you - Dates for the events are:

- Wednesday	14th July	10 - 12pm	Tenants Zoom TPAS
- Wednesday	14th July	2 - 4pm	Tenants Zoom TPAS
- Thursday	15th July	2 - 4pm	Tenants Zoom TPAS

Consultation sessions are all online, both TPAS and TIS can help you get on-line.

To book a **TPAS** event contact **TPAS Scotland** please telephone: **0141 552 3633** or you can email enquiries@tpasscotland.org.uk

To book a **TIS** event please telephone: **0141 248 1242** or you can email info@tis.org.uk



The Scottish Social Housing Charter

What a Performance



The Following statistical information has been reported to the Management Committee and is for Quarter 4 of the year 20/21 – 1st January 21 to 31st March 21.

Maintenance Performance 2020-21 Q1-4	Target	20/21 Q1-4	19/20 Q1-4	18/19 Q1-4
Average length of time to complete emergency repairs	6 hours	2.3 hours	2.4 hours	2.1 hours
Average length of time to complete non-emergency repairs	3 days	2.9 days	2.4 days	2.3 days
Non-emergency repairs completed Right First Time	95%	95%	96%	95%
Gas Safety Inspections completed within 12 month period	100%	96%	100%	100%
Emergency repairs completed within 6 hour target	100%	98.3%	99%	99.7%
Urgent repairs completed within 3 day target	100%	91%	96.5%	95.5%
Routine repairs completed within 5 day target	98%	95%	95%	96.5%

Housing Management

Our gross rent arrears at the end of the 4th Quarter was £316,932 which represents 3.39% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	2.38%
Former Tenant Arrears	1.5%	1.01%
Total Arrears	3.5%	3.39%

Voids & Re-Lets to date

Properties re-let	46
Percentage of rental income lost due to un-let properties	0.99%
Average number of days to repair & re-let a void property	46

Anti-Social Behaviour

Number of Anti-Social complaints received	70
Number of Anti-Social complaints responded to in timescale	61

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 Service by contacting us on 0141 763 1317, for free advice and assistance.

Governance & Corporate Services

Management Committee Details

13 full members of Management Committee and 1 Co-optee

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			
	Other Issues		Equality Issues		Other Issues		Equality Issues	
	No.	%	No.	%	No.	%	No.	%
Received in Quarter 4	22	N/A	0	N/A	4	N/A	0	N/A
Number of complaints c/fwd from 19/20	0	N/A	0	N/A	0	N/A	0	N/A
Responded in full	22	100%	0	N/A	4	100%	N/A	N/A
Upheld	7	32%	0	N/A	0	N/A	N/A	N/A
Responded in timescale	17	77%	0	N/A	4	100%	N/A	N/A

PIN & Events Focus Group Update

Although the Coronavirus Pandemic has meant we've not been able to meet up as often as possible, we've been managing to keep in touch with our PIN members. We have been encouraging them to stay involved by inviting them to join in on-line discussions and consultations, such as the recent review of the Scottish Social Housing Charter [you can read more about how you can join in with this consultation on page 9].

PIN members are also being invited to provide feedback on the review of our Current Rent Arrears Policy. You can read more about that and how you can comment elsewhere in this edition of the Tollcross Newsletter.

We'll also be in touch with the PIN members again very soon to look over the requirements for the Landlord Performance Report and before that, we'll be working on the revised requirements for equalities monitoring (there's more information about this elsewhere in this newsletter). So hang on in there PIN members, things will pick up (safely) soon.

The events focus group members have also been trying hard to keep things going and you can see on the back page the work they've done for the 'over 60s' by offering a prize draw instead of the usual bus trip.



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 close is not being cleaned properly

WE DID:

Monitor the standard of cleaning for 4 weeks to ensure it meet THA's specification

YOU SAID:

Water supplying your WC has frozen

WE DID:

Carry out an alteration to prevent this happening in the future



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 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,
20 York Street, Glasgow G2 8GT
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

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.spsos.org.uk
Online at: www.spsos.org.uk/contact-us





Ensuring our services meet your needs

In April 2019, the Scottish Housing Regulator (SHR) revised their Regulatory Framework, which it uses to oversee the work of all Scotland's housing associations. As part of this review the SHR was keen for associations to support their tenants / residents as effectively as possible, and ensure the services they provide match the specific needs of individual customers.

To help achieve this the revised framework states "...landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff" and "... have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions ... and in its day-to-day service delivery."

