



blairtummock housing association

# NEWSLETTER

at the heart of our community

Winter 2022



**PANTO DETAILS**  
See back page

## Merry Christmas

The Committee and Staff are aware that Christmas will be a difficult time for many people with the impact of the cost of living crisis. Please remember that our staff are available to assist you and can be contacted on 0141 773 0202 or by email at [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk). If you prefer a face-to-face appointment, please contact the office and this can be arranged.

We continue to work with partners in order to secure funding to assist tenants with the cost of living crisis and will continue to do this throughout 2023.

On behalf of the Committee and staff, we wish you a Merry Christmas and a Happy New Year and hope you enjoy spending time with your family and friends.

**Gary Wood**  
Chairperson

**Jacqui O'Rourke**  
Director

### CHRISTMAS CATCH UP'S

We would be delighted if you could join us at our 'Christmas Catch Up' events for tea/coffee, mince pies/ festive treats and of course a blether with friends, neighbours and staff.

Pop along to Blairtummock Community Hall, 45 Boyndie Street, on the following dates for this free event. Our staff will be available to answer any questions you may have and catch up with all of our customers:

- Monday 5<sup>th</sup> December 10am-12noon
- Monday 12<sup>th</sup> December 4pm-6pm

We look forward to seeing you.



### CHRISTMAS CLOSING

The office will close at 1.30pm on the 23<sup>rd</sup> December and re-open at 9am on Thursday 5<sup>th</sup> January 2023.

Should you have an emergency repair during this time you should contact our Out of Hours Service on 0333 2020 708. Please note that this service is for Blairtummock tenants only and should only be used for EMERGENCY repairs.



# ANNUAL ASSURANCE STATEMENT

All Registered Social Landlords are required to submit an Annual Assurance Statement to the Scottish Housing Regulator and make a copy available to tenants, a copy is available on our website at [www.blairtummock.org.uk](http://www.blairtummock.org.uk)

This statement is to ensure the Scottish Housing Regulator that Blairtummock Housing Association is complying with all the relevant regulatory and legislative requirements of a Registered Social Landlord.

We have to prepare an Annual Assurance Statement confirming:

- that we meet the Standards and Requirements; or
- what we are doing to fix any instances of material non-compliance

BHA is pleased to announce that by carrying out a self-assessment on the Annual Assurance Statement we are compliant with all the standards and that there was no material non-compliance.

If you would like to find out more information about Annual Assurance Statement or our self-assessment process, please contact the office.

## EHRA – Easterhouse Housing & Regeneration Alliance

EHRA – which is made up of seven community based Housing Associations working across Greater Easterhouse donated money and food to the Foodbank following a successful quiz night at the Barlanark Centre, Calvey. The team from Calvey Housing Association won the quiz and the money raised from the raffle was donated to the Foodbank.



## FOODBANK CHRISTMAS OPENING

The Foodbank within Blairtummock Community Hall will close on Thursday the 22<sup>nd</sup> December 2022 and re-open on Thursday the 5<sup>th</sup> January 2023.

The Foodbank at the Hub at Calton Parkhead Parish Church, 142 Helenvale Street, Parkhead, G31 4NA will open on Wednesday 28<sup>th</sup> and Friday 30<sup>th</sup> December 2022.

# DONATION TO EASTERHOUSE PARISH CHURCH

The Association donated £250 to the Church towards the Fireworks event. It was a very successful evening with many local families attending and enjoying a wonderful display.



## BUSINESS PLAN

The Association has a 3 year Business Plan, which is, updated annually. The Business Plan covers all aspects of the organisation. This includes Association profile, vision and values, strategic direction and objectives, operating environment, asset management, services, regeneration, governance, leadership, rents, affordability and value for money, risk assessment, financial plans and projections.

The Management Committee will shortly begin to review the Business Plan and we welcome any comments or things you would like to be included. If you wish to contribute to the Business Plan please contact Jacqui at the Association's office, telephone 0141 773 0202 or email [jacqui.orourke@blairtummock.org.uk](mailto:jacqui.orourke@blairtummock.org.uk)

# OUT OF HOURS SERVICE

Our emergency repairs service operates every day of the year, 24 hours a day. If you have an emergency outside normal office opening hours, call **City Technical Services (UK) Ltd on 0333 202 0708**.

