

TOLLCROSS NEWSLETTER



Tollcross Newsletter - Winter 2022

Please see
Page 2 for
Christmas
Office
Closure
Details

See pages 4-12 for
details of how
we can help
you this winter

Merry Christmas



Christmas Office Closure Arrangements:

Our offices will close at 12 noon on Tuesday 20th December for a half day staff training/ staff Christmas event and will re-open on Wednesday 21st December at 9.00am.

All of our offices will close for the festive period at 4.00pm on Friday 23rd December 2022 and we will re-open as normal at 9.00 am on Thursday, 5th January 2023.

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

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

- **Emergency Repairs** **0141 763 1317 and 0345 604 4686**
- **Gas escapes** **0800 111 999**
- **Scottish Power Emergencies** (from landline) **0800 092 9290**
(from mobile) **03301 010222)**

Big Prize Draw Winner

The winner of our big prize draw is John Duffy, Tollcross. John is delighted to be this month's winner of the £300, and said "I'm so happy and grateful for winning this, it will be a big help for Christmas".

Remember The Big Draw is open to all Tollcross Housing Association tenants that meet the qualifying criteria.

HOW TO QUALIFY

- You should have no debts with the Association or you have a debt with us but you are sticking to a repayment agreement.
- You have no anti-social behaviour issues with the Association.
- You have provided access to your home when requested to do so by the Association.

If you meet the above criteria then you will be in the draw every three months for a £300 prize!





Update from Chair



Hello

I hope you are all well?

It's been a terribly painful few weeks for all of the staff team and committee members at the association. We lost two long standing members of our staff team, Linda Miller and Karen Ritchie. Their untimely passing came far too early and was a real shock to everyone. We have been in contact with the members of both of the bereaved families and we hope to work with them to provide a lasting memorial to both of these members of staff. We will always miss them

Given the above it's been difficult to even think about Christmas, but it is now only 5 weeks away and I've already noticed a few Christmas trees up around Tollcross. I don't want to sound like the Grinch, but if you're using tree lights please check that they are safe and don't overload the sockets in your home.

Hopefully, you've already got your free Panto ticket organised for this year's trip to the Pavilion. We'll keep trying to do things like this throughout the year, but the Cost of living crisis is having an impact on the Association too, so it might not be possible to do just as many free things over the next couple of years. Difficult decision will have to be made!

We know it's going to be a really hard time for lots of our tenants, owners and other customers over the next few years, so please drop in to see us if you're finding things are getting difficult. We've got our own in house Welfare Right Officer in post at the main office and the Advice and Learning Centre is able to offer an unbelievable range of help and assistance if you need advice. There's lots of information in this edition of the newsletter about how we're here to help!

One new thing we've started in the Advice and Learning Centre is the "Warm Space". You can drop into the Centre and just sit for a few hours and get a heat, if you're struggling financially to have your heating on all day. You can have a cup of tea and watch TV. Staff will be on hand to keep you up to speed with all the other things on offer at the Centre.



It's never a good time to talk about rent increases, but the reality is that rents will have to increase to keep the Association viable and able to do all the things we have to do.

As you will probably know the Scottish Government has introduced new legislation to stop anyone in Scotland increasing domestic property rents until the 31st March 2023. This is a very unusual step and the Scottish Government has never got involved in setting rents before. I know this will be confusing, but while they have introduced this freeze they have also asked Housing Associations, Local Authorities and Private Landlords to start to consult now on what the proposed rent increases will be from the 1st April next year, after the end of the current ban on rent increases.

However, even though we've been asked to undertake the usual consultation process the Government has also stated that they won't be telling us what's happening with rents from the 1st April 2023, until 14th January 2023. The Government might extend the freeze, they might impose a cap on rent increases for next year or they might allow rent increases to be set by landlords.

If you've not already received our Rent Consultation Newsletter it should be with you in the next few days. I know a rent increase is the last thing you want to hear about just now, but it's important that you read the consultation information and if you can give us your feedback about what we are proposing. The proposed rent increase is 5%, that's over 6% less than inflation. Two years ago we froze rents, because of the issues surrounding the Pandemic, and last year's increase was still below inflation, so to balance the books the Association is going to need to cut spending and delay some investment work. It is almost certain that this will all have to be caught up with so future years' rent increases may have to be above inflation to help us catch up with what we have lost.

