

# TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

AUTUMN 2018

YOU'RE THE  
ICING ON  
THE CAKE



## Coffee Morning

**20 September 2018**

2pm to 4pm

Tollcross Housing Association

868 Tollcross Road

Glasgow G32 8PF

WORLD'S BIGGEST  
**COFFEE  
MORNING**

**MACMILLAN  
CANCER SUPPORT**



Organised in aid of Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Also operating in Northern Ireland.

**See back page for office closure details**

# Water

We've recently discovered a few isolated cases of lead water main pipes in the area. As we find them these are being replaced but there may be a few more lead supply pipes underground that we've not discovered yet.

We issue guidance on water hygiene every year in the Newsletter so we thought it would be useful to issue this information again, as this is general good practice for all tenants and owners in the area.

## Water Guidance

Bacteria are common in water systems and thrive in temperatures between 20 and 45 degrees Celsius. You probably have your boiler thermostat set to deliver your hot water between 60 and 70 degrees and your cold water should be delivered from the main supply at a temperature of below 20 degrees.

However, if water lies in a pipe for a period of time it might reach a temperature within the 20 to 45 degree risk area. In addition, there could be an issue if a cold water tap has not been used for a period of time and there are still some lead supply pipes to your home.

We would ask all tenants and owners to follow the simple rules noted below.

- If you go on holiday, or are away from your home for a few days, always run the taps, both hot and cold, for a few minutes before using the water.
- If possible run off any appliances that use water at least once a week. So if you've got a shower that you don't use very often then remember to let it run for a few minutes every week just to get the "old" water out of the system.
- Try to clean shower heads every 3 months or following a period when it's not been used. A wash in a detergent/ disinfectant solution is perfect.
- If you have any concerns about your water supply please contact someone in the Maintenance Department at the Association for advice.



# Help us to help you!

It is important that we have up-to-date and correct information about you so that you have access to the right services.

If there have been any updates to your information or information about other members of your household (e.g. change of phone number or e-mail address or of household members) or any change in circumstances (e.g. employment or income), please let us know.

This will allow us to help you receive all the services that you are entitled to. Please contact us with any updates on 0141 763 1317 or e-mail [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk) or you can use the contact us page on our website,

**[www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk)**



"thanks  
to all staff for the work  
done to resolve the issue I had  
with the cable/sky tv  
installation"



# DEVELOPMENT UPDATE

## Dunira Street Phase 1

At Last!

It took a while to get there but I'm delighted to say that all of the 47 houses and flats in the first phase of this project have now been completed and they are all let and occupied. We wish all the of the new tenants all the very best in their new homes.

## Dunira Street Phase 2

Phase two of this project is now on site, on Braidfauld Street, and the works are slightly ahead of the project programme. If the decent weather continues these new units should be ready for handover by August 2019.

This project will provide a mix of one, two and three bedroom high quality affordable flats. There are 24 new properties in this phase of the project.

## Altyre Street

The Association has now appointed an architect to develop proposals for the site that the Association owns on Altyre Street. The new development will provide a mix of flats and town houses and we'll keep you updated as the proposals take shape.

## Association's New Office

The Association moved into the new office on 9th July 2018. It's been a big move for us all and we're still settling into our new home. The new facility not only brings all of the Associations service functions into one building, providing a one stop shop for tenants and customers, but it also provides a modern office environment for Committee Members and staff.

The Official opening of the Phase 1 Dunira Street development and the new office should take place some time in October and we'll be organising some open days to let everyone see the new building shortly after the opening.

## Parkhead Bus Depot

The Association, in partnership with a private developer, has submitted a bid to purchase the old bus depot site on Tollcross Road. It is a huge site and a great opportunity for the Association. The current proposal contains a mix of rented and mid market rent houses and flats for the Association with the developer building houses for outright sale.

The Association's properties would be a mix of flats and houses with the flatted section containing provision for an "elderly village". Again, we'll keep you updated as the proposals for the project are progressed.



Dunira Street  
Phase 1



Association's New Office



Association's  
New Office Inside

# Electrical Faults in your Home

On occasions you may have problems with your electrics. This may be due to a fault with the supply coming into your home, or a fault with an Association fitting or a fault with one of your own appliances.

Please note that if an electrician attends and the fault is found to be due to your appliance (or a service provider) **you may be charged for the tradesman's time.**



To prevent this charge, please check the following before you call:

**No supply** – are the lights off in the street / close? Do your neighbours have power? If not this is likely to be an issue for the utility company. Either phone your own supplier or Scottish Power Emergencies on 0845 272 7999.

**Sockets or lights not working** in your home – check your distribution board to ensure that all switches are at the ON position. If not, switch on. If the power still does not reset, switch off all lights or unplug all of your appliances and again reset the switch.

If the switch resets and the power comes back on, switch your lights on one by one and/ or reconnect one appliance at a time. If the system trips off again, it is likely that there is a fault at the last appliance to be connected. Disconnect this appliance, reset the trip switch at the distribution board and do not use the appliance again until it has been checked by a qualified electrician. It may be that the appliance needs to be replaced.

If all appliances have been unplugged but the switch will not stay on, switch an alternative appliance on first, to ensure the first appliance was not at fault. If after doing so the power still does not come on, contact the Association and we will arrange to have the electrical circuit checked.