At the moment, the SHR are currently developing guidance for associations about how best to gather this information, but Tollcross are using draft guidance the SHR has already provided to begin the process of revising its current Equality Monitoring Form. To date we have consulted with our staff, committee and our Performance Improvement Network (PIN) (which is made up of Tollcross tenants and residents). We will further update you on this work in future newsletters and look to consult with our tenants and residents before the monitoring form is finalised.

If you want to find out more, or be part of the consultation process, please contact us on: 0141 763 1317 (Option 3) or email us at: info@tollcross-ha.org.uk

Spotlight on Policies

Since the last edition of Tollcross News, staff and Management Committee have been working on updating some of our policies, which are available on request and/or on our website, Policies and Procedures (tollcross-ha.org.uk)

- CCTV Policy
- Corporate Clothing and Equipment Policy
- Recruitment & Selection Policy
- Information Security Policy
- Entitlements, Payments and Benefits Policy
- Succession Planning Policy (Staff and Committee)
- Financial Regulations

The Association prepares equality impact assessments for all new and revised policies and you can access them from our website at Equality Impact Assessments (tollcross-ha.org.uk).

We have selected the service policies that directly affect our customers and above you will find an outline of what some of the revision to policies mean for you.

Complaints Handling Procedure



Following on from our Spring Edition of 'Tollcross Newsletter', where we told you Management Committee members were considering the changes to the Model Complaints Handling Procedure, we can confirm this has been approved and has been live since 1st April 2021. The Scottish Public Services Ombudsman (SPSO) developed this revised procedure following wide consultation with RSLs and tenants and the purpose of the Model Complaints Handling Procedure (MCHP) is to provide a standardised approach to dealing with customer complaints across the housing sector in Scotland. Below is a summary of the highlights of the changes to the Complaints Handling Procedure (CHP) and you can read the entire procedure and our revised Unacceptable Actions Policy that complements the CHP, following this link on our website: <https://tollcross-ha.org.uk/make-a-complaint/>

- Renewed focus on early resolution to complaints. New third option of 'resolved' added to current options of 'upheld' and 'not upheld'. "A complaint is resolved when both the Association and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld.
- More emphasis on encouraging RSLs to make best use of lessons from complaints.
- More information about complaints made via social media.
- More emphasis on agreeing the nature of the complaint with the customer and what their expectation of remedy is, at stage 2.
- Expectation to commit to identifying vulnerable customers and helping them identify when they might wish to make a complaint.
- Clear distinction between complaints being received from Councillors and enquiries on behalf of constituents.
- Factoring complainants are now to be signposted to SPSO as well as First Tier Tribunal after completing stage 2

CURRENT RENT ARREARS POLICY

Periodically Tollcross Housing Association review our working policies to ensure they are compliant with legislation and continue to set out the right overarching principles that staff must meet and customers can expect.

Tenants rent is our main source of income. The efficiency in collecting rent and preventing arrears is strategically critical for day to day operations, property investment and longer term viability of the organisation.

We recognise where a tenant's circumstances may result in them accruing rent arrears. We will at all times act in accordance with the policy and promote a preventative arrears culture. We will employ discretion and support where required depending on individual circumstances. Where necessary, we will take court action up to and including the eviction of the tenant (as a last resort) to safeguard the Association's interests in being able to operate, improve conditions and develop new homes.

As part of our commitment to preventing homelessness caused by eviction for rent arrears, we commit to:

- Only act in accordance with the current regulatory and legal framework outlined by the Scottish government and Scottish Housing Regulator
- Preventing rent arrears from the start of a tenancy and throughout the tenancy
- Engage with tenants in arrears through telephone, email, letter and personal visits
- Adopt a fair but firm approach treating tenants with dignity and not acting a threatening way
- Be open honest and transparent on the steps the Association may take and impact this may have on the tenant
- Promote our welfare rights and money advice service along with other agencies who can help tenants with debt in every contact regarding rent arrears.
- Actively promote income maximisation and take an individual approach to assisting, where possible, a tenant experiencing financial hardship.
- We will only evict a tenant as a last resort where all other avenues of assistance and engagement have failed.

Your view counts – consultation process



As a locally based organisation we recognise the importance of engagement with our tenants and your opinion is very important to us in order to improve the services we offer. We would appreciate your feedback (good or bad) on what you think of the proposed new Current Rent Arrears Policy. If you would like to provide us with your opinion and any suggestions, then please send us an email by clicking on info@tollcross-ha.org.uk

If you would prefer a paper version please let us know by telephoning us on **0141 763 1317** (option 2) or by email to info@tollcross-ha.org.uk.

