



blairtummock housing association

NEWSLETTER

at the heart of our community

Summer 2024

NEW OFFICE OPENING HOURS

Public Holidays

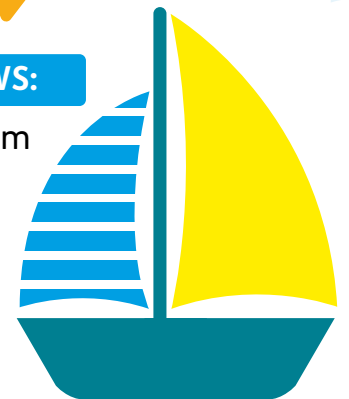
Please note the
office will be closed
on **Friday 12th July**
and **Monday 15th**
July 2024.

FROM 1ST JULY 2024 THE OFFICE OPENING HOURS WILL BE AS FOLLOWS:

Monday – Thursday 9am – 5pm Closed for lunch 12.30pm – 1.30pm
Friday Closed

STAFF AVAILABILITY VIA TELEPHONE/EMAIL CONTINUES TO BE:

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



MANAGEMENT COMMITTEE

We are looking to recruit a few new people to join our Management Committee. Members of the Management Committee lead the organisation and as a group have a collective responsibility for making major decisions. Being a member of the Committee is an extremely important role. Training and support will be provided.

Please contact the office for further information or email jacqui.orourke@blairtummock.org.uk

FORMAL COMPLAINTS



At Blairtummock HA we welcome complaints and use complaints to assist in policy development and service improvements.

We have high levels of tenant satisfaction and are continually striving to maintain these levels. To make a complaint you can do this verbally by contacting the office direct, email enquiries@blairtummock.org.uk or alternatively visit our website www.blairtummock.org.uk and select our Make a Complaint option on the home page.

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 2011.

Further information can be found at www.gov.scot/policies or from the Association.

TENANT PARTICIPATION STRATEGY & ACTION PLAN

The Management Committee recently reviewed the Tenant Participation Action Plan, a copy can be found on our website. We welcome any comments or suggestions you have in relation to our action plan. Please contact the Association on **0141 773 0202** or email enquiries@blairtummock.org.uk

GARDEN COMPETITION

Every Summer, the Association awards prizes for the best kept gardens in Blairtummock and Rogerfield. Many of our tenants take great pride in their gardens and we feel it is important to acknowledge 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.



MAINTENANCE

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



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. We only ask that all tenants contact the contractor if their proposed date of access isn't appropriate and re-arrange a suitable date for you. Around 30% of first calls are no access. This takes up a lot of our contractor's time and costs them money. The contractors contact details will be on the letter they have posted out to you.



ENERGY PERFORMANCE CERTIFICATES

EPC's are updated every 10 years. When your property requires a survey our Contractor Alembic Research Ltd will be in touch to arrange suitable access.



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.



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.



NO HEATING OR HOT WATER?

Before you call the office or the out of hours can you please ask yourself the following questions:

- Is there power going to the boiler i.e. lights showing on the boiler
- Is there a fault code on the boiler as each boiler has specific fault codes that can indicate the issue and we note that for the engineer
- What is the pressure sitting at on the dial, should be between 1.5 and 2 if below 1 then it's low pressure
- Is this the only gas appliance you have in your house? If you have a gas cooker and it's still working then you know the issue is with the boiler. If it isn't or you don't have another appliance then please check that your meter is reading on or off or call help as the issue is with the meter.



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 2020 708**.

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:

- a) Internal Gas leak (beyond the meter).
- b) No electricity or electrical faults that may endanger occupants of property.
- c) Lighting fault to internal bathrooms.
- d) No water supply.
- e) Water burst or flooding (not drips).
- f) House or flat entrance door insecure.
- g) Loss of heating during the months of October to April inclusive where no other form of heating is available.
- h) Blockage or no flushing of the only toilet (recurring repairs may be rechargeable).
- i) 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.



Voting in Scotland - photo ID now required

To vote in Scotland, you now need to show photo ID to vote at polling places <<https://www.electoralcommission.org.uk/voting-and-elections/ways-vote/voting-person>> in some elections.

This will apply to UK parliamentary elections, including general elections, by-elections and recall petitions.

Voters in Scotland will not need to show photo ID at Scottish Parliament elections or at council elections.

ACCEPTED FORMS OF PHOTO ID

You can use any of the following accepted forms of photo ID when voting at a polling place.

