



blairtummock housing association

NEWSLETTER

at the heart of our community

Summer 2025

DIG IN AND WIN!

OUR ANNUAL GARDEN COMPETITION IS BACK!

Get ready to grab your gardening gloves, sharpen those trowels, and let your green fingers work their magic! Our Annual Garden Competition is now open for entries, and we're excited to see the beautiful spaces you've created this year.

Whether you've transformed your garden into a vibrant floral paradise, jazzed up your window boxes, or cultivated a thriving veggie patch in pots, we want to see it all! This is your chance to showcase your creativity, brighten the neighbourhood, and compete for fantastic prizes.

Prizes to Grow For:

- **Overall Winner:** £100 in B&Q vouchers to elevate your outdoor space.
- **Commended Runners-Up both Blairtummock & Rogerfield Areas:** £50 in B&Q vouchers each to keep your garden blooming.

How to Get Involved:

Our team will be touring the area in the coming weeks, snapping photos of the most "plantastic" gardens. An independent judge will select the winner and runners-up, with prizes and certificates presented at our Annual General Meeting in September.

Let's make Blairtummock bloom – happy gardening!

OFFICE CLOSURES

Public Holidays - Please note the office will be closed on **Friday 18th** and **Monday 21st July 2025**. In the event of an emergency repair please call City Technical our out of hours contractor on – **0333 2020 708**. Please note that this service is available for Association Tenants only NOT Factored or Sharing Owners.

Residents living in District Heating blocks with no heating or hot water must call AMP Energy on **0800 086 2150**.

GAS SERVICING

The Association would like to thank everyone for their continued cooperation with providing access for the legally required annual gas service to be carried out, ensuring the safety of all households. However, we are still experiencing difficulty accessing some properties to complete the service and have had to force access on occasions to ensure compliance with legislation and the cost recharged to tenants. This process involves a lot of staff time to administer and can be avoided if access is made available. If the appointment provided is unsuitable, please contact us and we can rearrange to a mutually agreeable date.



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.



REPAIRS

Can you please ensure that any pets e.g. dogs are kept in another room while any work is being done.



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.



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:

- Internal Gas leak (beyond the meter).
- No electricity or electrical faults that may endanger occupants of property.
- Lighting fault to internal bathrooms.
- No water supply.

- Water burst or flooding (not drips).
- House or flat entrance door insecure.
- Loss of heating during the months of October to April inclusive where no other form of heating is available.
- Blockage or no flushing of the only toilet (recurring repairs may be rechargeable).
- Smashed glazing (entrance doors or windows). Where only a single pane of a double glazed unit is smashed, it may be treated as an urgent repair.

Please note: If you provide misleading or false information that makes us believe your repair is an emergency and it is not, you may be charged for the call-out.



RESPECTING OUR COMMUNITY SPACES: A NOTE ON THE DISPLAY OF FLAGS

As part of our ongoing commitment to fostering a safe, respectful, and inclusive environment for all residents, we kindly remind tenants that flags should not be displayed on the exterior of properties, including from windows, balconies or gardens.

While we understand that flags can be a way of expressing identity, support, or celebration, in small and diverse communities such as ours, public displays of this kind can sometimes lead to tension or discomfort among neighbours. What may seem like a personal expression to one person can

be perceived very differently by another, potentially impacting the harmony of our shared living spaces.

Our aim is to ensure that every resident feels comfortable and respected within their home and neighbourhood. To help maintain a welcoming environment for all, we ask that tenants refrain from displaying flags or other symbolic items in a way that is visible from outside the property.

We appreciate your understanding and cooperation in helping us keep our community inclusive and peaceful for everyone.

CHANGES IN YOUR HOUSEHOLD?

LET US KNOW!



Has someone recently moved in or out of your home? Whether it's a new flatmate, a family member, or someone moving on – it's important to let us know, in writing, about any changes to who's living in your property.

Please note that you must obtain written permission from the Association before anyone can move in with you. To do this, you'll need to complete a Permission to Reside application form.

