

TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

SUMMER 2023

Hello Summer



**Don't Forget
our over 60s Bus Trip**

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

Don't miss out on this year's 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 14th July, Monday 17th July

Offices will reopen at 9AM on Tuesday 18th July

- 🕒 **EMERGENCY REPAIRS** 0141 763 1317 (Option1) 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 2023



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 2023 WINNER(S)

CT from S5
Leah McHarg & Cole Watson
Max Patterson
Lima Andar + Luxin Chen
Marta Wojciechowska
Adam Orr
Corey Courtney & Aleisha Jaconelli

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 the children for working so hard. Here's some pics and quotes from the delighted winners:



Max Petterson – Max received this award because he has built excellent resilience throughout primary 7. Max only started St Joachim's at the start of Primary 7 and has grown into a confident individual. He has been an excellent leader and role model for his peers. Max is a kind hearted and encouraging character and is very well deserving of this award.

Leah McHarg & Cole Watson – Both Leah and Cole have worked tremendously hard throughout their time here at St Paul's Primary. They are Head Girl and Head Boy as they have worked tirelessly all year round to help all of the children in the school.

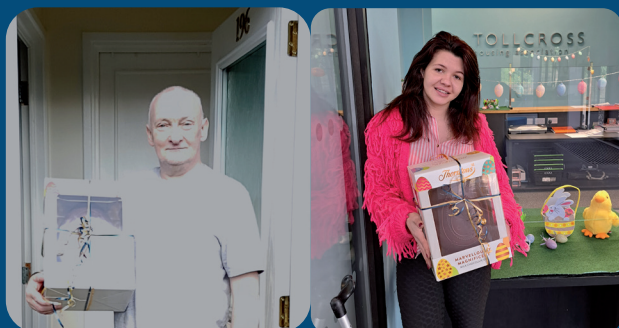


Tollcross Housing Easter Event 2023

This year the Association's Events Focus Group came up with a great idea for Easter 2023. As there were already events and activities happening within the area, the group decided that we should use the opportunity to seek new members of the association.

Memberships cost £1 so during a short time in March, all participants received a small chocolate egg along with being entered into a draw for a massive Easter egg.

We received lots of new membership forms and managed to award 4 massive Easter eggs to our lucky winners.



BIG DRAW WINNER



The prize draw winner was Ms Justyna Zolkiewicz from Tollcross who said "I am so happy to be receiving this prize, thank you so much"

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.

SHELTERED HOUSING

The Glasgow singer and entertainer Christian performed at both Methven Street and Orchard Court Sheltered Housing Complex's and a good time was had by all.

The residents at Methven Street have enjoyed celebratory afternoon teas and visits from their nursery friends at Winter Gardens Nursery and Helenslea Nursery, whilst the residents at Orchard Court enjoyed a bank holiday afternoon tea.

Residents have also been enjoying spending time in the courtyard at Helenslea Complex or in their gardens at Orchard Court preparing for summer, with lovely colourful flowers now in bloom.



Report Abandoned Supermarket Trolleys - Trolleywise



We are working hard trying to keep your area clean and tidy but you can also help. If you see any abandoned supermarket trolleys in your area, you can report them online at https://www.wanzl.com/en_GB/360-degree-service/TrolleyWise or by downloading their app.

A Trolleywise collection team will then come out to retrieve it and return it to the relevant supermarket chain.

Got your phone handy?

GET IT ON
Google Play



Download on the
App Store



DOWNLOAD OUR FREE



APP HERE

LAUNCH OF THE COMMUNITY LITTER HUB

On Monday 12th June the Association worked alongside Glasgow City Council, Auchenshuggle Community Council and Tollcross Community Trust to launch a new Litter Hub at Tollcross Advice & Learning Centre, 84 Braidfauld Street, G32 8PJ. This is available for the community to use. There was a great turn out on the day, with pupils from both Wellshot and St. Paul's Primary Schools, elected members and staff from Tollcross Co-op joining us on the day.

