

TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

SUMMER 2022

Hello Summer



**and Welcome back!
to our over 60s Bus Trip**

**Get your Bucket & Spade out. We are going tae Largs!
Happy Days!**

Don't miss out on the return of our Annual bus trip – fill out your application for a ticket on the back page and get it back to us - It's first come first served!!

Office Closure

Our offices will be closed as follows: • **Friday, 15th July** • **Monday, 18th July**

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

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

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

School Achievement Awards 2022



NAME OF SCHOOL

Cardinal Winning
St Paul's Primary
St Joachim's Primary
St Michael's Primary
Wellshot Primary
Carmyle Primary
Quarrybrae Primary

NAME OF 2022 WINNER(S)

Sean McLaughlin
David Torrance
Mia Greechan
Reagan McDougall
Marcus Ferla
Carson Crossan & Harry Armour
Lucie Marr

Each year the Association provides a prize for the year's star pupil at each of our local schools. Well done to everyone who received an award and to all the children for working so hard.

Big Draw WINNER

The Winner of our Big Prize Draw is Joan Best who said "I am over the moon at winning"

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.



Andrew Sproul

– Our New Welfare Rights Officer

Hello I am Andrew, the new Welfare Rights Officer at Tollcross Housing Association. I have previously worked in Welfare Rights for other housing associations in Glasgow and for the Citizens Advice Bureau.

I can help with a number of different money and benefit related issues. This can include; benefit checks and applications, income maximisation, disability benefit applications, energy advice, housing costs, Scottish Welfare Fund applications and other matters. Seeking advice is especially important at the moment with the ongoing cost of living crisis effecting many of us.

Also there are a number of welfare changes taking place in Scotland with new benefits being rolled out by Social Security Scotland, including:

- The Scottish Child Payment was doubled in April from £10 to £20 to help parents.
- Personal Independence Payment will also be gradually replaced by the Adult Disability Payment from August. This will lead to a change in the application process for those with health conditions effecting their day to day lives.
- The Department of Work and Pensions has also announced that those in receipt of Tax Credits and Child Tax Credits will be moved over to Universal Credit by the end of 2024 meaning a change to the way benefits will be accessed and managed.



I am now holding drop-in surgeries twice a week for advice and support.

No appointment needed, just drop in during the following times:

- **Monday afternoons between 1.00 – 4.30pm**
in the Associations Office at 868 Tollcross Road and on;
- **Wednesday mornings between 9.00am – 12.30pm**
at Tollcross Advice & Learning Centre, 84 Braidfauld Street.

Outwith the drop-ins, I will be available during office hours Monday to Friday if you need any help or advice.

You can call me on **0141-763-1317**
or email me direct at
andrew.sproul@tollcross-ha.org.uk
to arrange an appointment.

Tollcross Advice & Learning Centre

84 Braidfauld Street, G32 8PJ. Tel. 0141 764 1234

Help was at hand for Tapiwa & Marinela

The Association continues to support and work alongside Tollcross Community Trust who are also based in our Advice & Learning Centre. We are delighted that the Trust were able to assist 2 tenants with a tablet and laptop that has allowed them to take part in vital work relating to their future.

Tapiwa had a very important interview and exam for a job that he had been waiting to hear about. When he was told he got to the next stage he needed help to get online to complete the exam. The Trust came to the rescue and provided Tapiwa with a tablet.

Marinela is taking part in the Child Development Course that is being run at the Centre by Glasgow Kelvin College. Marinela told staff that she was also on a Diploma in Public Services Interpreting course and that she had an exam coming up. Marinela needed an up to date laptop to support the work required. Again, the Trust were able to help and this will allow Marinela to complete both her Childcare Course and Diploma.

Both tenants were very happy that they got the help they needed. We wish both Tapiwa and Marinela all the very best for the future.



Working in Partnership Thank you to Lidl and Urban Fox!



The Association has been working in partnership with Lidl, bringing great benefits to the community:

- **Mid-Sleeper Beds for Children** - 14 mid-sleeper beds were delivered to our Advice Centre and were donated to families who really appreciated receiving them for their children. Urban Fox came with their van, picked the beds up from Lidl then helped deliver the majority of the beds to families, so a big thank you to them too.
- **Pop-Up Event in Lidl Car Park Tollcross**- In partnership with Lidl, the Association and Urban Fox organised an amazing Event for the whole community with stalls, face painter, free ice-cream and more, held in the Lidl car park. There was a great turn out and Lidl kindly donated £100 of vouchers for the free Outdoor Bingo session, that again was appreciated and let families get some shopping from Lidl.



