

TOLLCROSS NEWSLETTER



Tollcross Newsletter - Autumn 2021



**The
Pantomime is Back**
“OH YES”
IT IS
See Back Page for Details

You can contact us in the usual ways:

Telephone: 0141 763 1317

E-mail: info@tollcross-ha.org.uk

website: www.tollcross-ha.org.uk

OUT OF HOURS EMERGENCY REPAIRS: 0345 604 4686

Award for Dunira Street

We're delighted that the new houses on Dunira Street and Braidfauld Street, Tollcross have won a Royal Incorporation of Architects in Scotland design award. It's a great achievement to win one of these awards, but to win one for the new office last year and another one for this housing project this year is fantastic and is national recognition of the work being carried out by the Association.

Big Draw WINNER

The Winner of our Big Prize Draw is Dominique O'Neill who said she was thrilled and that the money would really make a difference to her.

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.



Update from Chair

At last, I'm delighted to say that we are back in the building. All of the Association's staff at the Advice and Learning Centre, Sheltered Housing Complexes and the Main office returned to office based working on the 13th September.

I suspect we are one of the few Associations in Glasgow that have made a full return to office based working, and the design of our new office and the staffing levels in our other locations has made that safe return possible.

This also means that all of these facilities are open to the public again. However, please be patient. If you do visit the Office or the Advice and Learning Centre there may be a slight delay in dealing with customers at busy times. I hope you will understand that we have to keep the number of staff and visitors in certain areas to safe levels, so it might take a wee while to deal with things at peak times. Staff are also taking extra time to wipe down interview rooms and communal areas for additional safety. If possible please call to make an appointment to see a member of staff, it might save any delay.

Hopefully that's us now back to normal, but if things begin to change over the next few weeks or the Government Guidance is updated and the offices have to close at any point, we'll let you know as quickly as we can. Please keep an eye on the Association's website for the most up to date information. You'll find our Covid Safety Checklist on our home page, so please take a few minutes to read this over.

Despite everything that's been going on, the usual business of the Association has to continue. Our AGM was held on the 14th September. Two long standing Management Committee Members have stood down and I'd like to thank Gwen Wilson and Ellen Stewart for their contribution to the Association over the last 10 years or so. Coming on to the Management Committee are Drew McPhail, Sharon May and Margaret Cooper. I'm sure these new members will bring new ideas and experience to the Committee and I wish them all the best for their time with the Association.

As well as the AGM, the Association has to submit its Annual Assurance Statement to the Scottish Housing Regulator by the end of October. To provide a positive response in the



Statement the Management Committee must be assured that the work of the Association is up to standards set down in the Scottish Housing Regulatory Framework. An independent check was carried out into the Association's systems and working practices and I'm delighted to say that again, the Association will be confirming to the Regulator that we are "Fully Compliant" with the requirements set down in the Framework. As always, this process did identify some minor issues and we'll be working to resolve these matters as quickly as possible.

This Newsletter also includes this year's Annual Performance Report (see page 5). This document provides you with detailed information on key areas of the Association's performance over the last year. I don't think you'll be surprised to see that in some areas the Association's performance has slipped. Obviously, the periods of lockdown over the past year had a real impact on the way the Association worked and at times the Government guidance meant that was impossible to let houses or carry out non-essential repairs.

Rent arrears have increased dramatically over the lockdown period and staff are now trying to get things back on an even keel. If you do have an arrears issue please don't ignore it. If your rent issue is related to Covid then there may be special help available. Please speak to a member of staff as quickly as possible if you have had problems paying your rent. We understand that things are difficult, but ignoring the problem won't solve anything. Please get in contact as quickly as possible and we can start to get things sorted out.

The Annual Performance Report compares our performance with some of the neighbouring Associations, but for further information you can visit the Regulator's web site (www.scottishhousingregulator.gov.scot). Given everything that's happened over the last 18 months I think we've performed well and hopefully now we're back to something like normal, we'll see some steady improvement in the areas where performance has dipped slightly.

Stay safe and well.

Andrea Bell

Annual Gas Safety Visit

In 2020-21 the Association was unable to complete 74 gas services within the 12-month anniversary date due to tenants' Covid 19 concerns, which we reported to the Scottish Housing Regulator. These properties were subsequently completed following the lifting of Government restrictions.

Since 1st April 2021 the Association has operated our standard gas procedures resulting in all due properties being attended within their anniversary date.

We wish to thank all tenants who provided access for this inspection and ask tenants of all remaining properties for their 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 we are sure you will agree is not the best use of the rental income.