27 bags of litter were then taken away by GCC followed by everyone having a well-deserved rest and refreshments at the Centre.

The Hub is the first in the East End and is among the first to carry a new QR code which enables people to scan it and log the amount and types of litter they have collected as well as highlighting any hotspot sites. GCC will use this information to target its resources to tackle litter problems in the community.

The Hub contains litter pickers, black bags, gloves and hi-vis vests. Local people can borrow the equipment by contacting the Centre on 0141 764 1234 or emailing advice@tollcross-ha.org.uk.

The Centre's annual Tidy Tollcross Together event already receives good support from the local community and the new Hub will make it easier for people to access equipment and carry out more events.



LOOK AFTER YOUR HOME

Your Guide to Preventing Condensation

What is condensation?

Condensation happens when moist air comes into contact with a cool surface and water droplets form. This is what happens when your bathroom mirror steams up.

When this happens on your window, the glass mists up and drops of water run down the window. When it happens on a wall, the wall soaks up the moisture and becomes damp. Mould could then grow on the damp areas.

Where does it come from?

Your body produces moisture all the time, when you breathe and perspire. This is more noticeable when you do exercise and overheat. We also put lots of moisture into the air when we take a bath or shower, cook or wash the dishes. Moisture is also produced when we dry clothes indoors or use an unvented tumble dryer. Bottled gas heaters and paraffin heaters produce large amounts of moisture into the air. This moist air travels through your home and when it comes into contact with a cool surface it will condense.

Where it can happen?

Condensation happens most on the cool parts of walls, particularly on outside walls where there is not much air movement. It often appears as a dark patch in corners near the skirting and on the ceiling. The side walls of windows are often affected as they can be even colder. Areas with poor ventilation can be prone to condensation.

This could be behind furniture, particularly wardrobes and beds if they have been placed against an outside wall. Condensation can happen in any room but is most likely to occur in your bedrooms and hallway as they are cooler. Moisture is most commonly found in bathrooms and is easily seen on tiles. To prevent mould, open the window after bathing or showering and wipe the tiles down.

How to remove mould

Mould can be easy to remove. You can normally wipe it off with a disposable cloth using some household cleaner. There is no need to use strong chemicals. Wipe over the area again every few days using diluted household cleaner to stop the mould growing back. This should become part of your regular cleaning routine.

Prevent condensation

To help reduce the risk of condensation in your home:

- *Keep a window open when drying clothes indoors*
- *Don't dry clothes over warm radiators*
- *Keep the kitchen door closed when cooking*
- *Keep lids on pots and pans when cooking*
- *Keep the bathroom door closed when running a bath and bathing*
- *Don't overfill cupboards and wardrobes - make sure air can circulate*
- *If you have an extractor fan in the kitchen and bathroom make sure you use it*
- *Don't keep furniture and beds hard against walls – make sure air can circulate*
- *Keep your heating on low throughout the day in cold weather*
- *Avoid using flueless gas or paraffin heaters as they produce a lot of moisture*
- *Adequately heat and ventilate rooms at risk*
- *When using a tumble dryer make sure the hose is put out the window or door.*

Keep your home warm:

- *Don't trap heat - avoid placing large pieces of furniture in front of a radiator this prevents the heat from circulating*
- *Keep curtains above radiators*
- *Thick curtains stop heat escaping – remember to close them at dusk*
- *Keep curtains open on sunny days to help warm rooms*
- *Keep doors open in rooms that get lots of sunlight – this will allow the warm air to circulate in your home.*

Heating or Hot Water Problems?