**TENANTS LIVING IN THE DISTRICT HEATING BLOCK WHO HAVE NO HEATING OR HOT WATER MUST CALL AMP ENERGY ON 08000862150**

It is important when contacting the Emergency Repairs Service that you provide as much information as possible. Please note that out of hours repairs are 'make safe' only and will be followed up in normal working hours with a full repair if needed and that this service is available for Association Tenants NOT Factored or Sharing Owners.

The following are examples of emergency repairs that will be considered by the Association:

- Internal Gas leak (beyond the meter).

- No electricity or electrical faults that may endanger occupants of property.
- Lighting fault to internal bathrooms.
- No water supply.
- Water burst or flooding (not drips).
- House or flat entrance door insecure.
- Loss of heating during the months of October to April inclusive where no other form of heating is available.
- Blockage or no flushing of the only toilet (recurring repairs may be rechargeable).
- Smashed glazing (entrance doors or windows). Where only a single pane of a double glazed unit is smashed, it may be treated as an urgent repair.

Please note: If you provide misleading or false information that makes us believe your repair is an emergency when it is not, we will charge you for the call-out.

## GOING AWAY FOR CHRISTMAS?

At this time of year, we can experience all sorts of weather from sunshine to frost with rain and snow thrown in to keep us on our toes. If you're going away for Christmas or New Year, then set your central heating room stat to low and keep your heating on constant. If you do not have a room stat set your timer to "On" and turn the thermostat on the boiler to low. This will keep the heating pipes warm and prevent the house from freezing. If possible, leave a key with a friend, neighbour or relative so they can check your home. Check that you have enough credit in your meters to cover fuel cost when you are away.



## GAS SERVICING

The Association understands the concerns that people have during this difficult time in allowing access to gas engineers for the gas safety check and would like to thank everyone for their co-operation.

During these times, the Association still has to meet its commitment in keeping everyone and their families safe.



# Condensation

Condensation starts as moisture in the air, usually produced by cooking, washing or drying clothes indoors on radiators. When it hits cool surfaces such as walls or windows it condenses and forms water droplets. The moist air rises when it is warm and often ends up on ceilings and in upstairs rooms and then it forms mould. 95% of condensation is caused by lifestyle.

To kill and remove mould, wipe down walls and window frames with a fungicidal wash, following the manufacturer's instructions.

## Ventilate to remove the moisture:

You can ventilate your home without making draughts. Keep a small window ajar or a trickle

ventilator open all the time if possible. Some rooms need more ventilation such as kitchens when cooking or bathrooms when bathing, this means opening windows wider. Close the kitchen and bathroom doors when these rooms are in use.

## Things to remember:

- Produce less moisture by covering pots and pans when cooking.
- Dry clothes outside.
- Vent your tumble dryer to the outside.
- Avoid using flueless bottled gas heaters.
- Ventilate cupboards and wardrobes.
- Keep all rooms in your home at a constant comfortable temperature at all times.



## USEFUL EMERGENCY CONTACT NUMBERS

### Gas

If you think you can smell gas.  
Transco - 0800 111 999

### Stair & Backcourt Lighting

City Building 0800 595 595

### Scottish Power

Power cuts throughout local area.  
0330 101 0222

### Scottish Water

Street flooding.  
Customer Helpline: 0800 0778 778



## BLOCKED WC'S

The Association has noticed an increase in the number of tenants reporting blocked toilets. Can we remind you that under no circumstances should you flush, wipes (baby, personal cleansing, toilet and household cleaning) – even if the pack says “flushable”, nappies, cotton wool/buds or sanitary items down the toilet. If a problem occurs due to a member of your household flushing items down the toilet, you will be re-charged for the cost of the repair.

# WINTER TIPS

As all of us are aware, the winter cold spell is with us once again and there are many ways that cold weather can be prevented from causing damage to your home or your belongings.