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 or you can use the contact us page on our website, www.tollcross-ha.org.uk

Online Services

Did you know that as well as making payments online, you can log in via our website and view:

- the last six repairs carried out at your property
- the last six transactions on your rent or factoring account
- the contact details that we hold for you

This service is safe, secure and easy to use. The Payment and Log in service is available to all of our tenants and factoring customers. To register for this service simply log into our website: www.tollcross-ha.org.uk, click on "Customer Login" and follow the directions.

HEAT Services



wise group

Tollcross Housing Association are working in partnership with the Wise Group to provide assistance to tenants who may have any household energy concerns.

The Wise Group manages the Home Energy Advice Team (HEAT) that offers expert and impartial energy related advice and information.

Our support includes:

- Advice & information to help you make behavioural changes to your household energy usage and reduce your energy costs
- Assistance to allow you to use your central heating system efficiently; ensuring that you have a comfort at a cost you can afford
- Support to set up realistic budget plans and to agree repayment of any outstanding balance through any budget methods including pre-paid meters
- Impartial help to switch energy supplier or tariff
- Assistance to apply for eligible support such as Warm Home Discount

We are conscious that many households have been impacted by COVID-19 and may be struggling with their energy costs.

Are you:

- Interested in receiving the £140 Warm Home Discount for Winter 2021?
- Paying more than 10% of your household budget on energy costs?
- Struggling with your energy bills?
- Living in a cold or damp home?
- Unable or unwilling to use the central heating system or other appliances?
- Having difficulty with household budgeting and "making ends meet"?
- Trying to reduce household energy costs?
- Worried about a child's health due to poor comfort levels or lack of heating?
- Worried that you may not be able to sustain your tenancy due to energy issues or associated health concerns?

If you have answered yes to any of the above questions, HEAT can help!

To arrange for HEAT support, please contact us on:

Tel: 0800 092 9002

Email: heat@thewisegroup.co.uk or

Tollcross Advice & Learning Centre who can make a telephone appointment on your behalf

Tel: 0141 764 1234

Email: advice@tollcross-ha.org.uk



Welcome

Tollcross Housing Association is pleased to present our Landlord Performance Report on The Scottish Social Housing Charter ("the Charter") for the year 2020/21. Within this report you will see how Tollcross Housing Association performed during what I'm sure we'll all agree has been quite a challenging year all round. As usual we have compared ourselves against four of our local peer group Associations. These are Milnbank, Parkhead, Shettleston and West of Scotland. We've also included a summary of findings to give you an idea of how we're performing 'at a glance'.

About The Association

Tollcross Housing Association Limited was formed in 1974 and owns and manages 2,284 houses and flats in Tollcross, Carmyle and Lilybank/Newbank (at 31st March 2021). We act as factor to 514 residential and commercial property owners. We also operate a subsidiary, Auchenshuggle Develops, to manage our 12 mid-market rented properties. 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 45 staff members within the following departments: -

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

Assurance during the Coronavirus Pandemic

Staff and Management Committee members have worked hard to try to maintain a steady level of services during the Coronavirus Pandemic and you will see in this report that we've managed to achieve this in some areas of our service delivery and in others it has slipped a bit. In some cases this was unavoidable as, for example, during lockdown we weren't able to access customers' homes unless it was an emergency repair. We continually assess our services and Management Committee are responsible for ensuring we do this effectively. On an annual basis, and in addition to this performance report, the Association submits an Assurance Statement to the Scottish Housing Regulator. These peaks and troughs in services have been noted and where necessary, addressed.

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 or e-mail us on getinvolved@tollcross-ha.org.uk

Customer Feedback

As a consequence of the Coronavirus Pandemic, we were unable to host our usual array of events for our tenants and other customers. Although we did manage to host our Annual General Meeting, we tried to minimise the amount of disruption for attendees and therefore did not seek their views on the Landlord Performance Report. We have taken a view on the last few years' responses and it appears that year on year, our customers are satisfied with the level of information we provide, what we provide and how we provide it in the report. We have also asked our Performance Improvement Network members, and they agree. We will therefore, continue to include the report details within our newsletter. 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. We are all hopeful we will be in a better position for next year's report.

Other Formats

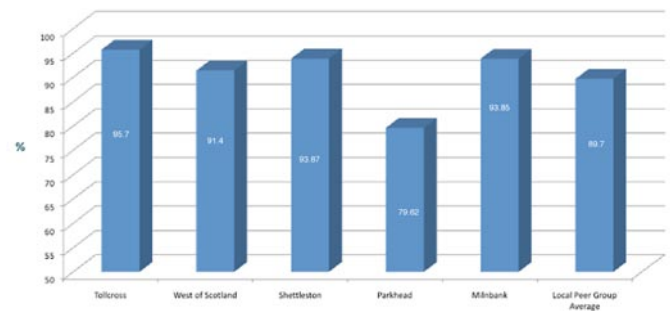
On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. and these can be obtained by contacting a member of staff.