## Boilers:

### Before you call for an Engineer

**If your heating or hot water breaks down, please try the following steps before you contact the Association for an engineer to call:**

- Make yourself familiar with the operation and controls of the boiler.
- Is the gas coming through? (If you have another gas appliance try it).
- If you have a card meter confirm there is credit in the meter and the Meter says ON.
- Is the electricity on? (Check the fuses and make sure the isolation switch next to the boiler is in the "on" position). Again if you have a credit meter ensure there is credit in the meter.
- Is the time clock set to ON?
- Is the time clock set to provide heating and hot water?
- Is the room thermostat turned up to its highest?
- Is the water pressure gauge reading between 1 and 2 bar?
- Is the boiler set to winter mode?
- Press or turn the reset control on the boiler

If your boiler fails to operate after you have carried out these checks, then please contact us on

**0141 763 1317**

(option 1)

or out of hours on

**0345 604 4686**

## Annual Gas Safety Visit

Over the period from 1 April 2017 to 31 March 2018 the Association's gas contractor City Technical have carried out 100% of gas safety inspections within our legislative requirement of 365 days. This has once again been challenging to achieve and we wish to thank all tenants who provided access on the first visit.

We ask for your continued assistance in the coming year to allow access, to ensure all appliances are tested and are safe.

Where access is not provided, we are required to take legal action to gain entry, which all would agree is not the best use of the rental income.

# Handyman Service

The Association's Handyman is available to carry out a range of minor tasks around the home for all tenants over the age of 65 with no rent arrears. Examples of the range of services undertaken are:

- Replacing high or awkward light bulbs
- Fitting light shades
- Hanging mirrors or pictures
- Moving furniture (light weight)
- Change electrical plugs or fuses
- Assembling flatpack furniture (small scale)
- Assist in clearing out property
- Lift and relay carpets (pre and post works contracts)
- Ease sticking doors
- Minor plumbing (connect washing machines, choked sinks)
- Securing trailing wires and flexes
- Fitting bathroom accessories (small scale)
- Replacing curtain rails, poles and blinds
- Removing and refitting curtain rails, poles and blinds (to allow works to proceed)
- Minor joinery work
- Sealing around bath or sink
- Minor garden work



**If you have any requirement for this service, please contact our Maintenance team on 0141 763 1317 option 1 to discuss your needs.**

## G.HEAT

glasgow  
home energy  
advice team

## DON'T BE COLD THIS WINTER

**YOU MAY QUALIFY FOR THE WARM HOME DISCOUNT OF £140 TOWARDS YOUR WINTER FUEL BILLS?**

To find out more contact your G.HEAT Advisor who will be available to speak to you here or in your home.

**Call us now on 0800 092 9002**



for more information contact us on:

**0800 092 9002**

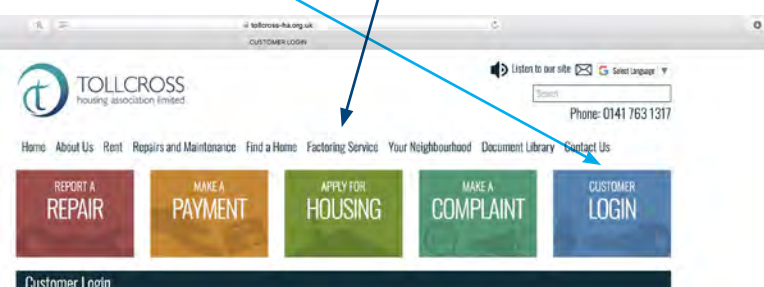
[g-heat@thewisegroup.co.uk](mailto:g-heat@thewisegroup.co.uk)

[www.g-heat.org.uk](http://www.g-heat.org.uk)

## Focus on Factoring

Regular readers of the Tollcross Newsletter will know that we updated our website recently and refreshed the content. What the PIL and PIN members agreed that it is really important that we kept the facility for tenants to pay rent AND factored owners to pay factoring bills.

So if you want to make a payment or log in and see recent transactions, please log into our website at **[www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk)** and follow the instructions to register – for factored owners click on “Factoring Service” and for tenants click on “Customer Login”



## CONGRATULATIONS TO THE BIG DRAW WINNER

Our Big Prize Draw winner this quarter is Pauline McComish from Tollcross. Pauline said “she couldn’t believe she had won and hasn’t yet decided how to spend the money. Whatever I spend the money on it will definitely go to good use”. Remember The Big Draw is open to all Tollcross Housing Association tenants that meet the qualifying criteria.



### HOW TO QUALIFY

- You should have no debts with the Association or you have a debt with us but you are sticking to a repayment agreement.
- You have no anti-social behaviour issues with the Association.
- You have provided access to your home when requested to do so by the Association.

**If you meet this criteria then you will be in the draw every three months for a £300 prize!**

So if you’ve got any kind of arrear at present with the Association, why not talk to a member of staff and get a suitable repayment arrangement in place. That will get your name in the draw.



# Spotlight on Policies

The Association's services are underpinned by a number of policies across all departments and Management Committee members are responsible for ensuring their timely review. In accordance with the Policy Review Schedule, proposed changes to (or introduction of new) policies are presented to Management Committee. Where deemed appropriate we carry out consultation on these policies too. This involves meeting with our PIL members and also making the policies available on-line via our website, for other customers to provide feedback. This is for a specific period of time and is generally a month. We then provide any feedback to the Management Committee with a view to having the policy approved and made ready for implementation.

In the last edition of the Tollcross Newsletter we told you about the introduction of the General Data Protection Regulations (from 25th May 2018), and what that meant to you in relation to your personal information. Since then we have been working on our data protection policies and procedures. These will shortly be considered by our PIN members and we'll also upload a copy onto our website [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk), so please take some time out to have a read over them and let us know if you have any suggestions or comments.