## Keep Your Home Warm

In order to avoid burst pipes and damage to your home this winter try to keep your home reasonably warm day and night. If possible, top up your gas and electric meters with enough credit to last you over the holidays.

### Be Prepared

1. Ensure you know where your stop valve is located.
2. Make sure you keep your emergency contacts list handy.

### If You Get a Burst Pipe

1. Turn off water at the 'stop valve'
2. In cases of flooding from above 'switch off electricity at the mains switch'.
3. Open all taps to sinks and bath
4. Notify the Association at your earliest opportunity
5. Warn neighbours who may potentially suffer damage
6. Soak up as much water as possible

## Dos and Don'ts

DO take care with festive candles around highly flammable decorations. Ensure they are put out properly and not left unattended.

DON'T overload power sockets with Christmas lights and check they are in good working order before they are put up.

DO make sure you know where your stop valve is and that you can turn it easily, just in case of frozen pipes in a cold snap.

DON'T forget, look out for elderly neighbours, keep warm, keep well and keep safe this winter.

## COMMON LOFTS

The Association would like to remind all tenants; sharing owners and owners that common close lofts should not be accessed at any time or used to store any personal belongings.

Common lofts are for the purpose of contractor access as directed by the Association.

We would like to thank everyone for their co-operation.



# COPING WITH DEPRESSION AT CHRISTMAS

Christmas is often referred to as 'The Most Wonderful Time of the Year' but, for some, it can be a difficult time. For those who have recently lost a loved one, Christmas can intensify feelings of grief and sadness. Many others experience feelings of isolation, increased family conflict or financial pressures that make the season a very stressful time of year.

If you are affected by any of the above and feel that you need to speak to someone about the issues affecting you, please be aware that there are people out there who will listen to, and help you deal with these feelings.

**Breathing Space** are there in times of difficulty to provide a safe and supportive space by listening,



offering advice and providing information. They can be contacted on **0800 83 85 87**.

**Samaritans** offer a safe place for you to talk any time you like, in your own way – about whatever's getting to you. They can be contacted on **116 123** – you don't have to be suicidal to make initial contact.

**Lifeline** understands the challenges each person can face on a daily basis and aims to help ease the strain. They can be contacted on **0141 552 4434**.

# Domestic Abuse

The festive period is a time when relationships can become strained. Unfortunately, in some cases, this can result in instances of domestic abuse.

Domestic violence and abuse can happen in any relationship. It occurs within all age ranges, ethnic backgrounds and economic levels. While women are more commonly victimised, men are also abused, especially verbally and emotionally. The bottom line is that abusive behaviour is never acceptable, whether it is coming from a man, a woman, a teenager, or an older adult. Everyone deserves to feel valued, respected, and safe.

If you are experiencing domestic abuse, you can get confidential advice and assistance by contacting:

## For women

[www.scottishwomensaid.org.uk](http://www.scottishwomensaid.org.uk)  
Telephone: **0800 027 1234**

## For men

[www.mensadvice.org.uk](http://www.mensadvice.org.uk)  
Telephone: **0808 801 0327**

## For the LGBT+ community

[www.galop.org.uk/](http://www.galop.org.uk/)  
Telephone: **0800 999 5428**

If you become homeless or are threatened with homelessness because of domestic abuse, you can get independent advice from:

• Shelter Scotland on 0808 800 4444 (24 hours)

or call Glasgow Health & Social Care Connect on 0141 287 0555. If you need a homeless service after 4.45pm Monday to Thursday or 3.55pm on a Friday and weekends, then you should contact the Emergency Out of Hours Homelessness Services. Phone them on: **0800 838 502**



# CONTACTING GLASGOW CITY COUNCIL



The Revenues and Benefits service have introduced a limited phone service for any customer who does not have access or is able to use digital online services. This is a priority line for customers who are experiencing hardship and difficulties.

**Phone line –  
0141 276 1118**

Number has 3 options:

- **Option 1:** Make a payment – transfer to auto payments
- **Option 2:** Council Tax
- **Option 3:** Benefits

Availability

- Tuesday morning 9am to 12noon
- Wednesday afternoon 1pm to 4pm
- Friday morning 9am to 12noon

This is a limited service and will only be available at the times listed above.