Why does this matter? A change in the law brought in by the Scottish Government in 2019 means that if a tenant sadly passes away, the tenancy can only be passed on to someone who's been officially registered as living in the property for at least 12 months. Officially registered means that the Association has received and approved a Permission to Reside application for that person.

We've already had a few cases where tenants didn't get written permission for someone moving in, and unfortunately, that meant we couldn't transfer the tenancy later on – even if the person had been living there. We really don't want that to happen to anyone else.

This 12-month rule also applies if you want to:

- Make someone a joint tenant
- Transfer the tenancy to someone else if you're moving

- Sub-let your home to someone living with you

So, if someone has moved in or you're planning for someone to move in, please contact us to request a Permission to Reside application form. It's quick and easy to complete, and getting our written permission ensures everything is above board.

If you're unsure whether you've updated us about someone living in your property, just give us a call or pop into the office. Thanks for helping us stay up to date – it really does make a big difference!



Could your family benefit from extra support?

The Wise Group is here for you.

Our Relational Mentoring approach provides free, 1-2-1 support to help families and households with children make positive steps toward a brighter future.
And it won't affect your benefits.

We offer tailored support to help with:

- household finance and benefits
- mental & physical health
- work & social skills
- home energy advice
- digital skills

Don't know where to start?
Talk to us. Contact our team using the details below or scan the QR code.



Delivered by the Wise Group
on behalf of
The Scottish Government



0141 303 3131 (option 8)
relationalmentoringscotland@thewisegroup.co.uk

Mentoring to lift people out of poverty



Thinking About Moving Home?

Here's What You Need to Know!

If you're planning a move — whether it's to a new area or just around the corner — there are a few important things to keep in mind before you pack the first box.

First things first:

We need **28 days' notice** before you end your tenancy. Rent will still be charged during that time, so it's best to let us know as early as possible to keep things smooth and stress-free.

If you're transferring to another **Blairtummock Housing Association** property (exciting!), or moving on to pastures new, one of our housing officers will arrange a visit. This gives us a chance to chat through what needs to happen before you hand in your keys.

A quick note on any home DIY:

If you've added your own touches to the property — wet wall panels, new tiles, skirting boards, swapped out internal doors, or installed fancy LED

lights — we may ask you to return the property to its original condition. We love creativity, but we need to make sure the home is ready for the next tenant.

Also, if there's any damage, we'll ask you to sort it before you go. Otherwise, we'll need to charge for any repairs, and an invoice will be sent to your new address — definitely not the kind of housewarming gift anyone wants!

For those moving to another Blairtummock home, please remember: the condition of your current property matters. If there's damage that hasn't been fixed, your transfer offer could be withdrawn. So, a good rule of thumb? Fix things as they happen, and you'll be ready when your dream home comes calling.

Got questions? We're here to help. Just get in touch with your housing officer — we'll guide you through every step of the way.



Universal Credit M



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



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 \(www.gov.uk\)](https://www.gov.uk/benefits-calculators)

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 at www.turn2us.org.uk/Benefit-guides/Universal-Credit-transitional-protection/What-is-Universal-Credit-transitional-protection

Managed Migration

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.



T.L.C (Tenants Leading Change) at Blairtummock

We are committed to putting tenants at the heart of what we do, improve services and deliver change in the community but we need you to help us.

- *Can you think of ways to make your neighbourhood a nicer place to live & a place you are proud to live in?*
- *Would you like to live in a community where you get to know your neighbours by working together (for example, through a tenant panel)?*
- *Can you think of things Blairtummock HA could do better?*

We are keen to meet with anyone interested in joining us as a small group, a few times a year to come up with ideas, get your thoughts on some suggestions and work together to improve services and deliver change in the community. This will help us, as a community based organisation, to hear tenants' voices and respond to their experiences and as we do so, strengthen the relationship between residents and Blairtummock Housing Association.

Initial plan would be to meet up in our community hall and talk over some ideas.

We are excited to launch our new T.L.C plans and work more closely with our tenants and we would love for you to join us.