Before you contact the Association

If your heating or hot water breaks down try the following steps before you contact the Association for an engineer to call:

- *Please make yourself familiar with the operation and controls of the boiler.*
- *Is the gas coming through? (If you have another gas appliance try it).*
- *If you have a card meter confirm there is credit in the meter and the Meter says ON.*
- *Is the electricity on? (Check the fuses and make sure the isolation switch next to the boiler is in the "on" position). Again if you have a credit meter ensure there is credit in the meter.*

- *Is the time clock set to ON?*
- *Is the time clock set to provide heating and hot water?*
- *Is the Room thermostat turned up?*
- *Is the water pressure gauge reading between 1 and 2 bar?*
- *Is the boiler set to winter mode?*
- *Press or turn the reset control on the boiler*

If your boiler fails to operate after you have carried out these checks, then please contact us on 0141 763 1317 (option 1) or out of hours on 0345 604 4686

LOOK AFTER YOUR HOME

Planned and Cyclical Maintenance Programme 2023-24

Full Gas Central Heating Replacement

This project is currently at the tender evaluation stage and the report will be presented to the Management Committee on Monday 26 June 2023. Following the appointment of the successful contractor, the Association will contact tenants involved to advise on survey/installation dates.

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 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 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 the tenants of 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.

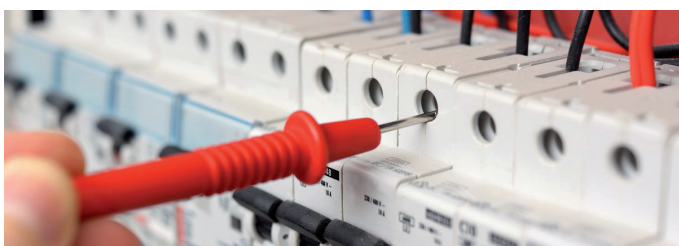
Door Entry Replacement Works

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/BEEES - WHY ARE WASPS/BEEES A PEST?

Wasps/bees 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/bees 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/bees 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.

LOOK AFTER YOUR HOME



Right to Repair

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

Right to Compensation for Improvements

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

Annual Gas Safety Visit

In 2022-23, the Association achieved 100% of the gas safety visits within the required 12 month period.

Carrying out gas safety inspections is a legal requirement, so we again ask for your assistance in the coming year to ensure all appliances are tested and are safe. Where access is not provided, the Association is required to take legal action to gain entry, which we are sure you agree is not the best use of the rental income.

New Gas Supply Installed?

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

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

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

Ants

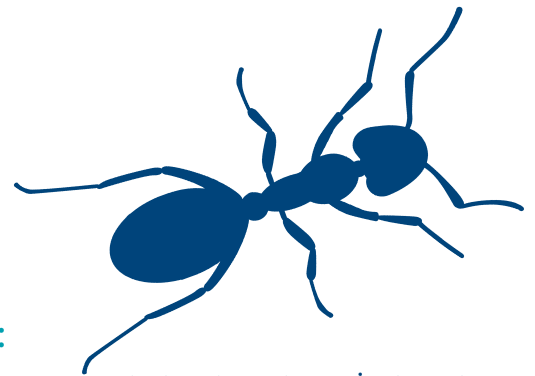
We are again coming to the time of year when garden ants become a real nuisance and difficult to get rid of.

We remind tenants that Tollcross Housing Association does not carry out treatments for garden ants.

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

Although they live outdoors, they can find their way into homes in large numbers through small gaps in brickwork, at windows and doors in their search for food.

They search for sweet foods so your first control measure must be to ensure that you are not accidentally encouraging them - even a small spill of a soft drink would be a feast to a horde of ants.



Treatment:

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

- Apply a residual insecticide for crawling insects. You will be able to buy these at many DIY supermarkets and garden centres.
- Apply it to the entrance to the nest and wherever ants can enter your home.
- Inside your house you should apply the insecticide around the sink unit, skirting boards, around doors and window frames.
- You are trying to create a band of insecticide which ants must cross to get into your home.
- To ensure you get rid of the problem you will need to find their nest. Follow any ant trails and look for small entrance holes in the ground surrounded by small piles of fine earth. Once you have found the nest follow the instructions that come with the pesticide about dealing with ants' nests.
- Please read the label and follow the instructions on the pesticide you chose.