- **Getting Tenants Online** – Lidl have once more been generous in donating £500 to help get tenants online. Do you need assistance? Please get in touch with our Advice & Learning Centre on 0141 764 1234 to find out more about how we can help you get online. This can be to help manage your energy online, online shopping, keeping in touch with friends and more.
- **Community Food Project** - Finally we are working alongside Lidl and Tollcross Community Trust to set up a much needed Community Food Project.... Watch this space for more information.



TSMAS

Tollcross and Shettleston
Money Advice Service

TSMAS, Tollcross and Shettleston Money Advice Service
is a free confidential service ...

What does the money advice service do?

- Help with budgeting
- Help access a bank account
- Help to reduce rent arrears
- Help to reduce gas and electricity bills
- Negotiate with creditors
- Help with choosing home contents insurance
- Help with accessing affordable credit
- Maximise Income
- Assist with completing applications
- Help to get online for benefit claims including Universal Credit

Who can access the service?

- People whose home is rented from Tollcross Housing Association or Shettleston Housing Association
- People whose home is factored from Tollcross Housing Association or Shettleston Housing Association
- People who live within the Tollcross or Shettleston Area

How to make an appointment?

Call or make an appointment on



0141 764 1234

advice@tollcrosscommunitytrust.org



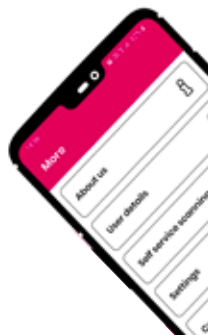
**SHETTLESTON
HOUSING
ASSOCIATION**

TOLLCROSS
housing association



**Help us to help you keep
your community clean**

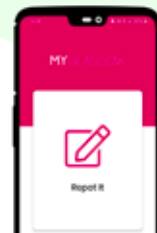
Don't accept litter or fly-tipping on your doorstep



REPORT IT!



Report issues in detail with
ease and convenience.



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

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

Easter Queenslie Recycling Centre
90 Easter Queenslie Road
G33 4UL

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



FREE CLASSES IN THE COMMUNITY

CHILD DEVELOPMENT, RELATIONSHIPS & PARENTING SCQF LEVEL 4 TUESDAY MORNINGS, 9.30AM TO 12.30PM FOR 12 WEEKS

Following the success of our first 12 week course we are now recruiting for a new session starting in the new term, after the summer holidays. The course is aimed at parents, carers and people who have an interest in a career in childcare.

The course will take place on Tuesday mornings 9.30am to 12.30pm and is free.

The course is face to face, and will take place at Tollcross Advice & Learning Centre, 84 Braidfauld Street, Tollcross, G32 8PJ



WANT TO LEARN OR IMPROVE YOUR COMPUTER SKILLS,

JOIN A FREE FRIENDLY CLASS AVAILABLE ON WEDNESDAY MORNINGS 10am to 12.00pm

Do you have a smart phone, tablet or laptop you want to learn to use? Bring it with you to our free class where a Tutor will be on hand to help. Don't have a device, don't worry, we have 12 computers that you can use.

You can learn the basics or get help on how to use word processing, spreadsheets, creating presentations and much more.

Refreshments are provided and it's a great way of meeting new people and improving your skills.

INTERESTED?

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

TOLLCROSS ADVICE & LEARNING CENTRE



New Way To Avoid Financial Fraud - Stop - Hang Up - Call 159

Just launched, there is a new way to avoid financial fraud. A secure and easy-to-remember phone number to contact your bank on in order to avoid painful scams. This could prove to be the safest way for many to contact your provider if you have suspicions and concerns about your accounts, or even if you are struggling to find a customer services number.

Stop Scams UK and Global Cyber Alliance have launched the UK-wide 159 call service, which is designed to guarantee consumers a safe route to contacting their banks.

The scheme is urging people to “stop, hang up and call 159” to check calls are for real. The idea is to help those who believe they have been contacted by scammers claiming to be their bank, or by fraudsters who encourage them to transfer money.

Currently, banks that cover over 70% of UK current account customers are signed up to the scheme at launch, although more are expected to follow. Here's are the firms currently taking part :-

Bank of Scotland	Barclays
Halifax	Lloyds Bank
NatWest	Royal Bank of Scotland
Santander	Starling Bank
Ulster Bank	

You can call 159 if you're a customer of most major telecoms firms.