International travel

- Passport issued by the UK, any of the Channel Islands, the Isle of Man, a British Overseas Territory, an EEA state or a Commonwealth country (including an Irish Passport Card)

Driving and Parking

- Driving licence issued by the UK, any of the Channel Islands, the Isle of Man, or an EEA state
- A Blue Badge

Local travel

- Scottish National Entitlement Card issued for the purpose of concessionary travel (including a 60+, disabled or under 22s bus pass)
- Older Person's Bus Pass funded by the UK Government



- Disabled Person's Bus Pass funded by the UK Government
- 60+ London Oyster Photocard funded by Transport for London
- Freedom Pass
- 60 and Over Welsh Concessionary Travel Card
- Disabled Person's Welsh Concessionary Travel Card
- Senior SmartPass issued in Northern Ireland
- Registered Blind SmartPass or Blind Person's SmartPass issued in Northern Ireland
- War Disablement SmartPass issued in Northern Ireland
- 60+ SmartPass issued in Northern Ireland
- Half Fare SmartPass issued in Northern Ireland

Proof of age

- Identity card bearing the Proof of Age Standards Scheme hologram (a PASS card), for example a Young Scot card

Other government issued documents

- Biometric immigration document
- Ministry of Defence Form 90 (Defence Identity Card)
- National identity card issued by an EEA state
- Electoral Identity Card issued in Northern Ireland
- Voter Authority Certificate <<https://www.electoralcommission.org.uk/voting-and-elections/voter-id/applying-a-voter-authority-certificate#anonymous-electors-document-sc>>
- Anonymous Elector's Document <<https://www.electoralcommission.org.uk/voting-and-elections/who-can-vote/register-vote/register-vote-anonymously#anonymous-electors-document-sc>>

You will only need to show one form of photo ID. It needs to be the original version and not a photocopy.



Glasgow City Council Bin Service – Changes



As tenants will be aware there have been some changes to the refuse collection services provided to you by Glasgow City Council.

These include the requirement for a paid permit for the garden waste brown bin and the provision of a new grey recycling bin, with further changes to how your refuse is recycled. The grey bins are currently being delivered throughout the city, and information packs are being sent from the Council to householders.

Currently there are no plans to alter services to communal bins in backcourts, but tenants should always look out for any communications from Glasgow City Council.

We would like to remind tenants that no refuse services are provided by Blairtummock Housing and all refuse collection service enquiries must be made directly to Glasgow City Council Cleansing Department.

Information on these services can be found on the Glasgow City Council website
<https://www.glasgow.gov.uk/recycling>

HOME CONTENTS INSURANCE

Why do I need it?

Blairtummock HA do not cover damage to your own contents as part of the Tenancy Agreement. It's a good idea to consider what a home contents insurance policy would cover you for, in order to help you make an informed decision on whether you need one.

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind.

To help you decide whether home contents insurance is right for you, Blairtummock Housing Association have teamed up with Thistle Tenant Risks and Great Lakes Insurance Limited who provide specialist Tenants Contents Insurance policies.

This home contents insurance scheme can offer you insurance for the contents of your home including cover for items such as furniture, flooring, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

How do I get further information?



- Call us on **0141 773 0202**
- Call Thistle Tenant Risks on **0345 450 7286**
- Alternatively, please visit www.thistletenants-scotland.co.uk for more information or to request a call back.

Limits and exclusions apply. A copy of the policy wording is available on request.



CHANGES TO YOUR HOUSEHOLD

Has anyone moved in or out of your property recently?

If so, it is very important that you inform us of this change in writing.

Legislation introduced by the Scottish Government in 2019 means that if an existing tenant passes away, the tenancy can only be succeeded by a qualifying person who has been registered as living at the property for a period of 12 months.

We have already encountered instances of tenants not informing us that someone has moved into their property, and succession being

refused after the tenant's death, as it does not meet the requirements of the law.

The 12-month notification period also applies to:

- Applying for someone residing with you to become a joint tenant.
- Assigning the tenancy to someone living with you if you are moving to a different address.
- Sub-letting the tenancy to someone living with you.

If you think you have not informed us of someone moving into your property on a permanent basis, please contact the office and request a Permission to Reside application form.

TENANT SUPPORT



We want our tenancies to be successful. If any tenants are having difficulties, the Association will always try to find them the correct support in order to sustain their tenancy.

We have recently started working in partnership with some tenants, making referrals on their behalf to The Wise Group.



The Wise Group offer a mentoring service which aims to support people who are encountering issues in any of the following areas:

- Employability
- Addiction
- Mental health and wellbeing
- Self confidence
- General life skills
- Energy advice and advocacy

The mentors offer long-term support tailored to individual needs and will work with people to achieve their goals. If you feel you could benefit from some help or assistance, please contact Blairtummock HA on **0141 773 0202** and a referral can be made on your behalf. All information given is confidential.

