



blairtummock housing association

NEWSLETTER

at the heart of our community

Winter 2023

MERRY CHRISTMAS!

The Committee and Staff are aware that Christmas will be difficult for many people with the impact of the cost of living crisis. Please remember that our staff are available to assist you and can be contacted on 0141 773 0202 or by email at enquiries@blairtummock.org.uk.

We continue to work with partners in order to secure funding to assist tenants with the cost of living crisis and will continue to do this throughout 2024. Further information on some of the funding we have is contained within this newsletter.

On behalf of the Committee and staff, we wish you a Merry Christmas and a Happy New Year and hope you enjoy spending time with your family and friends.

Catriona Jamieson
Chairperson

Jacqui O'Rourke
Director

**PANTO
DETAILS**
See back page

CHRISTMAS CATCH UP'S

We would be delighted if you could join us at our 'Christmas Catch Up' events for tea/coffee, mince pies/ festive treats and of course a blether with friends, neighbours and staff.

Pop along to Blairtummock Community Hall, 45 Boyndie Street, for this free event. Our staff will be available to answer any questions you may have and catch up with all of our customers:

Monday 4th December

Afternoon catch up - 2pm-4pm

Evening catch up - 6pm-7pm

We look forward to seeing you.

FESTIVE OPENING HOURS

The office will close at 1.30pm on Friday the 22nd December 2023 and re-open at 9am on Thursday 4th January 2024.

Should you have an emergency repair during this time you should contact our Out Of Hours Service on 0333 202 0708. Please note that this service is for Blairtummock tenants only and should only be used for EMERGENCY repairs.

Annual Assurance Statement

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

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.

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

EHRA – Easterhouse Housing & Regeneration Alliance



EHRA – which is made up of seven community based Housing Associations working across Greater Easterhouse donated money and food to the Foodbank following a successful quiz night at the Barlanark Centre, Calvay. The team from Calvay Housing Association won the quiz and the money raised from the raffle was donated to the Foodbank.

Rainbow Fund

We still have our Rainbow Fund available to those who are struggling with the cost of living crisis. There is a limit of six awards per household. Please contact our office on **0141 773 0202** or email enquiries@blairtummock.org.uk to request an award or further information on the Blairtummock Housing Association Rainbow Fund.

MAINTENANCE

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 **03332 020708**.

TENANTS LIVING IN THE DISTRICT HEATING BLOCK WHO HAVE NO HEATING OR HOT WATER MUST CALL AMP ENERGY ON 0800 0862150.

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 when it is not, we will charge you for the call-out.



Going Away for Christmas?

At this time of year, we can experience all sorts of weather from sunshine to frost with rain and snow thrown in to keep us on our toes. If you're going away for Christmas or New Year, then set your central heating room stat to low and keep your heating on constant.

If you do not have a room stat set your timer to "On" and turn the thermostat on the boiler to low. This will keep the heating pipes warm and prevent the house from freezing. If possible, leave a key with a friend, neighbour or relative so they can check your home. Check that you have enough credit in your meters to cover fuel cost when you are away.



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. If possible, top up your gas and electric meters with enough credit to last you over the holidays.

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

Dos 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.



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.



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



Condensation

Condensation starts as moisture in the air, usually produced by cooking, washing or drying clothes indoors on radiators. When it hits cool surfaces such as walls or windows it condenses and forms water droplets. The moist air rises when it is warm and often ends up on ceilings and in upstairs rooms and then it forms mould. 95% of condensation is caused by lifestyle.

To kill and remove mould, wipe down walls and window frames with a fungicidal wash, following the manufacturer's instructions.

Ventilate to remove the moisture:

You can ventilate your home without making draughts. Keep a small window ajar or a trickle ventilator open all the time if possible. Some rooms need more ventilation such as kitchens when cooking or bathrooms when bathing, this means opening windows wider. Close the kitchen and bathroom doors when these rooms are in use.



Things to remember:

- Produce less moisture by covering pots and pans when cooking.
- Dry clothes outside.
- Vent your tumble dryer to the outside.
- Avoid using flueless bottled gas heaters.
- Ventilate cupboards and wardrobes.
- Keep all rooms in your home at a constant comfortable temperature at all times.

Contacting Glasgow City Council



If you require to contact Glasgow City Council for Housing Benefit or Council Tax queries and do not have access to digital services, you can use the following:

Phone line – 0141 276 1118

- Number has 3 options:
Option 1: Make a payment
Option 2: Council Tax
Option 3: Benefits

Availability

- Mon/Tue/Fri 9am-12noon
- Wed 1pm-4pm

Glasgow Life offers a service for those citizens who require face to face assistance with navigating online services on the Council website, completion of forms, signing up for customer self-service, setting up direct debits for council tax and reporting a change of address.