The majority of telecoms firms are participating in the scheme, which enables you to call 159 from handsets and landlines if you're a customer. Here are the firms taking part :-

BT (including EE and Plusnet)	Gamma
O2 (including Giffgaff)	Sky
TalkTalk	Three
Virgin Media	

When calling 159, you'll be taken through an option menu in which each bank that has signed up to the service is read aloud. Customers are then able to use their telephone keypad to be put through to their bank. You'll then be directed through to your bank's customer service department. Note that calling the service will cost the same as making a national rate call.

For those who bank with firms not yet involved in the 159 pilot – you should continue to contact your bank by using the number on the back of your debit or credit card.

When to call 159

Call 159 if you encounter the following:

- Someone contacts you claiming to be from your bank – even if they do not seem suspicious.
- You are contacted by someone claiming to be an authority figure (such as the police) and told to transfer money – even if the request seems genuine.
- You receive a call about a financial matter and it appears suspicious.

Worried about your energy bills? - Home Energy Scotland can help

On Thursday 3 February, Ofgem announced an increase to the energy price cap meaning that many Scottish households will see increases in energy bills from 1 April 2022.

The increases are driven by a record rise in global gas prices over the last six months, with wholesale prices quadrupling in the last year alone. While you might find this news worrying, we want to assure you that help is available.

Home Energy Scotland is an energy advice service funded by the Scottish Government that helps people in Scotland create warmer homes, reduce their energy bills, and lower their carbon footprint. The service has no affiliation with energy suppliers and the team never cold call.

If you're worried about your bills, or if your home is cold and difficult to heat, Home Energy Scotland can help you access funding and support to improve the energy efficiency of your property.

Expert advisers can:

- Provide practical tips and impartial advice for reducing the amount of energy you use at home to keep your bills low.
- Advise on financial options including interest free loans to improve the energy efficiency of your home including draft proofing, new heating systems and renewables.
- Check if you're eligible for the Scottish Government's Warmer Homes Scotland programme that provides free heating, insulation and more to eligible households worth around £5,000, which could save you an average of approximately £300 on your bills over a year.

If you are or someone you know is worried about energy bills, call freephone 0808 808 2282, send an email to adviceteam@sc.homeenergyscotland.org, or request a call-back via the website at www.homeenergyscotland.org. Lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.



*** Clothing Grant and Free School Meals - Update from Glasgow City Council – www.glasgow.gov.uk ***

- **Free School Meals** -The Scottish Government has announced funding for children currently in receipt of Free School Meals (FSM) to receive an additional one-off payment for the summer break. £222.50 will be paid for each child P1 to S6 (S5 & S6 will receive the FSM payment however Clothing Grant payments will be made once the schools have returned).The £222.50 includes the £130 Bridging Payment detailed on the ScotGov website.

This will not apply to children transitioning to P1 from August 2022 or Early years establishments.

Payments will be made from Friday 17 June 2022 onwards. For more information see under free school meals.

- **Clothing Grant** payments will be made automatically for families who are currently in receipt of Council Tax Reduction and their children are detailed on their claim.You do not need to re-apply.

If you have received a letter from us recently advising you to submit an application for a clothing Grant, this is because the process has changed for you and you must apply - you will not receive the grant automatically.

Grants are paid directly to bank accounts.

If your bank account has changed you must let us know to avoid any delays. Please submit an enquiry form to update your bank account details, these details cannot be taken over the telephone.

Payments will be made from Friday 17 June 2022

For S5 or S6 pupils (aged 16+), clothing grants are paid after pupils have returned to school. For more information see under Clothing grants.



Who is eligible for a clothing grant?

Families on low incomes may be eligible to receive a School Clothing Grant award of £120 for a Primary aged child or £150 for a Secondary aged child. The award is given annually to assist with the cost of purchasing essential school clothing for families who are on a qualifying benefit.

You may be eligible for a school clothing grant if you have a child that attends a Glasgow school, and you receive any of the following benefits:

- Housing Benefit / Council Tax Reduction (this is not Council Tax single person's discount or student discount)
- Universal Credit (UC), and your monthly take home pay is £660 or less.
- Income Support/Income based Job Seeker's Allowance (JSA) or any income related element of Employment and Support Allowance (ESA)
- Child Tax Credits only (CTC) with an annual income of less than £17,005
- Working Tax Credit and Child Tax Credit with an annual income of less than £17,005
- Support under Part VI of the Immigration and Asylum Act 1999

More Information available on Glasgow City Council Website: www.glasgow.gov.uk

Planned and Cyclical Maintenance Programme 2022-

Full Gas Central Heating Replacement

Following the service withdrawal by our previous contractor, this work is currently out to tender with an appointment due in August. Replacement work in the coming year is expected to focus on properties served by the existing plantrooms. The Association will contact tenants and owners involved once a new contractor has been appointed.

