

blairtummock housing association

# NEWSLETTER

at the heart of our community

Winter 2019



# CHRISTMAS PARTY & PANTOMIME AT THE BRIDGE

— Saturday 14th December 2019 at 6pm —

The Association and FARE would like to invite you and other members of your household to attend a Christmas Party and then to enjoy the Christmas Pantomime Mother Goose Fae Easterhouse.

The party will start at 6.00pm with some party games, a visit from Santa Claus and fun for the family before the show at 7.00pm.

If you would like to attend please come into the office at

45 Boyndie Street, G34 9JL to complete a request form or alternatively telephone 0141 773 0202. All ticket requests must be received by Monday 9<sup>th</sup> December to ensure enough time to distribute the tickets.

Tickets will be allocated on a first come, first served basis and solely at the discretion of the Association for members of your household only.

A separate list will be held for anyone requesting additional

tickets (e.g. grandchildren) and you will be contacted after the 9<sup>th</sup> December to confirm whether or not there is availability.

The Committee and Staff would like to wish you a Merry Christmas and a Happy New Year!

## CHRISTMAS CLOSING HOURS



The office will close at 1.30pm on Friday the 20<sup>th</sup> December and re-open on Monday the 23<sup>rd</sup> at 9am. We will close on Christmas Eve and re-open at 9am Monday 6<sup>th</sup> January 2020.

Should you have an emergency repair during this time you should contact our Out of Hours Service on 07939 392856. Please note this service is for Blairtummock Tenants NOT Factored or Sharing Owners and should only be used for EMERGENCY repairs.



**MOTHER  
GOOSE  
FAE EASTERHOUSE**

# GIVE US YOUR VIEWS ON...

We are pleased to be presenting two new policies for consultation. As a result of changes to legislation, we are introducing a new Tenancy Changes Policy. This policy covers tenancy matters such as:

- Succession
- Assignment
- Joint Tenancy
- Permission to Reside/lodgers
- Sub-letting

The new policy will provide uniformity in decision making in respect of requests for tenancy changes and balance the rights of tenants with the needs of housing list applicants.

We are also introducing an Abandonment Policy which provides guidelines and procedures to be followed where a property is suspected to have been abandoned.

These policies will be available for consultation until Friday 13th December 2019, you can request a copy and give us your thoughts by contacting us on: e-mail: [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk), you can come in and speak to a member of staff, put your comments in writing or telephone us on 0141 773 0202.

# ANNUAL ASSURANCE STATEMENT



From October 2019 onwards 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.

However, the Association recognises that there are always improvements that can be made and we have identified some of these as part of our Assurance Statement – Action Plan, which we have begun to work through.

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



# Young Volunteers Needed! Is this YOU?

We are Young Movers YoMo based in The Connie Center 39-49 Connisborough Road, we currently doing lots of delivery just now out in schools and youth groups in the North East of Glasgow.

YoMo (Young Movers) is Glasgow's North East and North West Youth Empowerment Charity, providing services that empower young people that live across the North East and North West of Glasgow.

## What is Youth Bank?

Glasgow North East & North West Youth Bank is an innovative grant-making initiative run by young people for young people. We are about more than giving out grants; the Youth Bank supports young people to build their skills, knowledge and confidence whilst improving their community for the benefit of others.

## Do you want to become a Peer Educator?

Peer Education is an approach that empowers young people to work with other young people. By means of appropriate training and support, the young people become active players in the educational process rather than passive recipients of a set message. YoMo's Peer Education programme offers young people opportunities to develop workshops and information sessions around the issues that affect them and share this information with their peers.

We are looking for Young Volunteers to become part of the team in a great Youth Led environment. Are you looking to expand your skills and develop yourself? Come along to YoMo and gain new skills and qualifications such as your



Dynamic Youth Award or Youth Achievement Award.

Get in contact with us on 0141-773-4796 or Email [Laura.Brown@yomo-online.co.uk](mailto:Laura.Brown@yomo-online.co.uk) or [kieran@yomo-online.co.uk](mailto:kieran@yomo-online.co.uk)

## CELEBRATING 25 YEARS OF VOLUNTEERING

Irene Black our longest serving Committee member received her 25 year award recently and members of the Mulligan family accepted the award on behalf of Cathie Mulligan, who sadly passed away on what was her 25th year of being a Committee member.

