

TOLLCROSS NEWSLETTER



Tollcross Newsletter - Autumn 2023

We are looking forward to our trip to the Pantomime to see “The Wonderful Adventures of Treasure Island”



See Back Page for details

See page 2 for Office Closure Arrangements

Office Closure

Our offices will be closed as follows:

Friday, 22nd September

Monday, 25th September

Friday 27th October

Offices will reopen at 9AM on Tuesday 26th September

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 (Option 1) and **0345 604 4686** to dial direct
- **GAS ESCAPES 0800 111 999**
- **SCOTTISH POWER EMERGENCIES**
 (from landline) 0800 092 9290 (from mobile) 03301 010222

Big Draw WINNER

The Winner of our £300 Big Prize Draw is Miss Parzyszek who said she was delighted to receive her prize money and as she is a keen gardener, plans to spend some of the money buying bulbs and plants for her front garden.

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 arrears 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.



Benefits Update

Help & Advice-Universal Credit

The Department for Work and Pensions (DWP) who administer benefits from the UK government have started to move working aged people in the east end of Glasgow over to Universal Credit from what's called "Legacy Benefits" such as:

- Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Working Tax Credit



Andrew Sproul,
Welfare Rights Officer

You will be invited to do this by letter from DWP called a "Migration Notice" and you will need to claim Universal Credit within 3 months of receiving this letter. Claiming Universal Credit is typically done online, but if you are unable to use the internet due to a health condition you may be able to claim by phone.

If you are claiming Employment and Support Allowance you will not need to go through another work capability assessment if:

- you've been receiving Employment and Support Allowance (ESA)
- you've already completed a WCA
- you've been assessed whilst claiming ESA

If your Work Capability Assessment (WCA) is due for a review, you'll need to have another assessment. Your review date for WCA will remain the same after you claim Universal Credit.

If you need any support when you receive the "Migration notice", or for any other benefit or money related issue please get in touch to arrange an appointment.

Residents can also attend one of our Welfare Rights Drop ins:

- Mondays, between 1.00pm and 4.30pm at Tollcross Housing Association, 868 Tollcross Road.
- Wednesdays, 9am to 12.30pm at Tollcross Advice and Learning Centre, 84 Braidfauld Street.

You can contact our Welfare Rights Officer, Andrew Sproul, directly on **0141 763 3517** or by email - **Andrew.sproul@tollcross-ha.org.uk**

Carmyle Drop In

Please note that due to circumstances outwith the Associations control, the drop-in at Carmyle Community Centre has been cancelled until further notice. Should you need support and aren't able to get to Tollcross, please call Andrew who can arrange a home visit for you.



Department
for Work &
Pensions

UC Universal
Credit



Warm Home Discount Scheme

The Warm Home Discount Scheme for Utilita will be open from 11-18 September 2023.

Who can get the Warm Home Discount?

There are two groups who can get the Warm Home Discount: the core group and the broader group.

Core group:

Pension age people who get guarantee pension credit

- You or your partner have to be getting guarantee pension credit
- You or your partner have to be the named person on your energy bill
- Your energy supplier has to be part of the Warm Home Discount scheme

Broader group:

Low income households that are not part of the core group.

- You or your partner need to be responsible for a child under 5, or you need to be disabled, or you need to have a disabled child.
- You also need to be getting one of the following benefits:
 - Income Support
 - income-related Employment and Support Allowance
 - income-based Jobseekers Allowance
 - Universal Credit, & earnings less than £1,418 per month
 - Child Tax Credits, & earnings less than £17,005 per year
- Your energy company has to be part of the Warm Home Discount scheme.

How do I apply for the Warm Home Discount?

If you are in the Core group, there is no need to apply.

If you are in the Broader Group, you do need to apply. Contact your energy company to find out when applications open. The scheme will have more applicants than places, so make sure you apply as soon as possible.

How is the Warm Home Discount paid?

The Warm Home Discount is a one-off discount of £150 on your electricity bill. You don't get any money.

If your supplier provides you with gas and electricity, you may be able to get the discount on your gas bill instead of your electricity bill. Contact your supplier to find out if you can do this if you are eligible for the discount.

When is the scheme available?

Applications open from September, the opening times are dependent on your energy supplier. Payments are then issued up until March 2024.

Does having the Warm Homes Discount affect any other benefits paid to help with cold weather?

No, it won't affect Cold Weather Payments or Winter Fuel Payments. It also does not affect the extra cost of living help.

Update from Chair

Hello

This will be my last Newsletter update as Chair of the Association. Our rules state that the chair has a maximum term of service of five years, and my five years will be up at the AGM on 12th September 2023.

It's been an honour and privilege to serve Chair of the Association and I've enjoyed almost every minute of my tenure. Over the last five years there's been highlights like the opening of the new office and the completion of new build projects at Dunira Street, Braidafuld Street and Glamis Road, our first Mid-Market Rent project. However, there were some challenging times with the Pandemic and the Cost of Living Crisis. I didn't think we would ever be out delivering food parcels to tenants or opening a food bank to help people get through what has been a terrible few years. It great that we can provide this assistance, but sad that we need to do these things!

Can I thank all of the Committee members that have helped the Association over the last 5 years for their commitment to the Association and the communities where the Association operates. You have all worked so hard to build and develop the Association and to help all of our tenants and customers.

Can I also thank all of the members of the Association for putting your faith in me. I have tried my very best for the area and the people that stay in the East End, and I hope that I have left the Association in a strong position as we approach our 50th year.



Hopefully, we'll soon be on site with a new build project at Altyre Street and the plans for the development at Easterhill Street are taking shape. These two projects will provide around 100 new high quality affordable homes for the area.

A new Chair will be elected following the AGM and I wish them all the very best for their term in office. Next year we will celebrate our 50th anniversary and we've already started planning a number of special events to mark this historic occasion, so please keep an eye of the newsletter to see what's happening.

Thanks you all again for giving me the opportunity to serve as Chair of Tollcross Housing Association as I look forward to another 50 successful years.