We have also continued to see a number of ageing heating systems fail, many of these at properties where tenants have previously refused to allow central heating replacement works to proceed.

We do not wish to see you without hot water and temporary heaters for several days until replacement works can be progressed. If you are one of the tenants that previously refused 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

Our contractor, Select Facilities, continues with this replacement work throughout our stock. The Association will contact those properties involved prior to a pre-start survey being undertaken, at which the contractor will explain the works programme and choice selections with the households involved.

Door Entry Replacement Works

The Association and our contractor, Video Watchman Services Ltd, will contact all tenants and owners involved prior to survey works commencing.

Electrical Inspections

Magnus Electrical Services Ltd will be carrying out 5 yearly Electrical Inspections to around 400 properties that are due for inspection in the year. This inspection is essential to ensure the continued safety of you, your family and other residents. Those residents affected have been contacted and if you are one of these your co-operation in providing access will be greatly appreciated. This is however a mandatory inspection and as such the Association will require to take follow-up action should Magnus fail to gain access.

If you wish to discuss any of these or any other project works, please contact the Maintenance team on 0141 763 1317 Option 5.



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.

Customer Satisfaction Survey Results 21/22

Regular readers of our quarterly newsletter and those who visit our website will know that customer feedback is something we are committed to seeking. We have a variety of ways in finding out how we've done in providing our services to you. In addition to a full survey every three years, you'll see the results of the most recent quarterly surveys below. These surveys are undertaken by an independent company, Research Resource. You will also see that we're gathering information from you about how you think we've performed during the pandemic so far.




Thank you to everyone who has taken part in these surveys.



















Would you like to help us by providing feedback on our services and performance or join one of our tenant groups – you can do this by:

- Writing to us at Freepost GW7508, Glasgow G32 6BR
- Phoning us on Freephone 0800 7839328 or 0141 763 1317
- Emailing us at: getinvolved@tollcross-ha.org.uk or info@tollcross-ha.org.uk

Table 1 – Customer Satisfaction Results

The emojis in table 1 below mean:

	Remained the same		Positive outcome		Negative outcome
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ARC Indicator	Question	Tollcross				
		2019 Full Survey 910 sample	Q1 May-Jun '21 80 sample	Q2 Jul-Sept '21 120 sample	Q3 Oct-Dec '21 120 sample	Q4 Jan-Mar '22 120 sample
Indicator 1	Percentage of tenants satisfied with the overall service provided by their landlord	96%	84% 	90% 	97% 	96% 
Indicator 7	Percentage of tenants satisfied with the quality of their home	95%	91% 	95% 	96% 	100% 
Indicator 12	Percentage of tenants who thinking about the LAST repair carried out within the last 12 months were satisfied with the repairs service provided by their landlord	95%	86% 	96% 	96% 	92% 
Non ARC Covid-19	Percentage of customers who feel the Association kept them informed of the changes to services available due to Covid-19.	NA	78%	86% 	86% 	74% 
Non ARC Covid-19	Percentage of customers making contact with the Association during the pandemic who are satisfied with this contact with us	NA	71%	78% 	94% 	61% 

Performance Improvement Network



We are delighted that the group has now been able to meet on a few occasions in person, including an informal lunch to welcome members back. Management Committee Members and members of the Events Focus group also came along to enjoy a chat over a cup of tea and a sandwich. We are also delighted that three new members for the PIN have joined us. To date members have worked on the following:

- **Policy Review**
- **Void Management Policy**
- **Repairs & Maintenance Policy**
- **Annual Assurance Statement (AAS)** - Members participated in a training and information session on the Annual Assurance Statement with the Association's internal auditor, Alex Cameron. Following further work on the Statement, at a future meeting of PIN members, they will be provided with an update on the report and their feedback sought on the format of the proposed statement to the Regulator.
- **Future PIN Activities** – Over the coming months, the group will consider the following activities:
 - Customer Engagement Action Plan
 - Tenant Satisfaction Survey: 3 yearly questionnaire and monthly survey results 22/23
 - Revise Landlord Performance Report for 21/22 figures
 - Policy consultations

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.