Proposed New Build Development Altyre Street, Tollcross, 42 Units



Image of proposed development from Tollcross Road.

You may have seen the grouting rig working in Altyre Street, Tollcross a few weeks ago. The rig was there to carry out work to stabilise a mine shaft that was discovered right under the street. All the works have now been successfully completed and the mine shaft has been sorted out.

Probably the next bit of work on the site will be the grouting of all the other mine workings discovered below the ground in this area. Like almost every other site the Association has developed in the Tollcross area the ground has been undermined with a variety of old workings and these have to be stabilised before any building works can take place. The Altyre St site is badly undermined and extensive remedial works will be required before work to the proposed new houses and flats can get started. It is estimated that it will cost over £ 0.50 million to carry out this work.

As a result of these required works the project costs are very high but Glasgow City Council have intimated that they will fund the project, even though the costs are high.

Hopefully works will start on site early next year with the 42 new houses and flat being finished in mid 2025.

The project is a mix of flats and houses, with special attention being paid to the provision of some larger family homes as part of the project.

Proposed Housing Mix Altyre Street Project

Mix	Bedrooms	Total Units
7 No Type A (4 P House)	7x2 = 14	26 No Houses
14 No Type B (6 P House)	14x3 = 42	
5 No Type E (8 P TownHouse)	5x4 = 20	
4 No Type C1 (4P flat)	4x2 = 8	16 No Flats
3 No Type C2 (4P flat)	3x2 = 6	
2 No Type C3 (4P flat)	2x2 = 4	
1 No Type C4 (4P flat)	1x2 = 2	
4 No Type D (2PWC flat)	4x1 = 4	
2 No Type F (2P flat)	2x1 = 2	
TOTAL UNITS	102 Bedrooms	42 No Units

Understanding your needs

WE WANT TO HEAR FROM YOU



Tollcross Housing Association's priority is you, our tenants. It is vital that our knowledge of tenant circumstances and priorities is up to date so that our services meet your needs.

We have designed a short survey to collect information which will help us develop an understanding of who lives in our houses, how we can better support our tenants and identify any barriers or obstacles for customers in accessing our services.

We have asked Research Resource, an independent research organisation, to manage this survey on our behalf, so please look out for their correspondence.

Your continued support in helping us get a good response to our surveys is greatly appreciated – thank you.



Customer Satisfaction Survey Results 22/23

Regular readers of our quarterly newsletter and those who visit our website will know that customer feedback is something we are committed to seeking on a regular basis. 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, we carry out monthly surveys following up after customers have made contact with us. You'll see the results of the most recent quarterly report in Table I below. These surveys are undertaken by an independent company, Research Resource.

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 (PIN; Events; Consultation Register) – you can do this by:

- Writing to us at 868 Tollcross Road, Glasgow G32 8PF**
- Phoning us on Freephone 0800 7839328 or 0141 763 1317**
- Emailing us at: getinvolved@tollcross-ha.org.uk “**

Table I –
Customer Satisfaction
Results to 31st March
2023

ARC Indicator	Question	Tollcross					22/23 Full Year
		2023 Large-scale Survey 909 sample	Q1 May-Jun '22 120 sample	Q2 Jul-Sept '22 121 sample	Q3 Oct-Dec '22 120 sample	Q4 Jan-Mar '23 120 sample	
Indicator 1	Percentage of tenants satisfied with the overall service provided by their landlord	96%	94%	99%	88%	94%	94%
Indicator 7	Percentage of tenants satisfied with the quality of their home	98%	88%	89%	100%	84%	90%
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	99%	92%	91%	89%	92%	91%

Large-scale Satisfaction Survey 2023

Thank you to those of you who took part in our large-scale survey that we undertake every three years. We received a great response and Management Committee were pleased to note that we managed to maintain high levels of satisfaction in some of our main areas of service delivery, including the quality of your home and our repairs service.