Eamonn Connelly from Employers in Voluntary Housing presented both awards.

If you are interested in joining the Management Committee please contact the office.



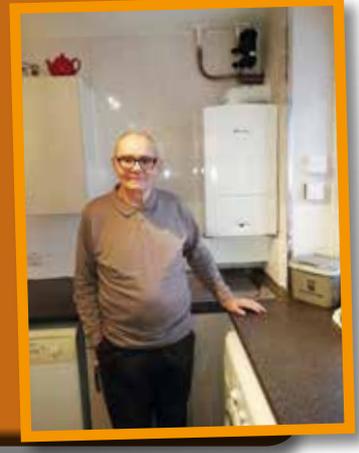
# KITCHEN AND BOILER RENEWALS

By Christmas 2019, Blairtummock HA will have completed a 3-year partnership with Mears Ltd costing around £1.1 million. This included the installation of 144 kitchens, 186 boilers and 38 boiler and radiator systems.

Overall the satisfaction with the kitchens was very high with an average score of 8.9 out of 10.

Mr Thomson recently had a new boiler and radiators upgrade as part of the 4<sup>th</sup> phase of Mears kitchen and boiler programme.

Mr Thomson said about the work: "He was overall very happy with the work. The workmen left no mess and the heating is great."



## TENANTS LIVING WITH DISTRICT HEATING

How to change the batteries on the room stat for tenants with the district heating:

- When a battery sign is indicated on the LCD panel.
- Open the flap on the stat.
- Then flick off the removable cover to reveal the AA batteries.
- Change with new recommended Duracell batteries.
- Re-fit cover and close flap.

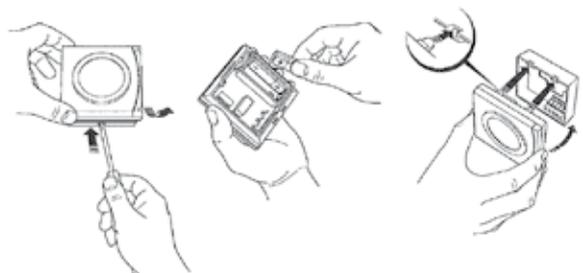


## WORCESTER BOILERS & DANFOSS ROOM STATS

For all tenants with new Worcester boilers and Danfoss room stats. When battery indicator is shown follow the instructions below on how to replace the batteries on their room stats.

### Low Battery Indications

For battery powered thermostat (RET2000B-RF) when the batteries require replacement the battery low symbol will flash. Batteries should be replaced within 15 days, after which the thermostat will turn off the load it is controlling.



# CHRISTMAS SONGS WORDSEARCH

All word searches we receive by Friday 10<sup>th</sup> January 2019 will be entered into a prize draw and where one lucky reader will receive a gift. Age Restriction 0 - 16 years.