Andrea

Tollcross Winter Gardens

As you may know the historic Tollcross Winter Gardens have been completely refurbished by Glasgow City Council. The renovated building is a bit smaller than the original, but the finished building is spectacular.

Tollcross Housing Association and Shettleston Housing Association have been working together to investigate the possibility of taking over the management of this building to allow community groups to use this new facility. At present, the building has no toilets or kitchen facilities and we are investigating all avenues to raise money to install these facilities into the building.

In the meantime, we would like to try to get an idea of what groups might like to use this new building to provide a selection of services to the local community. If you think you might be interested in using the Winter Gardens building could can contact Clive Douglas at the



Association's offices and he can chat over the plans for the future use of the building.

Over the next few weeks there are plans to open the building from 10.30am to 12.30pm on a Tuesday and Thursday morning to let people see to building and to provide a free tea or coffee. It's expected that this will start around Tuesday 19th September if all the required insurances and legal stuff can be completed on time.

Why not pop into Tollcross Park, have a look at the inside to the refurbish Winter Gardens and get a cup of tea or coffee and a chat.

Planned and Cyclical Maintenance Programme 2023-24

Full Gas Central Heating Replacement

Following our tender exercise, the Management Committee approved the appointment of City Technical on Monday 26 June 2023. Tenants who are due a new system have been contacted to advise on survey/installation dates.

We have also continued to see a number of ageing heating systems fail, many of these at properties where tenants have previously refused to allow central heating replacement works to proceed.

We do not wish to see you without hot water and temporary heaters for several days until replacement works can be progressed. If you are one of the tenants that previously refused heating works, we request that you contact the Association's Investment Team in order to discuss including your home in the current contract.

Kitchen and Bathroom Installations.

With our previous contractor entering liquidation, the Association has appointed Bell & Higgins to continue the programme for this year. The Association will contact those properties involved prior to a pre-start survey being undertaken, at which, the contractor will explain the works programme and choice selections with the households involved.

Electrical Inspections.

Magnus Electrical Services Ltd will be carrying out 5 yearly Electrical Inspections to around 400 properties that are due for inspection in the year. This inspection is essential to ensure the continued safety of you, your family and other residents. Those residents affected have been contacted and if you are one of these your co-operation in providing access will be greatly appreciated. This is however a mandatory inspection and as such the Association will require to take follow-up action should Magnus fail to gain access.

If you wish to discuss any of these or any other project works, please contact the Maintenance Team on 0141 763 1317 Option 5.



WASPS/BEEES -

WHY ARE WASPS/BEEES A PEST?

Wasps/bees are not considered a public health risk but can present a nuisance when a nest is found in or around your home or garden. Wasps/bees like other insects are beneficial to the environment as they eat other insect pests. Unless the location of the nest is causing a problem to you or other members of the public treatment should be avoided.

The Association will not treat a wasp's/bees nest unless it is within your home or directly affecting access to your home..



Tenant Alterations

All tenants should be aware that if intending to make any alterations to an Association property, you must firstly obtain approval through the Maintenance Department before the work is undertaken. Requests should be submitted in writing, giving details of the intended work, and marked for the attention of the Maintenance Manager.

Permission will normally be granted to carry out the works, subject to the extent of alteration works, and a member of the Maintenance team is likely to visit you to discuss your proposals prior to written consent being given. On completion, a further inspection will be carried out to ensure the works conform to the written request and that the work is to a satisfactory, and safe, standard.

You should consider the points below if you are considering any work of this nature, and note that our Maintenance team would be happy to discuss any enquiry:

- The work should comply with statutory legislation.
- The work should be carried out by qualified, competent tradesmen.
- The work may only be suitable for your use, so you may be required to reinstate the property to the original condition should you terminate your tenancy.
- You will be liable for the cost of any reinstatement work that is carried out by Tollcross Housing Association in the absence of written permission for works, or if you fail to reinstate prior to the end of your tenancy.
- Certain alterations qualify for compensation under the Housing (Scotland) Act 2014. Literature on this is available at our offices or can be sent out upon request. Any certification, receipts or invoices should be retained as proof of conformance and costs.

If you have already carried out any alterations and were unaware that our consent was required please contact our Maintenance Manager in order that an assessment can be carried out and the correct guidance provided.



Right to Repair

Under the Housing (Scotland) Act 2001 tenants have the right to carry out certain types repairs if the Association has not carried out this work within a given timescale. This is called the Right to Repair scheme. If you wish to find out more information you may wish to read the Right to Repair leaflet, available in our office reception areas or speak to Maintenance staff on 0141 763 1317 option 1.

Right to Compensation for Improvements

Under the Housing (Scotland) Act 2001 tenants have the right to compensation for certain improvements they have made to their home. You can only apply for compensation when your tenancy has ended. If you wish to find out more information you may wish to read the Right to Compensation Leaflet, which is available in our office reception areas or speak to Maintenance staff on 0141 763 1317 option 1.

Annual Gas Safety Visit

In 2022-23, the Association achieved 100% of the gas safety visits within the required 12 month period. Carrying out gas safety inspections is a legal requirement, so we again ask for your assistance in the coming year to ensure all appliances are tested and are safe. Where access is not provided, the Association is required to take legal action to gain entry, which we are sure you agree is not the best use of the rental income.

New Gas Supply Installed?

If you have organised the installation of a gas meter, gas supply or a new gas appliance in your home and this work was not organised by the Association you must inform us immediately.

As explained above we have a legal duty to carry out a safety check in all properties that have a gas supply, so if you have gas installed or you have another appliance installed without telling us we will not have the required information to undertake the safety inspections.

If you have work done on the gas system within your home you must ask for consent from the Association. If you have carried out work in the past without this consent you must inform us immediately.

Water Hygiene 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 is delivered at below 20 degrees. There is no need to be alarmed; all we want to do is make you aware of small steps you can take to help.