After all that I still hope you all have a great Christmas and that things look a wee bit better for us all in 2023.

Andrea Bell





Here To Help!

Tollcross Advice & Learning Centre (TALC)

Are you looking for a nice Warm Space where you can spend time this winter without spending any money?

If so, you will enjoy **The Warm Space** where a cuppa and biscuits will be provided.

You will find a lovely welcome at **The Warm Space**, pop into TALC anytime to find out more.



Tea/Coffee & Biscuits

Wi-Fi & Online Access

Books & Board Games

WARM SPACE

WARM WELCOME



Tollcross Community Trust have launched a Community Food Project

This is to help those who need us when they are going through hard times. The Volunteers are at the heart of this Project and will be here to help. If you feel you need food assistance, please contact TALC.

Tuesday
10.00am - 12.00pm

Thursday
2.00pm - 4.00pm

Friday
11.00am - 3.00pm

TALC is here to help with many things for people in the Community, everything we help with is free, and we can help with:-

Benefits Advice : Debt Advice : Free internet and printing in the computer suite.

: Credit Union Service : Job Search & CV help :

Free Certificated Courses (that are only a half day per week).

So, if you would like to find out more about any of the above feel free to call, email or pop into the Centre:

84 Braidfauld Street, Glasgow, G32 8PJ

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

Opening Times: Monday - Thursday 9.00am - 12.30pm & 1.30pm - 5.00pm

Fridays 9.00am - 4.00pm



Here To Help!

TOLLCROSS & SHETTLESTON MONEY ADVICE SERVICE A PROJECT OF TOLLCROSS COMMUNITY TRUST

Tollcross and Shettleston Money Advice Service (TSMAS) is a free, confidential service available to the tenants, residents, factored owners living within the Tollcross and Shettleston areas. TSMAS is jointly funded by Tollcross HA; Shettleston HA and the Scottish Government.



What the Service Can Do:

- *Income maximisation*
- *Help you to budget and manage money*
- *Help you to reduce rent arrears*
- *Help you to reduce gas and electricity arrears*
- *Help you to claim Universal Credit*
- *Help you to open a bank account*
- *Help you to negotiate with creditors where appropriate*
- *Help with accessing affordable credit*
- *Help with accessing home contents insurance.*

How to make an appointment:

Tollcross Advice & Learning Centre (84 Braidfauld Street)

Appointments can be made by contacting the centre on 0141 764 1234. Alternatively, you can contact the advisors on:

Bernadette: 0776 602 5320
Matthew: 0797 274 9015

You can also e-mail TSMAS at - advice@tollcrosscommunitytrust.org

Shettleston Housing Association (65 Pettigrew Street)

Tollcross residents can also make an appointment at the outreach service, located at Shettleston Housing Association:

Wednesdays: 9.30am-12.30pm
Fridays: 9.30am-12.30pm

To make an appointment at **Shettleston HA**, please phone 0141 763 0511.

Shettleston Does Digital Office (981 Shettleston Road)

Every 2nd Thursday
(1.30pm-3.30pm)

Please phone 0759 872 8156 to make an appointment at this office.

84 Braidfauld Street, Glasgow, G32 8PJ Tel: 0141 764 1234
Email: advice@tollcrosscommunitytrust.org



Scottish Government
Riaghaltas na h-Alba
gov.scot



Tollcross Community Trust - Company No: 351157 - Charity No: SC040476
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Here To Help!

PAYING YOUR RENT

The Association recognises it has been another difficult year for our tenants due to the ongoing cost-of-living crisis.

We appreciate many tenants are struggling with rising food, energy and other costs and our staff have been at the forefront in providing support throughout the Tollcross community.

We want our tenants to know that Association staff are here to help and support you if you are struggling to pay your rent during the festive period.

