



blairtummock housing association

# NEWSLETTER

at the heart of our community

Summer 2019

# GALA DAY

To celebrate the Association's 30th anniversary we will be holding a Gala Day on

**Saturday 27th July 2019, 12pm – 4pm**  
at Easterhouse Parish Church, Blartummock  
Community Hall and Pavillion Youth Café.

BALLOON MODELLING

BUNGEE TRAMPOLINES

TEA CUPS

PHOTO BOOTH

FOOD

GLITTER TATTOOS

PARATROOPER

DJ

INFLATABLES

MIAMI - LARGE SLIDE

BUMPER CARZ

Look  
forward to  
seeing you  
there!

# Looking for a place to have a get together?

Maybe Blairstummock Community Hall is the place for you



We have hosted many lovely parties and celebrations since opening in 2006. The venue still looks fresh and presentable, and is a very pleasant setting at a great price.

We charge £60 for an adult party and £10 per hour for children's parties (where a bar is not offered). To secure your booking a small deposit is required, this is refunded on the next working day after the event, all being well.

The hall has a fully licensed bar with a good range of beer, spirits, wines, soft drinks and other tipples at very competitive prices. We have helped local people to celebrate:

christenings, communions, birthdays, weddings and anniversaries.

We have recently installed a new Audio Visual System that is ideal for everyone to use and means that you can easily entertain your guests with your own equipment, again ensuring that you can have a great time without it costing the earth.

A tour of the facility is available prior to booking, just drop in to the Blairstummock Housing Office where we will be happy to help. Or give us a call on 0141 773 0202



# Annual Garden Competition

Every Summer, the Association awards prizes for the best kept gardens in Blairstummock and Rogerfield. Many of our tenants take great pride in their gardens and we feel it is important to mark this and encourage everyone to get involved.

Staff will be out and about taking photographs over the coming weeks and a panel of independent judges will select the overall winner and

runners up. The prize winners will be awarded with gardening vouchers at the Annual General Meeting in September and the winner will receive a certificate to commemorate their achievement.

We look forward to seeing some more fabulous gardens this year and celebrating the work that you put into making our area a brighter place to live.



Last year's winner, Thomas Dennis,  
7B Duntarvie Road

## Important Changes to Tenant's Rights

The Association wrote to all tenants in October of last year advising you 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.



# CELEBRATING 30 YEARS

The Association kicked off its 30 Years Celebration with an evening to celebrate Volunteers Week, Committee Members joined former Committee Members, volunteers from our EHRA partners, FARE and Pavillion.



## Handyperson Service

In 2018 we launched our handyperson service which is provided by BRO.

To qualify for this service, you must be a tenant, sharing owner or factored owner of Blairstummock Housing Association. You must be over the age of 60, or disabled.

We can help with items such as:

- Changing light bulbs
- Home security improvements
- Assisting in bulk uplift
- Furniture assembly
- Minor decoration

- Cleaning internal windows
- Putting up curtain poles

There will be no charge for this service although you must provide materials.

Contact the office on 0141 773 0202 if you wish to use the service.



## Cathie Mulligan

The Association's Committee and staff were saddened by the death of Cathie Mulligan in April this year. Cathie joined the Management Committee in 1994 and was instrumental in bringing funding into Blairstummock to enable the Association to provide good quality homes for existing and future generations.

Cathie also worked with Committee Members across Easterhouse in campaigning for investment within the whole of Easterhouse.

Margaret Pirrie who succeeded Cathie as Chair of the Association in 2016 said; "Cathie made an enormous contribution to the Association over many years and we have all benefited from her knowledge and commitment, not just to the Association but the wider housing movement and she will be sorely missed by us all"



# Hoarders – a hidden illness

**Blairtummock Housing Association is now working to assist our tenants with hoarding by delivering the newly introduced Hoarding Protocol.**

This Joint Protocol has been developed by Housing, and Health, & Social Care Partners (HSCP) within Glasgow, to support the delivery of a person-centred approach. This will help us with identifying and delivering assistance along with Mental Health Services, the Fire Service, Social Worker and to identify and encourage family support.

