

# Tollcross Housing Association Newsletter

Spring 2026



*Our Advice & Learning Centre Turns 20!*

Read more on page 4

*Catch up with news & events*

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*Our Performance Network is keeping busy*

Read more on page 15

Local people, local control

# Welcome from our Chair

Welcome to our first newsletter of 2026. We have had a busy start to the year, and this looks set to continue.

I want to thank everyone who contributed to our recent rent consultation, the feedback gathered is used by the Management Committee as part of our decision-making process.

The initial proposed rent increase was 6%. However, after considering the consultation feedback and the reduction in both inflation and interest rates (at the end of 2025), the Management Committee agreed to a revised rent increase figure of 5.6% (from 1 April 2026).

We appreciate that any rent increase can be difficult for some. If you are worried about this rent increase, please get in touch. We also have free welfare and money advice services that may be able to help (read more on page 6).

I also want to welcome our new landscaping contractor, id verde, who were the successful contractor selected through our procurement process. You will see them around the Tollcross area from 1 April 2026.



## Landscaping - What you need to know & do

To ensure that our landscapers can carry out their work, we need all tenants to follow these simple steps:

- Clear all dog fouling
- Clear all toys
- Keep the bin areas clear
- Use the correct bins
- Arrange bulk uplift

*Where areas are not clear, we will not be able to carry out relevant work.*

Reminder: Trampolines are not allowed in shared spaces.

Contact Glasgow City Council for:  
Fly-tipping / graffiti | 0141 287 1058  
Mice or Rats | 0141 287 1059  
Bulk Uplift | 0141 287 9700

What goes in the bins?



## Bins, bulk & rats!

Rats and pests are attracted by waste left in accessible bin areas and bags. Help keep them at bay by keeping your bin areas clear, free from litter, not overloading bins or leave bags sitting out, & arranging bulk uplift prior to placing items outside your home.

## Litter Hub

## Scoop the poop!

If your dog fouls in an open space, you must clean it up. This includes shared spaces and back courts. Failure to do so could result in an £80 fine. Report dog fouling in a public place to Glasgow City Council.



We have litter picking equipment (bags, pickers, gloves, & hi-vis) available to borrow at our Advice & Learning Centre.

At the end of your litter pick, simply scan the QR code in the Hub and arrange pick up of any bags collected.





To help us achieve the Scottish Housing Regulator’s Standards of Governance and Financial Management, our Management Committee undertake an annual performance reviews between April and June.

These standards are part of the regulatory requirements for all social landlords. Standard 6 states “the governing body and senior officers have the skills and knowledge they need to be effective”.

Full details of the standards can be found on the Regulator’s website.



The review process includes all members completing the following three assessments:



### Self-Assessment

Reviewing their previous year’s performance.  
Identifying training needs for the year ahead.

### Governing Body Assessment

Reviewing the group effectiveness of the Committee.

### Chair Assessment

Reviewing the effectiveness of the Chairperson.

*An additional assessment is carried out by those members who have served 9-years or more. They are required to demonstrate their objectivity, independent challenge, and continued effectiveness, to remain on the Committee.*

Next steps in the review process include:

- Review meetings with individual members and the Chair and/or an External Consultant.
- A report provided to full Management Committee highlighting any issues raised and areas for improvement.
- Training and action plan created and monitored quarterly by the Management Committee.

Our Management Committee find the process beneficial to both themselves and the Association.

Our 2025 report stated, “the assessment process demonstrated committee continues to operate with a high level of professionalism and dedication. The members share a common vision to provide quality housing, service and support their tenants and community. The assessment confirmed the Association has effective governance structures, proactive committee succession and recruitment planning, and the committee performs its role as strategic managers and critical friend to the staff effectively”.



# TALC Turns 20!

0141 764 1234  
advice@tollcross-ha.org.uk  
84 Braidfauld Street | G32 8PJ

In 2006 we carried out a community consultation asking residents what services they felt were missing and what services would improve their lives. Advice and information was the topic that came out on top and started the journey of setting up our advice centre, known as Tollcross Advice & Learning Centre (TALC).