- Ensure that water is run off for a few minutes weekly from all taps and showers, particularly following a period of non use to prevent the build-up of bacteria.
- Clean shower heads every 3 months and following a period of non use by immersing the shower outlet in a mild chemical solution

If you have any questions or concerns please contact the Association's Maintenance team.



TV and Satellite Reception

There is an Integrated Reception System (IRS) delivering Television and Satellite services within the Association's owned and factored tenemental properties.

To ensure that there is minimal disruption to the service, the Association does not permit unauthorised access to this IRS equipment e.g. to fit additional aerials or satellite equipment.

If you are considering subscribing to SKY our contractors can arrange to supply and install a Sky box and connect it to the IRS system. Our residents currently receive a range of services including HD if they possess suitable equipment to decode the relevant signals. If you would like to have access to Sky Plus, the ability to watch one Sky channel and record another, contact us and we will advise you how this can be arranged. You will have to pay for the contractor to do the work.

Customer Satisfaction Survey Results 23/24

Regular readers of our quarterly newsletter and those who visit our website will know that customer feedback is something we are committed to seeking on a regular basis. We have a variety of ways in finding out how we've done in providing our services to you. In addition to a full survey every three years, we carry out monthly surveys following up after customers have made contact with us. You'll see the results of the most recent quarterly surveys in Table I below. These surveys are undertaken by an independent company, Research Resource.

Thank you to everyone who has taken part in these surveys.

Would you like to help us by providing feedback on our services and performance or join one of our tenant groups (PIN; Events; Consultation Register) – you can do this by:

- Writing to us at 868 Tollcross Road, Glasgow G32 8PF
- Phoning us on Freephone 0800 7839328 or 0141 763 1317
- Emailing us at: getinvolved@tollcross-ha.org.uk

Table I – Customer Satisfaction Results to 30th June 2023

Question	2023 Large-scale Survey	Tollcross Q1 May-Jun '23
Percentage of tenants satisfied with the overall service provided by their landlord	96%	96%
Percentage of tenants satisfied with the quality of their home	98%	100%
Percentage of tenants who thinking about the LAST repair carried out within the last 12 months were satisfied with the repairs service provided by their landlord	99% We use this figure for reporting to The Scottish Housing Regulator.	

Large-scale Satisfaction Survey 2023

Thank you to those of you who took part in our large-scale survey that we undertake every three years. We received a great response and Management Committee were pleased to note that we managed to maintain high levels of satisfaction in some of our main areas of service delivery, including the quality of your home and our repairs service.

We will be working over the next few weeks on analysing your responses a bit more closely and will also seek contribution from our Performance Improvement Network (PIN) members with a view to preparing an action plan to address the issues you have raised. We shall aim to provide you with feedback from the survey results in the next edition of the Tollcross Newsletter and also on our website.

Thank You Poem

*Just a wee card from me to you
I really am amazed at
the things you do
You deserve a medal or the OBE
Or both and a knighthood
For what you've done for me
My troubles seem much lighter
My future seems much brighter*

*You're an angel in disguise
Sent down from the skies
To help people like me
To try to make them see
To help make them learn
It only causes misery
When you spend more
than you earn*

*I promise you Bernie
I'll definitely be stopping
Going on to the internet
And I'll always remember
Your kind words to me
Each time I get the urge
To go on a spending spree*



TSMAS

Tollcross and Shettleston
Money Advice Service

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



Based at Tollcross Advice & Learning Centre, 84 Braidfauld St, G32 8PJ
Company No- 351157 · Charity number- 5C040476 · FCA registered · Registration No- 935544

Welcome Space, Coffee Morning & Community Café

Our Welcome Space is where you can spend time without spending money.

A cuppa or soft drink and biscuits will be provided. There is a large TV, library, board games and computer area. Our staff and volunteers are always on hand to help.

In our Welcome Space we have a Reminiscence Coffee Morning and Community Café.

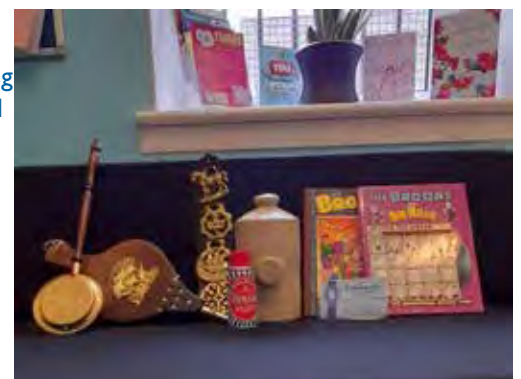
Reminiscence Coffee Morning: - Every 2nd Monday morning Rosie & Donna from Glasgow Life will be here from 10am-12pm.

Why don't you come along and tell us about how it used to be in Tollcross, Lilybank/ Newbank and Carmyle, talk about the games you used to play, the school you used to go to, what you used to buy at the Barras and get to see some old items that will bring back memories. Come and see the old kitchen range that is in the Centre. There will be warm welcome and tea/coffee, soft drinks and biscuits.

Community Café: - 3 days a week the volunteers in the Centre run a free Community Café, you can have a hot or cold roll along with a hot or soft drink and biscuits, you can watch TV, use the library, play a board game, use a computer or just relax. Volunteers and staff are always around to help.

The Café is open Tuesday's 10am-12pm, Thursdays and Friday's 1.30pm-3.30pm.

If you would like to find out about any of the above, please pop in to the Centre, call or email us, ask for Veronica or Liz.



Tollcross Advice & Learning Centre, 84 Braidfauld Street, Glasgow, G32 8PJ
Tel: 0141 764 1234
Email: advice@tollcross-ha.org.uk

What a Performance



The Following statistical information has been reported to the Management Committee and is for the period 1st April – 30th June 2023.

