



blairtummock housing association

# NEWSLETTER

at the heart of our community

Summer 2020

## Message from the Chairperson



### Welcome to our Summer Newsletter

When I spoke to you in our Spring Newsletter I did not expect that we would still be in Lockdown all these weeks later and hope you and your families are safe and coping in these incredibly difficult times. The Committee and Staff are continuing to provide the best service possible, whilst following Government Guidance and ensuring everyone stays safe.

### **CORONAVIRUS – OPERATIONAL UPDATE**

In line with Government guidance the office is closed and staff are continuing to work from home. I can assure you that we are doing everything we can to provide residents with the best service possible during this very difficult time. We are updating our Website [www.blairtummock.org.uk](http://www.blairtummock.org.uk) and Twitter @BlairtummockHA account regularly and sharing all the latest information to ensure that all our residents get the support and assistance they require.

Our telephone line 0141 773 0202 is opened during normal working hours, Monday – Thursday 9am – 5pm and Friday 9am – 3.30pm, or alternatively you can contact us by email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk). We will be closed on weekends and public holidays.

### **RAINBOW FUND**



We are doing all we can to help support our tenants during these difficult times. We are pleased to announce that grant funding of £2,000 has been awarded to help us tackle the impact of Covid 19 within the community and the Association have match funded the grant, meaning a total of £4,000 is available for us to assist those most affected by the current economic situation.

If you are struggling to make ends meet and have been affected by a reduction in income, increased expenses due to lockdown, require assistance with food provision or you have been furloughed, you may be eligible for a payment of £25 to assist.

Please contact our office on 0141 773 0202 or email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk) to request further information on The Blairtummock HA Rainbow Fund.

# Update from the Director



**I hope you are all well during this very difficult time and staying safe. The Management Committee and staff fully appreciate that it must be very frustrating for many of you that we are not delivering the full service that you pay for. That is why we made the decision to refund the service charges to those tenants who pay for grounds maintenance and stair cleaning.**

Over the coming weeks we will begin to start cutting the grass at backcourts and open spaces and your assistance in allowing the estate caretakers to carry out this work safely will be much appreciated, please keep your distance at all times. Following that, we will re-introduce stair cleaning and again we will ask that tenants remain in their homes when this work is being carried out. We will advise you in advance when the stair cleaning will be happening within your close.

At present, we are only carrying out emergency/urgent repairs in order to keep our tenants, staff and contractors safe but when the Government Guidelines advise it is safe to resume our normal repairs service we will catch up with all outstanding repairs.

I understand that many of you are concerned about your financial position during this time, our staff are here to help, and available during office hours to assist. Money advice telephone appointments are also available. At present, we are in discussion with some of our partners to provide additional services to support tenants as we move forward and deal with both the financial and mental health impacts of Covid 19 on our communities.

As you will see from the front page of this newsletter, we have our Rainbow Fund available,

which you can apply for if you need financial assistance; please telephone the office if you wish further information.

We are also working closely with FARE and Connect Community Trust to assist with food parcels, energy top ups and provision of white goods, furniture and electrical items to people in emergency situations. If you require assistance, you can contact the Association or FARE/Connect direct.

On behalf of the Staff and Committee of the Association, I would like to thank them for the wonderful work they are doing in supporting Communities across Glasgow.

Within this newsletter we have included details of other organisation who are offering assistance and we are constantly updating our website and Twitter account, please follow us if you are not already doing so. If you prefer, a face-to-face meeting with any of our staff this is available on Zoom, Microsoft Teams, please telephone or email us, and we will arrange this at a time which is suitable for you.

I would also like to take this opportunity to thank our dedicated staff team who have worked incredible hard in such difficult circumstances to provide a service to all our tenants. I would also like to thank our Management Committee who are supporting us and adapting to changing times in order to ensure that our governance is in line with legislative requirements.

Please follow Government Guidelines and stay safe, I look forward to welcoming you all back to the office when it is safe to do so. If you wish to contact me, please do so on [jacqui.orourke@blairtummock.org.uk](mailto:jacqui.orourke@blairtummock.org.uk)



# FINANCIAL WORRIES

**We recognise that we are in a period of great uncertainty and many of our tenants may be struggling with lost income. Our Money Advice Service is available for anyone who requires support to claim benefits during these times. Please contact us to request a telephone appointment.**

If you are worried about paying rent, it is important that you contact us as soon as possible. Over the coming weeks we will be contacting tenants to check if there is any assistance we can offer. In the meantime we would urge anyone concerned about financial difficulties to get in touch as soon as possible by calling us on 0141 773 0202 or email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk)

Please don't panic, we are here to help.