Monday to Thursday  
9.00pm to 5.00pm  
Friday | 9.00pm to 4.00pm  
Closed 12.30pm to 1.30pm



There have been many changes over the years including three different locations, but the staff team and volunteers are firmly settled at 84 Braidfauld Street.

We offer a range of activities and events from the Centre and work with partners to provide a range of support services, some of these are detailed on the following page.

Visitors to the Centre come from across the communities we work with, and they tell us how much we help them. And we plan to continue this for a long time to come. So, why not pop by and find out how we can help you.

Tollcross Community Trust, who are a Board of local people, operate from the Centre and bring so much community spirit, it helps make it a welcoming place to be.



The Board manage Tollcross and Shettleston Money Advice Service that provides a vital benefits and debt service for local residents. In the last year they had financial gains of £2,888,808.00, by helping people gain benefits that they were entitled to. They also managed debts totalling £264,266.00. You can read more about this service on page 6.

The Centre staff, Veronica and Liz, are proud to work alongside a team of loyal of volunteers who run the Food Project (page 6), organise bingo and bus trips for the Welcome Club, and help out on a day-to-day basis in the Centre and loads more.

Please feel free to come along and visit us, we will gladly show you around the Centre and tell you about all of our services and activities.

*Here's to another 20 years!*



## Welcome Space

Open Monday to Friday, our Welcome Space offers a warm and friendly space where you can enjoy a cuppa, soft drink, snack, and somewhere to have a chat or simply to watch some TV. All free of charge.

## Be Well Coffee Morning

Every 2nd Monday 10.00-12.00, Glasgow Life host a drop-in coffee morning. Pop by for a chat and a cuppa



## Get Online for Free

Anyone can benefit from our free wi-fi and computer hub. With computers available to use, you can get connected without the need to buy your own device. Or simply take advantage of the free wi-fi.

## Support for young people drop-in

Action for Children provide advice and support for people aged between 16-24 on how to find a job, what training options are available, how to apply for a bank account/bus pass, & more. Drop-in run every second Tuesday between 1.30pm and 4.00pm.



## Employability, training & work support

### Helping you into work

Jobs & Business Glasgow provide support and advice on all things jobs and training, such as applications, CVs, and interviews. Contact 0300 123 2898 to register.

### Career advice service

Skills Development Scotland offers career guidance, such as job choices and changes, courses, CVs and interviews, apprenticeships, and redundancy. Contact 0800 917 800 to make an appointment.

### Supporting parents into work

Enable provide support and advice for parents who or whose children have a disability and are facing obstacles getting into work. Contact 0141 483 1550 for more information.

### Computer Class for Beginners

Learn how to use the internet & digital devices, or simply how to switch on a computer. Contact the Centre to register.

### Construction Skills Certificate Scheme

Run by Jobs & Business Glasgow, this training allows people to gain their CSCS card (which provides proof for those wishing to work on construction sites). Contact 0300 123 2898 to register.

### English for Speakers of Other Languages

Focussing on practical skills for daily life, our ESOL class helps with speaking, listening, reading, and writing for non-English speakers. Contact the Centre to book a place.

Other certificated courses available, such as Child Development, Community Development, First Aid and Food Hygiene. Contact the Centre to find out more.

# Help & Advice

## Welfare Rights

We can help with benefit claims, checks and appeals, such as pension credit, carer support, universal credit, council tax, & more.



### Get in touch or drop-in

Andrew Sproul, Welfare Rights Officer  
Andrew.Sproul@Tollcross-ha.org.uk  
0141 763 3157

drop in

Monday 1.00pm to 4.30pm  
Housing Office | 868 Tollcross Road

Wednesday 9.00am to 12.30pm  
Advice & Learning Centre | 84 Braidfauld St

2nd & 4th Friday 11.00am to 1.00pm  
St Joachim's Church Hall | Inzievar Terrace

They can help with:

- budgeting, access to bank accounts & accessing affordable credit.
- reducing debt & arrears, and support to negotiate with creditors.
- assistance with benefit application forms & help to get online.
- help to reduce energy debt (gas/electricity) and home insurance advice.

Get in touch 0141 764 1234 | advice@tollcrosscommunitytrust.org  
Matthew Leach, Project Coordinator or Mari Cummings, Money Advisor

Run in partnership with Tollcross Community Trust & Shettleston Housing Association.