P	W	D	M	Z	E	E	R	T	S	A	M	T	S	I	R	H	C	E	H	T	D	N	U	O	R	A	N	I	K	C	O	R	O	H
H	H	A	P	P	Y	X	M	A	S	W	A	R	I	S	O	V	E	R	Q	W	Z	N	S	T	O	Y	B	A	D	I	T	T	R	A
I	L	L	G	O	D	R	E	S	T	Y	E	M	E	R	R	Y	G	E	N	T	L	E	M	E	N	Q	R	R	P	M	A	D	P	R
A	K	L	C	F	B	N	C	G	O	O	D	K	I	N	G	W	E	N	C	E	S	L	A	S	A	D	E	V	H	O	N	O	W	K
W	H	I	T	E	C	H	R	I	S	T	M	A	S	S	T	E	P	I	N	T	O	C	H	R	I	S	T	M	A	S	N	W	S	T
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N	G	A	L	E	W	Q	A	T	H	E	H	O	L	L	Y	A	N	D	T	H	E	I	V	Y	K	N	P	T	T	S	N	T	C	E
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E	J	T	H	L	G	F	D	S	A	Z	C	V	H	H	V	B	N	M	I	W	A	S	R	O	U	G	L	N	F	S	A	N	R	E
R	J	F	K	A	L	M	O	N	R	L	K	J	E	H	G	F	S	A	D	F	B	I	M	Y	I	A	R	T	I	B	U	A	I	R
F	R	O	Q	S	P	H	H	B	Y	T	T	O	H	H	T	G	E	A	S	L	U	G	S	N	O	T	E	G	C	N	M	B	H	A
U	T	R	W	T	L	G	O	V	S	H	A	T	T	R	L	U	K	T	N	E	B	S	T	T	K	O	O	O	G	H	R	B	N	L
L	U	C	E	C	K	J	L	C	B	E	L	L	K	A	G	T	F	R	A	H	O	N	T	M	M	A	Q	T	W	E	H	E	G	D
C	I	H	T	H	S	A	Y	Z	O	S	D	Y	C	N	H	S	A	E	I	K	E	K	C	G	T	U	K	U	U	I	U	Y	H	A
H	P	R	O	R	D	F	N	O	Y	N	A	V	E	N	I	S	T	O	L	L	Z	W	H	T	B	H	V	W	P	N	K	L	I	N
R	R	I	W	I	S	H	I	T	C	O	U	L	D	B	E	C	H	R	I	S	T	M	A	S	E	V	E	R	Y	D	A	Y	E	G
I	R	S	A	S	P	O	G	K	H	W	U	Y	T	F	E	W	D	S	F	N	T	R	T	G	B	C	H	G	S	U	G	R	I	E
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T	D	M	C	M	Y	M	T	J	L	A	B	L	B	E	A	D	L	L	A	H	A	L	M	M	G	E	R	D	A	C	K	U	Y	S
M	E	A	G	A	H	W	I	Z	D	N	O	N	L	H	O	D	R	G	I	M	S	A	M	T	S	I	R	H	C	E	U	L	B	S
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T	A	S	P	F	D	A	N	O	P	L	Q	R	C	L	A	E	P	W	L	E	O	N	T	S	R	I	F	D	E	B	H	T	I	G
I	B	Y	S	A	N	Y	L	G	A	B	E	V	D	N	B	N	C	R	N	A	M	Y	D	E	E	R	F	R	E	I	R	I	F	R
M	L	O	K	R	I	N	G	L	E	V	S	J	O	Y	T	O	T	H	E	W	O	R	L	D	T	A	H	D	R	L	A	R	S	I
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C	T	N	O	S	E	M	I	S	T	L	E	T	O	E	A	N	D	W	I	N	E	O	V	S	T	M	Y	L	R	T	P	J	E	O
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F	E	N	H	O	A	M	V	Z	C	Y	T	I	C	S	D	I	V	A	D	L	A	Y	O	R	N	I	E	C	N	O	Z	G	Z	E
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S	E	R	O	U	M	U	F	W	Q	A	S	A	M	T	S	I	R	H	C	S	T	I	W	O	N	K	Y	E	H	T	O	D	H	P
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- Fairytale of New York
- Angels from the Realms of Glory
- Do they know its Christmas
- Silent Night
- Happy Xmas War is over
- O Holy Night
- Rockin Around the Christmas Tree
- First Noel
- Step into Christmas
- Hark the Herald Angels Sing
- Mistletoe and Wine
- Jesus Christ the Apple Tree
- Blue Christmas
- Away in a Manger
- Marys Boy Child
- The Holly and the Ivy
- I Wish it Could be Christmas Everyday
- God Rest ye Merry Gentlemen
- In Dulce Jubilo
- Once in Royal Davids City
- Merry Xmas Everybody
- Deck the Halls
- Wonderful Christmas Time
- Good King Wenceslas
- Frosty the Snowman
- Joy to the World
- Last Christmas
- Jingle Bells
- The Snowman
- O Tannenbaum
- All I Want for Christmas is You
- White Christmas
- Power of Love

Name:

Age:

Address:

# A WHEELY BAD JOKE...

*I feel sorry for shopping trolleys  
They are always getting pushed around...*

Unfortunately, here in Blairtummock and Rogerfield is where they're getting pushed to. Residents have increasingly been bringing trollies to the area and dumping them, with 8 having turned up in just 2 weeks!