## Estate Caretakers Update

**Tenants will have noticed that our Estate Caretaking service has not been operational during the lockdown brought about by the Coronavirus Crisis.**

We are closely following the guidance being issued by the Scottish Government and these services will resume as soon as it is safe to do so and in the safest manner possible for caretaker staff. This may result in slight changes to how the service is delivered in the initial stages.

We will look to attend to the areas of common ground initially and tenement backcourts that are safely accessible for staff. We will also resume grass cutting for tenants on our Assisted Garden Maintenance service where possible and would expect all tenants and staff to observe social distancing rules.

Please continue to keep any bulk items in your garden until Glasgow City Council's bulk uplift service has resumed. We expect waste disposal sites to be opened on June 1<sup>st</sup>, although this has yet to be confirmed by the Council. Tenants are encouraged to use these sites once they are open and are able to do so.

Please keep an eye on our twitter account @BlairtummockHA for updates relating to our Estate Caretaking Service and any changes to Glasgow City Council services. You can also find a wide range of COVID-19 related advice and information on the twitter page.

## Back Court Update

**The Covid-19 lockdown has led to a delay in the progress of the back court redevelopment programmes .**

Area 1 (Boyndie St, Aberdalgie Rd, Duntarvie Rd, Aberdalgie Path)

We are awaiting advice from the Scottish Government as to when our contractors can get back on site to resume this exciting project. Tenants and owners will be kept up to date with when the work can resume.

Area 2 (Easterhouse Road, Duntarvie Grove, Easterhouse Place, Errogie Street)

Following initial consultation with tenants, an architect has now been appointed to the project. We have analysed the feedback received from tenants and will soon be looking to carry out some further consultation with a view to setting up a working group to take the project forward.

If you are interested in being on this group, please give Eddy Ferguson or David McNeil a call on 0141 773 0202. Face to face meetings may not be possible for some time so any working group may take place over a video conferencing app such as Zoom.



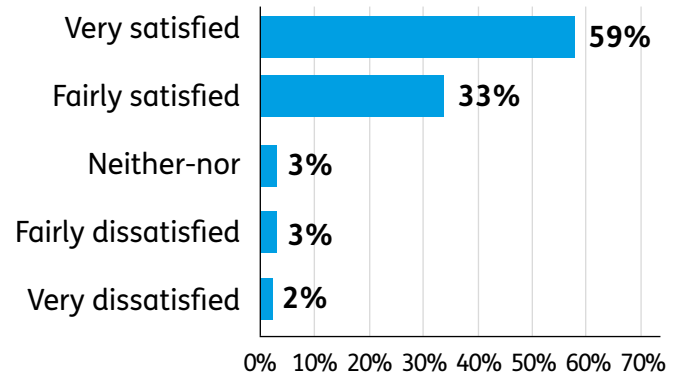
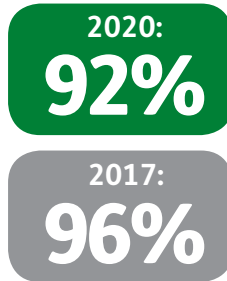
# TENANT SATISFACTION SURVEY 2020 RESULTS

During December 2019 and January 2020, Blairtummock Housing Association invited Knowledge Partnership, an independent market research company, to carry out a tenant satisfaction survey to establish how tenants feel about our services and where we might be able to do better. A total of 530 tenants (78%) from all areas were

interviewed in their homes, and as the survey analysis is now complete, Knowledge Partnership has prepared the following results summary. If you would like to find out more about the survey, please contact Jacqui O'Rourke, Director, on 0141 773 0202.

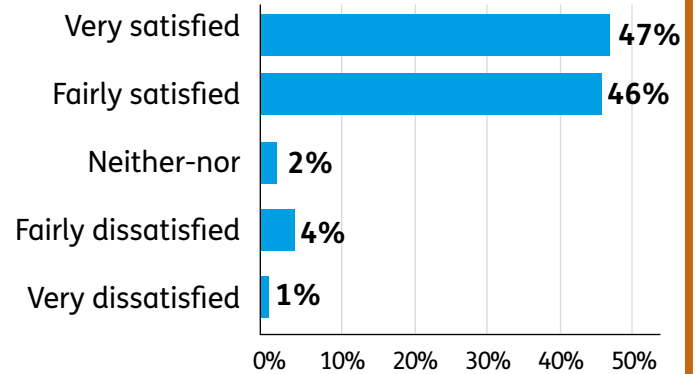
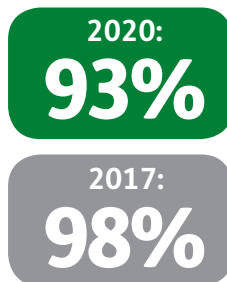
## Overall tenant satisfaction

Taking everything into account, **92% of tenants are satisfied with the service** provided by the Association. This is a very good result and compares favourably with other social housing landlords that we have surveyed.