## Great Grades for our Housing Support Service!

We are pleased to report that following a recent Inspection of our Housing Support Service in July 2018, we have received feedback from the Care Inspectorate. The areas inspected were;

- Quality of Care and Support
- Quality of Management & Leadership

We were previously graded as Very Good (Grade 5) in both of these areas of service and we are delighted to report that we retained these grades.

The Management Committee, Senior Staff Team and Support Staff are delighted with the progress that we have made over the last year and the feedback received from The Care Inspectorate and our Service users.

We would like to take this opportunity to thank everyone who participated during the inspection process.

## Housing Scotland (Act) 2014



The Association would like to make you aware that some things are going to change in your tenancy agreement on May 2019 and November 2019. This is a result of the Housing (Scotland) Act 2014. Some areas that the legislation will impact in your tenancy agreement are highlighted below:

- Assignment of tenancy
- Joint tenancy application
- Adapted properties
- Conversion to a Short Scottish Secure tenancy for Anti Social behaviour
- Succession of tenancy
- Sub letting

The Association will be writing to all of our tenants over the forthcoming months to provide you with more details of the changes. You will also be able to access more information on this via our website at <https://tollcross-ha.org.uk>.

If you have any questions regarding any of the above you can also contact staff at the Association office at 868 Tollcross Road, Glasgow, G32 8PF.

# Landlord Performance Report 2017/18

Published September 2018

# TOLLCROSS

housing association limited



## Welcome

Tollcross Housing Association is pleased to present our Landlord Performance Report on the Charter 2017/18. You will find within this report how Tollcross Housing Association performed during the year and we have also compared ourselves against four of our local peer group Associations. These are Milnbank, Parkhead, Shettleston and West of Scotland.

## About The Association

Tollcross Housing Association Limited was formed in 1974 and owns and manages 2,218 houses and flats in Tollcross, Carmyle and Lilybank/Newbank (at 31st March 2018). We also act as factor to 506 residential and commercial property owners.

The Association is managed by a voluntary Management Committee including local residents and others with specific skills helping us ensure the Committee are able to demonstrate their continued effectiveness. Our services are provided by 43 staff members within the following departments: -

- Corporate Services
- Finance (including factoring)
- Housing Management
- Maintenance

## Membership

If you would like to have your say in how the Association is run you have the option to join the Association, which gives you privileges not open to non-members, such as access to our Annual General Meetings and authority to approve key documents like our Annual Accounts. In addition, you can stand for election to join the Management Committee who oversee and direct the Association's activities. We provide all necessary training, with the existing members of the Committee always willing to help guide you through those first few meetings. If you are interested in finding out more, then please contact a member of staff.

## Customer Feedback

Based on the feedback we received about last year's Report, it looks like the PIN members' efforts continue to be worthwhile. Of the 50 people who responded to our feedback questionnaire, 79% said they thought we were giving the right information and 88% said they liked the layout. Although we will continue to provide the report on its own, feedback continues to indicate our residents are more likely to remember seeing it within our newsletter. We will therefore, continue to include the report details within our Autumn newsletter each year. As we are committed to improving digital access, we shall also continue to make the Report available on our website, [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk). Please let us know your views.

## Other Formats

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. and these can be obtained by contacting a member of staff.

**TOLLCROSS**  
housing association  
limited

Honorary President: Bill Dougan

Property Factor Registered No PF000261

Registered with the Scottish Housing Regulator registration  
No. 197 and with the Financial Conduct Authority  
as a registered society under the  
Co-operative and Community Benefit Societies Act 2014 –  
Registration No. 1798RS

Tollcross Housing Association Limited  
is a Registered Scottish Charity, No SC040876



HAPPY TO TRANSLATE

868 Tollcross Road, Glasgow G32 8PF.

Tel 0141 763 1317 Fax 0141 778 4528 or 0141 763 3949

Email [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk) **[www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk)**

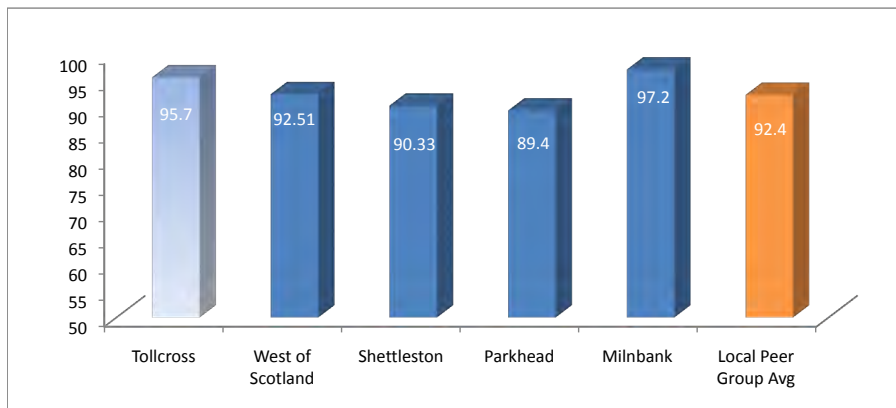
**FOR OUT OF HOURS EMERGENCIES CALL 0141 763 1317 or 0345 6044 686**

We commission an independent survey of our customer's views at least every 3 years and the results contained within this report are a combination of the outcome from our 2016 survey and information gathered and analysed during the year. We present the findings from our surveys in our quarterly newsletter and the members of our Performance Improvement Network continue to assist us in our commitment to continual improvement.

