



blairtummock housing association

# NEWSLETTER

at the heart of our community

Winter 2024

# 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](mailto:enquiries@blairtummock.org.uk).

We continue to work with partners 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

**John King**  
Interim Director



**PANTO  
DETAILS**  
See page 10

## CHRISTMAS CATCH UP

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 our customers:

**Tuesday 10<sup>th</sup> December 2024**

Afternoon catch up - 2pm-4pm

Evening catch up - 6pm-7pm

*We look forward  
to seeing you!*



**FESTIVE  
OPENING  
HOURS**

The office will close at 1.00pm on Tuesday 24<sup>th</sup> December 2024 and re-open at 9am on Monday 6<sup>th</sup> January 2025.

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.



# Director's Retirement

Jacqui O'Rourke recently retired from the Association, Jacqui was the second Director to be employed by Blairtummock Housing Association but has been employed by BHA since December 1992 first as Housing Manager, then Depute Director and since Summer 2016 as Director.

Jacqui has seen many changes in the Blairtummock & Rogerfield areas in the last 32 years and has, along with Committee & Staff, campaigned and secured funding for refurbishment works and new build properties which

have changed the area greatly, Jacqui worked closely with Association's previous Director, Susan Crookston to ensure a successful stock transfer from GHA to the Association.

The Committee and Staff wish Jacqui a very happy retirement and thank her for the contribution she has made to the Association.

John King will step in as Interim Director until the Management Committee undergo the interview process early in the New Year.



## ANNUAL ASSURANCE STATEMENT

From October 2019 onwards 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](http://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 must 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.



# 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 020 708.**

**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.





## Gas Servicing

The Association would like to thank everyone for their continued cooperation with providing access for the legally required gas safety checks to be carried out, ensuring the safety of all households. Although, our contractor has advised, they have seen an increase in the amount of first no accesses recently. Please contact us if the appointment provided is unsuitable and we will rearrange.

We would also remind tenants who have gas cookers that they are required to ensure the cooker is secured using a stability chain or bracket.

# 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

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

## 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

## 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.

## Repairs

Can you please ensure that any pets e.g. dogs are kept in another room while any work, including gas servicing, is being undertaken and ensure all work areas are kept clear for the operative to work safely.



# 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.
- Always keep all rooms in your home at a constant comfortable temperature.

## 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 Tuesday 24<sup>th</sup> December 2024 and phone lines will not be available until 9am on Monday 6<sup>th</sup> January 2025.

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 0141 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](http://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](http://www.allpayments.net/textpay)



# MONEY ADVICE SERVICE



**We understand that money is tight for many people just now.**

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 £440,000 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 can be a difficult period for some with added pressures to be in good spirits or celebratory. For the recently bereaved it can be a time of sadness and loneliness. Financial pressures can also make the season a very stressful time of year.

If you, or someone you care about, is struggling emotionally and could benefit from speaking about it, below are some specialist organisations:

**Breathing Space** – provide a safe and supportive space by listening, offering advice and providing information. Call on **0800 83 85 87**, or chat online.

**Samaritans** – whatever you're going through you can call on **116 123** anytime, or chat online – you do not have to be suicidal to make initial contact.

**Lifeline** – offers face to face counselling for people facing day to day challenges and struggling to cope. They can be contacted on **0141 552 4434** or online.



# DOMESTIC ABUSE

The festive period can be a time when relationships become strained, and this can result in instances of domestic abuse.

Domestic violence and abuse can happen in any relationship regardless of age, ethnicity or socio-economic levels. While women are more commonly victimised, men are also abused. Abusive behaviour is never acceptable, and 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](http://www.scottishwomensaid.org.uk)  
Telephone: 0800 027 1234

## For men

[contact@amis.org.uk](mailto:contact@amis.org.uk)  
Telephone: 03300 949 395

## For the LGBTQ+ community – both services above are inclusive

[helpline@lgbthealth.org.uk](mailto:helpline@lgbthealth.org.uk)  
Telephone: 0800 464 7000



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)**

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 3.55pm on Friday or at weekends.

## Autumn to Winter Tasks

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

In common areas, where BHA are responsible for the upkeep, our Estate Contractors undertake substantial environmental work throughout the winter months, but they do not have the resources to clear the leaves for all our properties.