We can help in the following ways:

- Assist with benefit claims, such as Universal Credit, Housing Benefit, and many other benefits
- We can assist you to apply for an additional rent benefit payment if you meet the criteria
- Debt advice / support through our specialist advisors
- We can help to provide you with food, nappies and toiletries if you are struggling
- We can assist with financial support towards heating and electricity bills if you meet the criteria
- We have recently opened a free-for-all 'Warm Space' at Tollcross Advice & Learning Centre, 84 Braidfauld Street, 0141 764 1234 (free wi-fi; computers available; hot drinks and food – just drop in)
- We can set up a suitable repayment arrangement for you to make life easier over the festive period
- We have a dedicated team who can take your rent payments over the phone
- You can make an on-line payment on our website (www.tollcross-ha.org.uk)

Please remember - Your rent comes first and your home is at risk if you do not pay your rent.

Here to Help

Don't sit at home worrying about your rent or any other money problems. We want to help. So, if you need our support or simply want to have a chat, just visit the office or give us a ring (0141 763 1317). You can also email the Association at – info@tollcross-ha.org.uk.

FINANCIAL HELP FOR OUR CUSTOMERS

Our Welfare Rights and Money Advice Services have been working hard to help our tenants and other individuals and families with benefits and debt advice.

Since 1 April 2022, our Welfare Rights Service has made benefit gains totalling £359,000 for Tollcross residents, with the Money Advice Service managing household debts of £32,350.

We are proud to have helped so many Tollcross households, particularly during these challenging times and will continue to work hard for our customers.

If you need advice or support regarding benefits or debt, please call or email us:

0141 763 3157 / 0141 764 1234
info@tollcross-ha.org.uk

Residents can also pop in to Tollcross Advice & Learning Centre, 84 Braidfauld Street.

We know that many of our residents are struggling more than ever, so, if you are finding it difficult to manage, simply get in touch. We're here to help. All discussions are confidential.





Here To Help!

BENEFITS UPDATE

The new Social Security Scotland benefits are now up and running. Personal Independence Payment (PIP) has now been replaced by Adult Disability Payment for new claimants. If you already get PIP, you don't need to do anything. Similarly, Child Disability Living Allowance has been replaced by Child Disability Payment for new claims.

Adult Disability Payment:

- Adult Disability Payment (ADP) is Scotland's replacement for Personal Independence Payment (PIP).
- This is for new applications only. Clients already in receipt of PIP are being transferred over to ADP.
- The payment has been developed to help with the extra cost of living for people with a disability, health condition or terminal illness and is not means tested.
- The disability or health condition can be physical, mental or both. There is no need for formal diagnosis to receive the assistance.



Child Disability Payment:

- The Child Disability Payment is Scotland's replacement for Disability Living Allowance for Children.
- The payment has been developed to help with the extra costs of caring for a child or a young person who has a disability or health condition.
- Child Disability Payment may be paid in respect of an individual who is aged at least 3 months and is under the age of 18 years.
- The disability or health condition can be physical, mental or both. There is no need for formal diagnosis to receive the assistance.
- All awards of Child Disability Payment will be rolling, with no set end date. For people with a condition unlikely to change, there would be no less than 5 years between reviews and no more than 10 years.
- Disability Living Allowance (DLA) for children to Child Disability Payment (CDP). Cases transferring over from DLA to the new CDP are expected to be completed by Spring 2023.

If you would like a benefits check, please get in touch with the Association to arrange this. Even if you are working and not currently claiming benefits, you could still be eligible for benefits to top-up your income.

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.





Here To Help!

Scottish Child Payment Bridging Payments

The Scottish Child Payment Bridging Payments bring together the Covid Hardship Payments and the Family Pandemic Payment into one payment and is made 4 times a year.

These payments are available for each child who gets free school meals because of low household income.

Who can get it?

You could get the payment if you meet the eligibility criteria for free school meals. This is usually if you are on a low income or getting certain benefits. Please contact the Association for the full eligibility criteria for free school meals if you are unsure.

You might also get the payment if you're experiencing financial hardship. For example, if:

- You are waiting for your first Universal Credit payment
- your immigration status means you cannot get help from the government

You can't get these payments if your child is in early learning and childcare (nursery). The Scottish Child Payment is available for children under the age of 6.

How to get the payment

Glasgow City Council are responsible for making payments.

If your child gets free school meals because you are on a low income and get a qualifying benefit you do not need to apply for it. The Council will make the payment to you automatically.