## Customer/Landlord Relationship

- 95.7% of tenants interviewed were satisfied with the overall service we provide, compared with the local peer group average of 92.4%..
- 99% of tenants were satisfied with the opportunities given to them to participate in the landlord's decision making processes, compared to the local peer group average of 90.8%.
- 87.84% of tenants were satisfied with the standard of their home when moving in, compared to the local peer group average of 94.3%.
- 95.89% of tenants were satisfied with the management of the neighbourhood they live in, compared to the local peer group average of 91.1%
- 81.6% of factored owners were satisfied with the factoring service they received, compared to the local peer group average of 80.6%.

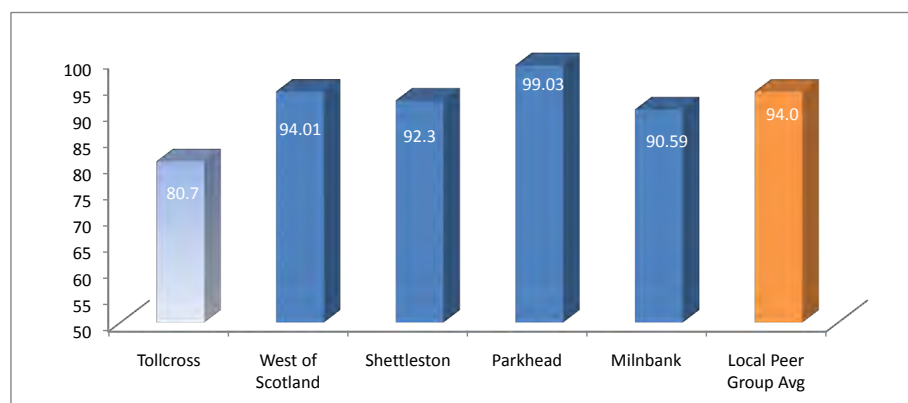
Tenant Satisfaction with Overall Service by Landlord (Indicator 1)



## Housing Quality & Maintenance

- The Association's properties are currently measured against the Scottish Housing Quality Standard (SHQS). 80.7% of our properties meet this standard, compared to the local peer group average of 94%.
- We will seek an exemption from SHR for a further 18.5% of our stock, as although we have carried out extensive major works in many of these tenemental properties, they will always fail to meet the standard, due to the restricted size and layout of the kitchens.
- Of the 1187 **emergency** repairs carried out this year, we took an average of 2.25 hours to complete them, compared to the local peer group average of 2.6 hours.
- We carried out 4994 **non emergency** repairs. We took an average of 2.3 days to complete these repairs, compared to the local peer group average of 4.5 days.
- 95.37% of reactive repairs carried out in the last year were completed **right first time**, compared to the local peer group average of 93.1%.
- 100% of properties had a gas safety check and record completed by the anniversary date, and the local peer groups all achieved 100%.

Stock Meeting Scottish Housing Quality Standards (SHQS - Indicator 7)





## Access to Housing & Support

➤ We re-let 192 properties last year and we took an average of 13.9 days to re-let them, compared to the local peer group average of 26.2 days. This is an increase from 10.3 days in 16/17.

## Neighbourhood & Community

➤ 99% of 1st and 2nd stage complaints, including those related to equalities issues were responded to in full in the last year, compared to the local peer group average of 98%. This is a reduction of 1% from 16/17.

➤ Of these complaints responded to, 49% were upheld, compared to the peer group average of 64%.

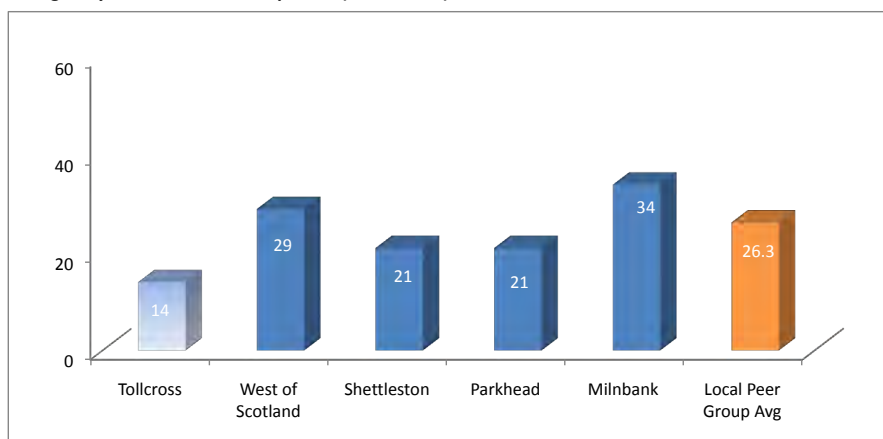
➤ 90% of Stage 1 & Stage 2 complaints were responded to within timescale (5 & 20 working days respectively), compared to the local peer group average of 89.5%. This is a reduction of 5% from 16/17.

➤ Per 100 houses 6.6 cases of anti-social behaviour were reported to us in the last year, compared to the local peer group average of 13.8 cases.

➤ Of the cases we received in the last year, we resolved 93.88% within locally agreed targets, compared to the local peer group average of 86.3%.

➤ Where we initiated court action, 42.11% resulted in eviction, compared to the local peer group average of 19.9%. The reasons for eviction are outlined in the table below.

