

# TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

SPRING 2021

# Wishing everyone a Happy Easter



See back page  
for closure details

win an  
amazing  
32" TV  
(see page 3)



## An Update from Andrea Bell, Chairperson, Tollcross Housing Association

Hello again everybody and welcome to this Spring Edition of our Tollcross Newsletter.

I hope this finds you well and that following on from the Scottish Government's recent update on 16th March 2021, you are starting to see the light at the end of what feels like a very long tunnel. I hope those of you who have received the vaccine are feeling a bit more protected and positive about the future. I also hope that those of you who are still waiting on the 'blue envelope' receive yours soon so you can start to enjoy this feeling too. To all of you who have been affected in some way by



the virus, my condolences go out to you. It's hard to believe we've been managing this pandemic, and all that it's meant to us personally, for over a year now. I would like to thank all our tenants and customers for your continued patience and understanding during this time.

Please remember that there are lots of people and agencies out there who may be able to help you come to terms with whatever problems you might be facing just now. Please refer to our website [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk) for more information on this.

## Scottish Government Update

We have added the latest information from the Scottish Government onto our website and you can also access it direct on [www.gov.scot](http://www.gov.scot). This includes the most recent timetable for easing restrictions.

My fellow Management Committee members and staff will be working on reviewing how the new guidance will impact on the Association and that means that until further notice the office will continue to be closed to the public. Please be assured that our priority will always be to continue to provide you with the best and safest service possible. You can read more about what those services look like on our website at [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk) and you'll also find my latest correspondence on the home page too.

## Other news

Elsewhere in our newsletter, you will find we've tried to get back to the familiar format with information other than the Coronavirus Pandemic. We're looking at what the events focus group and the Performance Improvement Network have been up to; the outcome of the rent review, factoring fee and heating charge review.

Excitingly, you'll see that we're making plans to move things along (safely) with our major works programme, such as central heating installations; electrical inspections; gas safety inspections and door entry replacement works in conjunction with our owner occupiers.

We are looking forward to seeing you when it's safe and in the meantime, please look after yourselves.

Regards,  
Andrea Bell, Chairperson

# Customer Satisfaction

Regular readers will know that we report on the feedback you've given us on how you feel we've performed in areas such as getting your repair right first time; how we handled a complaint you made or how we manage your neighbourhood. In this edition of our Tollcross Newsletter we'd like to seek your views on matters specifically linked to the Coronavirus pandemic. This survey should take about 5 minutes to complete and we'd like to find out:

- ⌚ how you've coped during lockdown
- ⌚ your views on the Association during this period and
- ⌚ what priorities you feel we should consider for the future as we move out of lockdown.

So, if you fancy your chances of winning an amazing 32" TV, then all you have to do is either :

⌚ Telephone us on 07799 006 909 to complete the questionnaire.

⌚ Go to our website:  
<https://www.tollcross-ha.org.uk/>  
and submit the form direct to us.



## Terms & Conditions

- Only tenants and owners within Tollcross Housing Association stock qualify to enter.
- Your personal details will be treated confidentially and not shared with any third party.
- You can enter once only.
- Closing date for entries Wednesday, 7th April 2021 and the winner will be notified by Friday, 9th April.

Would you like easy access to the Association's services with the click of a button?

**Then try out our new app.**

## Android Phone Users

If you have an Android phone please select

## Apple Phone Users

If you have an Apple phone then please go to  
**<http://app.tollcross-ha.org.uk/>**



## Annual Gas Safety Visit

In 2020-21 the Association achieved 96% of gas safety inspections within the required 12 month period, with 74 tenants not having given access during the initial Covid 19 lockdown 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.

## 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.

## Ants

We are again coming to the time of year when garden ants become a real nuisance and difficult to get rid of.

We remind tenants that Tollcross Housing Association does not carry out treatments for garden ants.

Here is some information which may assist you to deal with the problem:

- ⌚ Although they live outdoors, they can find their way into homes in large numbers through small gaps in brickwork, at windows and doors in their search for food.
- ⌚ They search for sweet foods so your first control measure must be to ensure that you are not accidentally encouraging them - even a small spill of a soft drink would be a feast to a horde of ants.