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 2019 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 (this is the same as last year's result), compared to the local peer group average of **89.7%** (which is less than last year's result of **91.44%**).
- **99.56%** of tenants were satisfied with the opportunities given to them to participate in the landlord's decision making processes (this is the same figure from last year's report), compared to the local peer group average of **92.04%** (which is lower than last year's result of **94.11%**).
- **96.59%** of tenants were satisfied with the management of the neighbourhood they live in (this is higher than last year's result of **95.89%**), compared to the local peer group average of **87.42%** (which is less than last year's result of **90.16%**).
- **74.06%** of factored owners were satisfied with the factoring service they received (this is the same figure from last year's report), compared to the local peer group average of **77.4%** (which is less than last year's result of **79.48%**).

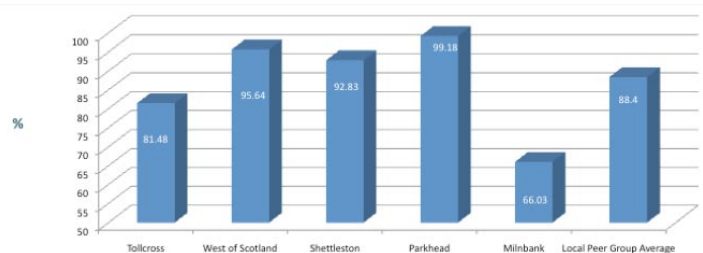
Tenant Satisfaction with Overall Service by Landlord (Indicator 1)



Housing Quality & Maintenance

- The Association's properties are currently measured against the Scottish Housing Quality Standard (SHQS). **81.48%** of our properties meet this standard (this is the same as last year's result), compared to the local peer group average of **88.4%** (which is less than last year's result of **94.4%**). We will seek an exemption from SHR for a further **17.99%** 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 **1273 emergency repairs** carried out this year, we took an average of **2.3 hours** to complete them (this is slightly shorter than last year's results of **2.35 hours**), compared to the local peer group average of **2.4 hours** (which is slightly longer than last year's result of **2.1 hours**).
- We carried out **3890 non-emergency repairs**. We took an average of **2.94 days** to complete these repairs (this is slightly longer than last year's result of **2.41 days**), compared to the local peer group average of **4.4 days** (which is shorter than last year's results of **4.72 days**).
- **95.14%** of reactive repairs carried out in the last year were completed right first time (this is lower than last year's result of **96.44%**), compared to the local peer group average of **93.99%**.
- In the reporting year, we did not complete a gas safety check on time for **74** properties within the anniversary date (this was during lockdown and was linked to some tenants shielding) (this is less than the 100% we achieved last year), compared to the local peer group average of **57** (the groups achieved an average of **99.71%** last year).
- **98.6%** of the Association's properties are compliant with the EESSH energy efficiency standard (this is slightly higher than last year's result of **98.5%**), with funding is in place to carry out work to the remaining 31 properties when tenants agree to work being carried out. Our peer group achieved an average of **92.8%** (which is higher than last year's result of **90.99%**).

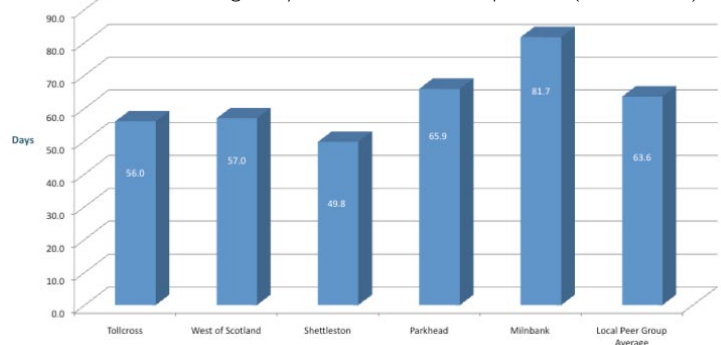
Stock Meeting Scottish Housing Quality Standards (SHQS - Indicator 6)



Access to Housing & Support

- We re-let 167 properties during the year and we took an average of **56 days** to re-let them (this is longer than the previous year where we took an average of 23.79 days to re-let 185 properties), compared to the local peer group average of **63.6 days** (last year the peer group average was 27.07 days to re-let). This figure has been significantly impacted due to the pandemic, as we were unable to carry out viewings or meet up with future tenants at the beginning of lockdown. We also had limited access to our contractors to carry out repair work in these properties.