## Affordable loans and savings

BCD Credit Union provide value loans and flexible saving plans to its members. As a not-for-profit credit union, they are working to give the community ethical saving options and affordable loans.

**Can I become a member?** If you live or work in the Tollcross area you can become a member.

**How to become a member?** You can complete a form online at [bcdcreditunion.co.uk](http://bcdcreditunion.co.uk) or visit our Advice & Learning Centre between 9.30am to 11.30am, Monday, Tuesday, Thursday or Friday.

## Energy Advice

Help is available with energy matters, including dealing with utility companies on behalf of domestic householders and can help with issues such as fuel debt, switching / checking if households are on the correct tariffs, & more.



### Get in touch

James Stewart, Energy Advisor  
info@stepadvice.org.uk

STEP (Shettleston and Tollcross Energy Project) run in partnership with Shettleston Housing Association and is mainly funded by Ofgem's Energy Redress Scheme.

## TSMAS Money Advice



Tollcross & Shettleston Money Advice Service provides a referral-based service for you from our Advice & Learning Centre.



## Tollcross Community Trust Food Project



The food project is here to help those who are going through hard times.

Based at our Advice & Learning Centre, volunteers are there to provide help and emergency food.



Open Tuesday (10am-12noon), Thursday & Friday (1.30pm-3.30pm). Contact the Centre for more information.



## Increased support for carers

From 16 March 2026 carers who look after more than one person for at least 20 hours a week will be able to claim the new Carer Additional Person Payment, worth over £500 a year for each additional cared-for person.

The new payment is part of a package of measures to improve carer support, with carers in Scotland now better off than anywhere else in the UK.

Find out more at [socialsecurity.gov.scot](https://socialsecurity.gov.scot)

## Changes to Universal Credit

The government have announced changes to Universal Credit that will affect everyone from April 2026. These changes are the result of the Universal Credit Act 2025 and the November 2025 budget. The changes relate to individual elements that make up the full monthly Universal Credit payment. The change include:

Increase in standard allowance (the Universal Credit payment is made up of a standard allowance plus any additional amounts you might get based on your circumstances).

Removal of two-child limit (this means you might get more Universal Credit if you're responsible for 3 or more children).

Decrease in limited capability for work-related activity (LCWRA) element (additional amount for long-term health condition or a disability).

Other benefits, will not be affected - the changes only apply to Universal Credit.

## Best Start Grant Pregnancy & Baby Payment

From 18 March 2026, the rules for Best Start Grant Pregnancy and Baby Payment changed.

Pregnancy and Baby Payment is a one-off payment to help with the cost of pregnancy or having a new baby. Families can apply from 24 weeks pregnant until the baby is 6 months old.

Payment amounts are:

£767.50 for a first child (£796.65 from April 2026)

£383.75 for later children (£398.35 from April 2026)

Some families may already be eligible for the higher payment amount, even if the baby is not their first child.

Find out more at [socialsecurity.gov.scot](https://socialsecurity.gov.scot)



# News & events



Thanks to everyone who came to our Christmas party. Santa had a busy day.





**£500 Big Prize Winner**

Congratulations to Adele McCallum, who won our **£500 Big Prize Draw** for Spring 2026.

Adele has been a tenant of the Association for many years and is delighted to be selected for prize Draw. It was a surprise but very grateful.

You could be our next winner by meeting the following qualifying criteria, you will have:

- ✓ no debts or adhering to a repayment agreement.
- ✓ no anti-social issues live with us.
- ✓ provided access to your property, when required.

Rent arrears? Don't miss out on the next draw! Speak to a member of the Housing Team to arrange a suitable repayment agreement.



**Learning new digital skills**

Our talented tenants at Orchard Court retirement housing complex are expanding their digital skills in conjunction with BT & Abilitynet's Digital Skills Trainer Caroline Martin.

Through a process of skill, humour and sheer determination our intrepid group are working towards their hard-earned certificates. Well done all and a huge thank you to the unflappable Caroline!

**Love and chips**

Orchard Court were also feeling the love around Valentine's Day and celebrated with fish and chips. A lovely afternoon was had by all who came along.