You have to apply for free school meals to get the payment if you meet the eligibility criteria for them and:

- you have never applied before or had help with school meals during the school holidays
- your child gets universal free school meals in primary 1 to 5

If you are interested in applying, please contact the Association and an appointment will be made for you with our Welfare Rights Officer, Andrew Sproul.



Update Cost of Living Support

As a result of the increasing financial challenges being faced by many residents, we have updated our website to include a new dedicated support area. The new area provides information and advice on benefits; debt advice; food assistance and energy support.

This will be updated on a regular basis to advise of any benefit changes / issues and any new schemes to help residents. The Association is providing a range of support to households during these difficult times and is continually exploring other ways to help our residents.

The new area can be found on the home (front) page of our website.



Here To Help!



Best Start Grants

There are 3 Best Start Grants. These are:

1) Pregnancy & Baby Payment

Helps with the costs of having a baby. You can apply for this payment during pregnancy to help prepare for your baby's arrival, or after your baby is born.

You can get Pregnancy & Baby Payment any time after you have reached the end of the 24th week of pregnancy until the day your baby is 6 months old. If your baby is born before 24 weeks, you can apply from this date up to the day your baby is 6 months old. You can also apply for looked-after children, for example adopted / kinship care, up to the day before the child's first birthday.

You can get Pregnancy & Baby Payment for multiple children, as long as each child is the right age when you apply. The amount paid for each child will be different if you have more than one child.

You'll get a Pregnancy & Baby Payment of £642.35 for your first child. Your first child is your oldest child under 16. This also includes a stepchild if you have one. It also includes any looked-after children.

This will change to a payment of £321.20 for any child that comes after your first. For example, your second or third child, or any child after these.

2) Early Learning Payment

Is a payment of £267.65 per child to help with the costs of early learning. You can get the payment when your child is aged between 2 and 3 ½ years old. Your child does not need to go to nursery to get this payment

You can get Early Learning Payment for any number of children, as long as each child is the right age when you apply.

3) School Age Payment

Is a payment of £267.65 per child. It helps with the costs of preparing for school when your child is first old enough to start primary school.

You can get the payment for multiple children, as long as each child is the right age when you apply.

Your child does not have to take up a place at school to get a payment. You'll still need to apply in the year that your child is first old enough to start school, if:

- you're deferring when your child starts school
- your child is not going to school

When you need to apply for the School Age Payment depends on when your child was born:

<i>Your child's date of birth</i>	<i>When you can apply</i>
Between 1 March 2017 and 28 February 2018	Between 1 June 2022 and 28 February 2023
Between 1 March 2018 and 28 February 2019	Between 1 June 2023 and 29 February 2024

The application dates for children born between 1 March 2016 and 28 February 2017 have now passed.

You cannot apply for the School Age Payment for a child born before 1 March 2014.

If you would like to learn more about the above, please contact the Association and our Welfare Rights Officer, Andrew Sproul will be happy to have a chat with you.





Here To Help!



HEALTH AND SOCIAL CARE CONNECT

Connecting you to support and services in Glasgow

Web yoursupportglasgow.org/connect

Phone 0141 287 0555

Or scan the QR code



Have you been affected by the McVities Factory closure and need some help?

We are here to provide free support and advice:

- Benefits advice & form filling by specialist advisors
- Debt advice by specialist advisors
- Advice on gas and electricity bills
- Help with food and energy costs
- Access and training on how to use a computer
- Free certificated courses (run locally)
- Credit Union ... and more

Please feel free to drop-in to our **Advice & Learning Centre,**

84 Braidfauld Street, Glasgow, G32 8PJ

– always a warm welcome.



Tel: 0141 764 1234 or 0141 763 1317 Email: advice@tollcross-ha.org.uk

ASDA Winter Warmer £1 meal deal for over 60s

Throughout November and December 2022 ASDA cafes are offering people aged 60 and over, soup / roll and unlimited tea and coffees for just £1 in any of their 205 cafes.

**The offer is available
all day, every day.**

**In Glasgow,
the ASDA cafes at
Parkhead Forge,
Robroyston
and Govan
are participating.**





Here To Help!

