



blairtummock housing association

NEWSLETTER

at the heart of our community

Spring 2025

NEW DIRECTOR

We are pleased to announce that we have appointed a new Director after a robust interview process. The Association have appointed John King (ACIH; CIPFA Corporate Governance; ILM Level 7), John has over 35 years experience in housing, within both local authority and RSL sectors.

John joined Blairtummock HA in 2004 as Housing Manager and his career has progressed with us to Housing Services Manager and thereafter to deputise for our previous Director. We are extremely confident in John's abilities to continue to fulfil our strategic direction, visions and aims moving forward and would like to congratulate him on his appointment.



JOIN US FOR A COMMUNITY LITTER PICK

HELP KEEP OUR AREA CLEAN!

We're coming together to make a difference! Join us for a Community Litter Picking Event as we work to keep our neighbourhood clean and tidy.

This is a great opportunity to meet your neighbours, enjoy some fresh air, and do something positive for the community and the environment on what is Earth Day 2025.

We have arranged for two separate meeting points so tenants can decide which one suits best.

All equipment will be provided, so just bring yourself and a willingness to help! Whether you can stay for 30 minutes or the whole event, every little bit makes a big impact.



- **Date:** Tuesday 22 April 2025
- **Meeting Point 1:** The Circle, 69-71 Aberdalgie Road
- **Meeting Point 2:** Corsehill Street Square
- **Time:** 10am.

MAINTENANCE



OUT OF HOURS SERVICE

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

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 and it is not, you may be charged for the call-out.



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

Right To Repair

Tenants are reminded that the Association is committed to the Right to Repair legislation for small or urgent repairs and compensation to tenants when we do not complete the repair in the timescale laid down by the law.



Any tenant wishing further details on the Right to Repair should contact the Association's Maintenance staff for details. Further information can be found at www.gov.scot/publications/right-repair

Gas Servicing

The Association would like to thank everyone for their continued cooperation with providing access to our gas engineers for the legally required gas safety checks to be carried out, ensuring the safety of all households.

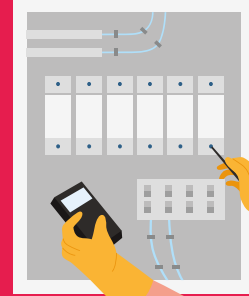


Alterations & Improvements

Tenants should always contact the Association requesting an application form for any alterations and improvements that they are thinking about carrying out. The Association will not refuse permission in most cases, but tenants should refrain from doing any works until they have permission from the Association in writing.

Electrical Safety Inspections

The Association is legally required to carry out electrical inspections of properties every 5 years to ensure that installations in people's homes are safe and meet today's safety standards. Tenants are requested to make contact with Maintenance staff to make a suitable access arrangement when receive notification the inspection is due for their property.



TENANT LOGIN DETAILS

Do you know you can access your rent account and recent repair order history via the Association's website 24 hours a day, 7 days a week?

If you would like to be able to access this facility, please contact the Association's office on **0141 773 0202** or alternatively by email **enquiries@blairtummock.org.uk**, we will take steps to verify your identity and thereafter organise login details.

CONTACT DETAILS

It is more important than ever that we have your up-to-date contact details as we are using our text service to promote any funding or services which are available during these difficult times.

If you are unsure if we have your most recent contact details you can email us at **enquiries@blairtummock.org.uk** or telephone **0141 773 0202** to check. Please ensure you advise us of any changes to your contact details.

PUBLIC HOLIDAYS

Please note the office will be closed on the following dates:

Friday 18th and Monday 21st April 2025

Monday 5th May 2025

Friday 23rd and Monday 26th May 2025

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.



**FOLLOW US ON
facebook**

**For a chance to WIN a
£30 Morrison's Voucher!**

We have a Blairtummock Housing Association Facebook page, why not give us a follow as the Association use this as one of the ways to quickly get information to all tenants.

All tenants following our Facebook page by 30th April 2025 will be entered into a prize draw for a £30 Morrison's Voucher.

Absolutely Terrific



We are currently undertaking a programme of at home visits with our tenants who are 66+. We discuss a range of services available to our tenants, provided by BHA and other local organisations. We discuss a range of topics such as your mobility, financial health, family members who wish to speak to us on your behalf in future and can provide information about services BHA provide such as whether you can get assistance with grass cutting, how to use our handyman services, our money advice and benefits service.



The visits have been a great success so far, especially in partnership with our Money Advice Service. They have resulted in some tenants now being in receipt of full benefit payments for their rent and council tax, pension credit and receiving backdated payments and refunds.

We agree, and it is great to be able to share these good news stories with you as a result of our visits!

We are working through our visits and will contact our eligible tenants in due course, please look out for your letter, it really is worth your while, and we look forward to seeing you.