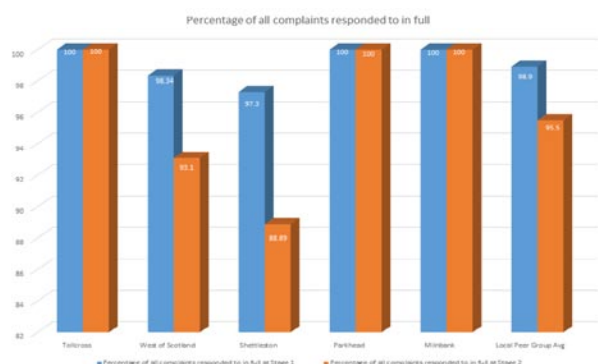
Average Days taken to Re-let Properties (Indicator 30)



Neighbourhood & Community

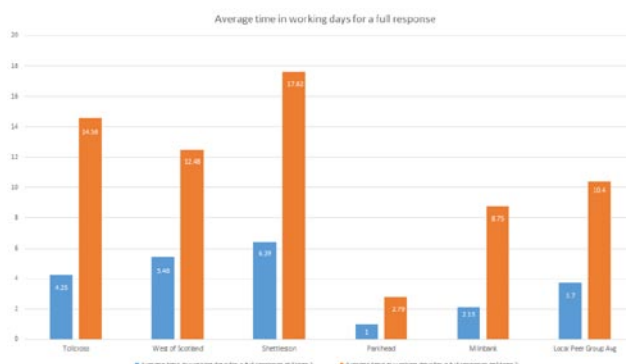
- **100%** of stage 1 and **100%** of stage 2 complaints were responded to in full during the year (this is an improvement on stage 1 responses last year where we achieved 99.11% and stage 2 remains the same at 100%), compared to the local peer group average of **98.9%** and **95.5%** respectively (last year the average was 99.23% and 86.42% respectively).
- The average time in working days to provide a full response for stage 1 complaints was **4.25 days** (which is longer than last year's result of 3.46 days). Stage 2 complaints were responded to within 14.58 days (which is shorter than last year's result of 19.94 days). This compares to the local peer group average of **3.7 days** for Stage 1 and **10.4 days** for Stage 2 (which compares to last year's results of an average of 3.36 days for Stage 1 and 10.56 days for Stage 2 complaints).
- **274** cases of anti-social behaviour were reported to us during the year (which is less than last year where we received 304), compared to the local peer group average of **224** cases reported (which is the same as last year).

Of the cases we received in the last year, we resolved **82.85%** (which is less than the average of 93.42% of cases we resolved last year), compared to the local peer group average of **93.18%** (which is less than the average of 95.92% of cases).



We are pleased that customers were able to contact us to make complaints, however, it was difficult for us to investigate during the pandemic and in particular during lockdown and this has negatively impacted on our resolution timescales. The majority of complaints that were difficult to resolve were complaints in relation to grass cutting, bulk uplift and general estate management issues. This was a result of restrictions being placed on our contractors and the local authority in relation to the COVID 19 pandemic.

- Whilst we initiated 21 court actions, **0%** of these cases resulted in eviction (during the previous year 21.95% of court actions initiated resulted in eviction), compared to the local peer group average of **0%** (which is less than the previous year's result of 21.76%). This is another area of service that has been significantly impacted by the pandemic. During the pandemic the Scottish Government introduced temporary revised laws that superseded our current legal framework to protect tenants from being evicted throughout any lockdown periods and beyond. These temporary laws have now ended and the Association has resumed our normal processes for managing rent arrears.