Not only is this unsightly, it has a detrimental impact on the environment, at a time when we should all be looking to reduce our impact on our landscape.

Reporting and organising the collection of these abandoned trollies is not a good use of our valuable resources and, as we have much work to do, we would ask that residents return their own trollies rather than dumping them at the close or on the streets.



## AREA 1 BACKCOURT UPDATE

The Association are still working behind the scenes on the planned backcourt improvements at the Aberdalgie Road, Boyndie Street, Aberdalgie Path and Duntarvie Road block.

The procurement process is now complete and the Management Committee have approved the appointment of the contractor who will undertake the works.

We will advise tenants of a start date when we have this information.

In the meantime, the tenants in this block should use the temporary bins which are situated at the front of the properties. The bin stores in the back court have now been taped off and we would ask that no household rubbish or bulk is placed there.

Any bulk items should be placed beside the bins at the front of the property. We have arranged for our estate caretakers to provide an additional weekly bulk uplift whilst the temporary bins are in place.

In addition to this, if tenants find there is an issue with a lack of bin provision, please get in touch. We will pass this on to the council, who are responsible for supplying the bins.

## CARERS ALLOWANCE PAYMENT OF £226.20

**The majority of carers will receive their next payment of Carer's Allowance Supplement on Friday 13 December.**

This supplement, paid twice a year by Social Security Scotland, to carers in receipt of Carer's Allowance in Scotland is in its second year. Payments have already been made to over 91,000 carers throughout Scotland.

The Carer's Allowance Supplement is two automatic payments totalling £452.40 this year.

The Carer's Allowance Supplement is paid to carers who are in receipt of Carer's Allowance and living in Scotland on the relevant 'qualifying date'. The qualifying date for the December payment was 14 October 2019.

Carers do not need to apply for the supplement, which is paid automatically, if they are due to get a payment.

If you are not currently receiving Carers Allowance, but think you may qualify please make an appointment at our office by calling 773 0202 and ask for an appointment with our Benefits Advisers who will check your entitlement and can help you to apply.

# IMPORTANT CHANGES TO TENANT'S RIGHTS

We wrote to all tenants in October 2018 advising of the introduction of the Housing (Scotland) Act 2014 and the impact that this has on your tenancy rights.

We must again remind you that, from 1 November 2019, there will be a 12-month qualifying period before you can apply for permission to make any substantial changes to your tenancy. This applies to your rights with regards to assignment, subletting, applying for joint tenancy and succession of tenancy.

**Assignment** – under the new rules, anyone who wants to be assigned a tenancy must have been living in the property as their only or principal home for at least 12 months before an application to assign is made. Assignations can also now be refused where passing the tenancy on to someone else would result in the property being under-occupied.

**Sub-letting** – under the new rules, a tenant must have lived in their home for a period of 12 months before an application to sub-let can be considered.

**Joint tenancies** – under the new rules, an application to propose a joint tenancy can only be considered if the tenant and the person applying to become a joint tenant have lived there as their only or principal home for 12 months prior to the request.

**Succession** – under the new rules, partners, other family members or carers must have lived in the property for at least 12 months as their only or principal home before being able to succeed it. There will still be no qualifying period for the tenant's spouse, civil partner or joint tenant. But in all cases, that person must have been living in the house as their only or principal home at the time of the tenant's death.

Please note that this 12-month qualifying period only begins on the day that we receive written notification from you of any changes. Therefore, to ensure that your tenancy rights are protected it is very important to ensure that you advise us in writing of any changes to your household.