Here are a few stories provided by The Wise Group about the life changing work that their mentors do....

Supporting with self confidence

"One of our mentors was working with a participant who was struggling with her self-confidence and anxiety. Since she joined the service, she has become more confident and is looking forward to her future."

Energy issues

"My customer had reported a faulty gas meter consuming almost £500 in a month. She was elderly and had great difficulty contacting her provider and was extremely stressed."

"After a referral to our Home Energy Scotland team the issue was resolved quickly. She now has a functioning monthly billing meter, and her supplier are looking into compensation for her."

Feeling supported

"When I started Relational Mentoring from the initial call it was clear that the Wise Group were offering a new approach. I felt listened to, appreciated for who I was and deeply empathised with."



UNIVERSAL CREDIT MANAGED MIGRATION?

The Government are moving people who are currently claiming legacy benefits such as housing benefit onto Universal Credit. This is happening now.

You do not need to do anything until you have received a Universal Credit 'Migration Letter'.



When will I be notified I will be moving onto Universal Credit?

Once you have received the letter, you will have **3 months** to make your claim for Universal Credit.

The notice tells you:

- The need to claim UC instead.
- The 'deadline day'.
- What happens if you don't claim in time.
- Other information about how to claim UC, joint claims, couples, etc.

Will I be better or worse off?

Every case is different. It may be you will be better off under Universal Credit. It may be you will be worse off but you will be entitled to 'Transitional Protection'. Transitional Protection is a top-up payment so you do not lose out because of the introduction of Universal Credit. It means that, in cash terms, you cannot receive less than your current benefits.

Our team are here to help if you are worried you will be worse off. You can also use a benefits calculator to check **Benefits calculators - GOV.UK** (www.gov.uk)

Also, you will keep getting your current benefit paid for 2 more weeks. You must still be eligible for your current benefit.

This only applies if you are getting:

- Income-based Jobseeker's Allowance.
- Income-related Employment and Support Allowance.
- Income Support.
- Housing Benefit.

You will not need to pay back the extra payments and they will not affect the Universal Credit you might get.

When will my transitional protection end?

Your transitional protection may end through the following means:

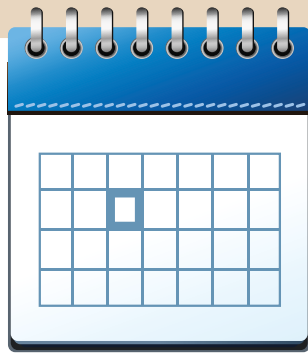
- Your UC award increases to reach the same amount you were receiving from the benefits it replaced, or

- Your UC entitlement decreases to nothing, or
- Have a significant change of circumstance

You can find further information here: [What is Universal Credit \(UC\) transitional protection? - Turn2us](#)



What happens if I do not claim Universal Credit within the 3 month window?



We would strongly recommend you do not miss your deadline date. The DWP may extend (at discretion) the deadline by 1 month.

If you claim after the final deadline:

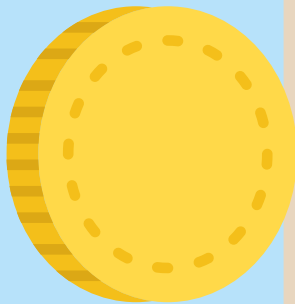
- **Your legacy benefits will stop immediately.**
- **You are not able to get transitional protection.**
- **Your Universal Credit will not be backdated.**

How do I pay my rent once I am on Universal Credit?

Under Universal Credit, you will receive benefits in one lump sum, paid monthly. In the past, Glasgow City Council may have paid your housing benefit straight to us. Under Universal Credit, this is paid to you.

However, you may ask for your housing costs to be paid direct to us after you receive your first payment. If you want to pay yourself, most of our tenants pay by Direct Debit. We can set up a Direct Debit with you so that when you receive your housing costs from Universal Credit, a Direct Debit is set up to collect what you need to pay in full.

If you are on Universal Credit – you have to make a separate claim for Council Tax Benefit.



Help Available/ Keep in Touch

If you receive your Migration Notice, it is important that you contact us, so we can discuss your rent. We can also arrange for you to meet with one of our Benefits Advisers who can support you through the process.

Please call **0141 773 0202** or email enquiries@blairtummock.org.uk and ask to speak to a member of the Housing Services Team.



THINKING ABOUT MOVING HOME?



If you are considering moving out of your home in future, please be aware that you have certain obligations as a tenant when ending your tenancy. You must give 28 days notice of your intention to move out of your tenancy and you will continue to be charged rent for this period, so tell us as soon as you can.