## 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.



# BIN ARRANGEMENTS FOR THE SEASON



## Bulk Uplift

Our Estate Contactors continue to provide a bulk uplift service to our tenement blocks. Bulk from these properties will be collected until Thursday 19<sup>th</sup> December 2024. The service will then resume after the festive break on Monday 6<sup>th</sup> January 2025.

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](https://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

<https://wasteless.zerowastescotland.org.uk/articles/reuse-tool>. 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) <https://www.glasgow.gov.uk/index.aspx?articleid=17040>. 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.

You can also contact a private contractor to remove bulk, this will be a chargeable service.

## Bins

We have no notification of any changes to the bin collection service to household collections during the festive season. Tenants that have use of large bins in backcourts will not see any changes to the schedule and uplifts should continue as normal.

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 or you can access your collection calendar on the Council's website. Any enquiries on the service must be made directly to Glasgow City Council.

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.

We are aware that many of our residents will have received information from Glasgow City Council on the introduction of grey bins for household refuse and the one green bin policy per household, which will be coming to our area soon. Please note that the stickers provided by GCC must be put on your green & blue bins or GCC may refuse to lift these bins. Enquiries must be made directly to GCC on **0141 287 9700**. For further you can visit the GCC website <https://www.glasgow.gov.uk/twinstream>.

Pantomime

# Rumpelstiltskin



at Platform 14<sup>th</sup> & 21<sup>st</sup> December 2024

The Association have secured tickets for 2 performances of Rumpelstiltskin at Platform, Westerhouse Road, Easterhouse for Christmas 2024.

The performances are on Saturday 14<sup>th</sup> December and 21<sup>st</sup> December 2024.

We are looking to allocate the tickets to households in the area. If you would like complimentary tickets, please contact the office

on 0141 773 0202, by email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk) or pop in and speak to our receptionist who will be happy to deal with your request. Tickets allocated on a first come first served basis.

If you request pantomime tickets they MUST be collected by 3pm on the Thursday prior to the date of the performance. Any tickets not collected by 3pm will be re-allocated.

Tickets are for REGISTERED MEMBERS of your HOUSEHOLD ONLY – but if you wish to request for additional tickets, this will only be considered if we have any spare tickets. Please be aware we will not be able to distribute these until Thursday prior to the date of the pantomime requested.

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

## 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/qtwsEve3MN> or use the QR code to access it.

## Blairtummock & Rogerfield Opportunities

We would like to congratulate Scott McNulty who has completed his apprenticeship with the BRO Estate Caretaking team and is now moving on to permanent employment with Circet.



During his time with us he completed the SVQ level 2 in Facilities Maintenance, learned loads on the job, and completed other useful training courses.

We wish Scott the best of luck for the future and thank him for the commitment and work ethic that he has shown while working for our team.

Well done Scott!

# 66+ Campaign



**We are undertaking a programme of home visits to our tenants who are 66+.**

During the visit we will discuss a range of services available to our tenants, provided by ourselves and other local organisations, from finance to health and support services.

Our housing team are happy to come along and have a chat with you. Please invite along any family members you would like to be present.

We will send an appointment date and time for you by letter, please contact us to rearrange if its unsuitable.

Initial feedback from our visits has been very positive and we look forward to seeing you at home.



## Safer Homes Event

We held a 'Safer Homes' event in October which was well attended by our tenants. We had a range of organisations on the day, including Police Scotland, Scottish Fire and rescue Service, Home Energy Scotland, Connect Community Trust and Pavillion. The Bell Group also kindly donated surplus paint from recent contracts for our tenants to spruce up their homes.

We would like to say a huge thank you to The Bell Group for organising the event and for their kind donation to The Trussell Trust Foodbank which runs from our Community Hall on a Thursday afternoon.



# 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](mailto:enquiries@blairtummock.org.uk)

**Web:** [www.blairtummock.org.uk](http://www.blairtummock.org.uk)

**X:** @BlairtummockHA

**Follow us on Facebook**

### OFFICE OPENING HOURS

Monday to Thursday 9am – 12.30pm & 1.30pm – 5pm, Friday: Office Closed – Staff available via telephone 0141 773 0202 or email [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk) 9am – 3.30pm

### 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](mailto:enquiries@blairtummock.org.uk) and we will arrange this.

**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  
Scottish Charity No. SC036997 • Property Factor Registered Number PF000276 • VAT Number 259 1058 95