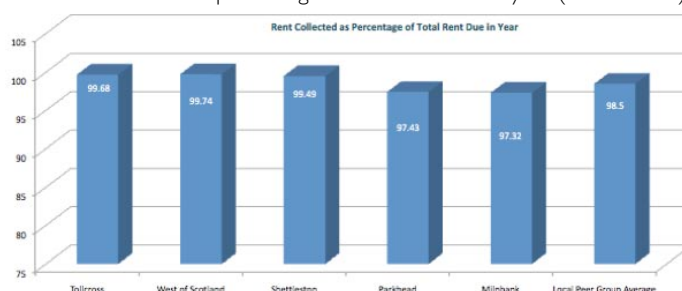


Getting Good Value for Money from Rents & Service Charges

- We collected **99.68%** of the rent due (this is less than the 99.88% we collected in the previous year), compared to the local peer group average of **98.5%** (which is higher than last year's result of 97.75%).
- Our gross rent arrears at the end of the reporting year were **£352,250** which represents **3.84%** of total rent due in the year (this is higher than last year with arrears figure being £257,975, representing 2.89% of the total rent due). This compares to the local peer group average of **5.79%** (which is slightly more than last year's result of 5.59%). We believe the pandemic has had a huge effect on many of our tenants' economic situation and this, combined with a large number of our tenants moving onto Universal Credit, has contributed to this increase in rent arrears. Due to voids (empty properties), we lost **1.33%** of the rent due (this is an increase on the previous year's result of 0.52%), compared to the local peer group average of **1.09%** (which is also an increase on the previous year's result of 0.59%). This is another service area impacted by the pandemic, due to properties lying empty for longer period of time due to contractors being unable to work in them during the height of the pandemic.

- **97.8%** of tenants feel that the rent for their property represents good value for money (this figure remains the same as the previous year's report), compared to the local peer group average of **82.74%**, (which is less than the previous year's result of 85.13%).
- Our average annual management fee is **£146.75** per factored property (which is an increase from the £141.99 reported in the previous year), compared to the local peer group average of **£125.78**, (which is a reduction from the £128.51 reported in the previous year).

Rent collected as a percentage of total rent due in year (Indicator 26)



Summary of findings

Below is a quick reference to how we've performed against each of the outcomes during the year and in particular how we've fared during the coronavirus pandemic. The emojis below mean:



Remained the same



Positive Outcome



Negative Outcome

Performance Indicator	19/20 performance	20/21 performance	Impact on performance	Performance Indicator	19/20 performance	20/21 performance	Impact on performance
Overall customer satisfaction	95.7%	95.7%	😊	percentage of all complaints responded to in full	Stage 2 100%	Stage 2 100%	😊
Customer satisfaction with opportunities to participate in decision making.	99.56%	99.56%	😊	Average time in working days to provide a full response to complaints	Stage 1 3.46 days	Stage 1 4.25 days	😊
Customer satisfaction with management of the neighbourhood	95.89%	96.59%	😊		Stage 2 19.94 days	Stage 2 14.58 days	😊
Percentage of factored owners satisfied with the factoring service they received	74.06%	74.06%	😊	Number of anti-social (ASB) cases reported	304	274	😊
Percentage of stock meeting SHQS	81.48%	81.48%	😊	Percentage of ASB cases resolved	93.42%	82.85%	😊
Average length of time to complete emergency repairs	2.35 hours	2.3 hours	😊	Percentage of court actions initiated resulting in eviction	21.95%	0%	😊
Average length of time to complete non-emergency repairs	2.41 days	2.94 days	😊	Rent collected as a percentage of total rent due in the year	99.88%	99.68%	😊
Percentage of repairs completed 'right first time'	93.99%	95.14%	😊	Gross rent arrears as percentage of rent due for the year	2.89%	3.84%	😊
Number of gas safety checks not carried out within the anniversary	100%	74 cases	😊	Percentage of rent due lost through void properties	0.52%	1.33%	😊
Percentage of properties compliant with EESSH	98.5%	98.6%	😊	Percentage of tenants who feel the rent is good value for money	97.8%	97.8%	😊
Average days taken to re-let properties	23.79 days	56 days	😊	Average annual management fee per factored property	£141.99	£146.75	😊
Percentage of all complaints responded to in full	Stage 1% 99.11	Stage 1 100%	😊				

'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 assess and report on how well landlords are performing. This assessment enables the Regulator, RSLs, tenants and other customers to identify areas of strong performance and areas needing improvement.

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 and being assured that we comply with Chapter 3 of the Regulatory Framework. In addition we work with 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.

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 2020/21. If you wish to compare us against other landlords, please visit 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 getinvolved@tollcross-ha.org.uk.



HOW UNIVERSAL CREDIT HAS CHANGED?



In response to the pandemic a temporary £20 increase to Universal Credit payments was introduced. The scheme officially ended on 6th October 2021.

The Government says that as the economy opens up, the focus needs to shift to getting people back to work. The removal of this increase can have major financial implications for our customers.

If you need assistance, please contact The Tollcross and Shettleston Money Advice Service to arrange a telephone appointment by calling 0141 764 1234 or alternatively email advice@tollcross-ha.org.uk. We are based at Tollcross Advice & Learning Centre, 84 Braidfauld Street, G32 8PJ.