This service is based in the Universal Credit Hubs within libraries throughout the city and appointments can be made by calling free phone number **0808 169 9901**.

RENT FIRST

We understand that Christmas can be an exciting, but also an expensive time of year and budgeting can be difficult. It is important to remember that your rent is a priority payment.

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 your rent commitments.

If you plan to make your payment by debit card by calling our office, please note we will close on Friday 22nd December 2023 and phone lines will not be available until 9am on Thursday 4th January 2024.

If you do not have a rent payment card, please contact us on 0141 773 0202 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/money management or help with your benefits, our Income Advice Service runs on a Tuesday, Wednesday and Thursday. Call us on 773 0202 to arrange a phone appointment. The service is confidential and you will be met with a warm welcome by Stuart or Nick.

HOW TO PAY



We offer a variety of methods for you to pay your rent:

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

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

MONEY ADVICE SERVICE



We understand that tenant's financial circumstances may have been affected by the current cost of living crisis.

Did you know that we have Benefits Advisers available for face to face or phone appointments on the following days:

- Tuesdays/Wednesdays/Thursdays

Nick works for GEMAP and is available on a Wednesday for BHA tenants.

Stuart works for Connect and is available in our office on a Tuesday all day and a Thursday afternoon.

Our Advisers have helped generate over £550,000

for Blairtummock residents this year and can help you with the following:

- Check you are in receipt of your full benefit entitlement.
- Assist with benefit claims and completion of application forms.
- Help with any benefit-related issues.
- Assist with appeals and representation at tribunals.
- Advise on debt-related matters.
- Support tenants with budgeting.

Please contact our office on **0141 773 0202** and we will be happy to arrange an appointment for you.

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 period. For those who have recently lost a loved one, Christmas can intensify feelings of grief and sadness. Others can experience feelings of isolation, increased family conflict or financial pressures that can 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**.

Domestic Abuse

The festive period is a time when relationships can become strained. Unfortunately, in some cases, this can result in instances of domestic abuse.

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

If you are experiencing domestic abuse, you can get confidential advice and assistance by contacting:

For women

www.scottishwomensaid.org.uk
Telephone: 0800 027 1234

For men

www.mensadvice.org.uk
Telephone: 0808 801 0327

For the LGBT+ community

www.galop.org.uk/
Telephone: 0800 999 5428

If you become homeless or are threatened with homelessness because of domestic abuse, you can get independent advice from:

- Shelter Scotland on 0808 800 4444 (24 hours)

or call Glasgow City Council's Homeless Casework team on 0141 287 0555 during office hours or on 0800 838 502 after 4.45pm on weeknights or at weekends.



Community Chest



The community chest has supported many applications from tenants and customers of the Association so far this year. We are seeking more applications and if you have an idea that fits with one of our priorities (below) we'd like to hear from you.

- Education
- Health and Fitness
- Facing Severe Financial Difficulties
- Supporting People with Disabilities and Additional Needs

The Community Chest is supported by the Association and its subsidiary Blairtummock and Rogerfield Opportunities.

Requests are being considered and if you wish to make an application you can access the application form at

<https://forms.office.com/r/CVyFN53rFe> or use the QR code to access it.



FESTIVE BIN ARRANGEMENTS

Bulk Uplift

Our estate caretakers BRO provide a bulk uplift service to our tenement blocks. Bulk from these properties will continue to be collected until Thursday 21st of December 2023. The service will then resume after the festive break on Thursday 4th January 2024.

Glasgow City Council have an appointment based uplift service for tenants in back and front doors. You can request uplift of bulk items online at www.glasgow.gov.uk/bulkywaste. Residents who cannot access the internet can contact Cleansing directly on 0141 287 9700 on Tuesday and Wednesday 9am - 3pm to place a request. The service is chargeable.

If you have bulk items that are in good condition, could be re-used, haven't been left outside and still have the necessary fire labels (for sofas and armchairs), simply visit the Zero Waste website. There you can search for the re-use organisations that can collect items from your area. You will need to contact a suitable re-use organisation from the directory and arrange for your items to be collected. Alternatively, Residents can dispose of items free of charge at GCC Household Waste Recycling Centres (HWRC). Please check locally for opening hours during the festive period.

Please note, any bulk items that are placed kerbside by tenants will be regarded as fly-tipping by Glasgow City Council. Please refrain from putting any bulk items out onto the pavements as this could lead to fines being issued.