2023-24 Maintenance Key Performance Indicators for Q1	Target	23/24	22/23
Average length of time to complete emergency repairs	6 hours	3.2hrs	2.1 hrs
Average length of time to complete non-emergency repairs	3 days	2.7 days	2.8 days
Non-emergency repairs completed Right First Time	95%	93.2%	91%
Gas Safety Inspections completed within 12 month period	100%	100%	100%
Emergency repairs completed within 6 hour target	100%	99%	100%
Urgent repairs completed within 3 day target	98%	96%	94%
Routine repairs completed within 5 day target	98%	92%	96%

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

Housing Management

Our gross rent arrears at Quarter 1 2023/24 were £296,396 which represents 2.93% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	1.91%
Former Tenant Arrears	1.5%	1.02%
Total Arrears	3.5%	2.93%

Voids & Re-Lets to date

Properties re-let	46
Percentage of rental income lost due to un-let properties	1.22%
Average number of days to repair & re-let a void property	36

Anti-Social Behaviour

Number of Anti-Social complaints received	93
Number of Anti-Social complaints responded to in timescale	88

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 who are struggling to pay their rent can contact us on 0141 763 1317, for support, advice and assistance.

Monitoring Complaints

For the period 1st April – 30th June 2023 the following results were achieved;	Stage 1 (Other Issues) *		Stage 2 (Other Issues) *	
	No.	%	No.	%
Received in Quarter (including equalities)	16	NA	2	NA
Number of Complaints c/fwd from 22/23	0	0	0	0
No. of complaints relating to equalities issue	0	0%	1	50%
Responded in full	27	100%	2	100%
Average time taken to respond	3.67 days		40 days	




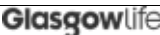







Tollcross Advice & Learning Centre
Serving the Communities of Tollcross, Lilybank/Newbank & Carmyle
and surrounding areas



Benefits Advice/Money Advice/Form Filling Provided

We are at: 84 Braidfauld Street, Glasgow, G32 8PJ Telephone: 0141 764 1234 Email: advice@tollcross-ha.org.uk

ORGANISATION	HELP AVAILABLE	WHEN
 ACTION FOR CHILDREN	Advice for young people aged 16-24. Support with training, finding a job, applying for a bus pass, opening a bank account and more	Every 2nd Tuesday 1.30pm-4.00pm
 BRIDGETON CREDIT UNION	A 'not for profit' financial co-operative, offering members ethical savings accounts and affordable loans at very competitive rates of interest. Surplus profit is returned to members via the annual dividend.	Monday to Friday 9.30am to 11.30am
 FARE	Family Support Service. Employability support for parents.	Mondays 1.30pm-4.00pm. Drop-in, no appointment needed.
 GLASGOW LIVE WELL	Support to access local clubs & activities – help to improve health and wellbeing. Reminiscence Coffee Morning – Meet up for Tea, coffee & biscuits and talk about memories of the local area.	Every 2nd Wednesday 1.30pm-4.00pm Every 2 nd Monday 10.00am-12.00pm
 GLASGOW LIFE	Computing class – help to access the Internet, use email, shop online, become more confident using online services.	Wednesday afternoons 2pm to 4pm. Phone 0141 764 1234 for more information.
 GLASGOW KELVON COLLEGE	Various courses (computing, First Aid, Food Hygiene etc). Plus, computers on site for public use.	Courses run regularly. Phone 0141 764 1234 for more information.
 JOBS & BUSINESS GLASGOW	Help to find a job, training courses, put together or improve your CV plus help with job applications and interview skills.	Monday to Friday, by appointment. Phone 0141 704 1274
 ONE PARENT FAMILIES SCOTLAND	Drop-in for single parent families. Can offer support, help and advice with a range of topics/issues.	Tuesdays 10.30am-12.00pm. Drop-in, no appointment needed. Mondays 10.00am-2.00pm Employability Hub. Drop-in, no appointment needed.
TOLLCROSS HOUSING ASSOCIATION BENEFITS ADVICE	Welfare Benefits Drop-in for tenants and factored owners of Tollcross Housing Association – benefits advice.	Wednesday mornings 9.30am to 12.30pm. Drop-in, no appointment needed.
 TOLLCROSS & SHETTLESTON MONEY ADVICE SERVICE	Money/Debt Advice for local residents.	Monday to Friday, by appointment. Phone 0141 764 1234.



I. Customer/Landlord Relationship

Fast Fact 98% of tenants feel we are good at keeping them informed about our services

Tenants satisfied with overall service

2022/23
96%

2021/22	Scottish National Average
97%	87%

Tenants satisfied with opportunities to participate in decision making processes

2022/23
99%

2021/22	Scottish National Average
100%	86%

2. Housing Quality & Maintenance

Tenants satisfied with the quality of their home

2022/23
89%

2021/22	Scottish National Average
95%	86%

Repairs completed right first time

2022/23
94%

2021/22	Scottish National Average
95%	88%

Fast Fact: 33% percentage of court action resulted in eviction

Fast Fact: we exceeded our targets for complaint responses, with only 3 days for stage 1 (target 5) and 11 days for stage 2 (target 20)

Tenants satisfied with the repairs service

2022/23
95%

2021/22	Scottish National Average
96%	88%

Our planned maintenance programme ensures we replace major components, such as, kitchens, bathrooms and heating systems on a proactive basis to maintain and enhance the quality of our homes. However, we are aware that damp and mould issues have had an impact on some of our tenants. To help support our tenants, we have carried out an inspection on every home reported to have damp or mould and provided tailored outcomes to those impacted.

Fast Fact: emergency repairs were completed, on average, within 3.5 hours.

Fast Fact: non-emergency repairs were completed, on average, within 2.7 days.

3. Access to Housing & Support

Fast Fact: we let 139 general needs properties during the year and 6 for supported housing

Average length of time taken to re-let homes

2022/23
38 days

2021/22	Scottish National Average
48 days	56 days

4. Neighbourhood & Community

Services withdrawn from other agencies have left a gap in the services that our tenants' expect and this has impacted on their neighbourhood. We are happy to report we are 10% above the national average but we will continue to work with partner organisations to ensure effective neighbourhood management. We will also reinforce tenants' responsibilities when they are signing up for a property.