You can provide your comments by:

- **Writing to us at 868 Tollcross Road, Glasgow, G32 8PF**
- **Phoning us on 0141 763 1317 (option 2) or,**
- **Emailing us at info@tollcross-ha.org.uk**

In addition you may also receive a telephone call from a company appointed to survey our tenants on the proposed rent increase options, our investment plans and the affordability of your rent.

If you would like to attend a meeting to discuss the proposed Current Rent Arrears Policy – please advise us as soon as possible so we can arrange this for you.

When will a decision be made?

The Association's Management Committee will meet on 30th August 2021 to consider all of the feedback and comments. Following careful consideration of all of the information to hand at that time the Management Committee will finalise the policy.

Prior to making any final decision on the policy, Committee Members will take into account any views expressed by tenants. **It is therefore important that your comments are received by Friday, 20th August 2021.**



Your views on the proposed Current Rent Arrears Policy 2021:

Name:

Address:

Comments:

.....

.....

Benefits & Money

Universal Credit:-

Standard Allowance

The £20 uplift in the UC Standard Allowance is to be continued for a further 6 months, April to September 2021

Repayment Advances

From April New Claim Advances and Benefit Transfer Advances can be repaid over 24 months

Deduction Rates

From April the maximum amount for Third Party Deductions will be reduced from 30% of standard allowance to 25%

Post Office Card Accounts

Many DWP claimants have their benefit, such as State Pension, paid into a Post Office Card Account, the Government's contract with the Post Office is due to end on 30th November 2021.

The DWP are writing to customers who will be asked to nominate an alternative account to have their benefit paid into, this could be a credit union or bank account.

All claimants will be notified of this by letter.

If you need help with this please contact our Advice Team on 0141 764 1234

Welfare Rights and Money Advice Service

Tollcross & Shettleston Money Advice Service (TSMAS) in partnership with Tollcross Advice & Learning Centre (TALC) are available to help tenants with benefits, debt, food assistance, fuel advice, filling forms and more.

The Team are able to:-

- Help you to find out how you can get online
- Help you make and manage your online claim for Universal Credit
- Advise if you need to claim Universal Credit or continue with your current benefits
- Challenge Housing Benefit decisions to help reduce rent arrears
- Appeal decisions if you are refused Personal Independence Payment and Employment & Support Allowance
- Apply for the Scottish Welfare Fund on your behalf for items of furniture or white goods, especially if you are a new tenant.
- The Team can source a Starter Pack for some tenants that includes new bedding, cutlery, crockery, kettle & toaster
- Provide money advice and assist with debt issues that you may be having

Figures on how we have helped local individuals and families:-

The team have been working hard in assisting customers over lockdown and in 2020, the Money Advice Service assisted 479 customers with benefits and debt advice. Financial gains, such as new benefits amounted to £221,189 for customers and dealing with debt amounted to a total of £80,083.

In the period April 2020 until March 2021: 365 customers received Foodbank Vouchers with another 131 receiving food assistance from partner agencies. 179 families received fuel help via G-Heat including gas and electric top-up's.

Another 363 individuals and families received support over lockdown with general advice such as help with completing Bus Pass Forms, Blue Badge Forms, working with partners to access help with digital support, CV's & job search and more.

If you feel you that you need help with any of the above, please get in touch, the Team are here to help. We hope it won't be long until you can access the Learning Centre Computer Suite, The Community Room Training Programme & Activities, Credit Union, Job Club and The Library.

Coronavirus Update:

Although TALC is currently closed to the public, support is still available by telephone and email.

To contact us please phone 0141 764 1234 or email us at advice@tollcross-ha.org.uk





Social Security Scotland
Tearainteachd Shoisealta Alba

Applications to open for School Age Payment

Eligible parents of children aged 4 and 5 are being encouraged to apply for financial support worth over £250 when applications open on 1 June 2021.

The School Age Payment is open to families who get tax credits or certain benefits and have a child who was born between 1 March 2016 and 28 February 2017.

The one-off payment can be used for anything from a new pair of shoes to books or arts and crafts materials.

Parents who have deferred their child's entry to school from August 2020 to August 2021 should still apply before the closing date on 28 February 2022 - if an application is made after this time it will be too late.

Young people urged to check out Job Start Payment

Young people returning to work are being urged to check if they are eligible for Job Start Payment.

Over 1,000 young people have already benefited from this support since it launched during the COVID-19 pandemic. That's more than £277,000 invested so far in helping those whose job prospects have been hardest hit over the past year.

Job Start Payment is now £252.50, or £404 if the applicant has children and is available to young people who have been on certain benefits for 6 months or more. This payment could help with travel costs or could be used for clothing, lunches and other expenses that need to be met before someone receives their first salary.

People can apply for Job Start Payment for up to 3 months after their start date. You can find out more and apply through mygov.scot or by calling 0800 182 2222.