Challenge Poverty Week 2022 Tollcross Advice & Learning Centre (TALC)

As the cost-of-living crisis is affecting many Tollcross households, TALC held a special 3-day event at Braidfauld Street in October. As shown below, the event focussed on information and advice for older people, new Social Security Scotland Benefits and the cost of living.

Older People Benefits Presented by Glasgow's Golden Generation

- Pension Credit
- Attendance Allowance
- Benefit Check

Social Security Scotland Benefits Presented by Social Security Scotland

- Adult Disability Payment
- Child Disability Payment
- Scottish Child Payment

Cost of Living Presented by Tollcross Housing Association

- How to reduce your energy bills
- How to make your home warmer
- Support with energy costs
- Support with accessing food

The presenters provided information on various topics and turn-out from the community was brilliant, with many people benefiting from the information provided during the event, and a number making follow-up appointments to see our Welfare Rights Officer, Andrew Sproul, regarding benefit issues. We are already planning a follow-up event in 2023.

If you would like to find out more information about any of the above or make an appointment to talk about a benefits or debt issue, please contact TALC. Our services are available to all Tollcross residents and are free of charge.

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

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



TOLLCROSS
housing association





Here To Help!

Child Development, Relationships & Parenting - SCQF Level 4

NOW TAKING NAMES - STARTING WEDNESDAY 19 JANUARY 2023

THURSDAY MORNINGS, 9.30AM - 12.30PM FOR 12 WEEKS (WILL NOT RUN DURING SCHOOL HOLIDAYS)

This is a **FREE** 12-week course for parents, carers and people who have an interest in a career in childcare.

We have places available on this course starting **19th JANUARY 2023**

(Thursday mornings, 9.30am to 12.30pm)

The course will be held at
Tollcross Advice & Learning Centre,
84 Braidfauld Street, Tollcross, G32 8PJ.

The course will examine:

- Child Development
- The basic and developmental needs of children
- Skills to assist with challenging parental issues
- What is available in our communities to assist

INTERESTED? – PLEASE CALL:

0141 764 1234

or Email: advice@tollcross-ha.org.uk

TOLLCROSS ADVICE & LEARNING CENTRE,
84 BRAIDFAULD STREET,
GLASGOW,
G32 8PJ



TOLLCROSS
housing association



Social Activities

Tenants and staff enjoyed a fun-filled Halloween at Orchard Court and Methven Street Sheltered Housing Complexes recently.

With a topical quiz, fancy dress and “dookin for apples” we made the most of this Spooktacular event.





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. 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.

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

Table 1 – Customer Satisfaction Results to September 2022

ARC Indicator	Question	Tollcross				
		2019 Full Survey 910 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%		
Indicator 7	Percentage of tenants satisfied with the quality of their home	95%	88%	89%		
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%	92%	91%		

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
868 Tollcross Road, Glasgow G32 8PF

- Phoning us on
Freephone 0800 7839328 or 0141 763 1317

- Emailing us at:
getinvolved@tollcross-ha.org.uk or
info@tollcross-ha.org.uk





What a Performance



The following statistical information has been reported to the Management Committee and is for Quarter 2 of the year 2022/23 – 1st July to 30th September 2022

2021-22 Q 4 Maintenance Performance	Target	22/23 Q2	22/23 Q1	21/22 Q1-4	20/21 Q1-4
Average length of time to complete emergency repairs	6 hours	1.8 hours	2.1 hours	2.2 hours	2.3 hours
Average length of time to complete non-emergency repairs	3 days	2.5 days	2.8 days	3.5 *	2.9 days
Non-emergency repairs completed Right First Time	95%	94%	91%	95%	95%
Gas Safety Inspections completed within 12 month period	100%	100%	100%	100%	96%
Emergency repairs completed within 6 hour target	100%	99%	99%	98.4%	98.3%
Urgent repairs completed within 3 day target	100%	97%	96%	92.9%	91%
Routine repairs completed within 5 day target	98%	94%	92%	95.9%*	95%

Housing Management

Our gross rent arrears at the end of the 2nd Quarter was £323,961 which represents 3.35% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	1.91%
Former Tenant Arrears	1.5%	1.44%
Total Arrears	3.5%	3.35%

Voids & Re-Lets to date

Properties re-let	50
Percentage of rental income lost due to un-let properties	1.03%
Average number of days to repair & re-let a void property	32

Anti-Social Behaviour

Number of Anti-Social complaints received	67
Number of Anti-Social complaints responded in timescale	60

Evictions

Evictions for Non payment of rent	1
Evictions for anti-social behaviour	1
Total evictions	2

*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.