Tenants satisfied with how we manage their neighbourhood

2022/23
94%

2021/22	Scottish National Average
97%	84%

First stage complaints responded to

2022/23
100%

2021/22	Scottish National Average
100%	94%

Fast Fact: Our percentage of rent lost through homes being empty dropped to 0.79%

5. Getting Good Value for Money from Rents & Service Charges

Rent arrears as a percentage of rent due

2022/23
3.4%

2021/22	Scottish National Average
3.4%	6.9%

Tenants who feel that the rent for their property represents good value for money

2022/23
90%

2021/22	Scottish National Average
98%	82%

Factored owners satisfied with their service

2022/23
89%

2021/22	Scottish National Average
84%	62%

While we kept our rent increases below inflation, we understand the current cost-of-living crisis has impacted how people think about money and what they spend it on. Our money and debt service continues to provide support to those struggling, complemented with other support services provided by the Association and the Tollcross Community Trust. We will continue to review feedback from our customers and work with partner agencies to ensure we can further shape these services going forward in the current financial climate.

Fast Fact: our average annual management fee is £159 per factored home.

**ARE YOU A
PARENT LOOKING
FOR NEW
OPPORTUNITIES?**

**JOIN OUR FREE
12-WEEK
PERSONAL
DEVELOPMENT
COURSE**

Contact F.A.R.E.
for more information
on dates and times

**TOLLCROSS ADVICE &
LEARNING CENTRE
84 BRAIDFAULD STEET
G32 8PJ**

- SET PERSONAL AND EMPLOYABILITY GOALS
- TAKE PART IN WELLBEING ACTIVITIES
- GAIN QUALIFICATIONS
- DEVELOP CV WRITING AND INTERVIEW SKILLS
- DEVELOP EFFECTIVE COMMUNICATION SKILLS
- GAIN SUPPORT WITH EMPLOYMENT AND VOLUNTEERING
- ACCESS ADDITIONAL FUNDED TRAINING
- ACCESS FINANCIAL ADVICE

**CONTACT KAREN OR
STEPHANIE FOR ELIGIBILITY**



**Karen.timoney@
fare-scotland.org**



07888261841



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 with the level of customer service you received”

WE DID:

Apologise and discuss with staff member.

YOU SAID:

We did not process your application correctly

WE DID:

Apologise and refresh policies and procedures with staff

YOU SAID:

We did not send out mutual exchange form to you

WE DID:

Improve our audit systems to ensure we are able to track forms as they are being processed.

YOU SAID:

You were unhappy with how long it was taking for us to offer you a house

WE DID:

Investigate and confirm we are following our Allocations process. We will consider updating our forms to make process clearer to applicants.

INVESTIGATIONS There have been no investigations reported during the year.

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, we will try to 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

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 Housing and Property Chamber to look at it.

They will try to resolve complaints and disputes between home owners and property factors, and you can contact them at:

Housing and Property Chamber
First-tier Tribunal for Scotland,
20 York Street, Glasgow G2 8GT
Telephone: 0141 302 5900 Fax : 0141 302 5901
E-mail: HPCadmin@scotcourtribunals.gov.uk



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

Telephone: 0345 600 9527
Fax : 01382 207 289

Email: concerns@careinspectorate.gov.scot



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

Bridgeside House, 99 McDonald Drive,

Edinburgh EH7 4NS

or FREEPOST SP50

Freephone: 0800 377 7330

www.spsos.org.uk



HERE TO HELP

Energy and Food Support

At the Tollcross Advice & Learning Centre our staff, volunteers and partner agencies are working hard to support our tenants and other people who live in our communities.

We know the impact that the current cost-of-living and energy crisis is having on individuals and families.

To help alleviate some of the struggles that people are going through the Association are still able to help with food support and energy costs. We have been able to achieve this by funding we received. The funding has meant that we were able to purchase low energy cooking appliances including microwaves, air fryers and toastie machines.

Our Welfare Rights Officer, Andrew and the Money Advice Service Advisers, Bernie & Matthew, are here to help with energy support via the Fuelbank Foundation and Home Heating Service. If you are struggling with topping up or with fuel debt please contact them, see numbers below. They are also able to help with benefit questions, completing benefit forms and debt advice.

The volunteers at the Centre run a Food Project on Tuesday mornings and Thursday and Friday afternoons, providing much needed food parcels for people during a time of crisis. The volunteers also run the Welcome Space, Community Café and organise the purchase of all the food and microwaves etc.

Please don't sit at home and worry, contact our Housing Management Department on 0141 763 1317.

Email: info@tollcross-ha.org.uk or

The Advice & Learning Centre on 0141 764 1234.

Email: advice@tollcross-ha.org.uk.

Quotes from tenants we have supported: -

'Getting help with food has helped me a lot, I don't keep well and the help I have received has actually avoided me going into hospital'

'I have 4 kids, having a microwave will help me a lot and keep the cost of my electricity down when cooking'

'I had no money due to losing my job, awaiting UC, I am diabetic so this will help me a lot'

'Having carpets fitted in my hall and living room has made a world of difference to me and my 3 kids, the house is so much better looking'

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.



SUMMER BUS TRIP 2023

It's great to be able to arrange such an event. The Tollcross Annual Bus Trip is a great event for our over 60's tenants and we are happy to continue organising it for the coming years.

A big thank you to all the Staff, Committee and Events Focus Group members who helped out with this year's Bus Trip!

We had a lot of happy Tenants & Owners who came with us to Largs, some of which ended up coming home with prizes from our on-board entertainment. The feedback we received from this trip was very positive, with most responses keen to start planning where we will be going next year.

If you are interested in joining us next year, keep your eye out for our Summer 2024 Newsletter for more details.



Sheltered Housing

The tenants of Helenslea and Orchard Court Sheltered Housing complexes have enjoyed a summer of activities, outings, fun and laughter. They may not have had as much sunshine as they had hoped, but they enjoyed the colours and smells from the many flowers and plants that were cultivated throughout spring.