If you feel that you need assistance to apply for these Payments please call the Tollcross Advice & Learning Centre on 0141 764 1234 or email us at advice@tollcross-ha.org.uk we are here to help.

Coronavirus Update: - Although TALC is currently closed to the public, support is still available by telephone and email. To contact us please phone 0141 764 1234 or email us at advice@tollcross-ha.org.uk

GOOD FOOD THAT EVERYONE CAN AFFORD!

Eat. Give. Pay it forward.

Pre-order delicious healthy meals
and Pay What You Can!

TEXT MEALS TO
07786 202 247
(only standard sms rate applies!)



TUESDAY & THURSDAY

**COLLECT BETWEEN 12-3PM
AT MEALS COLLECTIVE,
279 ABERCOMBY STREET,
BUSINESS CENTRE
GROUND FLOOR, G40 2DD
(CHILLED OR HOT)**

SATURDAY

**COLLECT BETWEEN 12-3PM
AT THE SPACE,
257 LONDON ROAD, G40 IPE
(FROZEN OR HOT)**

The Food Phone – Eat, Give, Pay it Forward is a partnership between Meals Collective and People Without Labels and is a charity that aims to offer high-quality 'pay what you can' meals. It is a simple pre-ordering system offering healthy nutritious food for all cultures in a fair, inclusive and accessible way. People can pre-order food from an extensive plant-based menu by simply texting MEALS to 07786 202 247 and collect it.

The food is 100% plant based and comes in sustainable packaging, prepared fresh by experienced vegan chefs and the menu includes pasta, curries, stews, pizzas and more. To see all available menu's text MENU to 07786 202 247 or follow us on social media.



New Social Security Scotland Disability Benefits

Personal Independence Payment will be replaced by Adult Disability Payment (ADP)

ADP is a new benefit being introduced by Social Security Scotland in spring 2022 and will replace Personal Independence Payment (PIP). ADP will provide financial support to people of working age across Scotland, with a disability or long-term ill-health condition.

Who can make a claim for the Adult Disability Payment?

Eligibility is similar to that of PIP. This benefit is for people who meet the following criteria: You are aged between 16 to State Pension age, you have difficulties with daily living or getting around (or both), and you have had physical or mental difficulty for at least 3 months and expect it to continue for at least 9 months.

If a person is terminally ill, these qualifying periods do not apply.

When can I apply for Adult Disability Payment?

New claims will be accepted from early 2022. In the meantime, anyone currently needing to claim for additional financial support due to a disability, long term illness or mental health condition, should apply for PIP.

Disability Living Allowance (DLA) will be replaced by Child Disability Payment

The new Child Disability Payment will be open in pilot areas for applications from 26 July 2021. The pilot will be followed by a full national roll-out in the autumn.

Who is eligible for the Child Disability Payment?

This benefit is for children and young people aged between three months and 18 years who have lived with a disability for at least three months and who can expect to continue to have this disability for at least six months. Qualifying children aged three months or over will be entitled to a payment for their care. Children over three years old can also get a payment to help with their mobility needs

Attendance Allowance (AA) will be replaced by Pension Age Disability Payment

The Pension Age Disability Payment supports older people who have a disability that means they need assistance with looking after themselves, or supervision to keep them safe.

Who is eligible for the Pension Age Disability Premium?

This is for people who meet the following criteria: people who are state pension age and over, who have had their condition for at least six months and require additional care

It is anticipated that eligibility rules for Pension Age Disability Payment will remain broadly similar to AA.

If you have any questions regarding of the above please contact Tollcross Advice & Learning Centre.

Coronavirus Update: - Although TALC is currently closed to the public, support is still available by telephone and email. To contact us please phone 0141 764 1234 or email us at advice@tollcross-ha.org.uk

LET'S TALK

Help support your staff, volunteers or your wider community

Free Online Mental Wellbeing Drop Ins and Workshops

Virtual Drop Ins

The next time you have a coffee catch up, team meeting or wellness webinar, why not have us 'drop in' to chat about mental wellbeing?

Online Workshops

For engaging sessions on mental health why not book some of our workshops? These informative sessions last around 90 minutes and cover a variety of topics

Benefits include;

- Raising awareness around mental health issues
- Tackling stigma and discrimination
- Signposting people to local support
- Encouraging positive conversations around mental health
- Promoting recovery and self-care through the 5 Ways to Wellbeing
- Encouraging people to be more proactive in looking after their mental health

For more information or to book please contact Emma.Straughan@samh.org.uk



The Smelly Welly Club



It has been a great Season for the Smelly Welly Club so far and there is still plenty of time to get involved in the fun activities that we do, from learning how to grow your own fruit and vegetables, arts and crafts, looking for wildlife in our very own wildlife garden, cooking, and lots, lots more.