### Treatment:

You should carry out treatment against ants yourself, and need to be thorough.

- ⌚ Apply a residual insecticide for crawling insects. You will be able to buy these at many DIY supermarkets and garden centres.
- ⌚ Apply it to the entrance to the nest and wherever ants can enter your home.
- ⌚ Inside your house you should apply the insecticide around the sink unit, skirting boards, around doors and window frames.
- ⌚ You are trying to create a band of insecticide which ants must cross to get into your home.

To ensure you get rid of the problem you will need to find their nest. Follow any ant trails and look for small entrance holes in the ground surrounded by small piles of fine earth. Once you have found the nest follow the instructions that come with the pesticide about dealing with ants' nests.

Please read the label and follow the instructions on the pesticide you chose.



## 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.

## Television and Satellite Reception



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

Our residents currently receive a range of services including HD if they possess suitable equipment to decode the relevant signals.

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 any equipment necessary to enable SKY to connect your chosen service within your flat.

Please contact our Maintenance team on 0141 763 1317 Option 1 and we will advise you how this can be arranged.

**You will have to pay for our contractor to do this work.**

## 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 2001. 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.

# Major Works Programme 2021-22

Once the Scottish Government advise that Level 4 lockdown measures are reduced to Level 3 or below, the Association intends to resume the following works:

## Smoke and Heat Detector Installation

Our contractor, **RB Grant**, will contact those households still to be upgraded to arrange a date and time that suits you to carry out this essential work in your home.

## Full Gas Central Heating Replacement

Our Contractor, **Everwarm Ltd**, will be contacting those households involved to arrange a pre-start survey to explain the works and agree a suitable installation date.

In recent months we have seen a number of ageing heating systems failing, many of these at properties where tenants have previously refused to allow central heating replacement works to proceed.

You may already have been advised by the Association that your system is ageing and likely to fail if not replaced. We do not wish to see you with no hot water and temporary heaters for several days until replacement works can be progressed.

So if you are one of the tenants that previously refused heating works, we ask that you contact the Association in order that we can discuss including your home in the current contract.

## Kitchen and Bathroom Installations

We intend to have started these programmes by August 2021. Tenants involved in this work will be contacted by the Association before the end of April 2021.

## Door Entry Replacement Works

We will commence these works when permitted to do so by the Scottish Government and subject to close meetings with owners within each close. All households involved will be contacted by the Association before the end of April 2021. Our contractor, **Video Watchman Services Ltd**, will also contact all residents prior to works commencing.

## Electrical Inspections

We intend to restart these programmes when permitted to do so. Residents affected will be contacted as and when required in line with the works programme.

## Covid-19 Measures

Management and operatives of each of our installation contractors are fully adhering to the Scottish Government's Covid-19 guidance and have safe operating procedures in place. No work will take place in or around your property without prior notice and consultation with you.

If you have any questions regarding the major works programme, please contact us on 0141 763 1317 (Option 1 - Repairs) or [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk). Our Investment staff aim to fully respond to your enquiry.



# Events Focus Group



As you know, the Association usually holds an Easter Eggstravaganza where we invite our local children to come along for some fun with Cheeko at a local venue.

However, at the most recent meeting of the Association's Events Focus Group they recognised this was not going to be possible this year.

So they considered various other options about how we could celebrate Easter whilst managing to keep everyone safe. Glasgow City Council's Lord Provost, Phillip Braat, has been in touch

about an initiative they're planning this year where all primary school children in Glasgow will receive an Easter egg.

We understand the background to this initiative is to go some way to recognise the difficult year our children have experienced and with this in mind, the group considered this opportunity to assist GCC and recognised this would include our tenants' children too.

So, they agreed that the Association would contribute to and support the initiative and we hope the kids enjoy this sweet treat.

## Tollcross & Shettleston Money Advice Service (TSMAS)

The Association in partnership with Tollcross Community Trust and Shettleston Housing Association offer a money advice and benefit advice service to tenants and the wider community based at Tollcross Advice & Learning Centre.

This is a free and confidential service provided by an experienced team who can provide advice with debt such as pay day loans and catalogue. The team also provide benefits advice and filling out forms, if you need help with benefits such as Universal Credit or Personal Independence Payment, please free to contact the service.