Tenants from both complexes recently met up at Helenslea for a very competitive quiz and afternoon tea. A great time was had by all, making new friends and meeting up with old friends. The tenants are now looking forward to meeting up again during their autumn programme of events. The tenants at Methven Street even shared their fabulous home grown plums with their friends from Orchard Court.



Your Guide to Preventing Condensation

What is condensation?

Condensation happens when moist air comes into contact with a cool surface and water droplets form. This is what happens when your bathroom mirror steams up.

When this happens on your window, the glass mists up and drops of water run down the window. When it happens on a wall, the wall soaks up the moisture and becomes damp. Mould could then grow on the damp areas.

Where does it come from?

Your body produces moisture all the time, when you breathe and perspire. This is more noticeable when you do exercise and overheat. We also put lots of moisture into the air when we take a bath or shower, cook or wash the dishes. Moisture is also produced when we dry clothes indoors or use an unvented tumble dryer. Bottled gas heaters and paraffin heaters produce large amounts of moisture into the air. This moist air travels through your home and when it comes into contact with a cool surface it will condense.

Where it can happen?

Condensation happens most on the cool parts of walls, particularly on outside walls where there is not much air movement. It often appears as a dark patch in corners near the skirting and on the ceiling. The side walls of windows are often affected as they can be even colder. Areas with poor ventilation can be prone to condensation.

This could be behind furniture, particularly wardrobes and beds if they have been placed against an outside wall. Condensation can happen in any room but is most likely to occur in your bedrooms and hallway as they are cooler. Moisture is most commonly found in bathrooms and is easily seen on tiles. To prevent mould, open the window after bathing or showering and wipe the tiles down.

How to remove mould

Mould can be easy to remove. You can normally wipe it off with a disposable cloth using some household cleaner. There is no need to use strong chemicals. Wipe over the area again every few days using diluted household cleaner to stop the mould growing back. This should become part of your regular cleaning routine.

Prevent condensation

To help reduce the risk of condensation in your home:

- *Keep a window open when drying clothes indoors*
- *Don't dry clothes over warm radiators*
- *Keep the kitchen door closed when cooking*
- *Keep lids on pots and pans when cooking*
- *Keep the bathroom door closed when running a bath and bathing*
- *Don't overfill cupboards and wardrobes - make sure air can circulate*
- *If you have an extractor fan in the kitchen and bathroom make sure you use it*
- *Don't keep furniture and beds hard against walls – make sure air can circulate*
- *Keep your heating on low throughout the day in cold weather*
- *Avoid using flueless gas or paraffin heaters as they produce a lot of moisture*
- *Adequately heat and ventilate rooms at risk*
- *When using a tumble dryer make sure the hose is put out the window or door.*

Keep your home warm:

- *Don't trap heat - avoid placing large pieces of furniture in front of a radiator this prevents the heat from circulating*
- *Keep curtains above radiators*
- *Thick curtains stop heat escaping – remember to close them at dusk*
- *Keep curtains open on sunny days to help warm rooms*
- *Keep doors open in rooms that get lots of sunlight – this will allow the warm air to circulate in your home.*

Heating or Hot Water Problems?

Before you contact the Association

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

- *Please 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?*
- *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

It's time for a Macmillan Coffee Morning and you're invited

Let's do whatever it takes to support people living with cancer.

Place: Tollcross Housing Association
 Date: Friday 29th September 2023
 Time: 10am-12pm
 Contact: Derek / Rhys - 0141 763 1317



Free-Of-Cost Cancer Support. Registered Charity in England and Wales (248175), Scotland (SC294937) and the Isle of Man (3014). All operating in partnership with Macmillan Cancer Support.



SHETTLESTON MEN'S SHED

**RU RETIRED OR SEMI-RETIRED?
 BETWEEN JOBS OR JUST FED UP OF SITTING ABOUT
 IN THE HOUSE?**

Come along and share your skills and hobbies with like minded men.

Or if you just feel like having a coffee, a laugh and a blether then come along to our men's shed!

IF YOU ARE AGED BETWEEN 18 AND 118+ AND FEEL YOU ARE (STILL GAME)

COME ALONG FOR A FEW HOURS AND MEET NEW FRIENDS

Opening Hours - Wednesday & Friday 1-4pm
 647 Shettleston Road, Glasgow
 Telephone 0141 778 1877
 email: shettlestonmensheds@outlook.com

Supported By:



Registered Charity No - SC045115

www.shettlestonmensshed.org

Shettleston Men's Shed is a registered Scottish charity working to help reduce social isolation for men.



RAPE CRISIS DROP-INS NORTH GLASGOW

First Monday of the month:

- 9:30AM-12:30PM at 3D Drumchapel St. Andrews Church
- 1:30PM-4:30PM at Drumchapel Cernach Housing Association

Second Monday of the month:

- 9:30AM-12:30PM at Calton Heritage and Learning Centre
- 1:30PM-4:30PM at Eastbank Training and Conference Centre, Shettleston

Third Monday of the month:

- 9:30AM-12:30PM, 1:30PM-4:30PM at Maryhill Burgh Halls

Fourth Monday of the month:

- 9:30AM-12:30PM at Possilpark Parish Church
- 1:30PM -4:30PM at Easterhouse Women's Aid

Tollcross Advice & Learning Centre



Computer classes on Tuesday & Wednesday afternoons - all welcome!

You can also access the centre for:

- Benefits & Debt Advice
- CV & job search support
- the Food Project
- Welcome Space
- Credit Union
- GKC community courses

Drop in open:
 Mon-Fri: 9am-12.30pm
 and 1.30pm-4.45pm
 (-3.45pm on Fridays)

Please feel free to come in and see us at:

84 Braidfauld St, G32 8PJ

or call: 0141 764 1234 or email:

advice@tollcross-ha.org.uk



Customer Engagement

Performance Improvement Network

Members of PIN have recently approved a calendar of meetings which means we will be working away on customer engagement and reviewing our performance on a monthly basis for the remainder of the year. There have been three meetings held since June and the next meeting is scheduled for 6th September 2023, so by the time you are reading this edition of Tollcross Newsletter, the group will have been considering even more. Below is an outline of what the group has been working on and their recommendations have been approved by Management Committee.