We will be working over the next few weeks on analysing your responses a bit more closely and will also seek contribution from our Performance Improvement Network (PIN) members with a view to preparing an action plan to address the issues you have raised. We shall aim to provide you with feedback from the survey results in the next edition of the Tollcross Newsletter and also on our website.

HERE TO HELP

TOLLCROSS COMMUNITY TRUST Tollcross & Shettleston Money Advice Service (TSMAS) is available to:-

- Tenants and Factored owners of Tollcross Housing Association
- Tenants and Factored owners of Shettleston Housing Association
- Residents living within the Tollcross and Shettleston Area.

The Service can assist with:-

- Help with budgeting
- Help reduce rent arrears
- Negotiate with creditors where appropriate
- Help access affordable credit
- Help to open a bank
- Help with fuel bills

Over the last year the service has helped over 300 customers with their debt or benefit issues. We have managed to secure additional benefits for customers in the sum of £676k which will make a significant difference to their disposable income. We have managed debt over £191k for customers experiencing financial difficulties.

In addition, we were successful in securing grants over £60k for tenants of both Housing Associations who are struggling to pay their fuel bills.

The organisation also partnered with Fuel Bank Foundation and have submitted 100 applications securing payments in total for both HA £4,900. The Fuel Bank Foundation have reduced the payment from £49 to £30 per household.

If you are struggling financially and require any further assistance, please contact the office on 0141 764 1234 to arrange a suitable appointment.





HERE TO HELP

Tollcross Advice & Learning Centre Assistance Provided in the Community for 2022 / 2023

Staff, Volunteers and Partners were kept very busy during the financial year 2022/2023 with 4,079 visitors / enquiries helping local people with various issues including benefits advice, debt advice, free courses, food support, energy support, credit union, free courses and more.

In addition there were another 250+ visitors from the events that were held in the Centre: Unity in the Community, Challenge Poverty Week, Welcome Club Christmas Party and Santa's Grotto. All in all it was busy but a pleasure helping so many people from our communities.

If you would need any help or would just like to come along and visit the Centre and see our Welcome Space and what support we provide please feel free to pop in or contact us.

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

Phone: 0141 764 1234 Email: advice@tollcross-ha.org.uk
Website: www.tollcross-ha.org.uk

Benefits Advice/Money Advice/Form Filling Provided

Our Welcome Space is a warm inviting place where you can spend time during our opening times without spending money. A cuppa and biscuits will be provided. There is a large television, library and computer area.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Computer Use Drop-In 9.15am – 12.30pm 1.30pm – 4.30pm	Free Computer Class 9.15am – 12.30pm Computer Use Drop-In 1.30pm – 4.30pm	Computer Use Drop-In 9.15am – 12.30pm 1.30pm – 4.30pm	Computer Use Drop-In 9.15am – 12.30pm 1.30pm – 4.30pm	Computer Use Drop In 9.15am – 3.45pm
The Welcome Space Tea/coffee & Biscuits	The Welcome Space Community Cafe - Free Hot Rolls or Sandwich 10.00am - 12.00pm	The Welcome Space Benefit & Money Advice (by Appointment)	The Welcome Space Community Cafe - Free Hot Rolls or Sandwich 1.30pm - 3.30pm	The Welcome Space Community Cafe - Free Hot Rolls or Sandwich 1.30pm - 3.30pm
Benefit & Money Advice (by Appointment)	Benefit & Money Advice (by Appointment)	Welfare Rights Drop-In 9.00am - 12.30pm	Benefit & Money Advice (by Appointment)	Benefit & Money Advice (by Appointment)
Jobs & Business Glasgow Help with CVs, applying for jobs/training 10.00am - 4.00pm	Tollcross Community Food Project open Tuesday 10.00am-12.00pm, Thursday & Friday 1.30pm-3.30pm, contact the Centre	Welcome Club 2pm to 4pm Meet, chat, Bingo, tea/ coffee. Glasgow Life Computer Class 1.30pm - 3.30pm	Jobs & Business Glasgow Help with CVs, applying for jobs/training 9.30am - 4.30pm	Jobs & Business Glasgow Help with CVs, applying for jobs/training 9.30am - 1.00pm
Credit Union 9.30am – 11.30am Low Interest Loans	Credit Union 9.30am – 11.30am Savings Accounts	Credit Union 9.30am – 11.30am Junior Accounts	Credit Union 9.30am – 11.30am Foreign Currency	Credit Union 9.30am – 11.30am Applications Available
FREE CERTIFICATED COURSES – CHILDCARE, FOOD HYGIENE, HEALTH AND SAFETY, FIRST AID AND MORE COME IN AND FIND OUT WHAT FREE COURSES ARE AVAILABLE OR TELL US WHAT YOU WOULD LIKE TO LEARN				