One tenant received a backdated payment of £1763 towards their rent and they are also now in receipt of additional benefits totalling over £700 per month!

Another tenant who is now £450 per month better off said that it was 'absolutely terrific'.



GEMAP NEWS



Do you have too many deductions from your Universal Credit or other benefits? Recent changes in how Glasgow City Council recover arrears of Council Tax have led to some people having as many as 3 separate deductions for Council Tax and Water/Sewage charges from their benefit. If this is happening to you then get in touch with Blairtummock Housing to arrange an appointment with Nick, our Money Adviser. GEMAP are running a special project to help people with this issue.

In other news, GEMAP are moving office and will no longer be based on Aberdalgie Road. Any face-to-face appointments with Nick will now be in the Blairtummock Housing Association office on a Wednesday, starting from the week beginning the 24th of March 2025. We can also offer phone appointments if it is more convenient for you.

Blairtummock HA fund the Money Advice Service to ensure we offer support to our tenants in these difficult financial times.



Spring Into Action: Keep Your Garden Clean And Tidy!

With the arrival of warmer weather, now is the perfect time to refresh your garden and outdoor spaces! A well-maintained garden not only enhances your home's appearance but also helps create a pleasant environment for everyone in the community.

Here are a few simple tips to keep your garden looking its best this spring and summer:

- **Mow the Lawn Regularly** – Keeping the grass trimmed makes a big difference.
- **Tidy Up Weeds and Overgrown Plants** – This keeps pathways clear and improves your garden's appearance.

- **Dispose of Rubbish Properly** – Avoid leaving waste or bulky items outside. Use designated bins for garden waste.
- **Consider Flowers or Plants** – Adding some greenery or colourful flowers can brighten up your space.

By keeping your garden clean and tidy, you're helping to maintain a welcoming neighbourhood for everyone to enjoy. Thank you for your co-operation!

Tenant Involvement - Would You Like To Be More Involved?

There is a variety of ways that you can become involved with the Association and the decisions that are made in relation to the services we provide these are;

Tenants Panel

A panel is a group of people who meet a few times a year to look at how certain services can be improved. The panel would also be consulted over new policies and review of existing policies. Blairtummock HA would provide the support and information required to make the panel work.

Registered Tenants Organisation

The Association will support and assist anyone who wishes to set up a Registered Tenants Organisation. In order to become a Registered Tenants Organisation groups must meet certain criteria which is set out by the Housing (Scotland) Act 2001.

Consultation Register

You can put your name on our consultation register. This means that every time we are considering changes, we will ask your views first.

Rent Increase

A big thanks to those of you who took part in our recent rent consultation.

We consulted on a 5.5% increase, and 51 of you took the time to respond and give us your views.

49% of you advised you felt a 5.5% increase was too high, 47% felt it was just right and 2% felt it was too low.



Too High

25 : 49%



Just Right

24 : 47%



Too Low

2 : 4%

We received some great comments from the consultation which gave some context to the feedback and the views of our tenants:

“Too High – the cost of living, gas, electric and food prices has gone up but my wages have gone up between 1 and 3% the past few years.”

“Too High - although I fully understand the reasons for the proposed rent increase I feel it is too high. Whilst you acknowledge the situation many tenants face it's the working poor who will once again suffer the most and although I believe the housing association does try it's best I feel a temporary reduction of 5% would be fairer all round.”

“Increase is too high with rising cost of living.”

“Just Right - More improvements are needed to some houses so increase of 5.5 % sounds ok if we keep on top of improvements to houses.”

“Just right - Unfortunately for any growth there needs to be an increase for the goal of achievement. Hopefully if the long-term improvement plan goes ahead then as a tenant I would be happy to pay a small increase in rent costs.”

“Just right – I think it's a reasonable increase.”

The consultation feedback was presented to the Management Committee for consideration in January 2025. Our Management Committee are mindful of the challenging financial environment that we are in, and our aim is to keep rents as affordable as possible for tenants.

With a focus on our tenants, and in recognition of how tight things are for everyone right now, the Management Committee believe our priority is to minimise increases without creating service reductions for tenants or storing up problems for the future in terms of property investment that could result in high rent increases. As a result, a rent increase of 5% was agreed by the

Management Committee for 2025/2026 and you will have received your notification letter by now.

If you require any assistance with financial matter or benefits advice, please contact our office to arrange an appointment with our Money Advice Service. Stuart and Nick are excellent at assisting tenants to ensure they are maximising their income and have had some fantastic results for our tenants.

The Association will continue to invest in your homes, you can find our planned and cyclical maintenance updates within the newsletter.

Spotlight On Supporting Our Tenants



The Association has a committed Management Committee and staff team who always strive to help our tenants and customers as much as possible.