Average Days taken to Re-let Properties (Indicator 35)



| Reason | Tollcross |       | West of Scotland |       | Shettleston |       | Parkhead |      | Milnbank |       | Total Avg |       |
|--------|-----------|-------|------------------|-------|-------------|-------|----------|------|----------|-------|-----------|-------|
|        | No.       | %     | No.              | %     | No.         | %     | No.      | %    | No.      | %     | No.       | %     |
| Rent   | 14        | 36.84 | 7                | 39.17 | 3           | 14.29 | 2        | 4.44 | 7        | 21.21 | 4.75      | 17.28 |
| ASB    | 1         | 2.63  | 2                | 8.33  | --          | --    | 1        | 2.22 | --       | --    | 0.75      | 2.6   |
| Other  | 1         | 2.63  | --               | --    | --          | --    | --       | --   | --       | --    | 0         | 0     |
| Total  | 16        | 42.11 | 9                | 37.10 | 3           | 14.29 | 3        | 6.67 | 7        | 21.21 | 5.5       | 19.9  |

## Getting Good Value for Money from Rents & Service Charges

➤ We collected 101.55% of the rent due, compared to the local peer group average of 99.6%.

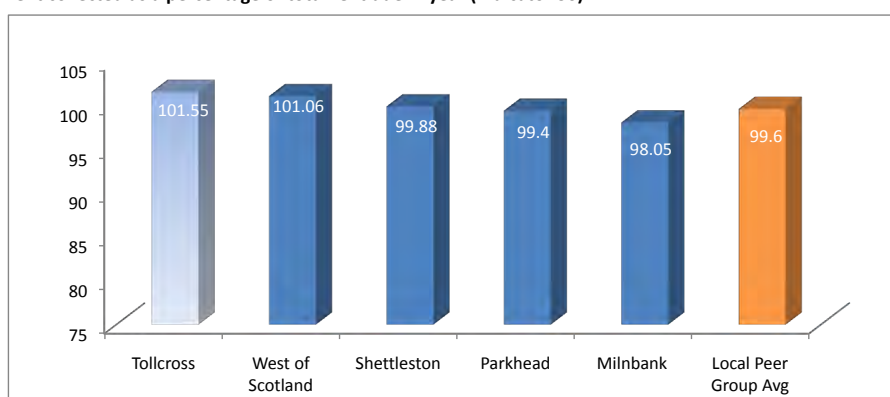
➤ Our gross rent arrears at the end of the reporting year were £151,966, which represents 1.87% of total rent due in the year. This compares to the local peer group average of £453,279, which is an average of 5.6%.

➤ Due to voids (empty properties), we lost 0.34% of the rent due, compared to the local peer group average of 0.7%

➤ 95.11% of tenants feel that the rent for their property represents good value for money, compared to the local peer group average of 86%.

➤ Our average annual management fee is £128.56 per factored property, compared to the local peer group average of £132.20.

Rent collected as a percentage of total rent due in year (Indicator 30)



## 'THE CHARTER'

The first Scottish Social Housing Charter (The Charter) was introduced by the Scottish Government and came into effect on 1st April 2012. It was reviewed during 2016 and the revised Charter came into effect from 1st April 2017.

The Charter is designed to "help improve the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland."

The Scottish Housing Regulator's role is to check that the Association is meeting the Charter outcomes.

The Regulator's reports will also help the Scottish Government ensure that public investment in new social housing goes only to landlords assessed as performing well.

## 'THE STANDARDS'

The Regulator will assess us against the following standards and the Management Committee have responsibility for monitoring our performance. In addition we have the Performance Improvement Network (PIN) that is made up of local residents whose purpose is to represent our customers' views and help us enhance our monitoring process and ultimately, our performance. Our aim is to meet, and where possible, exceed 'the standards' outlined below.

- **Customer/Landlord Relationship**
  - Equalities
  - Communication
  - Participation
- **Housing Quality & Maintenance**
  - Quality of Housing
  - Repairs, Maintenance & Improvements
- **Neighbourhood & Community**
  - Estate Management, Anti-social Behaviour, Neighbour Nuisance & Tenancy Disputes
- **Access to Housing & Support**
  - Housing Options
  - Access to Social Housing
  - Tenancy Sustainment
- **Getting Good Value for Money from Rents & Service Charges**
  - Value for Money
  - Rents & Service Charges

## Performance Improvement Network

This report was designed by our Performance Improvement Network members who gave consideration to what they felt would be of interest to you. This report complements the Scottish Housing Regulator's findings from the Annual Return on the Charter (ARC) provided by all Registered Social Landlords (RSLs) for the financial year 2017/18. If you wish to compare us against other landlords, please visit [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

The PIN members recognise that the Association is committed to continual improvement and where we are not measuring up well, the PIN members help us find ways to help us improve our standards. If you think this group is something you would like to become involved in, we'd be delighted to hear from you. You can call for an informal chat on 0141 763 1317 or e-mail on [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk).



"thanks for allocating me my new home"

# PIN UPDATE

Welcome to your quarterly update on our Performance Improvement Network (PIN). The members of the PIN understand the importance of the requirement for the Association to meet the outcomes and standards set by the Scottish Government within the Scottish Social Housing Charter and this underpins the work the PIN members do.



## PIN ACTIVITIES

It's that time of year again and members of the PIN met on 10th August 2018 to discuss the Landlord Performance Report. This report outlines our performance on various sections within the Annual Return on the Charter (ARC) that the Association submits to the Scottish Housing Regulator. We submitted our ARC for the year 17/18 to the Regulator on 29th May 2018. You can see how we measure up against our peers in the centre pages of this edition of the Tollcross Newsletter.