FARE: providing a Family Support Service Drop-in on Monday afternoons 1.30pm-4.00pm. **ONE PARENT FAMILIES SCOTLAND:** Advice & Support Drop-in on Tuesday's 10.30am-12.30pm. **ACTION FOR CHILDREN:** Advice for young people aged 16-24, support with employability, college, opening a bank account and more Tuesday afternoons 1.30pm-4.00pm

All Welcome - Opening Hours: 9.00am-5.00pm (4.00pm close on Friday). Closed 12.30pm-1.30pm Mon-Thurs

We are at: 84 Braidfauld Street, Glasgow, G32 8PJ Telephone: 0141 764 1234 Email: advice@tollcross-ha.org.uk

HERE TO HELP

*Help and Advice for
Young People
aged 16-24*

*Action for
Children*

Do you need support
with Employability,
College applications,
Opening a bank account?

Tollcross Advice & Learning are running a drop-in on
Tuesday afternoons from 1.30pm (call for appointment
if preferred) with Action For Children who can offer
one to one support in all aspects of Employability and
support to overcome barriers for young people 16-24

If this is you or a family member then please contact

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

Or pop into
Tollcross Advice & Learning Centre
84 Braidfauld Street, Glasgow, G32 8PJ



COMPUTER CLASSES

**TOLLCROSS
ADVICE & LEARNING
CENTRE**

**84 BRAIDFAULD STREET
G32 8PJ
0141 764 1234**

We're offering courses
(on Tuesday mornings and Wednesday afternoons),

**if you are interested
please phone
to reserve your place**

Family support drop-in session

Connect with our family support
worker and peers in a fun and
supportive environment.

Tea / coffee and cake will be available.

Contact Cheryl for more information -
cheryl.mcdonald@opfs.org.uk
07443 327929.

At Tollcross Advice and Learning Centre,
84 Braidfauld St, Glasgow G32 8PJ.



Every Tuesday
10.30am -
12.30pm
Travel and light
refreshments



HERE TO HELP



BASED AT TOLLCROSS ADVICE & LEARNING CENTRE

In addition to the benefit of having a local facility where you can save and apply for low interest loans did you know that they have a competitive foreign currency rate at the Credit Union and you can order currency from staff at the Centre.

Why not pop in and speak with Helen or Danielle, they are at the Advice & Learning Centre, 84 Braid-fauld Street, G32 8PJ every week day morning 9.30am-11.30am, they are here to help or call 0141 550 4171.



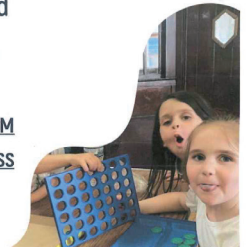
VOLUNTEER WITH US

Summer Programme

- Monday 26th June - Friday 11th August
- 5 days per week for 7 weeks
- Youth & Preschool session volunteers required
- Training provided
- Work experience gained

Get in touch via email or visit our Facebook page.