The Club runs every Tuesday and Thursday right up till the end of October between 3.15pm – 5.00pm and we still have a few spaces left, but you will need to be quick.

We also start our Summer Club on Tuesday 29th June 1.00pm – 3.00 pm running on Tuesdays, Wednesday and Thursdays.

If you are between the ages of 7 – 12 years and it's something you want to get involved in then please pop along to Shettleston Community Growing Project and complete a registration form, it's as simple as that.

For more information contact Kenny McCubbin on 07879 333846 or email me at Kenny.mccubbin@shettlestongrowing.org.uk

THE
SCOTTISH
PANTRY
NETWORK

Feeding Success
Together

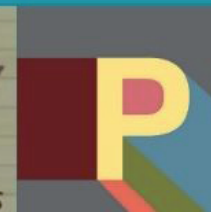


PANTRY BUS SERVICE

TO BOOK TRANSPORT CALL 0141- 778 -2042

BOOK 24 HRS IN ADVANCE

PHONE LINES ARE OPEN MONDAY TO FRIDAY 12PM - 4PM



Tollcross Housing Association MEMBERSHIP APPLICATION FORM

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 would like to become a member of Tollcross Housing Association, please complete and return the application outlined below.

**I wish to become a member of Tollcross Housing Association Limited.
I confirm the following (Please tick ✓):**

- I am the tenant, or joint tenant of a Tollcross Housing Association 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	
Email Address					
Details of any property held in the Association					

Signature: _____

Date: _____

Please return to: The Secretary
Tollcross Housing Association Limited
868 Tollcross Road, Tollcross, G32 8PF

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
Registered Scottish Charity No. SC040876

Check out our website to find out about joining the Management Committee too at:
<https://tollcross-ha.org.uk/management-committee-members/>

Up-coming Policy Revisions

We are currently working on reviewing the Association's Tenant Participation Policy, so please keep a look out in the future editions of the Tollcross Newsletter.

Allpay

Payment Line Update

We would like to inform you
that the Payment Line for
Allpay has recently changed to
0330 041 6497.

Monthly Customer Satisfaction Surveys – they're back!

Regular readers of the Tollcross Newsletter will know that during the early part of handling the COVID-19 Pandemic, the Association suspended the monthly satisfaction surveys. The main reason for this suspension was out of respect to those tenants and local residents who may have been experiencing health difficulties or perhaps even having to deal with the loss of a loved one.

Customers who have been in touch with us recently may already be aware that we have resumed carrying out these independent surveys in order for us to monitor our service provision to you. So, if you've been in touch with us, a colleague from Research Resource (an independent agency) may call you to discuss your experience when interacting with the Association. We really value your opinion, so thank you to those of you who take part.

Tablets for Online Learning Help is at Hand!



The pandemic has been a tough time for us all and in particular for those who have had to adapt to online learning with their child/children - you are our local super heroes, juggling everything that you do then to add the pandemic on top - Well done!

Having a decent tablet can make a difference to a child's online learning experience. So, to help, the Association is pleased to be giving away tablets to some young people who can use them to assist their learning. If you have one or more children who would benefit from having a tablet in your house then just tell us, in a few words, how this will make a difference for your family. Your slip will be entered into a draw and the first 10 entries pulled from the hat will be the winners.:-

Name: _____
Address: _____

Tel No: _____
Email Address: _____

You can post your entry in, email us or phone.

Good luck everyone

Tollcross Housing Association, 868 Tollcross Road,
Glasgow, G32 8PF, Tel: 0141 763 1317
Or email: info@tollcross-ha.org.uk

Attention Over 60's Tenants “Summer Raffle”

Some exciting news for you. Our Events focus group members thought long and hard on what we could offer that could replace our normal bus trip and bring a bit of Summer Cheer .

So, up to 100 lucky over 60 year old tenants will have the opportunity to win a gift voucher for The Fullarton Park Hotel to the value of £20 each, to enjoy some refreshments and food at your leisure.

If you are interested in taking part in the prize draw please contact us on 0141 763 1317 (option 3) confirming your name, address, date of birth and contact number by Friday, 30th July 2021. If you call, you will be automatically enrolled into our prize draw and we will contact you after this date to let you know if you have been successful.

Good Luck.



(Image provided by the Fullarton Park Hotel)


TOLLCROSS
housing association limited

Honorary President: Bill Dougan

Property Factor Registered No PF000261

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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**

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