Here are some examples of the recent support we have provided to tenants:

Community Chest – Since April 2024, we have issued £9100 in assistance to over 55 different households. If you want to make an application for this fund, you can do so through the Association’s website (where you will also find more information on the fund) or contact the office directly.

Fuel Support – We often make referrals to agencies who can assist tenants with fuel debt and may be able to apply for fuel vouchers on a tenant’s behalf. If you are struggling with the rising energy costs and find yourself in debt, please give us a call and we will refer you on for assistance to our partner agencies.

Foodbank referrals – We work in partnership with The Trussell Trust foodbank and have referred 97 tenants for assistance since April 2024. If you require this service, please call the office to be issued a voucher. Please note that tenants can use the service up to 6 times in a 6 month period.

Over 66 Visits – We have been busy carrying out visits to our tenants over 66 years of age. This has resulted in us being able to assist with welfare benefit appointments, occupational therapy advice, submitting application forms for a house move, updating household members etc. A number of tenants who were referred to our welfare benefits service have managed to receive large backdates of benefits they were due and this has helped to improve their ongoing income.

Handyperson Service – The BHA handyperson service helps tenants, sharing owners or factored owners over the age of 60 or who have a disability. If you meet these criteria and have a small job needing done that you can’t manage, please contact the office.

Money Advice Service – The Association funds 2.5 days per week for tenants to access a service from GEMAP and Connect Community Trust, offering tenant’s assistance with benefit claims and budgeting/debts to maximise income.

Referrals are often made to our partner agencies for tenants who are encountering difficulties. Recently we have made referrals to Community Link Practitioners, veterans charities, family charities and mental health practitioners. If you would like some advice on this, please get in touch.

We are proud of what we have achieved and will continue to seek opportunities to deliver further support in the community.

Health and Wellbeing: Tips for Enjoying the Spring Sunshine

As the days get longer and the weather warms up, spring is the perfect time to focus on your health and wellbeing. Here are some simple tips to help you feel your best this season:

- **Get Moving Outdoors:** Spring offers great opportunities for outdoor exercise, whether it's walking, jogging, or yoga. Physical activity boosts mood and improves health. In the local area, Easterhouse health centre runs a weekly walking group on a Thursday at 12pm which meets at the community reception area.
- **Soak Up the Sunshine:** Longer days mean more sunlight, a natural source of vitamin D, which supports

bone health and improves mood. Aim for 20 minutes of sunlight each day, but remember to wear sunscreen.

- **Focus on Mental Health:** Take time to relax and recharge. Practice mindfulness, meditate, or simply enjoy a peaceful moment outdoors. Spring's natural beauty can help reduce stress and enhance your mental wellbeing.
- **Eat Seasonal, Healthy Foods:** Fresh, seasonal fruits and vegetables are in abundance during spring. Incorporate leafy greens, berries, and other produce into your meals to nourish your body and boost energy.

- **Create a Peaceful Home:** Declutter your space and bring nature indoors with plants or flowers. A calm home environment promotes relaxation and supports mental health.

- **Prioritize Sleep:** Ensure you're getting quality rest. Establish a relaxing bedtime routine, and avoid screen time before bed for better sleep.

This spring, make time to embrace the outdoors, focus on your health, and enjoy the season. Your wellbeing is important, and small changes can make a big difference!

HCRC COMMUNITY ESSENTIALS

A low-cost grocery store for people living in Glasgow

Members will: ● Reduce shopping costs ● Reduce food waste
We want to ensure families have the essentials to get through the week.

Membership benefits include:

Membership allows members to:

- Shop with us once a week for up to 3 months.
- After 3 months, access free services, including:
- Braids Academy (educational and skill-building workshops).
- HCRC Re-Use Shop (second-hand items & essentials).
- Any future services provided by our charity.

Car: M80 & M73

Buses: 60/60A, X19 (stopping outside the Circle Centre)

Train: Easterhouse Train Station (15 minute walk away)



The Circle
(wheelchair accessible)
69-71 Aberdalgie Road,
Glasgow G34 9HJ

Telephone:
0141 732 0030

OPENING TIMES
Starts Tuesday 18th February 2025
Then every TUESDAY
10.30am-1.30pm until June 2025
Thereafter: Mon - Fri 10.30am-1.30pm

New Bathrooms

The Association is mid-way through a programme to replace 49 Bathrooms.

The project is being carried out by Sureserve (previously Everwarm) and feedback from tenants has been extremely positive.

Mr & Mrs Jack are delighted with the improvement to their home and advised:

'We are over the moon with our new bathroom. The contractor couldn't have been any more helpful and the quality of workmanship is excellent. We love our new shower which was fitted as we previously only had a bath and it really makes life easier.'

The Association recognised the potential for reduced fuel costs by installing showers and giving tenants the option to have a quick shower as opposed to running a bath. We are delighted to hear that our tenants are happy with the new specification being fitted.