TOLLCROSSYMCA1870@GMAIL.COM
[WWW.FACEBOOK.COM/YMCATOLLCROSS](https://www.facebook.com/YMCATOLLCROSS)



Dave's Art

Dave is a local person who comes into the Advice & Learning Centre to use our computer suite. As a thank you Dave has provided us with some of his artwork, we are very pleased to display his work.

Dave said 'I'm glad the Centre is here in the community for us all, I appreciate their help'

Dave has provided us with many pieces of his artwork, and we will be displaying them all within our Welcome Space, feel free to come along and see them and get a cuppa.

Thank You Dave





COST
OF
LIVING

Here to Help

Thanks to funding from the Scottish Government, the Association has been able to help households struggling with the ongoing cost-of-living crisis.

We are aware that the situation for many households is worsening and are keen to help as many affected households as possible.

Through the awarded funding, we have been able to help more households with energy and food costs.

This is assisted by one-to-one support being provided by our specialist debt and benefits advisors, who are helping households to maximise their incomes by carrying out full benefit checks and helping with debt issues, including contacting creditors on residents' behalf.

John McShane, Housing Manager, said: 'The Association is very grateful for the funding. Our staff understand the pressures facing our households and are determined to provide as much help as possible. We would encourage residents finding it difficult to make ends meet to contact the Association to discuss their situation'.



TOLLCROSS
housing association limited

Benefits Update:

The Department for Work and Pensions (DWP) who administer benefits from the UK government have started to move people in the east end of Glasgow over from what's called "Legacy Benefits" such as:

- Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Working Tax Credit

You will be invited to do this by letter from DWP called a Migration Notice and you will need to claim Universal Credit within 3 months of receiving this letter. Claiming Universal Credit is typically done online, but if you are unable to use the internet due to a health condition you may be able to claim by phone.

If you are claiming Employment and Support Allowance you will not need to go through another work capability assessment if:

- you've been receiving Employment and Support Allowance (ESA)
- you've already completed a WCA
- you've been assessed whilst claiming ESA

If your WCA is due for a review, you'll need to have another assessment. Your review date for WCA will remain the same after you claim Universal Credit.

If you need any support when you receive the migration notice, or for any other benefit or money related issue please get in touch to arrange an appointment.

Residents can also attend one of our Welfare Rights Drop ins:

- Mondays, between 1pm and 4.30pm at Tollcross Housing Association, 868 Tollcross Road.
- Wednesdays, 9am to 12.30pm at Tollcross Advice and Learning Centre, 84 Braidfauld Street.
- First and Third Friday of the month, 10am to 12.30pm at Carmyle Community Centre, Hillcrest Road.

You can contact our Welfare Rights Officer, Andrew Sproul, directly on **0141 763 3517** or by email - andrew.sproul@tollcross-ha.org.uk.



Social Security Scotland
Tearainteachd Shòisealta Alba

Get extra help to balance your budget

If you get Universal Credit, tax credits or other qualifying benefits you could be entitled to five family payments including School Age Payment.

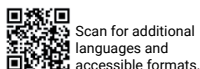
Apply between 1 June 2023 & 29 Feb 2024



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Best Start Grant School Age Payment is a one-off payment of £294.70 when your child is first old enough to start primary school. If you get Scottish Child Payment we'll check if you can get School Age Payment and pay you automatically.

0800 182 2222
mygov.scot/schoolage




Supporting a young person struggling with their mental health?

Young Adult Wellbeing Service is providing group programmes for young adults aged 16-25 experiencing mild to moderate mental health challenges.

This will provide opportunities where young people can gain new skills and be active in their community.

Young Adult Wellbeing Service

Call 0141 552 5592 to make a referral
YAWS@gamh.org.uk

gamh.org.uk

"I love the group! It's the highlight of my week! On days when I attend I feel a lot more positive!"