Campaigners have said compulsive hoarding – where acquiring and saving items takes over a person's life – is a growing issue in Scotland and latest estimates show as many as 200,000 people in Scotland (around 4% of the population) are affected by severe clutter – which makes hoarding more common than other better-known disorders such as Asperger's Syndrome.

Hoarders disorder is where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter. The items can be of little or no monetary

value. It is considered a significant problem if the amount of clutter interferes with everyday living – for example, the person is unable to use their kitchen or bathroom and cannot access rooms; the clutter is causing significant distress or negatively affecting the quality of life of the person or their family – for example, they become upset if someone tries to clear the clutter and their relationship suffers.

Hoarders disorders are challenging to treat because many people who hoard frequently do not see it as a problem, or have little awareness of how it's affecting their life or the lives of others. Many do realise they have a problem but are reluctant to seek help because they can feel ashamed, humiliated or guilty about it. It's really important to encourage a person who is hoarding to seek help, as it can cause loneliness and other health problems.

If not tackled, it's a problem that will probably never go away. Hoarding can lead to increased fire risk, more accidents in the home and social isolation. It affects people of all ages, incomes and ethnic backgrounds. The state of the home often means hoarders won't allow access for gas inspections or repairs, which also has a serious impact on safety.

Some people hoard due to emotional or sentimental reasons but it can often mask

more serious issues, such as mental health or bereavement.

There are some things Blairtummock housing staff look out for. Not allowing access into the home could be due to hoarding; when tenants say they have a lot of items because they don't have enough storage or make excuses about why their home is cluttered but without saying they intend to clear the clutter away?

Using the protocol, we hope to be able to help people look at the reasons for hoarding, help reduce the distress about discarding items, and how they could benefit from de-cluttering. It might be about finding small simple solutions for the tenant to keep their possessions such as storage boxes or wardrobes, or donating items to relevant agencies or to charity shops, which can be very positive. It may be that we can use the Protocol to refer tenants to mental health or social work services.

If you think you, or a family member or friend may need some help, or would like some more information, please get in touch with the office.

We're here to help all our tenants live well and stay safe at home.



## SPOTLIGHT ON POLICIES

**We want you to have a say in shaping the services we provide.**

By taking part in consultation on policies, we get to understand your views and priorities and you can help us to improve the way we are doing things.



# New Kitchens



Mrs McWhirter and Mrs Sullivan are delighted with the new kitchens.



# PET ALERT

**Following changes in legislation this year, we have updated our Scottish Secure Tenancy Agreement.**

As we often have conversations with tenants about pets, we thought it would be helpful to point out some specifics in your tenancy agreement about pets.

All tenants have the right, subject to conditions, to keep one domestic pet. Should you wish to keep more than one domestic pet or another type of animal, you must obtain our written permission.

Conditions for keeping pets are as follows:

- You are not permitted to have a dovecot in your garden.
- Keeping your pet is not prohibited by the Dangerous Dogs Act 1991 or by any other law.
- You are responsible for the behaviour of any pets owned by you or anyone living with you.
- You must take all reasonable steps to supervise and keep such pets under control and ensure that it does not cause nuisance to neighbours or deterioration in the condition of the house, common areas or the vicinity of the house.

This includes the fouling, noise or smell from your pet.

- You must take reasonable care to see that such pets do not foul or cause damage to your house, your neighbour's property, anything belonging to us or anything we are responsible for such as the common parts.
- You are responsible for cleaning up dog faeces.

Whilst Blartummock are always happy for our tenants to have a pet, and are glad that most pet owners heed the conditions above, occasionally we have to remind pet owners of their responsibilities. We note from our regular inspections that mostly we have responsible pet owners, who take good care of their property and understand the impact of pets on their own homes, and that of their neighbours. We do however have some irresponsible owners, and your tenancy agreement can allow for removal of permission for a pet should a recurring problem arise.

As ever, we would welcome any comments or suggestions from tenants on this matter, and will continue to work within our Community to provide a pleasant environment for pet owners and non-pet owners alike.



# ALLOCATIONS POLICY

In our Spring newsletter, we advised that that we were reviewing our Allocations Policy and had consulted with residents and housing list applicants to gather your views.

We are pleased to advise that the Association's Management Committee approved the proposed changes and the new Allocations Policy was introduced on 1st May 2019.

