

# TOLLCROSS NEWSLETTER



**COVID-19 Tollcross Newsletter - Special Edition**

If you need  
help or advice  
call us on  
**0141 763 1317**

See the  
back page  
for the steps  
we've taken  
so far

Welcome to this special edition of the Tollcross Newsletter.

All at Tollcross Housing Association hope you and your loved ones are safe and well. Please remember how important it is that you **STAY AT HOME**.

In this edition of the newsletter we are going to focus on what has become a World Emergency, COVID-19 (coronavirus). We've issued this newsletter to make sure all of our tenants and customers are kept up to date on what we're doing and provide you with as much information as we can to help everyone through this.

You will already be aware that the Association has closed its premises in order to protect our staff and our customers. We are aiming to continue to provide you with access to our services. Some of our staff are working from home, and we have some contractors carrying out EMERGENCY repairs. We appreciate your patience and understanding at this difficult time.

**You can contact us in the usual ways:**

**Telephone: 0141 763 1317**

**E-mail: [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk)**

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

**OUT OF HOURS EMERGENCY REPAIRS: 0345 604 4686**

**COVID-19 SUPPORT SERVICES** – We understand our customers may be feeling overwhelmed or worried about the financial and social impact **COVID-19** may be having on you and your family. We are committed to helping you. In addition to telephoning the office for advice during office hours on:

**Tel 0141 763 1317** or emailing us at: **info@tollcross-ha.org.uk** or visiting our website at: **www.tollcross-ha.org.uk**

Please also find below details of other support agencies. You can access these from our website too and we're trying to keep this as up to date as possible as different agencies are identified.

## Financial

You can call Tollcross Housing Association on 0141 763 1317 and we can refer you to one of our Welfare Rights Advisers

### GEMAP Scotland Ltd -

To arrange a telephone appointment.  
Tel: 0141 773 5850  
Email [info@gemap.co.uk](mailto:info@gemap.co.uk)  
[www.gemap.co.uk](http://www.gemap.co.uk)  
follow our social media updates on Facebook, Twitter or at  
<https://twitter.com/GemapScotland>  
<https://www.facebook.com/GemapScot/>

### Bridgeton Citizens Advice Bureau

Tel: 0141 554 0336  
[www.bridgetoncab.org.uk/](http://www.bridgetoncab.org.uk/)

### Parkhead Citizens Advice Bureau

Tel: 0141 554 0004  
[www.cas.org.uk/bureaux/glasgow-parkhead-citizens-advice-bureau](http://www.cas.org.uk/bureaux/glasgow-parkhead-citizens-advice-bureau)

### Glasgow Life

Help with your Universal Credit Claim from Shettleston Library (Tuesday and Thursday 10.00 am – 5.00 pm)  
You can make an appointment by phoning: 0800 169 9901

### The Scottish Welfare Fund

– For a crisis grant the quickest and easiest way to apply is to check the Glasgow City Council website at: [www.glasgow.gov.uk/index.aspx?articleid=17160](http://www.glasgow.gov.uk/index.aspx?articleid=17160)

## Wellbeing

### Big White Wall

Any young Person aged 16 -18 – If you are struggling with mental health issues, or know someone who is, don't hesitate to join BWV or recommend it to someone you know. Access is easy: simply go to [www.bigwhitewall.com](http://www.bigwhitewall.com) and enter your postcode.

### National Health Service

Information and support that is local to where you live on money advice or a range of other health and wellbeing topics, visit the NHSGGC Health and Wellbeing Directory.  
<http://infodir.nhsggc.org.uk/Home/Directory>  
Tel: 0800 028 2816

### Whocares Scotland

Worried about the Coronavirus and need someone to talk to? Email [help@whocarescotland.org](mailto:help@whocarescotland.org).

### Your Support Your Way

Provides information on finding health services in Glasgow include money advice and debt.  
[www.yoursupportglasgow.org/homepage](http://www.yoursupportglasgow.org/homepage)

### If you are attending Hospital - NHS has Support & Information Services (SIS)

A friendly and confidential place for patients, families and staff to access health, wellbeing and financial support. Referred by mail or phone and also has drop-in facilities.  
Tel: 0141 452 238 or  
Email: [sis@ggc.scot.nhs.uk](mailto:sis@ggc.scot.nhs.uk) [www.nhsggc.org.uk/sis](http://www.nhsggc.org.uk/sis)

### Breathing Space

The Breathing Space freephone and webchat helpline is a good starting point if you are stressed, anxious or depressed due to money worries. It has a wide range of information and tips on how to reduce stress  
Call free on 0800 83 85 87 <https://breathingspace.scot/>

### Cancer Support -

Offering holistic support for anyone affected by Cancer, including financial, housing, practical, physical and emotional.  
Tel: 0141 287 7077 - lines currently restricted 10am-3pm subject to change Email: [ICJ@glasgow.gov.uk](mailto:ICJ@glasgow.gov.uk) or [LTCandMacmillanService@glasgow.gov.uk](mailto:LTCandMacmillanService@glasgow.gov.uk)  
Website: [www.glasgow.gov.uk/LTC](http://www.glasgow.gov.uk/LTC)

## Food & Delivery

You can call Tollcross Housing Association on 0141 763 1317 to arrange a Foodbank Voucher. We are also able to refer customers to a number of agencies to assist with delivery of essential food/medical items, etc.