Child Disability Payment is replacing

Disability Living Allowance for children in Scotland



We have started a phased transfer of the first Disability Living Allowance for Children awards to Child Disability Payment. The first clients to transfer will be young people about to turn 16 and under 18, and young people with a terminal illness. Clients will be transferred gradually from now until spring to ensure awards are managed safely and securely. Remaining clients with awards will transfer from spring 2022.

Clients receiving Disability Living Allowance for children will have their award automatically transferred over to Child Disability Payment and will not need to apply or be reassessed. This means clients will receive payments from Social Security Scotland instead of the Department for Work and Pensions.

Social Security Scotland will write to clients ahead of the change and also to inform them when the transfer is complete. It will take about three to four months to transfer someone's award.

People will get the same amount of money, paid to the same account and at the same time as they get their payments now.



TSMAS, Tollcross and Shettleston Money Advice Service is a free confidential service ...

What does the money advice service do?

- Help with budgeting
- Help to reduce rent arrears
- Negotiate with creditors
- Help with accessing affordable credit
- Assist with completing applications for benefit including Universal Credit
- Help access a bank account
- Help to reduce gas and electricity
- Help with choosing home contents insurance
- Maximise Income
- Help to get online

Who can access the service?

- People whose home is rented from Tollcross Housing Association or Shettleston Housing Association
- People whose home is factored from Tollcross Housing Association or Shettleston Housing Association
- People who live within the Tollcross or Shettleston Area

How to make an appointment?

Call or make an appointment on

0141 764 1234

advice@tollcrosscommunitytrust.org



Company No- 351157 Charity number- SC040476 FCA registered- Registration No-935544



The Michael Tracey Project

- Now based within Tollcross



The Michael Tracey Project is a charitable organisation who support adults aged 16 + with additional support needs. The charitable organisation is person-centred with the emphasis very much on supporting individuals to achieve their own personal goals and outcomes. The Michael Tracey Project promotes inclusion, opportunities for socialisation and provides a safe, caring, and nurturing environment for everyone to relax, discover, enjoy and have fun with their peers. This is achieved through the various support opportunities:

- Outreach Support
 - Transition Support
 - Overnight/ Short Break Support
 - Independent Living Support
 - The Hub Club
- (Day Support Service run by the Include Me 2 Club)

The Michael Tracey Project began delivering support in the summer 2017 and was founded by Cara O'Donnell, who is a local within Tollcross. Cara recently was awarded a British Empire Medal by the Queen for her dedication and commitment to charity services.

If you wish to get in touch with The Michael Tracey Project you can by:

- **Phone – 0141 483 5969**
- **Office – 1061-1063**
Tollcross Road, G32 8UQ
- **Website –**
www.themichaeltraceyproject.co.uk

Congratulations

One of our dearest tenants
Flora McNinch,
celebrated her
100th birthday
in July.

Flora said “I had a wonderful birthday and was delighted to receive so many cards, gifts and good wishes.”

Although we were still partly in lockdown, my family were allowed to visit and several of my neighbours gathered outside my home (socially distanced of course!) to sing

“HAPPY BIRTHDAY”

It was a truly special day!

**Best Wishes from everyone at Tollcross
Housing Association**



Congratulations

Mrs Isabel Cryans

was so proud when her grandson

Bradley Forbes-Cryans,

who represented Team GB in the Tokyo Olympics this year, reached the final in the K1 canoe slalom.

Bradley was thrilled at his achievement as were all his family and friends. Isabel's neighbours helped cheer him on and he certainly lifted everyone's spirits with his success.

Congratulations to both Bradley and Isabel from everyone at Tollcross Housing Association.



The Association has appointed Select Facilities (Scotland) Ltd to carry out the 3-year kitchen bathroom and rewiring contract.

As part of this project, Select are seeking to put in place one Joiner, one Electrical and one Plumbing apprentice under the modern apprenticeship scheme for those 16 and 17 year olds within the Association's stock.

If you are in this age range and are interested in gaining an apprenticeship please contact the Association's Maintenance team on or before 10th December 2021 to provide your name, address and age. This will be forwarded to Select to make the final selection.

Telephone: 0141 763 1317

e-mail: info@tollcross-ha.org.uk



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 PIN and 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.

During the year, we reviewed the following policies, which are available on request and/or on the website:

- H&S Policy
- Flexible Working Policy
- Leave Policy & Procedure
- Management Committee Recruitment and Induction Policy & Procedure

Later on in the year we will be looking for feedback on the following policies:

- Void Management Policy
- Repairs & Maintenance Policy

This month we are looking for feedback on our Revamped Customer Engagement Strategy .