A copy of the full policy is available on our website or on request from our office. Housing Services staff are currently reviewing all applications on our housing list to ensure that changes are correctly applied.

Should you have any queries regarding your housing list application, please contact David McNeil or Amanda McGinley at our office for advice.

## New Policy Reviews:

We are currently reviewing two policies and will be gathering residents views at our Tenant Event on 27th July 2019:

- Our **Estate Management Policy** is in place to ensure we deliver an effective estate management service that maintains a high quality of service to our residents. It covers how we will manage the environment around our properties and any common areas effectively, to ensure that the neighbourhood is an attractive, well maintained and safe place to live.
- Our **Neighbour Disputes and Anti Social Behaviour Policy** is being reviewed to take account of legislative changes. You will read elsewhere within our newsletter about the changes to the Housing (Scotland) Act 2014 and how they affect you. Part of these changes will have an impact on how we manage anti-social behaviour, that is why are we now reviewing our policy.

We would like to hear your views on both of these policies and you can contact us direct or via our website, [www.blairtummock.org.uk](http://www.blairtummock.org.uk). You can call us on 0141 773 0202 or email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk) to request a copy of the policies or to seek more information.

# UC Universal Credit

## Universal Credit Claimants

Since the rollout of Universal credit on the 5th December 2018 we understand some of our tenants are experiencing financial difficulty.

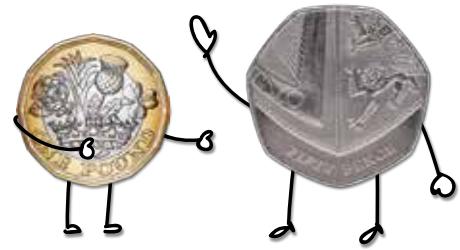
You may be finding it hard to budget or pay bills such as your electricity or gas.

The Association staff are here to help and we would ask all claimants who are finding it difficult to meet their financial commitments or are encountering

any problems associated with Universal Credit to contact us at the Association office at 45 Boyndie Street or on 0141 773 0202. We can also arrange an appointment for you to meet with one of our Benefit Advisers.



# Help to Save Top 10: What you need to know



## 1. With Help to Save you get a 50% bonus on your savings. So you can earn 50p for every £1 you save

Help to Save is a new government saving scheme to support working people on tax credits and Universal Credit build their savings.

You can save between £1 and £50 every calendar month and accounts last for four years from the date you open the account. Within these limits how much you save and when you pay in is up to you. You don't need to pay in each month for the account to remain open, and we will only close the account if you tell us to.

After two years, you'll get a 50% tax-free bonus on your savings. And if you continue saving you could get another 50% tax-free bonus after four years. This means you could receive tax-free bonuses worth up to £1,200, to spend how you like.

## 2. Help to Save is available for working people who receive tax credits or Universal Credit

You can open a Help to Save account if you live in the UK and you're either:

- entitled to Working Tax Credit and receiving Working Tax Credit or Child Tax Credit payments
- claiming Universal Credit and your household income in your last monthly assessment period was £542.88 or more. Payments from Universal Credit won't be considered part of your household income. (Figure correct in 2018.)

Also if you and your partner have a household award of tax credits or Universal Credit and are eligible for Help to Save you can each open individual accounts.

## 3. Opening an online account is simple

Eligible customers can open an online account within minutes. You can do this at [gov.uk/helptosave](http://gov.uk/helptosave) or through the HMRC app.

To set up your account all you'll need is:

- your National Insurance Number
- your bank account details – the bonus and any withdrawals will be paid into this account
- a Government Gateway account. If you don't have a Government Gateway account you can create one as part of your application.



HM Government

[gov.uk/helptosave](http://gov.uk/helptosave)

## 4. Paying in is easy

You can set up a standing order to make regular payments into your Help to Save account on a weekly, fortnightly or monthly basis to fit the way that you manage your money. That way you won't have to remember to make the payment.

You can also make one-off payments by debit card when you are in your online account.

To make the most of your £50 monthly deposits and get the maximum bonus make sure your payments, including standing orders, arrive in your account before the last working day of the month to ensure they are credited that month. Don't get caught out by weekends and public holidays.