DOG FOULING

From recent inspections carried out by Association staff members and reports from our Estate Caretakers, it has been noted that dog fouling remains a huge issue in our area, as it is throughout the city. It is dirty, dangerous and antisocial. For some reason, a minority of people think that failing to clean up after their dog is perfectly acceptable behaviour.

The Association wants to improve the appearance and condition of our backcourts and common areas; however, we need our tenants to co-operate and do their bit to help report irresponsible dog owners. Tenants can do this by reporting anonymously on the Council's website or by downloading the My Glasgow app, registering an account and submitting a report. You can also contact our office to provide details.

The fine for dog owners who fail to pick up after their pets is £80. The penalty increases to £100 if it is not paid within 28 days.

Please Remember:

- **Grab It** - Always keep a supply of bags near your dog's lead so you don't forget to take them with you on every walk. Simply insert your hand in the bag and pick up your dog's waste.
- **Bag It** - Carefully turn the bag inside out and 'bag' your dog's mess.
- **Bin It** - Dispose of the bag in a bin. Dog waste can be put in a public litter bin if a specific dog waste bin is not provided.

Grab it, bag it, bin it. Any bin will do.



PLANNED & CYCLICAL WORKS FOR 2025-26

The following works are planned for the next year, but may be subject to change following a stock condition survey:

Kitchens

49 replacement kitchens:
Aberdalgie Path, 38-66 Aberdalgie Rd (evens), 2-10 Boyndie St (evens), 4-12 Duntarvie Rd (evens)

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Bathrooms

16 replacement bathrooms:
2-26 Duntarvie Avenue (evens)
1 Duntarvie Crescent
3 Duntarvie Gardens
46-52 Duntarvie Rd (evens)
53-57 Duntarvie Rd (odds)

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Windows

55 properties having windows replaced
2-6 Duntarvie Place, 7-13 Duntarvie Rd,
2-26 Errogie Street
18 closes with window replacements (as above)

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Fascias & Soffits

Replaced at 13 properties in Errogie Street

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Replacement front doors

Main door flats in Area 1

External Paintwork

Boyndie Street
Duntarvie Gardens
Painting Metal fencing 61-77 Duntarvie Rd & 1-31 Millennium Court

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Annual Gas Safety Service & Smoke Alarm checks

All properties

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Annual Gutter cleaning

All properties

.....

Electrical Safety Inspections

77 properties due 2025/26

.....

Energy Performance Certificates

80 properties due 2025/26

If you would like to discuss when your property is due for any investment work, please contact our office and a member of the Maintenance Team will be happy to provide you with further information.

SPRINGTIME FUN

We have some fun for the children, complete the attached wordsearch and return by 30th April to be entered into a prize draw to win £20 Amazon voucher.

X	P	J	H	K	Z	G	R	M	F	A	L	E	N	T	B	C	C	R	G	R	X	D	S	U	C	O	R	C	L
G	S	S	O	R	C	I	U	W	X	V	F	S	S	E	T	H	I	Y	A	K	C	E	M	D	G	V	U	I	W
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EASTER BUNNY
CHOCOLATE
SPRINGTIME
CHICKS
APRIL
MAY
ROLLING STONE
CROSS

CROCUS
FAMILY TIME
PANCAKE TUESDAY
LENT
CELEBRATION
BLOOMING FLOWERS
TULIPS
LAMBS

DAFFODILS
APRIL SHOWERS
BASKETS
DECORATE
ASH WEDNESDAY
CALVES
DUCKLING

EASTER EGGS
BONNETS
CLEANING
PAINTING EGGS
CLOCKS FORWARD
FOALS
FAWNS

Name:

Address:

Contact number for parent or guardian:

COMMENTS FORM

If you have any comments to make about Blairtummock Housing Association or any of the services provided by the Association please complete this form, cut it out and return it to the Association, or online by scanning the QR code below:

Name:

Address:

Comments:



Contacting Us...

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

Telephone: 0141 773 0202
Email: enquiries@blairtummock.org.uk
Web: www.blairtummock.org.uk
X: @BlairtummockHA
Follow us on Facebook

OFFICE OPENING HOURS

Monday – Thursday: 9am-12.30pm & 1.30pm-5pm,
Closed for lunch: 12.30pm – 1.30pm, Friday: Office Closed

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.

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 and we will arrange this.

Staff Availability

Monday – Thursday 9am – 5pm
Friday – 9am – 3.30pm

Staff available via telephone
0141 773 0202 or email
enquiries@blairtummock.org.uk

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.

Blairtummock Housing Association is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 Reg No. 2354R(S) • Scottish Housing Regulator Reg No. HCB 216
Scottish Charity No. SC036997 • Property Factor Registered Number PF000276 • VAT Number 259 1058 95