We had already undertaken quite a bit of work on this strategy before the Covid-19 pandemic and are now working with the PIN

members and our customers to help improve it even more. You can read more about what the PIN members have been doing with this strategy elsewhere in this edition of Tollcross Newsletter.

We would be grateful if you could spare some time to consider the Proposed Customer Engagement Strategy and Proposed Action Plan and get in touch with your comments.

We're making it even easier for our customers to get in touch as not only have we launched a new e-mail address, specifically for those of you who want to get involved – it's called getinvolved@tollcross-ha.org.uk, but we're also introducing a new Consultation Register. This is where customers who want to get involved in reviewing our service policies can simply register to join and you can tell us what things you're interested in and also review our policies. So, basically, you can review our policies from the comfort of your own armchair.



To feedback on the Revamped Customer Engagement Strategy, please e-mail us on getinvolved@tollcross-ha.org.uk or telephone us on 0141 763 1317.

What a Performance



The following statistical information has been reported to the Management and is for Quarter 1 of the year 2021/22 – 1st April – 30th June 2021

2021-22 Q1 Maintenance Performance	Target	21/22 Q1	20/21 Q1	19/20 Q1
Average length of time to complete emergency repairs	6 hrs	2.1 hrs	2.2 hrs	2.1 hrs
Average length of time to complete non-emergency repairs	3 days	6.5 days	1.8 days	2.3 days
Non-emergency repairs completed Right First Time	95%	94%	97%	97%
Gas Safety Inspections not completed within 12 month anniversary	0	0	62	0
Emergency repairs completed within 6 hour target	100%	98.5%	98.5%	99.5%
Urgent repairs completed within 3 day target	100%	93%	94.5%	96.5%
Routine repairs completed within 5 day target	98%	96%	95%	96%

Housing Management

Our gross rent arrears at the end of the 1st Quarter was £316,932 which represents 3.48% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	2.37%
Former Tenant Arrears	1.5%	1.11%
Total Arrears	3.5%	3.48%

Voids & Re-Lets to date

Properties re-let	40
Percentage of rental income lost due to un-let properties	2.31%
Average number of days to repair & re-let a void property	35

Anti-Social Behaviour

Number of Anti-Social complaints received	54
Number of Anti-Social complaints responded to in timescale	46

*Please note due to the COVID pandemic some cases could not be actioned due to Government guidance

Evictions

Evictions for Non payment of rent	0
Evictions for anti-social behaviour	0
Total evictions	0

*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.

Governance & Corporate Services Management Committee Details

11 full members of Management Committee and 3 Co-optees

Audit & Business

Finance, Staffing, Risk, Business Planning

Operations

Maintenance, Housing Management, Asset Management, Development

Performance Improvement Network (Tenant Scrutiny)

Service review and improvement

MONITORING COMPLAINTS

	Stage 1					Stage 2				
	Q1	Q2	Q3	Q4	Year to date	Q1	Q2	Q3	Q4	Year to date
Received	24				24	1				1
C/fwd from previous year	0	NA	NA	NA	0	0	NA	NA	NA	0
Number responded to in full	24				24	1				1
Percentage responded to in full	100%				100%	100%				100%
Time taken in working days to respond in full	63 days				63 days	22 days				22 days
Average time taken in working days to respond in full	2.6 days				2.6 days	22 days				22 days

LESSONS LEARNED

We have provided you with the year to date lessons learned from complaints. This is what the Association uses to help us improve our services.

YOU SAID:

You were disappointed that we continue to use the current delivery service of our newsletters, as there had been accusations of theft of vouchers.

WE DID:

Investigate the complaint about theft and found no evidence to substantiate the claims. We will carry out follow up checks with tenants who are to receive vouchers.

YOU SAID:

The contractor approached me about a complaint I made.

WE DID:

Inform the contractor that they should not approach tenants to discuss internal matters

YOU SAID:

You did not get a response when you sent in your son's birth certificate

WE DID:

Explain that this was an oversight and apologised for the error.

YOU SAID:

Your bedroom ceiling has not been repaired following water ingress.

WE DID:

Arrange for our contractor to attend and complete the work.

YOU SAID:

The grass cutting is not being carried out regularly

WE DID:

Work with the Contractor to ensure the grass cutting programme is brought back on track.

YOU SAID:

I still have insects in my property

WE DID:

Arrange for a contractor to attend and investigate

PIN Update

The group were delighted to attend a meeting held 13th October 2021 in person at the Association's offices. We managed to get a new PIN member and four other longer-serving members to join in looking at the following items:



• Annual Assurance Statement (AAS)

Management Committee considered the draft AAS verification report during the meeting held 28th September 2021 and PIN members were taken through each of the standards, evidence and recommendations contained within the verification report provided by the internal auditor, Quinn Audit Services.