## 5. You can withdraw money if you need to

You can withdraw money at any time from your account.

If you withdraw money it will be harder for you to increase your highest balance, and then get the biggest bonus.

## 6. You can continue to receive tax credits or Universal Credit while saving with Help to Save

If you receive Working Tax Credits you will not see a reduction in the support you get.

Your Universal Credit award will only be affected if all your total savings are over the current £6,000 savings limit.

## 7. If your situation changes and you stop receiving Working Tax Credit or Universal Credit, you can still save

You don't need to inform us of this and can still keep your account, pay in money and get any bonuses you're entitled to.

## 8. Help to Save is backed by the government

This means that the money you save is secure.

## 9. Help to Save accounts will be available to open from September 2018

Eligible customers can apply from September 2018 and up to September 2023.

## 10. If you don't have access to the internet, you can still get an account

Call 0300 322 7093 and our helpline advisers will help you get set up.



# ANNUAL GENERAL MEETING

## — SAVE THE DATE —

Our Annual General Meeting will be held on Thursday the 5th September 2019 at 7pm in the Community Hall.

Look forward to seeing you then.

THUR  
5<sup>TH</sup> SEPT  
2019

## TWITTER

Want to keep up to date with what is happening within Blairstummock Housing Association?

Please follow us on Twitter using @BlairstummockHA where you will find all the latest news and events that are happening here and locally.



## TENANT LOGIN AREA – ASSOCIATION’S WEBSITE

Do you know you can now access your rent account and recent repair order history through the Association’s website [www.blairstummock.org.uk](http://www.blairstummock.org.uk) 24 hours a day, 7 days a week?

If you would like to able to access this facility, please contact us at [enquiries@blairstummock.org.uk](mailto:enquiries@blairstummock.org.uk) and we will take steps to verify your identity and thereafter organise login details.



## SONG WRITING

Mon 5 – Fri 9 Aug 2019  
11am - 3pm  
FREE

Want to make your own music, write and record songs? Age 13 - 18?

Come along to SONG WRITING! A FREE project about songwriting, happening at Platform this Summer.

Want to make your own music, write and record songs? Age 13 - 18?

Come along to Platform this summer!

What are we looking for?

This project is for young people who are excited by creating their own music and is open to all, regardless of experience.

When and where?

SONG WRITING takes place during the summer holidays at Platform, Easterhouse.  
It runs Mon 5 Aug – Fri 9 Aug, 11am – 3pm.

It's FREE to take part and all materials are provided.  
LUNCH – a free lunch is provided every day.

TRAVEL - we can assist with transport to and from Platform, let us know if we can help.

How do I get involved?

Sign up by emailing Programme Coordinator Anna Lomas: [anna@platform-online.co.uk](mailto:anna@platform-online.co.uk)

It would be great if you could join us for every day of the project but don't worry if there are dates that you can't make - just let us know!



**plat—form**

Platform  
The Bridge  
1000 Westerhouse Road  
Easterhouse  
Glasgow, G34 9JW

Box Office  
0141 276 9696 (opt 1)  
[platform-online.co.uk](http://platform-online.co.uk)  
[info@platform-online.co.uk](mailto:info@platform-online.co.uk)  
f t l [platformglasgow.com](http://platformglasgow.com)

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f t l [platformglasgow.com](http://platformglasgow.com)

# AFTERNOON TEA - BINGO - PRIZE DRAW



We would like to thank those tenants who joined us on Thursday the 27th June for Afternoon Tea at Easterhouse Parish Church and took part in our quiz which gave us the opportunity to share information on our performance in a fun way.

We were also grateful for you taking the time to speak to staff about our services, our methods of consultation and for your suggestions for future events. We look forward to holding similar events in the future and all your suggestions have been noted.



# COMMUNITY Festival

Platform @ the Bridge  
Friday 9th August

11am – 3pm (drop in)

The past, the present  
and the future of  
Easterhouse



**Come along and join in the fun!**

Children need to be accompanied by an adult.

**FREE  
ENTRY**



# 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

## 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.

## 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.

## PUBLIC HOLIDAYS

The Association's office will be  
closed on the following dates:

**Friday 27th & Monday 30th  
September 2019**



# 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:

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**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