Spotlight on Policies

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

Update on Voids + Repairs & Maintenance Policy - Following consultation with our tenants via the newsletter, website and through our PIN Group, these policies have now been reviewed and implemented. Many thanks to everyone who assisted.

Customer Service Standards Policy - This Policy is due for review and a report will be submitted to our Management Committee in August – Look out for details on our website @ www.tollcross-ha.org.uk

What a Performance



The Following statistical information has been reported to the Management Committee and is for Quarter 4 of the year 21/22 – 1st January to 31st March 2022.

Maintenance Performance 2021-22 Q1-4	Target	21/22 Q1-4	20/21 Q1-4	19/20 Q1-4
Average length of time to complete emergency repairs	6 hours	2.2 hours	2.3 hours	2.4 hours
Average length of time to complete non-emergency repairs	3 days	3.5* days	2.9 days	2.4 days
Non-emergency repairs completed Right First Time	95%	95%	95%	96%
Gas Safety Inspections completed within 12 month period	100%	100%	96%	100%
Emergency repairs completed within 6 hour target	100%	98.4%	98.3%	99%
Urgent repairs completed within 3 day target	100%	92.9%	91%	96.5%
Routine repairs completed within 5 day target	98%	95.9%	95%	95%

*Timescale includes jobs where a tenant report was received but work could not be carried out until Covid 19 restrictions ended.

Governance & Corporate Services Management Committee Details

11 full members of Management Committee and 2 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

Housing Management

Our gross rent arrears at the end of the 4th Quarter was £302,580 which represents 3.24% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	1.89%
Former Tenant Arrears	1.5%	1.35%
Total Arrears	3.5%	3.24%

Voids & Re-Lets to date

Properties re-let	35
Percentage of rental income lost due to un-let properties	0.68%
Average number of days to repair & re-let a void property	37

Anti-Social Behaviour

Number of Anti-Social complaints received	76
Number of Anti-Social complaints responded to in timescale	72

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 who are struggling to pay their rent can contact us on 0141 763 1317, for support, advice and assistance.

Monitoring Complaints

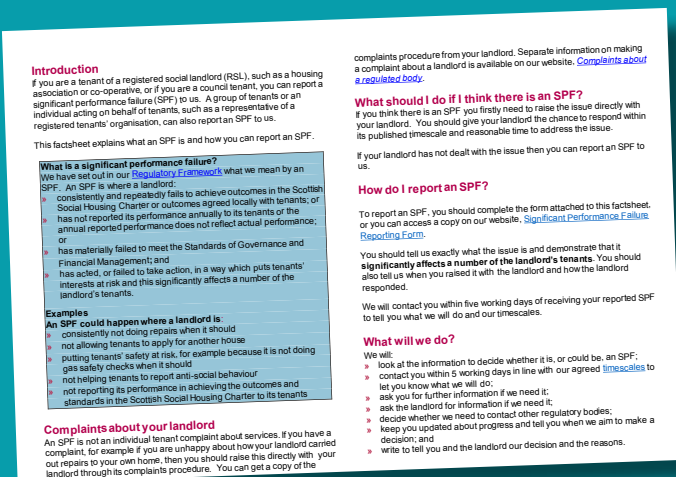
For the period 1st January – 31st March 2022 the following results were achieved;	Stage 1				Stage 2			
	Other Issues		Equality Issues		Other Issues		Equality Issues	
	No.	%	No.	%	No.	%	No.	%
Received in Quarter 4	16	0			6	N/A		
Number of complaints c/fwd from 20/21	0	0			0	N/A		
Responded in full	16	100%			6	100%		
Average time taken to respond	2.5 days				10.5 days			

Significant Performance Failures

Tenants can report a significant performance failure (SPF) to the Scottish Housing Regulator (SHR) about its Landlord. A group of tenants or an individual acting on behalf of tenants, such as a representative of a registered tenants' organisation, can also report an SPF to them. The factsheet has been updated in April 2022 and the main changes include updated examples of SPFs and confirmation of the revised contact details for the SHR. The factsheet explains what an SPF is and how you can report an SPF. SHR have also provided a separate leaflet outlining what they can and can't do about your complaint. You can access these leaflets from our website:

MAKE A COMPLAINT

(tollcross-ha.org.uk)



LESSONS LEARNED

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

YOU SAID:

We have failed to update and correspond with you on an outstanding repair

WE DID:

Allocate a specific member of staff to liaise with you until the repair was completed.

INVESTIGATIONS There have been no investigations reported during the year.