**Milestone Birthday**

We celebrated Grace's 90th birthday with her family and friends from the Helenslea retirement housing complex. A fabulous time was had by all.



# Tenant Safety

## Your quick safety checklist

**Fire Detection:** Test smoke, heat and carbon monoxide alarms weekly and report any faults immediately.

**Exits:** Keep all exits clear and free from obstacles.

**Plugs and Sockets:** Visually check electrical fittings for any signs of damage or fault and switch off when not in use.

**Charging:** Do not leave appliances charging unattended, especially on or around your bed and furnishings.

**Pests:** Be alert for any signs of pests, such as vermin or bugs. Even clean homes can attract pests!

**Plumbing:** Check utilities for obvious leaks from taps, toilets, or pipework.

**Doors and Windows:** Check that all locks on doors and windows are in good working order to keep your home secure.



## Know your responsibilities

Allow us access for our legal safety checks (gas & electrical). Failure to do so may result in forced access being taken, which is rechargeable to you.

Let us know if you are leaving the property for over two weeks.

We will make sure any safety checks are carried out before you go.

Report any repairs, damages, or concerns to us as soon as possible and we will arrange for suitable repairs to be completed.

Download our Tenant Safety Booklet for more information.



## Help Reduce Damp, Mould & Condensation in Your Home

Mould and damp in your home can cause serious problems to your health if left untreated. Condensation is the biggest contributor to mould growth.

### Reduce condensation

Heat your home a little. Let out the damp air to reduce moisture. Wipe down your windows daily to stop the build-up.

### What should I do if I find a patch of mould?

Clean off the area with suitable anti-fungal wash to reduce the spread of the mould. Let the area dry and keep ventilated. The area can then be treated with a mould-resistant paint.

### What if the problem continues?

If you have continual damp or mould problems, you should report this to the repairs team. We will conduct a home visit to ensure that there is nothing else causing the problem.



## Condensation

Condensation occurs when there is too much moisture in the air and can often worsen in cold weather. This is common with daily activities such as cooking, cleaning and showering.

Get in touch

0141 763 1317 | repairs@tollcross-ha.org.uk

## Home improvements

We need to ensure all home improvements meet the required standards to protect your safety in your home. You must seek permission in advance and in writing of any work taking place (for all alteration or improvement works in your home or garden).

We will organise the relevant pre and post inspection, to ensure the work is completed to the required standards. Any work carried out must be completed by a qualified and competent tradesperson.



### Compensation for Improvements

Under the Housing (Scotland) Act 2001 tenants have the right to compensation for certain improvements they have made to their home once their tenancy has ended. If you wish to find out more, get in touch.

Under the **Right to Repair** Scheme (within the Housing Scotland Act) you have the right to have small urgent repairs carried out within a given timescale. You can find out more at [www.gov.scot](http://www.gov.scot).

## Heating or hot water problems?

No heating or hot water can sometimes be resolved by a simple reset of the system or checking that everything is set correctly. Follow the steps below to do a quick & safe check:

- Check if the system is receiving power & gas flow
- Check that you have sufficient credit
- If you have a card meter, check that the meter reads ON.
- Check the timer / clock, is set to ON.
- Check that the room thermostat is turned up.
- Check the water pressure gauge (should be between 1 & 2).
- Reset your boiler (following the controls).

If the above doesn't work, contact repairs on 0141 763 1317.

*If you smell gas – call SGN on 0800 111 999 immediately.*



## Home contents insurance Make sure you are covered

**THISTLE**  
TENANT RISKS

It is a good idea to have home contents insurance to ensure you are covered for any unforeseen circumstances, as we do not cover your contents and personal belongings if an incident was to occur.

The Thistle Tenant Risks, work with tenants, to provide cover for most of your household contents such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

You can find out more at  
[www.thistletenants-Scotland.co.uk](http://www.thistletenants-Scotland.co.uk)  
or call 0345 450 7286.

# Peek at Performance

We monitor performance to ensure we are providing a good service to you. We do this by monitoring key performance indicators against an expected target and if we are not meeting this target, we take actions to make things right.

Our current performance statistics are:

View our performance information on the Scottish Housing Regulator's website. Find out more here.