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

	Stage 1 (Other Issues) *		Stage 2 (Other Issues) *	
	No.	%	No.	%
Received in Quarter	18	0	4	0
Number of Complaints c/fwd from 21/22	0	0	0	0
Responded in full	100	100%	100	100%
Average time taken to respond	2.7 days		11 days	

*No equality issues/complaints were received.

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:

you didn't receive our summer Newsletter

WE DID:

Revise our mailing list procedures

YOU SAID:

your direct debit payment was taken by us twice.

WE DID:

apologise for our error and reimbursed you. We are also reviewing our internal procedures.

YOU SAID:

we gave you wrong information about bins being ordered

WE DID:

agree that we got the information wrong and apologised and remedied the error

YOU SAID:

we didn't return your calls

WE DID:

apologise and addressed your issue.

YOU SAID:

the wording in a text message caused you distress

WE DID:

agree the wording was not to our usual standard and apologised

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



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



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.

Equalities Policy

Over the last year or so we have been working on reviewing and updating how and what we gather in relation to equalities information. This will form part of our upcoming review of our Equalities and Human Rights Policy.

We are in the process of reviewing our Policy on Equalities and Human Rights and as part of that consultation process, we will be seeking views on our Action Plan too. Changes within the policy and action plan will relate to:

- the inclusion of monitoring equalities related complaints
- gathering data about protected characteristics anonymously

Equalities Data Collection

At the meeting held 3rd October 2022, Management Committee members considered the options of how to gather data on equalities from the following 5 main groups (see the table below). It was agreed we would gather the data on an anonymous basis and we would review this at a later date to ensure it works. Although this means we will not be able to 'connect' information you give us about equalities matters with you, for example, within your tenancy, you will of course still have an opportunity to offer information to us that you feel would be important for us to know about you and to store that information. You can read more about how we store your information in our Transparency Statement on our website Transparency Statement (tollcross-ha.org.uk)

You will see from the table below what protected characteristics we shall be gathering data on within these groups.

Protected Characteristic	Existing Tenants	New Tenants	Housing List	Governing Body Applicants	Staff Members
Age		✓	✓	✓	✓
Disability	✓	✓	✓	✓	✓
Ethnicity	✓	✓	✓	✓	✓
Sexual Orientation	✓	✓	✓	✓	✓
Religion or Belief	✓	✓	✓	✓	✓
Gender re-assignment	✓	✓	✓	✓	✓
Sex	✓	✓	✓	✓	✓
Marriage/Civil Partnership					✓
Pregnancy & Maternity				✓	✓

Equalities Action Plan

We have a robust action plan that sits alongside the Equalities Policy and Management Committee review this on a quarterly basis. You can find out more about how we're doing with the action plan on our website Equality and Human Rights (tollcross-ha.org.uk)

Consultation

We shall be aiming to provide Management Committee with an updated version of the Equalities and Human Rights Policy and Action Plan by February 2023.

To ensure we have a robust review system in place, we shall be offering the following methods of inclusion:

- Those on our Consultation Register (this is where you can simply request a copy of the document(s) and review form the comfort of your own home
- Members of our Performance Improvement Network (PIN)
- Members of local (and under-represented) groups

Why not check out the policies on our website by visiting: www.tollcross-ha.org.uk or email us at getinvolved@tollcross-ha.org.uk to request something specific.

Focus on Factoring Factoring Invoices

We issued six-monthly factoring invoices to owners on 15 November 2022. Depending on your account settings, this may have been posted to you or sent by email. If you didn't receive your invoice please let us know and we will arrange for a copy to be issued. Remember to check your spam folder if receiving by email.

Invoices are due to be paid by 13 December 2022. If any invoices remain unpaid or an agreed payment plan has not been put in place, then reminder letters will be issued shortly after.