Please scan the QR code to register your interest, or pop into the office for a chat and further info.

TENANTS LEADING CHANGE @
BLAIRTUMMOCK (T.L.C)



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 on **0141 773 0202** for further information or email enquiries@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.





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.

THISTLE
TENANT RISKS



How do I get further information?

- Call us on **0141 773 0202**
- Call Thistle Tenants 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.

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.

Moving from Attendance Allowance to Pension Age Disability Payment

A new Scottish benefit called Pension Age Disability Payment is replacing Attendance Allowance in Scotland. From the end of February 2025, Attendance Allowance awards started automatically moving to Pension Age Disability Payment.

Your award will move to Pension Age Disability Payment if you already get Attendance Allowance. You do not need to do anything to start the move to Pension Age Disability Payment.

The move will happen in stages and will not happen to everyone at the same time. It will take until the end of 2025 to move everyone's benefit across.

When your benefit starts moving, it will take 8 to 12 weeks to complete the move.

If your Attendance Allowance award is due to be renewed before your benefit starts moving, DWP will contact you. They will manage your benefit and payments until the move to Pension Age Disability Payment is complete.

If you don't currently receive Pension Age Disability Payment but think you may qualify:

You can apply for if you have both:

- reached State Pension age
- had care needs during the day or night for 6 months or more because of a disability or health condition

You can still apply if:

- you've not had care needs for 6 months or more (your

award will begin 6 months from when your care needs started if your application is successful)

- you're waiting for, or do not have, a diagnosis
- you have a terminal illness (there is a separate fast-track application process if you're terminally ill)

If you need assistance with making a claim please contact BHA on **0141 773 0202** for an appointment with our Benefits Advisers.

ADVICE & SUPPORT

In partnership with SP Energy Networks, we are offering free advice and support to help you maximize your income.



Benefit checks



Energy assistance & Tariff support



Income maximisation



Food bank referrals



Priority services Registrations

To get in touch with our team, call us on **0330 320 2146** or alternatively email us at support@hope4u.co.uk. Include your name, address, and contact number.

SP Energy Networks

Hope 4U

Pensioner Reviews - Housing Benefit And Council Tax Reduction

The Housing Benefit Office (DWP) are undertaking a targeted number of case reviews to ensure the right award of benefit is being paid to pensioners; except for those pensioners receiving Pension Credit (Savings Credit).

Where no telephone number is held for the customer, a postal form will be issued for completion. Where they hold a telephone number, a phone review will be carried out with the customer.

- A letter will be issued to the customer two weeks in advance, notifying the date of call and the telephone number they will call them on. All calls will be made via a withheld number between 9.00am & 5.00pm. If the date is unsuitable or telephone number has changed, a dedicated mailbox has been provided that the customer can email providing a new number or to reschedule the date of review – **HBReview@glasgow.gov.uk** or you can call the Contact Centre number **0141 287 2000** on Tuesdays between 1.00pm & 4.00pm and Thursdays between 9.00am & 12.00pm to provide a new number or reschedule the date of review.
- The review call will then be made on the scheduled date, with several attempts made throughout the day. If they fail to speak to a customer, a reminder letter will be issued asking them to contact the DWP within the next two weeks to reschedule the review. As a welfare concern, they will contact the Association to inform them, and we will contact you directly.
- No contact after a series of further attempts will result in claims for Housing Benefit and Council Tax Reduction being suspended for a time, and if no contact is made at all the benefit will be cancelled.

Please look out for these calls and letters and respond accordingly. If you have received notification that your benefit is suspended or cancelled, please call our office and speak to a member of the Housing Management Team for assistance.

COMMENTS FORM

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

Name:

Address:

Comments:



Contacting Us...

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

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

OFFICE OPENING HOURS

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

OUT OF HOURS NUMBER – EMERGENCIES ONLY

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

E-MAIL

Would you like to receive future copies of Blairtummock News to your email address rather than by post? If so, please forward your name and address to enquiries@blairtummock.org.uk and we will arrange this.

Staff Availability

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

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

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