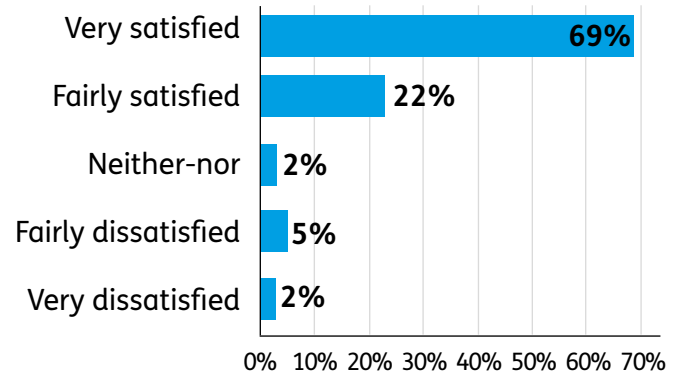
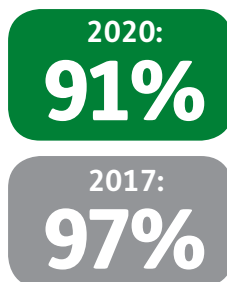
## Your Neighbourhood

The majority of tenants (**93%**) are satisfied with the way in which the Association manages their neighbourhood. This is a positive finding and scores much better than the average result for all social housing landlords in Scotland (88%).



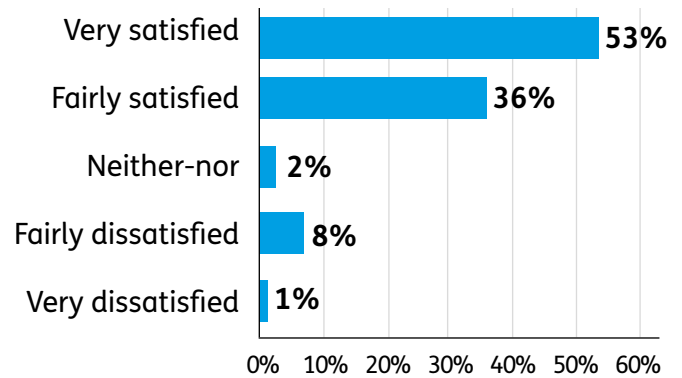
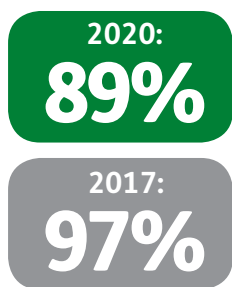
## The Repairs Service

Most studies indicate that 'effective repairs' are tenants' number one priority when it comes to rating landlord services. In the case of the Association's housing repairs, **tenants say that they are highly satisfied (91%)** with this key service.



## Quality of Housing

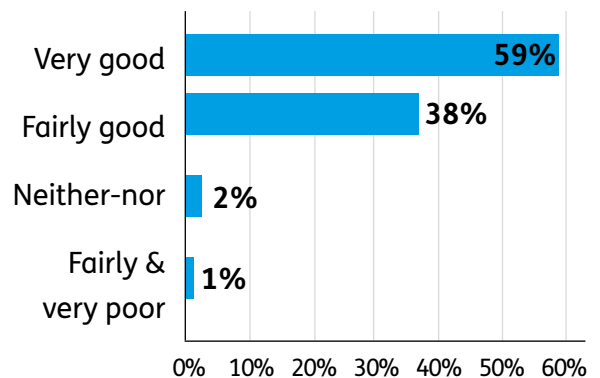
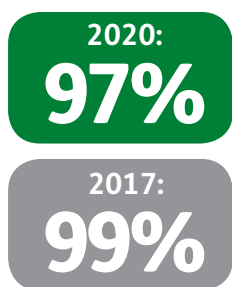
On balance, **89% of tenants are satisfied with the quality of their home.** This is a good result overall, although analysis indicates that tenants living with children at home and employed tenants are somewhat less likely to be satisfied than the average tenant.