If you have not received your invoice or are having difficulty paying your invoice (we know this can be a difficult time of year) and would like to discuss a possible payment plan then please contact the Finance team on the details below:

Email: Finance@tollcross-ha.org.uk

Phone: 0141 763 1317 and select option 3 for Finance



Focus on Factoring

Factoring Accounts - Payment Plans

As owners will be aware, the Association issues factoring bills on a six monthly basis in May and November of each year. Our normal payment terms are 28 days from date of issue of the invoice and any queries regarding the invoice should be made within 14 days of the invoice date.

We also offer the option of setting up a payment plan because many owners had requested this to assist with budgeting, rather than having to pay a more substantial sum on a six-monthly basis.

The Association is not licenced to provide credit so we are unable to enter payment arrangements in arrears. This means that payment plans must be set at an amount that will accrue enough credit in advance to pay invoices in full by the due date.

The Association offers a range of payment methods including payment by Direct Debit, cheque, debit card, internet banking or via Allpay card at Post Offices or Paypoint, however Direct Debit is our preferred method of payment when setting up a payment plan.

Where an owner wishes to set up a payment plan, we will suggest a regular payment amount with a view to it covering all known and reasonably anticipated charges which, dependent on property type, may include Management Fee, Buildings Insurance, Stair Lighting, Stair Cleaning, Landscaping and minor common repairs. Although the suggested amount takes account of previous charges and anticipated changes in costs, variations to the level of common or major repairs can lead to over or under payments during the six month period. If an owner accrues a credit significantly higher than necessary to cover their invoice we are happy to arrange a refund, where appropriate. If the credit accrued is insufficient to cover the invoice then owners must make an additional one-off payment to clear their balance by the due date. We would then review the payment plan amount and amend this where necessary.

We should stress that although owners are under no obligation to set up a payment plan with us, all invoices must be paid in full within 28 days of being issued.

We recognise that at times, some customers may have difficulty paying their bills. If so, please contact a member of the finance team before the invoice is overdue, by phoning 0141 763 1317 then select option 3, or email finance@tollcross-ha.org.uk. Also, staff at the Tollcross Advice and Learning Centre are able to provide free services relating to any debt issues that you may have and can be contacted on 0141 764 1234. Alternatively you can contact Money Advice Scotland on 0141 572 0237 or the Citizens Advice Bureau on 0141 554 0004 for free advice.

**A guide to
our factoring service**



TOLLCROSS
housing association limited

www.tollcross-ha.org.uk

Focus on Factoring

Selling Your Property?

We realise that selling your home can be a stressful time and will work with your solicitor to ensure that our involvement in the process is as trouble free as possible.

To allow us to assist your solicitor during the process, we will require them to contact us 28 days in advance of the sale proceeding and will require the following information:

- the property address
- the date of the sale
- the purchaser's name(s)
- details of the purchaser's solicitor

Where we are given 28 days' notice of the property sale, we will charge an administration fee of £65 (plus VAT), for the provision of the following information:

- the current outstanding balance
- details of any repairs reported but not yet billed
- details of any planned investment work under consideration and estimated costs if available
- buildings insurance information
- an estimate of the retention required to be held by your solicitor, to clear your factoring account

The administration fee is payable to us in advance of the information being provided and will increase to £97.50 (plus VAT) if we do not receive 28 days' notice of the sale.

After properties change ownership, the Association will apportion all common charges and bills outstanding and will aim to issue the final account within six weeks but no more than three months of the Association being made aware of the actual date of change in ownership (the date of settlement) unless there is a good reason not to (for example, awaiting final bills relating to contracts which were in place for works and services or the property factor has not been provided with the specified period of notice informing them of the change in ownership).

Normally the invoice will be issued to your solicitor to settle the outstanding balance. If your account is in credit after all final charges have been applied then we will issue a refund to your solicitor.

We do not hold copies of planning documents or completion certificates. If you or your solicitor require this information, please contact Glasgow City Council's Building Control department.

If you have any questions or need further information regarding your property sale, please contact one of our finance staff on 0141 763 1317 or finance@tollcross-ha.org.uk.