HERE TO HELP

Water Hygiene Guidance

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

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

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

TV and Satellite Reception

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

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

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

What a Performance



The Following statistical information has been reported to the Management Committee and is for Quarter 4 of the year 22/23

Maintenance Performance 2022-23 Q1-4	Target	22/23 Q1-4	21/22 Q1-4	20/21 Q1-4
Average length of time to complete emergency repairs	6 hours	3.2 hours	2.2 hours	2.3 hours
Average length of time to complete non-emergency repairs	3 days	2.7 days	3.5 days*	2.9 days
Non-emergency repairs completed Right First Time	95%	93.2%	95%	95%
Gas Safety Inspections completed within 12 month period	100%	100%	100%	96%

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

Housing Management

Our gross rent arrears at the end of the 4th Quarter was £288,284 which represents 2.96% 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%
Former Tenant Arrears	1.5%	0.96%
Total Arrears	3.5%	2.96%

Voids & Re-Lets to date

Properties re-let	36
Percentage of rental income lost due to un-let properties	0.98%
Average number of days to repair & re-let a void property	53

Anti-Social Behaviour

Number of Anti-Social complaints received	75
Number of Anti-Social complaints responded to in timescale	71

Evictions

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

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

Governance & Corporate Services

Management Committee Details

12 full members of Management Committee and 3 Co-optees

Audit & Business

Finance, Staffing, Risk, Business Planning

Operations

Maintenance, Housing Management, Asset Management, Development

Performance Improvement Network

(Tenant Scrutiny)
Service review and improvement

Monitoring Complaints

For the period 1st January to 31st March 2023 the following results were achieved:	Stage 1 (Other Issues)		Stage 2 (Other Issues)	
	No.	%	No.	%
Received in Quarter (including equalities)	19	NA	4	NA
Number of Complaints c/fwd from 21/22	0	0%	0	0%
No. of complaints relating to equalities issue	0	0%	1	NA
Responded in full	19	100%	4	100%
Average time taken to respond	2.9 days		18.3 days	

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 did not notify you of an emergency repair taking place.

WE DID:

Apologise and discuss internally how to notify residents in similar situation in the future.

Some recent compliments

The staff have a great attitude, being kind, courteous and respectful.

Thanks to Housing staff for all the help trying to rehouse applicants.

Thanks to the contractors carrying out the new kitchen and bathroom. The workmen were pleasant and helpful.

Thanks to your Welfare Rights Officer for helping sort out my housing benefit and the advice was second to none.

Thanks to Housing staff for all the help and support during 2022.

Thanks for the pantomime tickets, we really appreciated them and thoroughly enjoyed the show.

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

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



Customer Engagement Performance Improvement Network



By the time this newsletter has been published, PIN members will have participated in a meeting where we will have discussed the following matters:

- Review of Tenant Handbook
- Customer Engagement Action Plan Update
- Programme for addressing customer satisfaction survey results and preparing an action plan.

The Customer Engagement Team will ensure Management Committee members receive a recommendation report following this meeting and you'll be able to read more about this in our next edition of the Tollcross Newsletter.

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

We are currently working on updating the Allocations Policy and will issue for consultation over the next few weeks, so please look out for this.

Remember you can help review policies by :

- Joining our PIN group (come along to meetings in the office with a cuppa)
- Joining our Consultation Register (enjoy your cuppa in your own home)
- Joining the Management Committee (join others who want local people to have local control)
- E-mail any suggestions/comments to getinvolved@tollcross-ha.org.uk

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



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”

The Association's Events Focus group have met and decided a trip to the Seaside is just what the doctor ordered. So, by popular demand, we're off to Largs. Up to 100 lucky over 60s will be spending the day in Largs on Friday, 11th August 2023.

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

- Friday, 11th August 2023
- 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, 21st July 2023.*



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	



868 Tollcross Road, Glasgow G32 8PF
Tel 0141 763 1317
Email info@tollcross-ha.org.uk
www.tollcross-ha.org.uk

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

Honorary President: Bill Dougan

Property Factor Registered No PF000261

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