### Glasgow City Council Support

School Meals- If you receive school clothing grant and/or free school meals you will be sent a preloaded gift card to buy food from Farmfoods. This is only available to existing claimants no new applications are being received. You will be sent by post automatically if you currently receive school clothing grant and/or free school meals  
Tel: 0141 452 238 or Email: [sis@ggc.scot.nhs.uk](mailto:sis@ggc.scot.nhs.uk)  
[www.nhsggc.org.uk/sis](http://www.nhsggc.org.uk/sis)

### Glasgow Central Mosque:

Support for the elderly and vulnerable with shopping, medication pick-ups etc. Supporting elderly people living alone with hot meals and food parcels.  
Contact: 0141 429 3132

### Glasgow's Golden Generation – AGE 55+ DO YOU NEED ESSENTIALS?

Tel no 0141 221 9924  
<https://glasgowgg.org.uk/do-you-need-essentials>

### The Food Train

Providing food packages and support for elderly people.  
Contact: Tel: 0141 423 1722  
Email: [glasgow@thefoodtrain.co.uk](mailto:glasgow@thefoodtrain.co.uk)

### Refugee

Open to everyone – They can deliver support packages to people which can include – toiletries, food shopping or meals and entertainment – toys, board games, books. All volunteers are trained on zero-contact, doorstep deliveries. – you can phone for a package – 07520 648388

## Energy Supplies (Gas, Electricity)

### G.Heat

Need assistance with your gas and/or electricity bills?  
The Association can refer you - please call the Association on 0141 763 1317.

### Home Energy Scotland

call free on 0808 808 2282.  
Open Friday 8am - 8pm and Saturday 9am - 5pm  
Or use this link for further information:  
<https://energysavingtrust.org.uk/scotland/home-energy-scotland>

## Employability

### Employability Support

A range of temporary jobs are available  
<http://www.employabilityinscotland.com/>

### Employment and financial support online Information

Check if you:

- \* can get statutory sick pay (SSP)
  - \* are eligible for Universal Credit
  - \* if you're eligible for Employment and Support Allowance (ESA)
  - \* Check your rights if your hours are cut or you're laid off
  - \* what to do if you cannot pay your tax bill on time
- <https://www.gov.uk/coronavirus>

## General Support

### Glasgow Helps

– Glasgow City Council are offering a range of services – check out their website: [www.glasgowhelps.org](http://www.glasgowhelps.org)

### Ethnic Minority Law Centre -

Tel. 0141 204 2888 [www.emlc.org.uk](http://www.emlc.org.uk)

### Mutual Aid

Need support but don't have access to the internet? Text or call the number 0141 280 7025. The helpline is open from 10am - 6pm every day, but please only phone if you are unable to fill out the form, as we try and keep the lines open for those who need it.  
<https://covidmutualaid.org/local-groups/>

### Violence Against Women Services

continue to operate during COVID-19.  
\* **ASSIST:** phone support to women, men, children and young people affected by domestic abuse. Contact ASSIST [assist@glasgow.gov.uk](mailto:assist@glasgow.gov.uk) or phone 0141 276 7710 to leave a message. Visit [www.assistscotland.org.uk](http://www.assistscotland.org.uk).  
\* **Routes Out:** phone support to current clients. RO will take new referrals - phone 0141 276 0737. RO offer advocacy services. Harm reduction services continue to be available at Drop In door service only.

### Govan Law Centre (Glasgow Wide Service)

We are running free and confidential advice through WhatsApp, Facebook messenger, and e-mail and a free call back telephone service. Contact us using any of the methods below, and we will get back to you as soon as we can:  
Leave us a message and a solicitor, welfare rights worker or money advisor will call you back. Everything is confidential, free and secure.  
Tel: 0141 440 2503  
[www.govanlawcentre.org/](http://www.govanlawcentre.org/)  
WhatsApp: 07564 040765  
Twitter: @govalawcentre  
Facebook messenger:  
Facebook page  
[www.facebook.com/Govan-Law-Centre-485591671499123/](https://www.facebook.com/Govan-Law-Centre-485591671499123/)

Thank you so much to the staff for putting me in touch with the Covid-19 Support North East as this has been a big help. Everyone in the house has a health condition and we needed shopping. A lovely young lady from the Covid-19 Support came to my house and took my list of shopping and managed to get everything on the list for me and I paid on her return, I have to say a fantastic job was done and everyone is so lovely. Thank you.