Repairs	Target	Q1	Q2	Q3
Routine repairs	3-days	2.65	2.48	2.70
Emergency repairs	6-hours	2.05	2.04	2.54
Completed right first time	100%	99.60%	99.80%	99.60%

Housing	Target	Q1	Q2	Q3
Anti-social cases resolved	90%	90.38%	87.50%	88.73%
Rent arrears	3.5%	2.97%	3.10%	3.16%
Time to re-let properties	16-days	25.37	31.94	42.22

Complaints	Target	Q1	Q2	Q3
Stage 1 response time	5-days	1.7	2.7	3.1
Stage 2 response time	20-days	24.5	21.3	21.3



## Spotlight on policies

We are always looking for ways for our customers to engage with the work that we do and to help shape services. Our spotlight on policies allows customer to feedback to us on new and reviewed policies, strategies or key documents. We will consider all feedback made when finalising the document before submitting to our Management Committee for approval.

### How to get involved

1. Visit our website.
2. Select a policy of interest.
3. Read through the contents.
4. Complete our online feedback form.



## Understanding Fees & Invoicing

We issue factoring invoices every six months (May and November) which cover your annual management fee and any additional charges such as repair costs.

### What does the Management Fee include?

Your management fee covers a wide range of essential services, including:

- Arranging common repairs and major works
- Hosting meetings & handling communication
- Organising buildings insurance
- Stair cleaning and lighting
- General administration on your behalf

### Save with paper-free invoicing

Depending on your account preferences, invoices are sent either by post or email. To save on costs and benefit from a reduced Management Fee, we encourage you to switch to electronic invoicing. It's simple, just get in touch with us to make the change.

### Payment Terms & Late Fees

Invoices must be paid within 28 days. If payment is not received and no payment plan is in place, we may begin recovery procedures. This could include late payment fees and even court action. Please do not ignore your invoice or any reminder letters. If you haven't received your invoice or are having trouble paying, our Finance Team is here to help. You can also visit our website for more information or to discuss setting up a payment plan.



### Block Building Insurance



You can download a copy of your cover from our website. Both residential and commercial cover documents available.



### Selling Your Property? Let us know in advance!

If you're planning to sell your property, make sure your solicitor contacts us at least 28 days before the sale, with the property address, sale date, purchaser's name, and their solicitor's details. Please note: a £65 +VAT admin fee applies for timely notice, rising to £97.50 +VAT if less than 28 days' notice is given.

*Get in touch*

0141 763 1317 | [finance@tollcross-ha.org.uk](mailto:finance@tollcross-ha.org.uk)

# Help us do better

We are committed to continually improving our services for our customers and to do this successfully we need to listen to what they have to say. To ensure our customer voices are heard, we have established our:



## Performance Improvement Loops

Focusing on topics detailed within the Scottish Housing Charter, our PIL members look at specific areas where improvements can be made to ensure we meet or exceed the standards set. PILs provide recommendations to the PIN to consider.

## Performance Improvement Network

Focusing on wider performance matters and key areas of commitment, our PIN members monitor, assess, and review policies, practices, and action plans, to ensure we meet or exceed the standards set. The PIN provides progress updates and recommendations to the Management Committee to consider.

## How does it work?

Both groups are supported by Association employees to turn ideas into proposals for improvement. Once ideas are given the green light from the Management Committee, the PIN are tasked with monitoring progress, with the PIL providing feedback with how things are working with the changes made. *Contact us for more information & how to join.*



## What have we been up to? The PIN have been busy!

They have recently developed a Code of Conduct for the group. Led by the PIN members, they identified how they want to operate as our tenant scrutiny group. It was a fantastic piece of work and all members contributed to its creation.

As part of the Customer Engagement Action Plan, they PIN have been looking at ways to improve our publications and leaflets, making sure they are jargon free and easy to read. They are working their way through these and those that have received the PIN seal of approval can be found on our website.

They have also had an opportunity to get out and about to review void standards for properties. Viewing a recently returned property before any works had taken place and then returning once all works have been completed. The PIN were impressed with the level of work carried out to ensure a high standard for relet properties.