They recognised the work undertaken by Committee and Staff and noted this is reflected in the number of actions reducing over the last 3 years resulting in 7 actions to be addressed within the 2021 AAS. They were happy to note that Management Committee considered the Association to have met the requirements to provide assurance to the Scottish Housing Regulator that we are compliant.

• Landlord Performance Report

PIN members considered the results contained within the report and confirmed they liked the brief explanation of increase/decrease in results that was given. They also liked the summary page. They requested that the arrows be replaced by smiley or sad faces as they felt this was an easier way to determine at a glance if the difference was a positive outcome.

• Customer Engagement Strategy

The group remembered that some work had been done on the strategy prior to the covid-19 pandemic and were pleased to note that whilst kick starting the review process again, the Association has introduced a Customer Engagement Team. This is to be led by the Housing Manager, Alan Hume and the Maintenance Manager, Kenny McCoy. Both Managers will be supported by the Leadership Team to work through the action plan that was generated by the work undertaken prior to covid. The group went through the Draft Customer Engagement Strategy and were content that this be issued for consultation by publishing through the usual newsletter and website articles.

WORD SEARCH PUZZLE

HAUNTED HOUSE



The words appear UP, DOWN,
BACKWARDS, and DIAGONALLY.
Find and circle each word.

S	C	D	S	R	I	A	T	S	H
P	R	A	E	F	I	N	K	C	A
I	E	R	U	P	E	N	A	A	T
R	A	K	E	M	F	T	C	S	D
I	K	T	E	U	E	I	P	T	L
T	H	S	N	J	H	I	H	L	U
S	A	O	R	T	D	O	N	E	O
B	L	H	O	E	L	O	W	E	H
E	L	G	R	O	T	L	O	L	G
I	W	I	T	C	H	S	E	R	U
R	A	S	E	S	I	O	N	Y	S
E	Y	S	E	S	F	L	O	O	R
E	R	A	C	S	C	R	E	A	M

BASEMENT
CASTLE
CAT
CREAK
DARK
DOORS

EERIE
FLOOR
FUN
GENIE
GHOST
GHOUL

HALLWAY
HOWL
JUMP
MONSTERS
NOISES
SCARE

SCREAM
SPIDER
SPIRITS
STAIRS
WITCH
YELL

Christmas Pantomime 2021

Our Events Focus Group members are keen to hear your thoughts on this year's Pantomime at the Pavilion Theatre. As you will all know, all shows were cancelled last year due to COVID 19 pandemic but we have received confirmation that all live shows will resume this Christmas. We respect that some people may still feel a bit uncertain about going into a busy place, so we thought we would check with you if you would be interested in joining in with the Christmas panto this year. Once we know how many are happy to join in, we will arrange for the tickets to be purchased. If you are selected for tickets, we will be in touch with you, so please remember to provide your contact details

If so, please can you complete the tear off slip below (strictly household only) and either drop it in to our office at 868 Tollcross Road, Glasgow, G32 8PF or email us at info@tollcross-ha.org.uk. Please do so before **Monday, 8th November 2021**. This year's show is Cinderella and the proposed dates and times are:-

Friday, 17th December 2021 at 7.30pm &
Saturday, 18th December 2021 at 7.30pm



Tenant Information (Per Household Only)

Name Flat Position
Address Postcode
Home Phone Number Mobile Number
Email Address
Number of Adult Tickets Number of Child Tickets

PAVILION THEATRE CONDITIONS

The current Regulations state that the Pavilion Theatre do not require proof of vaccination status however, if there is a change to the regulations prior to the show taking place this may impact on the condition of entry and you will be asked to show evidence of this.

- Face coverings must be worn entering, during and leaving the venue at all times. This applies to people age 12 years old and over, unless you are medically exempt.
- It is advised that you should take a lateral flow test on the day of attending the theatre for extra caution. You will not be asked to show evidence of this when you arrive.

ASSOCIATION CONDITIONS

- You must provide us with accurate and up to date details when submitting your tear off slip otherwise your slip will be considered as void.
- Only members of your household will be eligible to join in.



TOLLCROSS
housing association limited

868 Tollcross Road, Glasgow G32 8PF

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HAPPY TO TRANSLATE

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

Honorary President: Bill Dougan

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Community Benefit Societies Act 2014 – Registration No. 1798RS. Tollcross Housing

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