Tenant Handbook

Taking account of sustainability in terms of trees and budget in terms of cost for printing, PIN members proposed that we stop issuing the tenant handbook in its usual paper booklet format. They were satisfied that the information contained in this document is available elsewhere (such as tenancy sign ups; leaflets; website). They have also agreed to expand the website content for useful information. This will help us keep the information updated quicker and more regularly.

Landlord Performance Report 22/23

PIN members considered the Landlord Performance Report for 22/23. It was agreed the indicators would remain the same and the only changes to be made are to the design (i.e. colours and font). We seek your views on the layout and content and we have taken this into account for this year's report. Readers can see the full Landlord Performance Report elsewhere in this edition of Tollcross Newsletter.

Equality Action Plan

PIN members considered the equalities action plan to 30th June 2023. They were satisfied that although there were a few items either underway or outstanding, progress was being made to address the actions within the plan. The Equalities Action Plan has subsequently been approved by our Management Committee and is available from our website www.tollcross-ha.org.uk/policies-and-procedures/

Large-Scale Customer Satisfaction Survey 2023

PIN members are aware that our senior staff are considering the findings of the satisfaction survey with a view to scoping out a proposed action plan. This will be considered by members of the PIN and Management Committee prior to being rolled out to our customers, so please look out for this in the next edition of Tollcross Newsletter.

After asking our PIN members if they fancied giving our readers an insight to how they feel about what it means to them to be helping the Association, a local resident in the Tollcross area stepped right on up. Here's what he had to say:

"Curtain twitchers", "snitches", "busybodies", "grasses", "nosey parkers", "snoops", "eavesdroppers" and "mischief-makers".

While there are plenty of cruel nicknames aimed at those who care about their community. It is definitely not what we do.

I joined the Performance Improvement Network (PIN) to help make a difference: co-operating, informing, collaborating, supporting and helping the Association to work with the community to improve our lives.

We still have some hills to climb, with dog-fouling, littering, fly-tipping and anti-social behaviour still common in our community, and with the latest Association survey showing 94% of tenants satisfied with how they are managing the neighbourhood, perhaps there is a wee bit too much of the 'someone-else-can-pick-it-up' attitude.

We can all make a difference in our community, no matter how big or small.

If you want to share concerns about anti-social behaviour, the Association wants to hear from you. You won't be ignored, and you'll be met with a friendly ear. If you see dog fouling, litter, fly-tipping or graffiti, please capture it on your phone with any information that helps us to act.

Together, let's make real changes for the better.

Factoring Accounts - Payment Plans

As owners will be aware, the Association issues factoring bills on a six monthly basis in May and November of each year. Our normal payment terms are 28 days from date of issue of the invoice and any queries regarding the invoice should be made within 14 days of the invoice date.

We also offer the option of setting up a payment plan because many owners had requested this to assist with budgeting, rather than having to pay a more substantial sum on a six-monthly basis.

The Association is not licenced to provide credit so we are unable to enter payment arrangements in arrears. This means that payment plans must be set at an amount that will accrue enough credit in advance to pay invoices in full by the due date.

The Association offers a range of payment methods including payment by Direct Debit, cheque, debit card, internet banking or via Allpay card at Post Offices or Paypoint, however Direct Debit is our preferred method of payment when setting up a payment plan.

Where an owner wishes to set up a payment plan, we will suggest a regular payment amount with a view to it covering all known and reasonably anticipated charges which, dependent on property type, may include Management Fee, Buildings Insurance, Stair Lighting, Stair Cleaning, Landscaping and minor common repairs. Although the suggested amount takes account of previous charges and anticipated changes in costs, variations to the level of common or major repairs can lead to over or under payments during the six month period. If an owner accrues a credit significantly higher than necessary to cover their invoice we are happy to arrange a refund, where appropriate. If the credit accrued is insufficient to cover the invoice then owners must make an additional one-off payment to clear their balance by the due date. We would then review the payment plan amount and amend this where necessary.

We should stress that although owners are under no obligation to set up a payment plan with us, all invoices must be paid in full within 28 days of being issued.

We recognise that at times, some customers may have difficulty paying their bills. If so, please contact a member of the finance team before the invoice is overdue, by phoning 0141 763 1317 then select option 3, or email finance@tollcross-ha.org.uk. Also, staff at the Tollcross Advice and Learning Centre are able to provide free services relating to any debt issues that you may have and can be contacted on 0141 764 1234. Alternatively you can contact Money Advice Scotland on 0141 572 0237 or the Citizens Advice Bureau on 0141 554 0004 for free advice.

Owner Contact Information

We'd like to remind all owners to keep your contact details up to date to allow us to contact you in relation to invoicing and common repairs & maintenance. If you change address, telephone number or email address please contact a member of our finance team in writing (including existing email) to advise of the change.

As there are cost savings made by issuing correspondence electronically, we can offer a reduced management fee to owners who are willing to receive their communications by email. If you do not already receive your invoices by email and would like to do so, please contact us by 30 September 2023 to allow us to apply the reduced management fee to your next invoice, which is due to be issued in November 2023.

To update your details, please email finance@tollcross-ha.org.uk, confirming the email address you would like us to use for future correspondence, together with your property address and owner reference number.