When a tenant is either being considered for a transfer to another Blairtummock HA property, or is moving elsewhere, staff will visit you at home to discuss the steps you require to take before you return your keys.

If you have carried out any non-standard works to the property, you will be asked to return the property to the condition it was in. Examples of non-standard works can include:

- Wet wall panels
- Tiles
- Skirting boards
- Changing internal doors
- LED Light fittings

If there is any damage to the property, you will be asked to repair this prior to returning keys. If any of this work is not carried

out before handing back the keys, then this will lead to a rechargeable repair invoice being issued to you at your new address.

Tenant's being considered for a transfer to another Blairtummock property could have their offer withdrawn if the property is in poor condition. Please ensure any damage in your property is repaired as it occurs, so there will be no barriers to you being offered your 'forever home'.

ILLEGAL USE OF PROPERTY... DON'T PUT YOUR HOME AT RISK!

The Association would like to remind all tenants of the action that can be taken if their property is used for illegal or immoral purposes.

Your Scottish Secure Tenancy Agreement states that: "You, those living with you and your visitors must not use your house, or allow it to be used, for illegal or immoral purposes."

The Association has an information sharing protocol in place with Police Scotland which states that if they obtain a warrant to search a property owned by the Association, they will advise us of the outcome and any charges which have been made.

At this stage, the Association will interview the tenant and advise them of what action could be taken as a result of these charges.

The Association can apply for a decree to evict if a tenant, family member or visitor to the property has been convicted of using the house for illegal or immoral purposes. For example, there have been cases where tenants have been convicted of dealing in drugs and being involved in the cultivation of cannabis within their property that have resulted in eviction.

Please do not put your home unnecessarily at risk.



What's On This Summer

BUZZ
PRIMARY 1-3
MONDAYS
4 - 5.30PM

HIVE
PRIMARY 4-7
WEDNESDAYS
4 - 5.30PM

DVA
S1-6
WEDNESDAYS
6.15-7.45PM

**FOR MORE INFORMATION
CONTACT DEBBIE ON 07928116142**

the daffodil club

Are you over 60?

Would you like to be involved in designing, developing and delivering activities and services for yourself and others over 60 in the community?

Drop in to see us any day, Monday - Friday, 10.30-1.30am

Or for more information on what's currently on contact Lynda or Neil on 01417718810

This is making up for me missing my garden

I'm really enjoying this! I didn't think I could paint with my eyesight being so bad!

The only time my dad sleeps all night is after the exercise classes!

Walking Group

Sundays - Meeting in Easterhouse Parish Church
12noon- Tea & Coffee
12.30pm- Walk Start Time

Contact Debbie to register on 07928116142

1st July - 2nd August

SUMMER

AT THE PAVILLION & BEE CLUB

TRIPS COOKING SPORTS ARTS PLAY GAMES

Monday S1-18 4pm to 7:00pm (Times may vary)	Tuesday P1-P3 10am to 2:30pm	Monday P1-P7 Contact BEE for times	Tuesday P4-P7 10am to 2:30pm
Wednesday P4-P7 10am to 2:30pm	Thursday P1-P7 10am to 2:30pm	Wednesday P1-P3 10am to 2:30pm S1-S6 3:30pm to 6:00pm	
Friday S1-18 1pm to 5pm	Quiet Club Contact for details		

Please contact The Pavillion & BEE to enquire about spaces

47 Aberdalgie Road
Glasgow G34 9DX
0141 781 4525

Easterhouse Parish Church
30 Boyndie St
Glasgow G34 9RQ
07928 116142

MESSY CHURCH ANNUAL SUMMER TRIP

AWR BEACH

SATURDAY 10TH AUGUST 2024

SPACES LIMITED. THE COST IS £3 EACH AND INCLUDE TRANSPORT BY COACH AND LUNCH & SNACKS
PLEASE MESSAGE US OR CONTACT DEBBIE ON 07928116142 FOR TICKETS!

FUN DAY & BBQ

Sunday 1st September, 2-4pm

EASTERHOUSE PARISH CHURCH, 30 BOYNDIE STREET, G34 9JE

COME JOIN US TO FIND OUT MORE ABOUT GROUPS RUNNING IN EASTERHOUSE. ON THE DAY YOU'LL BE ABLE TO REGISTER YOUR CHILD FOR GIRLS BRIGADE, BOYS BRIGADE & BEE - BRIGHTER EAST END & THE PAVILLION!

For more information contact Debbie on 07928116142

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:

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.

OUT OF HOURS NUMBER – EMERGENCIES ONLY

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

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