They group continue to work hard and provide critical feedback. If you are interested in joining the PIN, get in touch at [getinvolved@tollcross-ha.org.uk](mailto:getinvolved@tollcross-ha.org.uk)



## Valuing complaints

We value all complaints received and urge you to get in touch with any failure in service you receive from us. We use complaints to build better services for you. Based on your feedback, we are working on the following:

Complaints	Q1	Q2	Q3
Stage 1 received	40	37	36
Stage 2 received	3	5	4

1. Reviewing our standard letter & correspondence, to ensure the tone, content and layout is suitable. Our Performance Improvement Network will work on this action with us to ensure we receive tenant input into the changes.

2. Developing an allocation's quick guide, to help customers understand the allocations process more easily. This has been created and pending review from our Performance Improvement Network.

3. Developing an anti-social behaviour quick guide, to help customers understand the process more easily. This has been created and pending review from our Performance Improvement Network.



## Join the Association

**Why become a member?** Members are those who hold a share in the Association and influence the decision making and direction of the Association.

**Can I become a member?** If you are over 16-years old, have an interest in the work that we do, and have a spare £1, you can become a member.

### Why do I need to pay a £1?

The £1 payment will make you a 'shareholder' of the Association and means you can:

- ✓ Become a member of the Association
- ✓ Stand for election for our Management Committee
- ✓ Attend and participate in our Annual General Meeting



# Get in touch

Association Main Office | 868 Tollcross Road | G32 8PF | 0141 763 1317

Advice & Learning Centre | 84 Braidfauld Street | G32 8PJ | 0141 764 1234

facebook.com/tollcrosshousing | tollcross-ha.org.uk

Out of hours repairs | 0345 604 4686

## Team contacts

General queries | [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk)

Housing | [HousingManagement@tollcross-ha.org.uk](mailto:HousingManagement@tollcross-ha.org.uk)

Advice & Learning Centre | [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk)

Finance & Factoring | [Finance@tollcross-ha.org.uk](mailto:Finance@tollcross-ha.org.uk)

Gas servicing | [gas@tollcross-ha.org.uk](mailto:gas@tollcross-ha.org.uk)

New kitchen, bathrooms & heating | [investment@tollcross-ha.org.uk](mailto:investment@tollcross-ha.org.uk)

Repairs, maintenance & landscaping | [repairs@tollcross-ha.org.uk](mailto:repairs@tollcross-ha.org.uk)

## Emergency Contacts

Gas (SGN) 0800 111 999

Electricity 0800 092 9290

03301 012222 (mobiles)

## Dates for your diary 2026

We are closed on the following public holidays:

- Good Friday & Easter Monday (3 & 6 April 2026)
- May Day (Monday 4 May 2026)
- Spring (Friday 22 & Monday 25 May 2026)
- Glasgow Fair (Friday 17 & Monday 20 July 2026)
- Autumn (Friday 25 & Monday 28 September 2026)
- Christmas (Friday 25, Mon 28 & Tues 29 Dec 2026)
- New Year (Friday 1, Monday 4 & Tuesday 5 2027)

We also close the third Tuesday of every month, 12.00noon to 5.00pm, for employee training. We will reopen at 9am on the next available workday.

## Courtesy & respect for all

We believe that our customers have a right to be heard, understood and respected. We work hard to be open and accessible to everyone and to provide a good service to all. We also believe that our staff deserve to be treated fairly and with respect, free from intimidation, harassment or threats of violence. Aggressive, violent or abusive behaviour will not be tolerated and may result in your services being restricted. In extreme cases, we may contact Police Scotland. Visit our website for more details.

## Go Digital, Go Green!

Opt-in for email communication and benefit from a faster more efficient service while helping us reduce our carbon footprint.



Op-in to be entered into our monthly prize draw, with a chance to win **£50 cash!**

To make the switch, contact our housing team on 0141 763 1317 or complete our online form.



Happy to translate

Możemy przetłumaczyć

Раді перекладати

Ni Fahari kutafsiri

حن سعءاء لتقديم الترجمة

अनुवाद करके खुशी हुई

ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ

乐意翻译

Registered Scottish Charity No.SC040876 | Registered with the Scottish Housing Regulator No.197 | Registered Property Factor No.PF000261 | Registered Society under Co-operative and Community Benefit Societies Act 2014 No.1798RS