**If you are unsure about whether or not you have told us someone has moved into your home, please contact our office and we can review who is detailed as living in your household.**



**WASPI**  
SCOTLAND

Women Against State Pension Injustice

### When will you get your State Pension?

At least 340,000 Scottish women born in the 1950's will **NOT** get their pension at age 60!  
3.8 million 1950's women are affected across the UK

**NO WARNING, NO NOTICE,  
NO PENSION**

Join your local WASPI group  
Visit or write to your MP to register your concerns  
Send your letter of complaint to DWP  
Follow the process on the website and use template letters

[www.waspiscotland.uk](http://www.waspiscotland.uk)

**TAKE ACTION NOW!**

Use this link to check your Pension  
[www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age)

# COLD WEATHER PAYMENTS

You may get Cold Weather Payments if you're getting:

- Pension Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit

You'll get a payment if the average temperature in your

area is recorded as, or forecast to be, zero degrees celsius or below for 7 consecutive days.

The Cold Weather Payment scheme runs from 1 November 2019 to 31 March 2020. You'll get a payment of £25 for each 7-day period of very cold weather between 1 November 2019 and 31 March 2020. You don't need to apply. If you're eligible to get a Cold Weather Payment, you'll be paid it

automatically.

Contact the Jobcentre Plus office if you think you should have received a Cold Weather Payment but you haven't. If you're getting Universal Credit, sign into your account and add a note to your journal. Before contacting them you should check if a payment is due by going to <https://coldweatherpayments.dwp.gov.uk/>

## WINTER FUEL PAYMENTS

You could get between £100 and £300 tax-free to help pay your heating bills if you were born on or before 5 May 1954.

This is known as a 'Winter Fuel Payment'. If you receive one of the following benefits and you were born on or before 5th May 1954 then you should get your payment automatically between November and December:

- State Pension
- Pension Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance

You need to claim Winter Fuel Payment if you've not had it before and either of the following apply:

- You don't get benefits or a State Pension
- You only get Housing Benefit, Council Tax Reduction or Child Benefit

Call the Winter Fuel Payment Centre to claim by phone on 0800 731 0160.

## AFFORDABLE WARMTH DIVIDEND

The Affordable Warmth Dividend is a one off payment of £100 given to all Glasgow residents aged 80 or over by the Council to help with the extra expense of keeping warm over the winter months.

All residents who received a payment last year do not need to apply and

will receive their payment automatically. All residents who did not receive a payment last year or have become eligible in the last year will automatically be sent an application form to apply for the Affordable Warmth Dividend.

Application forms are available from:

The Council's website at: [www.glasgow.gov.uk/awd](http://www.glasgow.gov.uk/awd) Telephone 0141 287 7961

If you require assistance with any of the winter fuel payments, you can request an appointment with our Benefits Advisers by calling our office on 773 0202.

# Keep cosy for less this winter – top tips

Here are a few tips from Home Energy Scotland to help keep you cosy for less this winter:

1. Set your heating controls to manage the temperature of your home.
2. By regularly bleeding your radiators you will avoid cold spots and get the most out of your heating system.
3. Keep radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.
4. Your room thermostat should be set to the lowest comfortable temperature (typically between 18C and 21C) Turning down the room thermostat by one degree can save up to £80 a year.
5. A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.
6. Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and cold out.

## 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.

### 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

## DO'S 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.
- ✓ DO order repeat prescriptions in good time, so you don't run out
- ✗ DON'T forget to minimise heat loss by shutting all internal doors
- ✓ DO draw your curtains and blinds at night and wear extra clothing
- ✗ DON'T forget to locate your nearest grit bins, these are provided by Glasgow City Council and all enquiries should be made directly to them
- ✓ DO keep a snow shovel handy and if you have to go out when the weather is bad, always wrap up in plenty of layers and put on your hat, scarf and gloves. Try and stay at home when it is really bad, even if you have to re-arrange non-urgent appointments
- ✗ DON'T forget about food supplies, you can freeze bread and keep a well stocked supply of tinned goods

**Remember, it's important to look after yourself in winter to reduce the risk of illness and protect yourself from the cold. Eat well, stay active, drive safely and enjoy the season.**



# FESTIVE

# BIN-FORMATION

## There's Snow Collection

At the time of printing, Glasgow City Council had not yet finalised festive collection arrangements so the following information may be subject to change. Please check our Community Noticeboard, contact Cleansing on 287 9700 or consult the Glasgow City Council website [www.glasgow.gov.uk](http://www.glasgow.gov.uk) for further confirmation.