I would just like to thank the Association and the volunteers at Calton Parkhead food bank. I was recently in contact about my son who has received a much needed food parcel and help from yourself and the lady who called him. We are now trying to get him the help he needs and hopefully this is now a turning point for him. So again thank you and everyone else for their kindness and help at this awful time it will never be forgotten one day this horrible situation will end and I can maybe meet and thank you all in person. I sincerely hope that you and your families and colleagues all stay safe and well. From a very humbled grateful Mother

Thanks for calling - It's great to know even when you are worried about your own stuff, you are still phoning me to see if I am okay.

Thanks for your call, I don't need anything but it's nice of you to phone as it's lovely someone cares.



The Association has been monitoring the COVID-19 situation closely and are committed to keeping our staff and our customers as safe as we can. We've been on a bit of journey over the last few weeks and wanted to let you know what's been going on. Printing regular newsletters is proving to be challenging as we want to comply with the Government's instruction on staying indoors as much as possible. However, we will try to keep in regular contact with you all. Below is an outline of what the Association is doing during this difficult time:

- We closed the office on Tuesday, 24th March 2020. Posters were put up at all sites and the telephone answer machine messages and voicemail messages were updated to reflect this. The website was also updated.
- We continue to take all repairs over the phone/by e-mail, and we are lucky enough to have a number of reliable contractors who are helping us maintain this service. This includes our out of hours call handler. You can see the numbers on the front cover of this newsletter.
- Although we are only handling emergency repairs for now, we will take a record of any other kind of repairs you tell us about and we'll get onto them when we are able to operate our usual service. Once again, your patience and understanding is appreciated.
- We have suspended major works and tenants affected are being notified.
- Our Landscape contractor is out cutting grass still, but this is a reduced service due to limited resources. If you don't want this work carried out at the moment please let the workman know.
- Stair cleaning will also continue with a revised specification. The contractor will use specific cleaning products and focus on touch point areas, such as door handles and push plates.
- We keep our website updated and have written to our customers to bring them up to date with our actions. We aim to keep you updated as often as possible.

- We have identified a list of tenants who are over 70 and/or vulnerable. Our staff team are maintaining regular contact with those who have confirmed this would be good for them. This is to check on their general well-being and see if we can sign-post them to any other agencies.
- Those tenants who live in our sheltered housing complexes are being contacted on a daily basis and their families have been informed of our plan.
- We recognise how difficult this time is likely to be for many of our customers and that you may be worried about paying your rent or factoring bills. Please contact us so we can help you through this.
- We have suspended allocating homes and updating new and existing housing application forms. This service will resume when we are able to operate our usual service.
- We continue to take calls regarding anti-social behaviour/neighbour dispute matters and also any other type of complaint. Your patience is appreciated as we handle these as it is more challenging than normal to address these matters when the office is closed.
- Please be assured that we are still gathering the statistical data so you can monitor our performance. We've simply delayed issuing this information to you at the moment and we hope you'll understand why.
- Management Committee members and the Scottish Housing Regulator are being kept up to date with actions taken so far and we maintain regular contact with them.

## SOCIAL DISTANCING

We recognise that if you live in a property that has a close and/or shares a back garden with someone it can be difficult. We would ask that you think of others at this time and remember the Government instructions regarding social distancing, therefore please bear the following in mind:

- Please do not congregate at the front and rear of properties. If you are caught congregating outside a close or your property you may receive a fine from the Police and most importantly you could be putting other people's lives at risk that live in the same close or block as you.
- We know it must be very difficult if you have children at this time and keeping them entertained can be extremely challenging. Please ensure that you guide your children well through this period and also ensure they follow the rules regarding social distancing. If you're not using them already, you could use social media such as YouTube Kids to get your children to dance, laugh, sing, play and learn.
- Please keep the common areas of your property clean and free from debris as possible – close stairwells, bin areas and backcourts. Now, more than ever, we all need to do our bit to keep our neighbours, friends and family safe.

## COUNCIL SUSPENDING BULK UPLIFTS

In order to focus resources on maintaining the uplift of general waste bins, GCC has suspended collection of bulky waste from Thursday, March 19, 2020 at 12 noon until further notice. While the suspension of bulk uplift is in place residents are asked not to leave items on the street as these items will not be collected. Please leave any unwanted items safely on your own property such as your back garden or your back court and remain mindful of any fire risk.

At present you can still take bulk items free of charge to the Council's Household Waste Recycling Centres at Polmadie, Dawsholm, Shieldhall and Queenslie.

Further information and updates can be obtained at [Glasgow.gov.uk/coronavirus](http://Glasgow.gov.uk/coronavirus)

To pay your  
Council Tax June  
to March instead  
of April to January  
please log in to  
[www.glasgow.gov.uk/counciltax](http://www.glasgow.gov.uk/counciltax)

# PLEASE STAY SAFE AND STAY AT HOME



TOLLCROSS  
housing association limited



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

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

Honorary President: Bill Dougan

Property Factor Registered No PF000261