As well as asking tenants about their home and services such as repairs, the survey also explored how effectively you feel that Blairtummock Housing keeps you informed and involved as a tenant. In addition, as rent payers, the Association needs to know whether the services they provide you with are value for money. We present the results for these three aspects of the survey below.

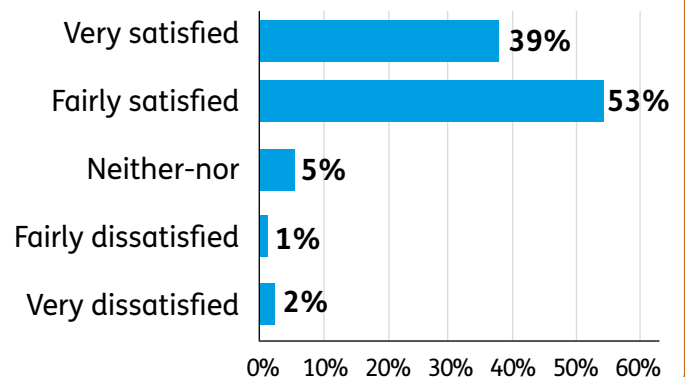
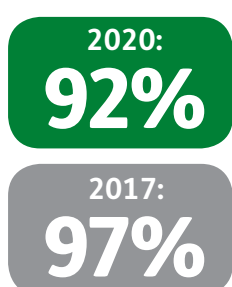
## Information on Services and Decisions

Our tenant survey has revealed that **97% agree that the information provided by the Association in relation to housing services and decisions is either very or fairly good.** This is a positive result and is well ahead of the housing sector average (where 92% of tenants say their landlord is 'good').



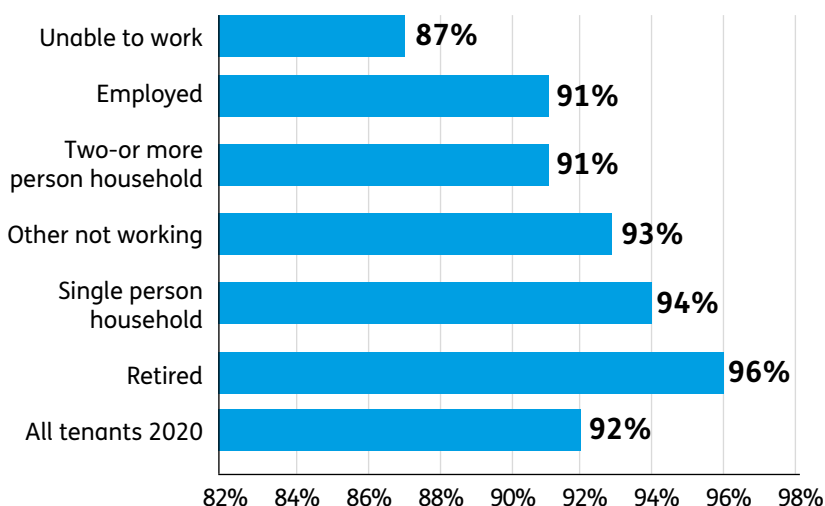
## Tenant Opportunities to Participate in Decisions

On balance, **92% of tenants are satisfied with the opportunities they have for participating in the housing decisions of the Association.** This is a very good result and is a much higher figure than the Scottish landlord average (87% satisfied on this measure).



## Is Rent Paid Value for Money?

Tenants clearly need to feel that the rent they pay to the Association represents value for money for the housing and related services they receive. Across all tenants surveyed, **92% said that rent was value for money** although there is some variation by tenant 'type' and household size as the chart opposite illustrates.



Blairtummock Housing Association's Staff and Committee are currently reviewing our survey report.

They will use the information it contains to assess their performance overall including identifying areas for improvement across key

services such as repairs, and housing quality.

Jacqui O'Rourke, Director, can provide you with further details on request.

**Alan Kennedy**  
Knowledge Partnership

Again, BHA would like to thank everyone who took part in the survey and it was our intention to follow up with some Focus Groups to discuss the results and agree an action plan. Unfortunately, due to the outbreak of the Coronavirus these have not been able to take place but Knowledge Partnership are looking at other ways to discuss follow up action with tenants.