Some lucky members of the Association have already received their exclusive edition of the Landlord Performance Report and once again, we've asked for feedback on the layout and content of this report. If you would like to become a member of the Association, please complete the form at the back of this newsletter and bring it into the office with your one-off payment of £1.00.

## CUSTOMER SATISFACTION

The Association has independent surveys undertaken on a monthly basis by Research Resource and we monitor the outcome of several specific questions. As well as helping us improve our services in a pro-active way, it also enables us to provide an accurate reflection of our customers' views when completing the Annual Return on the Charter to the Scottish Housing Regulator. The table outlines the customer satisfaction results for previous years and the first quarter of this year, 18/19.

| Question                                                                                                                           | Satisfaction Levels            |                                |       |       |
|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------|-------|-------|
|                                                                                                                                    | 2013 Full Survey<br>907 sample | 2016 Full Survey<br>900 sample | 17/18 | 18/19 |
| Percentage of tenants satisfied with the overall service provided by their landlord                                                | 90%                            | 96%                            | 91%   | 96%   |
| Percentage of tenants satisfied with the standard of their home when moving in (for tenants moving within last 12 months)          | 70%                            | 82%                            | 78%   | 82%   |
| Percentage of tenants who have had a repair carried out within the last 12 months satisfied with the repairs & maintenance service | 90%                            | 96%                            | 97%   | 94%   |

## PIN MEMBERSHIP

PIN members are keen for you to know how much fun they have even although they are actually working on helping us improve our performance. The meetings are very informal and generally accompanied with a cuppa and biscuit (or two). The group know how good it makes you feel when your point of view is listened to. Some of the group have been with us since the beginning and feel they have played a part in making a difference to the Association during that time.

So, if you are interested in taking part or just want to find out a bit more about the Performance Improvement Network, please contact the office on 763 1317 or e-mail [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk).

# School Achievement Awards



We are delighted to once again support our local schools to provide prizes for the year's star pupils. This year's star pupils were:

| NAME OF SCHOOL        | NAME OF 2018 WINNER (S)                           |
|-----------------------|---------------------------------------------------|
| Cardinal Winning      | Aidan Logan                                       |
| St. Paul's Primary    | Cayleigh Watson, Lennon Kenney and Nicole Taggart |
| St. Joachim's Primary | Shannon Hill                                      |
| St. Michael's Primary | Darcey Corrigan & Faith Olawuyi                   |
| Wellshot Primary      | Brooke Spence                                     |
| Carmyle Primary       | Robbie Creer                                      |
| Quarry Brae Primary   | Wictoria Borodko                                  |

**One very happy pupil said:**

**"I was very proud to receive this award - my family were happy too! I have to say a big thank you, my mini shield is great and I can't believe I have a gift card with so much money to spend.**

**Just great and I feel good!"**





# What a PERFORMANCE



**The Following statistical information has been reported to the Management Committee and is for Quarter 1 of the year 18/19 – 1st April to 30th June 2018.**

## Maintenance

### Repairs & Gas Safety

|                                                          | Target | 18/19 Q1 | 17/18 Q1 | 16/17 Q1 |
|----------------------------------------------------------|--------|----------|----------|----------|
| 2018-19 Q1                                               |        |          |          |          |
| Average length of time to complete emergency repairs     | 6 hrs  | 2.2 hrs  | 2 hrs    | 1.6 hrs  |
| Average length of time to complete non-emergency repairs | 3 days | 2.2 days | 2.3 days | 2.3 days |
| Non-emergency repairs completed Right First Time         | 95%    | 95%      | 95%      | 96%      |
| Gas Safety Inspections completed within 12 month period  | 100%   | 100%     | 100%     | 100%     |
| Number of Repairs                                        | N/A    | 1325     | 1365     | 1045     |
| Average number of repairs per occupied property          | N/A    | 0.6      | 0.6      | 0.5      |
| Emergency repairs completed within 6 hour target         | 100%   | 99%      | 99.2%    | 98%      |
| Urgent repairs completed within 3 day target             | 100%   | 96%      | 96%      | 98.8%    |
| Routine repairs completed within 5 day target            | 98%    | 96%      | 95%      | 95%      |

## Governance & Corporate Services

### Management Committee Details

Management Committee: 14 full members and 1 co-optee

Audit & Business – Finance, Staffing, Risk, Business Planning

Operations – Maintenance, Housing Management, Asset Management, Development

Performance Improvement Network (Tenant Scrutiny) – Service review and improvement

## INVESTIGATIONS

**There have been no investigations reported during quarter 1 of the financial year 18/19.**

## Monitoring Complaints

|                                       | Stage 1      |      |                   |    | Stage 2      |      |                   |     |
|---------------------------------------|--------------|------|-------------------|----|--------------|------|-------------------|-----|
|                                       | Other Issues |      | Equalities Issues |    | Other Issues |      | Equalities Issues |     |
| Received in Quarter 1                 | 19           | NA   | 0                 | NA | 2            | N/A  | 0                 | N/A |
| Number of complaints c/fwd from 17/18 | 0            | NA   | 0                 | NA | 1            | N/A  | 0                 | N/A |
| Responded in full                     | 19           | 100% | 0                 | NA | 2            | 100% | 0                 | N/A |
| Upheld                                | 8            | 42%  | 0                 | NA | 1            | 50%  | N/A               | N/A |
| Responded within timescale            | 18           | 95%  | 0                 | NA | 2            | 100% | N/A               | NA  |

## Housing Management

Our gross rent arrears at the end of the 1st Quarter was £171,118 which represents 2.06% of the total rent due. You can see from the table below how this has been split.