# MONEY ADVICE SERVICE



We understand that tenant's financial circumstances may have been affected by the current cost of living crisis.

Did you know that we have Benefits Advisers available for face to face or phone appointments on the following days:

- Tuesdays/Wednesdays/Thursdays

Nick provides a service via GEMAP and is available on a Wednesday for BHA tenants.

Stuart provides a service via Connect Community Trust on a Tuesday all day and a Thursday afternoon.

Our Advisers can help with the following:

Check you are in receipt of your full benefit entitlement.



- Assist with benefit claims and completion of application forms.
- Help with any benefit-related issues.
- Assist with appeals and representation at tribunals.
- Advise on debt-related matters.
- Support tenants with budgeting.

Please contact our office on **0141 773 0202** and we will be happy to arrange an appointment for you.

# RENT FIRST



While we understand that Christmas can be a costly and stressful time, perhaps more so this year, it is important to remember that your rent is a priority payment.

Don't put your home at risk by missing your rent payment this Christmas.

Although considered a last resort, eviction proceedings can be taken if you do not meet these commitments.

If you plan to make your payment by debit card by calling our office, please note we will close on Friday 23rd December 2022 and phone lines will not be available until 9am on Thursday 5th January 2023.

If you do not have a rent payment card, please contact us on **0141 773 0202** and we will arrange for one to be sent out to you in plenty of time for the Christmas break.

If you are struggling to pay your rent or if you would like some advice on budgeting/money management or help with your benefits, our Income Advice Service runs on a Tuesday, Wednesday and Thursday. Call us on 773 0202 to arrange a phone appointment. The service is confidential and you will be met with a warm welcome by Stuart or Nick.

## HOW TO PAY



We offer a variety of methods for you to pay your rent and have recently introduced the option to make payment by debit or credit card in our office or by calling us on **0141 773 0202**. The new payment option has been very popular with residents.

### Direct Debit

- Weekly, fortnightly, four-weekly and monthly payments can be set up, please contact our office to set this up, you will need to provide your bank sort code and account number.

### Allpay Card

- Any outlet or Post Office displaying the Paypoint symbol.

Please keep receipt and allow 3 working days for the payment to reach your rent account.

### Phone using Debit Card

- You can call our office on 773 0202 to make a payment with your debit card or credit card.
- Outwith our office hours you can call Allpay on 08445 578 321, you will need the 19 digit number from your Allpay card to complete the transaction. Allpay lines are open 24 hours per day, 7 days per week

**Online** Web address [www.allpayments.net](http://www.allpayments.net)

### Allpay App

Download the Allpay App and pay anytime 24 hours a day 7 days a week using your debit or credit card.

### Text Message

Register to pay by debit or credit card via text at [www.allpayments.net/textpay](http://www.allpayments.net/textpay)

# FESTIVE BIN ARRANGEMENTS

## Bulk Uplift

Our Estate Caretakers BRO provide a bulk uplift service to our tenement blocks. Bulk from these properties will continue to be collected until Thursday 22nd of December 2022. The service will then resume after the festive break on Thursday 5th January 2023.

Glasgow City Council have an appointment based uplift service for tenants in back and front doors. You can request uplift of bulk items online at [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste). Residents who cannot access the internet can contact Cleansing directly on 0141 287 9700 on Tuesday and Wednesday 9am - 3pm to place a request. The service is chargeable.

If you have bulk items that are in good condition, could be re-used, haven't been left outside and still have the necessary fire labels (for sofas and armchairs), simply visit the Zero Waste website. There you can search for the re-use organisations that can collect items from your area. You will need to contact a suitable re-use organisation from the directory and arrange for your items to be collected. Alternatively, Residents can dispose of items free of charge at GCC Household Waste Recycling Centres (HWRC). Please check locally for opening hours during the festive period.

Please note, any bulk items that are placed kerbside by tenants will be regarded as fly-tipping by Glasgow City Council. Please refrain from putting any bulk items out onto the pavements as this could lead to fines being issued.