The survey highlighted that many tenants were unhappy with some of the services which are provided by Glasgow City Council and it is our intention to speak to the local councillors regarding these issues, these include refuse collection, bulk uplifts, dog fouling and the maintenance of open spaces.



# Other Useful Links/Contacts

- <https://www.gov.uk/government/news/coronavirus-update-benefit-reviews-and-reassessments-suspended>
- <https://www.gov.uk/government/publications/support-for-those-affected-by-covid-19/support-for-those-affected-by-covid-19>
- <https://www.citizensadvice.org.uk/scotland/health/coronavirus-what-it-means-for-you-s/>
- <https://www.nhsinform.scot/coronavirus>
- <https://www.glasgowhelps.org/>
- **Stonewall Scotland** - <https://www.stonewallscotland.org.uk>
- **Ethnic Minority National Resilience Network** - <https://bemis.org.uk/emnrrn/>
- **Glasgow Life** - <https://www.glasgowlife.org.uk/coronavirus-covid-19-latest-information>
- **Greater Easterhouse Money Advice Partnership** - [www.gemap.co.uk](http://www.gemap.co.uk) or 0141 773 5850 - telephone appointments only
- **Easterhouse Citizens Advice Bureau** - email and telephone queries only - [adminuser@easterhousecab.casonline.org.uk](mailto:adminuser@easterhousecab.casonline.org.uk) or 0141 771 2328
- **Family Action in Rogerfield and Easterhouse (FARE)** - supporting families and senior citizens in need. They will deliver such things as food and toiletries, along with helping with gas and electricity bills. If you're experiencing difficulties please call 0141 771 9151.
- **Home Energy Scotland** - are committed to keeping people across Scotland warm and in control of their energy use and spend.

*"If you are, or someone you know is worried about energy bills, contact a friendly advisor free on 0808 808 2282, Monday - Friday 8am - 8pm and Saturday 9am - 5pm."*

For the latest information from Home Energy Scotland and top tips for saving energy, visit [www.homeenergyscotland.org](http://www.homeenergyscotland.org).

- **EDF** - 0333 200 5100
- **Utilita** - 0345 206 8333
- **Bulb** - 0300 303 0635
- **Scottish Power** - 0200 027 0072
- **Scottish/British Gas** - 0333 202 9202
- **OVO** (was SSE) - 0330 102 7517
- **NPower** - 0330 100 3000
- **EON** - 0345 303 3040
- **Breathing Space** - 0800 838587 Monday - Thursday 6pm-2am <https://breathingspace.scot/>
- **Samaritans** - 116 123
- **Shout** - Text Shout to 85258 <http://Supportiv.com> - Online Chat Service
- **NHS24** - 111
- **Scottish Women's Aid** - 0800 027 1234 - 24/7 service
- **Glasgow Women's Aid** - 0141 553 2022 - Monday - Friday 10am - 4pm



# CHILD STARTING NURSERY OR P1?

## ADDITIONAL MONEY FOR SOME FAMILIES

Scottish Government will provide low income families with £600 for the birth of a first child and £300 for subsequent children.

Eligible families may also qualify for 2 further payments of £250 when the child commences nursery and again when they begin school.

To qualify you must:

- be lawfully resident in Scotland and
- receive a qualifying benefit or are a parent and under 18 years of age or still a dependent child of a parent who meets the financial test.

Qualifying Benefits are any of the following:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Income Support
- Income Based Jobseekers Allowance
- Income Related Employment & Support Allowance
- Housing Benefit
- Pension Credit

Applications can be made anytime from the 24th week of pregnancy until 6 months after the birth of a child.

Payments will usually be made into bank or credit union account of your choice and will not affect other benefits.



### Early Learning Nursery Grant

Applications can be made from the day of your child's second birthday until 6 months after their third birthday.

### School Age Grant

Applications open on 1st June 2020, don't miss out!

To claim your £250, you can apply online, over the phone or by post. Further information can be obtained at [mygov.scot/benefits](http://mygov.scot/benefits) or by calling 0800 182 2222.

Our Welfare Benefits Adviser, Nick, can provide further advice and assistance with applications.

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

#### OUT OF HOURS NUMBER – EMERGENCIES ONLY

In the event of an emergency only, please contact our out of hours' contractor, City Technical Services on 0333 202 0708. Note this service is for Association tenants only, not sharing or factored owners.

# PUBLIC HOLIDAYS

Friday 17th & Monday 20th July 2020

Friday 25th & Monday 28th  
September 2020

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.