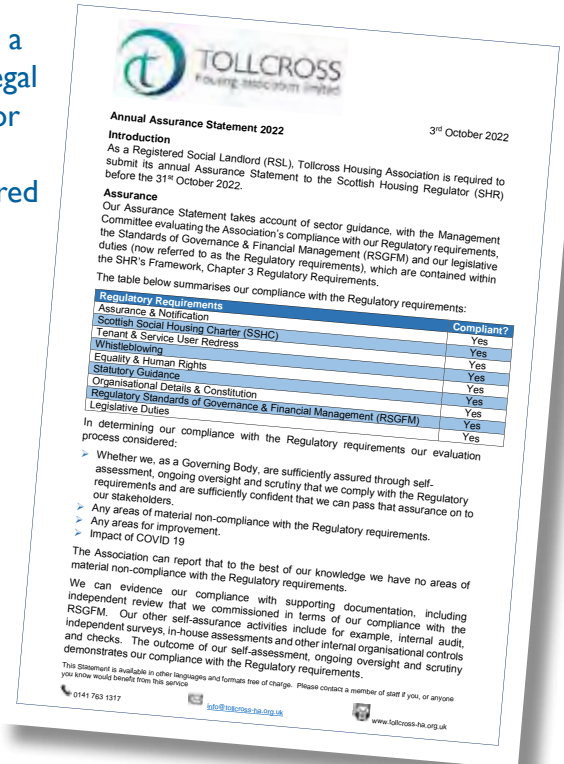


Tollcross Housing Association Annual Assurance Statement 2023

Each year Management Committee members are required to publish a Statement on our compliance or otherwise with all regulatory and legal requirements. This year we were assessed independently by an auditor against all Regulatory requirements, the Standards of Governance & Financial Management (RSGFM) and our legislative duties (now referred to as the Regulatory requirements), which are contained within the SHR's Framework, Chapter 3 Regulatory Requirements.

Throughout the year, Management Committee members consider the Association's regulatory compliance and review the findings of a report from an independent, external consultant. We shall report the outcome of our Annual Assurance Statement in the Winter newsletter. Prior to this, we shall publish the statement on our website www.tollcross-ha.org.uk and make it available to our tenants and other customers across all of our sites.

SHR will also publish our Assurance Statement on their website (www.scottishhousingregulator.gov.uk/).



Tollcross Advice & Learning Centre
Serving the Communities of Tollcross, Lilybank/Newbank & Carmyle
and surrounding areas



Benefits Advice/Money Advice/Form Filling Provided

Our Welcome Space is a warm inviting place where you can spend time during our opening times without spending money. A cuppa and biscuits will be provided. There is a large television, library and computer area.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Computer Use Drop-In 9.15am – 12.30pm 1.30pm – 4.30pm	Computer Use Drop-In 9.15am-12.30pm Free Computer Class 2.00pm-4.00pm	Computer Use Drop-In 9.15am – 12.30pm 1.30pm – 4.30pm	Computer Use Drop-In 9.15am – 12.30pm 1.30pm – 4.30pm	Computer Use Drop In 9.15am – 3.45pm
The Welcome Space Reminiscence Coffee Morning: coffee, tea & biscuits.	The Welcome Space Community Cafe - Free Hot Rolls or Sandwich 10.00am - 12.00pm	The Welcome Space Benefit & Money Advice (by Appointment)	The Welcome Space Community Cafe - Free Hot Rolls or Sandwich 1.30pm - 3.30pm	The Welcome Space Community Cafe - Free Hot Rolls or Sandwich 1.30pm - 3.30pm
Benefit & Money Advice (by Appointment)	Benefit & Money Advice (by Appointment)	Welfare Rights Drop-In 9.00am - 12.30pm	Benefit & Money Advice (by Appointment)	Benefit & Money Advice (by Appointment)
Jobs & Business Glasgow Help with CVs, applying for jobs/training 10.00am - 4.00pm	Tollcross Community Food Project open Tuesday 10.00am-12.00pm, Thursday & Friday 1.30pm-3.30pm, contact the Centre	Welcome Club 2pm to 4pm Meet, chat, Bingo, tea/ coffee. Glasgow Life Computer Class 2.00pm – 4.00pm	Jobs & Business Glasgow Help with CVs, applying for jobs/training 9.30am - 12.30pm	Jobs & Business Glasgow Help with CVs, applying for jobs/training 9.30am - 1.00pm
Credit Union 9.30am – 11.30am Low Interest Loans	Credit Union 9.30am – 11.30am Savings Accounts	Credit Union 9.30am – 11.30am Junior Accounts	Credit Union 9.30am – 11.30am Foreign Currency	Credit Union 9.30am – 11.30am Applications Available

FREE CERTIFICATED COURSES – CHILDCARE, FOOD HYGIENE, HEALTH AND SAFETY, FIRST AID AND MORE
COME IN AND FIND OUT WHAT FREE COURSES ARE AVAILABLE OR TELL US WHAT YOU WOULD LIKE TO LEARN

FARE: Family Support Service Drop-in and Courses, Monday's 1.30pm-4.00pm. **ONE PARENT FAMILIES SCOTLAND:** Advice & Support Drop-in, Tuesday's 10.30am-12.00pm, Employability Hub Monday's 10am-4.00pm. **ACTION FOR CHILDREN:** Advice for young people aged 16-24, support with employability, bus pass and more, every 2nd Tuesday 1.30pm-4.00pm. **GLASGOW LIFE LIVE WELL:** supporting you to access local clubs & activities, every 2nd Wednesday 1.30pm-4.00pm and Reminiscence Coffee Morning every 2nd Monday 10am-12pm.

All Welcome - Opening Hours: 9.00am-5.00pm (4.00pm close on Friday), Closed 12.30pm-1.30pm Mon-Thurs

We are at: 84 Braidfauld Street, Glasgow, G32 8PJ Telephone: 0141 764 1234 Email: advice@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: _____

Christmas Pantomime 2023

The Magical Adventures of Treasure Island

We are delighted that once again this year, we are able to offer tickets to the pantomime at the Pavillion Theatre on Friday 15th December and Saturday 16th December

To register your interest, please complete the form 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, 6th November 2023. Names will be drawn from a hat and if you are selected for tickets, we will be in touch with you, so please remember to provide your contact details.



The Magical Adventures of Treasure Island

Friday, 15th December 2023 at 7.30pm & Saturday, 16th December 2023 at 7.30pm

Tenant Information (One Entry Per Household Only)

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

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

Tel 0141 763 1317

Email info@tollcross-ha.org.uk 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

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

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