| Arrears                | Target | Actual       |
|------------------------|--------|--------------|
| Current Tenant Arrears | 2%     | <b>1.18%</b> |
| Former Tenant Arrears  | 1%     | <b>0.88%</b> |
| Total Arrears          | 3%     | <b>2.06%</b> |

## Voids & Re-Lets

|                                                                            |              |
|----------------------------------------------------------------------------|--------------|
| Properties re-let so far this year                                         | <b>56</b>    |
| Percentage of rental income lost so far this year due to un-let properties | <b>0.44%</b> |
| Average number of days to repair & re-let a void property                  | <b>15</b>    |

## Anti-Social Behaviour

|                                                        |           |
|--------------------------------------------------------|-----------|
| Number of Anti-Social complaints received              | <b>37</b> |
| Number of Anti-Social complaints resolved in timescale | <b>31</b> |

## Evictions

|                                     |          |
|-------------------------------------|----------|
| Evictions for Non payment of rent   | <b>2</b> |
| Evictions for anti-social behaviour | <b>0</b> |
| Total evictions to date             | <b>2</b> |

*Eviction is always a last resort for the Association and staff work hard to help everyone that gets into difficulty with their rent. Tenants can access the Association's Welfare Rights Officer and Tollcross Advice & Learning Centre for free advice and assistance. You can read more about our Welfare Rights service elsewhere in this edition of the Tollcross Newsletter.*

# LESSONS LEARNED

As a direct consequence of responding to complaints from our customers, we give you a list of actions we've taken within each edition of the Tollcross Newsletter. This edition shows you the actions taken during the first quarter between 1st April 2018 to 30th June 2018

## You Said

you were unhappy about the state of your close and items lying about i.e. prams bikes, etc.

you told the contractor he could not access your property for a common repair but they ignored your request

the standard of your close cleaning is poor.

the lane behind your property is being used as a rubbish tip

we did not check your completed direct debit form properly

## We did

issue a letter to all tenants in the close asking for them to remove unnecessary items from the close in accordance with the Estate Management Policy. We then had the close cleaned by contractors

speak to the contractor and provided them with a letter to be delivered to tenants explaining the work that was being undertaken

agree to have your close re-done and raised this with the close cleaning contractors. We will also monitor your close to ensure future cleans are done

send letters to all surrounding residents advising of no fly tipping and we had the rubbish removed.

ensure that staff are thorough when checking forms for accuracy.

## CONTINUAL IMPROVEMENT

We remain committed to continual improvement and when you tell us you have a complaint or are dissatisfied about something we've done or not done can we find ways to resolve this for you and make enhancements and adjustments to our service.

If you have followed the Association's Complaints procedure and are still dissatisfied with the outcome you can contact one of the following:

### Complaints About Factoring

The Housing and Property Chamber will try to resolve complaints and disputes between home owners and property factors. So if your complaint is about a factoring service you will be able to contact them at:

Housing and Property Chamber  
First-tier Tribunal for Scotland,  
4th Floor, 1 Atlantic Quay,  
45 Robertson Street, Glasgow, G2 8JB  
Telephone: 0141 302 5900  
Fax : 0141 302 5901  
E-mail: [HPCadmin@scotcourtribunals.gov.uk](mailto:HPCadmin@scotcourtribunals.gov.uk)

Housing and Property Chamber  
First-tier Tribunal for Scotland



### Complaints about Care Service

If your complaint relates to a care service we provide you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure or make a complaint by contacting the Care Inspectorate:

[www.careinspectorate.com](http://www.careinspectorate.com)

Telephone: 0345 600 9527  
Fax : 01382 207 289

E-mail: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)



### All Other Complaints

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

SPSO cannot normally look at:

- A complaint that has not completed our complaints procedure
- Events that happened or that you became aware of, more than a year ago
- A matter that has been or is being considered in court

You can contact the SPSO:

Freepost SPSO or  
SPSO, 4 Melville Street, Edinburgh, EH3 7NS  
[www.spsso.org.uk](http://www.spsso.org.uk)  
[www.spsso.org.uk/contact-us](http://m.spsso.org.uk)  
<http://m.spsso.org.uk>  
Freephone: 0800 377 7330



"Thanks  
to Maintenance Officer for  
her guidance and help, contractors  
NR Joiners & J Payne Plumbers  
for their attitude, quality of  
workmanship and assistance"

# CHRISTMAS TREAT FOR KIDS



- \*Are you a Tollcross Housing Association Tenant?**
- \*Are you a Tollcross Housing Association Factored Owner?**
- Are you on Benefits or working and have a low income?**
- Do you have children under 16 years old (as at 24/12/18)?**



**If you answered YES to the above then you may be eligible for a 'Cash for Kids' Award.**

For more information and to apply call in to the  
**Tollcross Advice & Learning Centre at 1061 Tollcross Road**  
(Monday-Friday between 10am – 12 noon or 2pm – 4pm)

**Telephone 0141 764 1234**

If you have received this Award in previous years, you need to contact us again to complete a new form.

**DON'T MISS OUT – Please come in and complete a new form.**

Please bring along proof of Guardianship, such as child's Birth Certificate,  
Child Benefit/Child Tax Credit Award Notice

**\*Only available to Tenants and Factored Owners of Tollcross Housing Association**

**NO APPLICATIONS WILL BE ACCEPTED WITHOUT PROOF OF BENEFITS/BIRTH CERTIFICATES  
– IF YOU HAVE NOT ALREADY APPLIED PLEASE DO SO AS SOON AS POSSIBLE -  
LATE APPLICATIONS WILL NOT BE ACCEPTED**

## TOLLCROSS GO LARGE AT LARGS!

The weather didn't dampen the spirits for everyone who attended our annual bus trip on 17th August 2018. Thanks to everyone who joined in the fun and had a day out to Largs where they enjoyed a lovely afternoon shopping, strolling along the beach, lunch and some luck winners took home a prize from the raffle.