Owner Information

We'd like to remind all owners to keep your contact details up to date to allow us to contact you in relation to invoicing, emergency repairs and cyclical repairs. If you change address, mobile number or email address please contact a member of our finance team in writing (including existing email) to advise of the change.

Owners should also be aware that if you rent out your property to a third party, we will not discuss your factoring account or repairs that have been carried out with your tenant. Even if your rental agreement requires your tenant to pay the factoring charges, all enquiries must come via the property owner.

Look After Your Home

WINTER

Emergency Information

During cold weather you can avoid frost damage and burst pipes by following the steps below:

- Set the thermostat for your central heating system to at least 10°C (50°F)
- Leave the doors in each room open to allow warm air to circulate around your home
- If you are going away over the Christmas holidays, please inform the Association and if possible leave an emergency contact number.

If you have a burst pipe:

- Phone our Emergency Contact number (0345 6044686)
- Turn off water at the stopcock; if you're unsure of the location, contact our Maintenance team for advice (doing so in advance of the emergency may reduce the level of damage)
- If water is in contact with any electrical fittings, turn off the power at the mains

Returning From Holiday? Remember to run your cold water mains tap and shower for 2 minutes before use.

MAJOR WORKS PROGRAMME 2022/23

Our contractors continue with the following works:

Door Entry System Replacement

Our contractor, Videowatchman Ltd, continues with the installation of new control panelling and entry handsets to closes at various locations.



Kitchen and Bathroom Installations

The kitchen and bathroom contract is underway and our contractor, Select Facilities (Scotland) Ltd will contact those tenants in this year's programme to design the kitchen and agree colour schemes.



Electrical Safety Testing

Our contractor, Magnus Ltd, continues with the programme of electrical inspection and certification. We appreciate tenant's cooperation to achieve this essential work in your home.



Painting Programme

Our contractor, Bell Group, are on site and will complete the painting programme before the end of the year.



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

Membership of the Association

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

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

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

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

I wish to become a member of Tollcross Housing Association Limited

I confirm the following (Please tick one box):

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

Occupation and details of relevant skills or experience:

☐ I enclose £1.00 for my Share Certificate.

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

Mr/Miss/Mrs/Ms* (please delete)
First Name
Surname
Full Address
Flat position (if applicable)
Postcode
Please return to: The Secretary, Tollcross Housing Association Limited 868 Tollcross Road, Glasgow, G32 8PF
Signature: _____
Date: _____



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

We mourn the passing of two of our respected employees



Members of Staff, Committee and tenants of Tollcross Housing Association remain in shock at losing two of our close colleagues and friends recently.

Both passed away unexpectedly with Linda Miller (65) leaving us on Tuesday, 27th September 2022 and Karen Ritchie (56) shortly afterwards on Monday, 24th October 2022.

They leave behind families who cared for and loved them dearly.



The families allowed us to share in their grief as we paid our respects at the funerals that were held on 13th October and 3rd November respectively.

The Association has made donations in Linda and Karen's names to charities they felt passionate about – Poppy Scotland and Cancer Research. To further honour our lost friends, the Association will bring together their families and create a memorial that will be a permanent reminder of Linda and Karen.

Linda and Karen were long-standing staff members who worked hard to ensure our tenants received a first class service both within main stream tenancies and those within our sheltered housing complexes. Their efforts will be their legacy for a long time to come and we already, and always will, miss them.

Christmas Pantomime 2022



Thank you to everyone for applying for our annual Christmas Pantomime 2022. We have received a fantastic response and can confirm that tickets will be delivered alongside the newsletter to all the lucky winners - Congratulations!

We hope you all have a fantastic time at the show and be sure to tell us all about it.

Our Events Focus group have decided that working with the local groups last year was such a great success that we'd like to do the same again this year. So, look out for future adverts about what the Helenslea Centre, Urban Fox and Tollcross Matters are working on to give our kids a great range of activities in the lead up to Christmas.



TOLLCROSS
housing association limited

Email info@tollcross-ha.org.uk www.tollcross-ha.org.uk



HAPPY TO TRANSLATE

868 Tollcross Road, Glasgow G32 8PF

Tel 0141 763 1317

**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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Community Benefit Societies Act 2014 – Registration No. 1798RS. Tollcross Housing

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