**Bulk Uplift:** We expect the last bulk uplift from GCC to be Thursday 12th December 2019. We expect the service to resume again on Thursday 9th January 2020.

**Bins:** If your collection is normally a Friday/ Saturday or Sunday, your bin should be emptied as normal.

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.

## Out with the old and in with the new

Observant residents will have noticed that over the summer months, Glasgow City Council removed all of the pole mounted bins in the Blairtummock and Rogerfield area. They have been replaced by stand-alone bins placed throughout the area. The stand-alone bins are to allow for disposal of dog mess bags as well as litter. The new bins have

a much larger capacity, so they are not direct replacements for each pole mounted bin removed and are spaced at greater intervals than before. However, should you notice a build-up of litter where a pole-mounted bin use to be, and feel the replacement bin is not sufficient, please contact us or Glasgow City Council to discuss this.

## Jack Frost Nipping at your Toes

When Jack Frost appears this year, it pays to know where your nearest grit/salt bins are placed, what arrangements are in place for your street to be cleared by the Council, and if and where you can access a supply of grit/salt.

Glasgow City Council website has an on-line map of bins in the Blairtummock and Rogerfield area, and information on your street can be found by looking at their Winter Maintenance Plan.

They report that every effort is made to treat city roads before the temperature falls to freezing point. Salting routes are reviewed and prepared before the winter maintenance period begins in order to ensure that traffic is disrupted as little as possible. Top priority is given to major bus routes, junctions, and emergency facility access routes. Lower priority to parks and private roads.

Small quantities of rock salt (maximum 10kgs) are available to the public at some Glasgow City Council depots and local parks. Please check on line or call on 0141 287 9700 for locations and opening times, and take your own bag for salt collection.





# RENT FIRST

While we understand that Christmas can be a very costly and stressful time, it is important that you continue to prioritise your rent and are not tempted to skip your payments.

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 are planning on making your payment (either in cash or by debit or credit card) in the office during December, please note our office will close on Tuesday 24th December 2019 and will re-open at 9am on Monday 6th January 2020.

If you do not have a rent payment card, please contact the office on **0141 773 0202** immediately 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 and money management or help with your benefits, our **Income Advice Service** runs on a Tuesday, Wednesday and Friday in our office. Call us on **773 0202** to make an appointment. The service is confidential and you will be met with a warm welcome by Nick or Marshall.

## 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 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)

# Improving Your Home

Like many other tenants, you may wish to improve your home. We are quite happy to agree to you making changes, but you should get our permission before making any changes to your home.

We will usually impose some conditions before agreeing. The types of conditions, which apply, are discussed below. Your tenancy agreement gives you the right to apply to make alterations or improvements. We cannot unreasonably refuse consent and if we fail to reply within a month, we are deemed to have consented. If you do carry out an alteration or improvement, it will not affect the rent charged for your property. An alteration may include any addition or alteration to the structure of your home or to any of BHA's fittings. The most common alterations are adding wall panels to the kitchen or bathroom walls, an electric shower or extra kitchen units or the erection of a satellite dish. You also may wish to put up a shed or garage and/or decorate the outside of your home. To apply for our permission, you should submit your request in writing or request an Alterations and Improvements form. For more complicated works, we will ask for detailed plans.

## Laminate Flooring

Many tenants wish to install laminate flooring and this raises some very real concerns. It costs much more to carry out basic repairs or improvements (such as lifting the floor to repair a leak or to fit new central heating) when laminate flooring is involved. Due to the extra costs involved, we only consent to the click type flooring which is easier to take up and replace if necessary. We do not take responsibility for the costs of lifting or relaying a laminate floor if this is needed - this cost will be down to you. You should bear this in mind when considering laying flooring.

## Conditions

A number of standard conditions will generally apply to any alteration:

- Improvements must be of a good safe and workmanlike standard carried out by competent tradesmen;
- The tenant must agree to remove the alteration and reinstate the damage as agreed before the end of your tenancy if the Association has to instruct these works the costs incurred will be recharged back to you;
- planning permission/building control must be obtained before permission will be granted, if required. E.g. a satellite dish may require planning permission.