## Join the Events Focus Group

The Association's Management Committee approves the budget each year to allow us to arrange these types of events and the Focus Group are members of the local community who help make it happen. If you would like to join the Events Focus Group, then please contact the office on 0141 763 1317 or e-mail [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk)



# Membership of the Association

As a community based organisation we recognise the benefits of having a wide-ranging membership from the community and especially from our own tenants. We will actively encourage membership from our existing tenants, new tenants and other customers.

If you are 16 years of age or over, are willing to support the work of the Association and either live in the local area or have specific skills or expertise you'd like to share with us, then the Association would like to hear from you.

For a one-off £1.00 payment you could become a member (Shareholder) of the Association. This assures you of a personal invitation to our Annual General Meetings, the ability to stand or vote for members of the Management Committee (if you are aged over 18 years) and as such truly have a say in how the Association is run for the community.

Please complete the form if you'd like to join the Association and hand it and your £1.00 fee to the office.

## I wish to become a member of Tollcross Housing Association Limited

### I confirm the following (Please tick one box):

- ☐ I am the tenant, or joint tenant of a Tollcross Housing property, or
- ☐ I am a member of a tenant, or joint tenant's household aged over 16 years of age, or
- ☐ I am a resident with an interest in the Tollcross area, aged over 16 years of age, or
- ☐ I am an individual with particular skills or experience detailed

Occupation and details of relevant skills or experience:

☐ I enclose £1.00 for my Share Certificate.

In signing this membership form, I understand and agree that my details will be recorded in a public Register, which is kept according to the Rules of Tollcross Housing Association

Mr/Miss/Mrs/Ms\* (please delete)

First Name

Surname

Full Address

Flat position (if applicable)

Postcode

Please return to:

The Secretary,  
Tollcross Housing Association Limited  
868 Tollcross Road,  
Glasgow,  
G32 8PF

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

"Love my new home"

# Office Closure Arrangements

**Our offices will be closed as follows:**

**Friday, 21st September 2018**

**Monday, 24th September 2018**

**September weekend**

**Friday, 26th October 2018**

**Staff Training Event**

Please refer to the emergency telephone numbers provided so that any emergency repair you may have can be dealt with while the office is closed.

If you call the usual office number (0141 763 1317) during this period you will be put through to our emergency repairs service. You can also call them on 0345 6044686.

If you need to report a repair to keep your house wind and watertight, or there is a fault with essential services such as water supply and gas, you should contact the relevant number provided.

- **Emergency Repairs 0141 763 1317 and 0345 604 4686**
- **Gas Escapes 0800 111 999**
- **Scottish Power Emergencies**  
(from landline) 0800 092 9290  
(from mobile) 03301010222)



## Victim Support

- Victim Support Glasgow has recently taken a renewed look at how we can reach out to people in our city's communities who may be impacted by crime in any way. Crucially, the crime need not have been reported to the police and it doesn't need to be something that has happened recently. We are not part of the Police, Procurator Fiscal, Local Authority or Scottish Courts and all conversations with victims and witnesses are confidential and are not shared with people outside of Victim Support Scotland.
- Our services are free, easily accessible, friendly, and, puts the user at the heart of what happens. We will support you from the date

of the incident (whether it is reported or unreported to police). This can be over the telephone, face to face at home or in one of our offices usually within 2 weeks

- We understand that many clients do not feel ready to report the incident/s to police and only require the support to help them deal with the trauma but current waiting times to see a psychologist or similar in Glasgow is around 9-12 months minimum so Victim Support can provide a listening ear in the meantime.

- We focus on your health & wellbeing, taking into account any safety concerns with a person centred approach ensuring your practical, emotional and information needs are met.

- Some of our work is around advocacy with other organisations ie. Housing issues due to anti-social behaviour and any other practical help you may require, but, the majority of our support is to assist service users with the emotional impact of crime whether it has happened recently or is historical.

- We understand how difficult it is as you may be worried and anxious and you may not know who to turn to or who to trust. You can speak to Victim Support in confidence and should you report any incidents to police and the case proceeds to court we can give information and answer any questions relating to the Criminal Justice system.

- If required we will link you with our Witness Service who are based in every Sheriff & High Court in Scotland and will assist you prior to the trial by arranging a Court Familiarisation Visit which allows witnesses to see a court room before appearing at court to give evidence. Many witnesses find this helpful to feel more at ease and on the trial date Witness Service volunteers will support you in the witness room while you wait to give evidence.

Please contact us on 0141 553 2415 or email: [victimsupportglasgowcity@victimsupportsco.org.uk](mailto:victimsupportglasgowcity@victimsupportsco.org.uk)



**TOLLCROSS**  
housing association limited

868 Tollcross Road, Glasgow G32 8PF.  
Tel 0141 763 1317 Fax 0141 778 4528 or 0141 763 3949  
Email [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk) [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk)



HAPPY TO TRANSLATE

**FOR OUT OF HOURS EMERGENCIES CALL  
0141 763 1317 or 0345 6044 686**

Honorary President: Bill Dougan  
Property Factor Registered No PF000261

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**Do you need information in a larger font/different language? Please contact us and let us know.**