## Bins

Tenants that have use of large bins in backcourts will not see any changes to the schedule and uplifts will be on 23rd & 31st of December and 8th January as normal.

We have had no notification of any changes to the bin collection service to household collections during the festive season.

Tenants in tenement properties should continue to use the bin stores as normal. Tenants in 'back and front doors' should consult their collection calendar. This would have been supplied to you by Glasgow City Council. You can also access your collection calendar on the council's website.

Please dispose of items responsibly, and recycle wrapping paper and boxes where possible to allow space for household rubbish within bins. Old toys or unwanted gifts can often be donated to charity instead of thrown away and put to landfill.



# Community Chest



The Community Chest is open and we are looking for you to apply. Your application will have to be for something that fits in with one of our four priorities: Education, Health and Fitness, Supporting People with Disabilities and Additional Needs, and Facing Severe Financial Difficulties.

If you have had a Community Chest award within the last 12 months, then you can't apply at this time, but you can

apply again after 12 months have passed.

We will not generally award cash, but instead help people by purchasing goods or services on their behalf. The maximum award value is £200.

The application takes most people less than 10 minutes to complete. Please use the QR code to apply online.

Or you can use the following web address <https://forms.office.com/r/7QY8HggigA>



*"I can't thank the community chest team enough, thanks to being selected for the community chest I was able to get my treadmill which I could never have afforded myself. This has really allowed me to focus on my diet and to get myself back in shape, which was a moral boost".*

*"I was recently very lucky to be awarded £100 from the community chest.*

*I applied initially because I wanted to try and improve my mental and physical health by working in the garden.*

*The award has meant I now have much needed storage for all my gardening bits and bobs.*

*It was easy to apply for and I was delighted to be successful".*



## Get the cover you need this Winter!

Did you know that the Thistle Tenant Risk Homes Contents Insurance Scheme offers cover for fire, theft, water damage, floods and much more.

In fact, over the festive period or other religious festival, the Crystal Scheme automatically increases the contents sum insured by **£1,500** or **15%** of the sum insured (whichever is greater), for loss or damage to gifts bought, for one month before and one month after each special occasion.

The holidays could see more accidents, such as risks of spillages, breakages and general mishaps.

Optional extensions are available, subject to an additional premium, such as extended accidental damage.

A £50 excess may apply, full details are available on request.

Terms & conditions apply to all sections. A full policy wording or Insurance Product Information Document is available on request.

To find out more about the Thistle home contents insurance scheme contact:

- » Crystal on **0345 450 7286**
- » Request an application pack from your local housing office
- » Visit **[www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)**, where you can also request someone to call you back!



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# SLEEPING BEAUTY AT PLATFORM



The Association have secured tickets for a performance of *Sleeping Beauty at Platform*, Westerhouse Road, Easterhouse for Christmas 2022.

The performance is on Saturday 10<sup>th</sup> December at 7pm.

We are looking to allocate the tickets to households in the area. If you would like tickets, please complete the form at the link below or follow the QR code.

<https://forms.office.com/r/Dy2ZX68tdh>

Tickets are for members of your household – but if you wish to request for people who do not live with you then this will be considered if we have any left over.



We have also arranged for everyone who attends to get a complimentary goodie bag.

## Contacting Us...

**Blairtummock Housing Association**  
45 Boyndie Street, Glasgow, G34 9JL

Telephone: 0141 773 0202  
Email: [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk)  
Web: [www.blairtummock.org.uk](http://www.blairtummock.org.uk)  
Twitter: @BlairtummockHA

### E-MAIL

Would you like to receive future copies of Blairtummock News to your email address rather than by post? If so, please forward your name and address to [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk) and we will arrange this.

### OUT OF HOURS NUMBER – EMERGENCIES ONLY

In the event of an EMERGENCY only, please contact our Out of Hours Contractor City Technical on 0333 202 0708. PLEASE NOTE – this service is for Tenants ONLY. Not for Factored or Sharing Owners.

**Blairtummock Housing Association is an organisation committed to Equal Opportunities. If you require this newsletter in a different format, please contact the office on 0141 773 0202 where our staff will be happy to assist.**

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