Bins

Tenants that have use of large bins in backcourts will not see any changes to the schedule and uplifts will continue as normal.

We have had no notification of any changes to the bin collection service to household collections during the festive season.

Tenants in tenement properties should continue to use the bin stores as normal. Tenants in 'back and front doors' should consult their collection calendar. This would have been supplied to you by Glasgow City Council. You can also access your collection calendar on the council's website.

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.



UPDATED MOBILE TELEPHONE NUMBERS

The Association contact tenants via text message, this is mainly to pass on information and to offer assistance to tenants when unexpected funding becomes available.

If we do not have your up to date mobile number please provide this as soon as possible, we do not wish you to miss out.



All the leaves are brown...

Autumn is well and truly upon us and the nights are fair drawing in.

As the leaves continue to fall from the trees we thought we would remind tenants that it is their responsibility to lift any fallen leaves which land in their own gardens or paths.

Our Estate Caretakers do carry out a lot of environmental work in the community throughout the winter months to keep the place looking nice, but they do not have the resources to lift leaves for all of our properties.

FAIR START SCOTLAND

Fair Start Scotland is here to support you, to find the job, that is right for you.

There are lots of people who want to work but find it difficult based on their circumstances and here at PeoplePlus we have a lot of experience supporting people back into work by helping to break down the barriers that might be stopping you from working.

We can help with you things such as:

- Creating a CV or building on an existing CV
- Preparing you for interviews
- Helping you to learn new skills and gain new qualifications
- Finding jobs which meet your individual needs

It's **FREE**, voluntary, offers tailored support for up to 12 months before and after you begin work and does not affect any benefits.

Turn over to check us out

Scottish Government
Riaghaltas na h-Alba
gov.scot

fair start scotland

PeoplePlus
Scotland

GLASGOW NORTH EAST CHRISTMAS FAYRE



This year we would like to ask you to donate the following items for the festive parcels we distribute to people in need at Christmas.

- A tin of meat or fish
- Tinned or packet potatoes
- Tinned carrots or peas
- Gravy granules and condiments
- Small Christmas pudding
- Tinned/pkt Custard
- Tinned fruit
- Shortbread or a family pack of biscuits
- Diluting juice
- Treats such as chocolates or sweets
- Christmas crackers and napkins

Donations can be dropped off at CALTON PARKHEAD PARISH CHURCH, 142 Helenvale St, G31 4NA on Monday, Wednesday, and Friday mornings from 9-1pm.

We are happy to accept donations up until Monday the 18th of December 2023.

If you require any further information, please call 07951749373.

Thank you to everyone for your kindness.



Glasgow North East Foodbank Christmas and New Year Holidays 2023/24

Monday 25th December

Calton Parkhead Parish Church CLOSED

Wednesday 27th December

Calton Parkhead Parish Church Open
10.30-12.30pm

Riddrie – St Enoch’s Hogganfield CLOSED

Thursday 28th December

Bridgeton – St Frances in the East CLOSED

Shettleston – 20 South Vessalius St CLOSED

Easterhouse – Blairtummock Community Hall CLOSED

Friday 29th December

Calton Parkhead Parish Church Open – 1-3pm

Monday 1st January

Calton Parkhead Parish Church CLOSED

Wednesday 3rd January

Calton Parkhead Parish Church Open
10.30-12.30pm

Riddrie – St Enoch’s Hogganfield CLOSED

Thursday 4th January

Bridgeton – St Frances in the East Open
10.45-12.45pm

Shettleston – 20 South Vessalius St Open
1.30pm-3.30pm

Easterhouse – Blairtummock Community Hall Open
2.00pm-4.00pm

Friday 5th January

Calton Parkhead Parish Church Open – 1-3pm

Everyone at Glasgow North East Foodbank wishes you all a very Merry Christmas and Happy New Year



Pantomime **Cinderella** at Platform



iStock™
Credit: fergreg

The Association have secured tickets for a performance of Cinderella at Platform, Westerhouse Road, Easterhouse for Christmas 2023.

The performance is on Saturday 9th December 2023 at 7pm.

We are looking to allocate the tickets to households in the area. If you would like complimentary tickets, please complete the form at the link below or follow the QR code.

<https://forms.office.com/r/HJn7HzdYdY>

It's okay if you are not able to do this, just give the office a call on 0141 773 0202 and someone will happily lend a hand.

Tickets are for members of your household – but if you wish to request for people who do not live with you then this will be considered if we have any leftover.

We have also arranged for everyone who attends to get a complementary goodie bag.



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.

Blairtummock Housing Association is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 Reg No. 2354R(S) • Scottish Housing Regulator Reg No. HCB 216
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