## Refusing Permission

We will only refuse permission if there is a good reason; for example: -

- The alteration would make the building unsafe
- The alteration would make your home less usable for the purpose for which it is provided, such as knocking two rooms into one
- You are not willing to comply with any conditions imposed
- The alteration would make the future maintenance of your home more expensive



# STOCK CONDITION SURVEY

A stock condition survey is a survey we intend to carry out periodically to check the condition of your home and help us plan any necessary upgrading or replacements to components of it.

It's really important as it helps us plan how we maintain and improve our properties in the future.

## What is looked at in a stock condition survey?

We look at all parts of your home including:

- Outside – roofs, walls, windows and doors, fences, paths etc.
- Inside – kitchens, bathrooms, heating system, electrical wiring, insulation etc.
- The common and external parts of a block of flats such as corridors, communal lighting, door entry systems and pathways.

## Why are we doing this?

The information we gather will tell us the condition of your home and allow us to plan for any work that is needed in the future such as replacement kitchens, bathrooms, windows and doors. If any safety related repairs are identified during the survey, these will be forwarded to our repairs contractor who will arrange the repair.

## When will my home be surveyed?

We are planning to survey most tenants before April 2020.

Sometimes we will carry out extra surveys to look at specific things such as the kitchen or windows. We will write to you before the survey with an approximate date(s).

## What will I need to do?

Our surveyor may need access to all rooms, the loft and outside areas. The surveyor will make notes, ask you for your views and may take photographs of the building outside. The visit will normally take up to 30 minutes. Any shared communal areas will also be surveyed.

## What happens next?

If your home has been identified as requiring planned replacements such as kitchens or windows, we will set a provisional year when this will be done. We normally publish details of planned works that are due within five years.

## Will I have to take time off work?

The surveyors will do their best to arrange an appointment time which is convenient for you.

## I have special access requirements/ I do not want a survey

Please contact us to discuss your requirements in more detail on 0141 773 2020.

**It is important for us to gain access to your property for the reasons highlighted above. Refusal to allow access means that you may not be included in any further works, such as kitchen and bathroom replacements.**

# 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.

If you would rather have an informal chat with a member of the Association's staff about how you are feeling, we are always happy to carry out a house visit. Whilst not experts in this field, we can signpost you on to agencies who may be able to assist you.



# DOMESTIC ABUSE

The festive period can be a time when relationships have the potential to become strained, which in some cases can lead to domestic abuse. If you are experiencing domestic abuse you can get confidential advice and assistance by contacting:

- Domestic Abuse Helpline (Scottish Women's Aid) on 0800 027 1234 (24 hours);
- National Domestic Violence Helpline on 0808 2000 247 (24 hours).

If you become homeless or threatened with homelessness, you can get independent advice from:

- Shelter Scotland on 0800 800 4444 (24 hours)

If you need advice and assistance about temporary or longer-term accommodation needs, you can contact:

- Glasgow City Council Homelessness Team on 0800 838 502

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's coming from a man, a woman, a teenager, or an older adult. Everyone deserves to feel valued, respected, and safe.

Other organisations that may be helpful to anyone who is experiencing domestic abuse are:

**For women**

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

**For men**

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

**For the LGBT+ community**

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

# EMERGENCY OUT OF HOURS CALLS

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 C2C on **07939 392856**.



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.

**For all tenants who live within the district heating block can you call H W Energy's out of hours number on 08000 862150, for heating related repairs only.**

if you have an emergency outside normal office opening hours, call C2C on

**07939  
392856**

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

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.

# 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  
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 and we will arrange this.

## OFFICE OPENING HOURS

Monday to Wednesday 9am - 5pm, Thursday  
1pm - 5pm, Friday 9am - 3.30pm

## OUT OF HOURS NUMBER – EMERGENCIES ONLY

In the event of an emergency only, please contact our out of hours' contractor, C2C Electrical Services on 07939 392856. Note this service is for Association tenants only, not sharing or factored owners.

# 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.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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.

## OPENING TIMES:

Mon - Wed 9am - 5pm  
Thursday 1pm - 5pm  
Friday 9am - 3.30pm