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

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

Complaints About Factoring

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Housing and Property Chamber to look at it. They will try to resolve complaints and disputes between home owners and property factors, and you can contact them at:

Housing and Property Chamber
 First-tier Tribunal for Scotland,
 20 York Street, Glasgow G2 8GT
 Telephone: 0141 302 5900 Fax : 0141 302 5901
 E-mail: HPCadmin@scotcourtribunals.gov.uk



Complaints about Care Service

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

www.careinspectorate.com

Telephone: 0345 600 9527
 Fax : 01382 207 289

Email: concerns@careinspectorate.gov.scot



All Other Complaints

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

SPSO cannot normally look at:

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

You can contact the SPSO:
 Scottish Public Services Ombudsman,
 Bridge 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



ONLINE SERVICES – DID YOU KNOW?



That you can complete an application for housing online via our website:

If you know someone who is looking for a home, please pass the message on! Applicants can register and complete an application via our website. We have made the form accessible in different sizes and a range of community languages. You can even upload your evidence to support your application through the camera on your phone.

www.tolldcross-ha.org.uk

If you need any help, please get in touch with our team on 0141 763 1317



That as well as making payments online at our website, you can log in via our website and view:

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



This service is safe, secure and easy to use.

The Payment and Log in service is available to all of our tenants and factoring customers.

To register for this service simply log into our website: www.tolldcross-ha.org.uk, click on “Customer Login” and follow the directions.



That you can access the Association’s services with a click of a button by using our 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.tolldcross-ha.org.uk/>



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 factored owner ☐
- 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 with 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/>



Our Annual Bus Trip is Back for the over 60s

We are going "Doon the Coast tae Largs"

At last with some normality returning, the Association's Events Focus group have been able to meet again and decided a trip to the Seaside is just what the doctor ordered. So, we're off to Largs. Up to 100 lucky over 60s will be spending the day in Largs on Friday, 12th August 2022.

Here's the itinerary to help you decide if you'd like to join us this year:

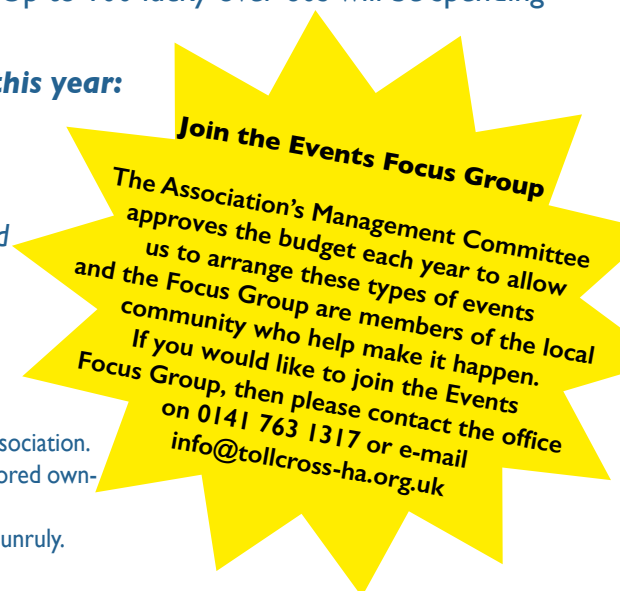
- Friday, 12th August 2022
- Departure from 868 Tollcross Road – 09.45am prompt
- Departure from Largs – 4.00pm prompt
- We will provide you with a contribution to enjoy lunch at your leisure and at a venue of your own choice in Largs (see Terms and Conditions below).

TERMS & CONDITIONS

- Tickets are being issued on a first come first served basis, so you should book soon.
- Tickets are limited to one per person and you must be 60 or over.
- You must either be a tenant or an owner who pays for the factoring service with the Association.
- You may bring one guest and they will travel free on the coach. However, guests and factored owners will require to fund their own lunch.
- Please remember that we reserve the right to refuse you access to the coach if you are unruly.

TICKET REQUEST FORM

Please complete this ticket request form and bring it to the office at 868 Tollcross Road BEFORE FRIDAY, 22nd July 2022.



Tenant Information	
Name	Address
Contact Number	Date of Birth
Please tick one	Tenant? <input type="checkbox"/> Factored Owner? <input type="checkbox"/>
Please tell us about any mobility requirements	
Guest Information (If you are bringing a guest with you, please provide their details below)	
Name	Address
Contact Number	Date of Birth
Please tell us about any mobility requirements	



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.