If you need assistance please contact the Tollcross Advice & Learning Centre where you will find a very welcome and supportive service from the team.

**Coronavirus Restrictions Update:** - Although the Centre is currently closed to the public, support from TSMAS is currently available by telephone and email. To contact us please phone **0141 764 1234** or email us at **info@tollcrossadvice.co.uk**

# Rent Review 2021-22

Following on from our rent review consultation the Association is delighted to announce that we will not be applying any rent increase for the above financial year. All of our tenants should have received a letter notifying them of this.

We know that this year has been a particularly difficult time for our tenants due to the COVID-19 pandemic and the Management Committee of the Association made the decision to freeze any rent increase for 2021/22. We hope this great news is welcomed by you and hope you will agree that the Management Committee truly recognises how difficult it has been for tenants and that a rent freeze will help many people out.

We would like to thank everyone who participated in this year's consultation review.

# Heating Charge Review

If you have a communal heating system your heating charge will increase on 1st April 2021.

The Association does its best to keep rent and heating charges affordable for our tenants and have kept the increase as low as possible. We appreciate that some tenants may be disappointed about this increase, however it is important to point out that the Association calculates the running cost of this based on energy prices and the annual usage of the system and does not make any profits for the communal heating system.

We would like to thank everyone who participated in this year's consultation review.

# Christmas

Although the usual round of Christmas activities wasn't possible this year, we still managed to make the best of it.

The Association provided goodie bags and afternoon teas for our Sheltered residents which appeared to have gone down a treat !



# What a Performance



The Following statistical information has been reported to the Management Committee and is for Quarter 3 of the year 20/21 – 1st October to 31st December 2020.

Maintenance Performance Repairs & Gas Safety 2020-21 Q3	Target	20/21 Q3	19/20 Q3	18/19 Q3
Average length of time to complete emergency repairs	6 hours	2.2 hours (324 jobs)	2.1 hours (320 jobs)	2 hours
Average length of time to complete non-emergency repairs	3 days	2.5 days (1,231 jobs)	2.3 days (1,324 jobs)	2.3 days
Non-emergency repairs completed Right First Time	95%	94.5% (1,231)	97% (1,324)	96%
Gas Safety Inspections completed within 12 month period	100%	100% (729)	100% (797)	100%
Emergency repairs completed within 6 hour target	100%	99% (324)	99.5% (320)	99.5%

## Housing Management

Our gross rent arrears at the end of the 3rd Quarter was £377,627 which represents 4.04% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	2.69%
Former Tenant Arrears	1.5%	1.35%
Total Arrears	3.5%	4.04%

## Voids & Re-Lets to date

Properties re-let	55
Percentage of rental income lost due to un-let properties	1.01%
Average number of days to repair & re-let a void property	37

## Anti-Social Behaviour

Number of Anti-Social complaints received	45
Number of Anti-Social complaints responded to in timescale	41

## 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.

## Management Committee Details

13 full members of Management Committee and 1 Co-optee

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

Operations – Maintenance, Housing Management, Asset Management, Development

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

## Monitoring Complaints

	Stage 1				Stage 2			
	Other Issues No.	%	Equality Issues No.	%	Other Issues No.	%	Equality Issues No.	%
Received in Quarter 3	12	0	0	NA	4	NA	0	NA
Number of complaints c/fwd from 19/20	0	0	0	NA	0	NA	0	NA
Responded in full	12	100%	0	N/A	4	100%	0	NA
Average time taken to respond	4 working days				18 working 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 said that you were unhappy about an error on the factoring invoice that you had received.

The landscape contractor did not take enough care in performing his duties.

The contractor did not order the correct parts to fix the boiler.

My close has not been cleaned properly during lock down.

The contractor failed to arrange access to carry out a repair.

Follow up work wasn't arranged following an out of hours emergency.

The landscape contractor did not tidy up after themselves.

The contractor did not attend the out of hours call as agreed.

Vouchers may not have been delivered to the correct addresses for the over 60s at Christmas and the contractor was stealing them

## We Did

We contacted our software suppliers to ensure that the cause of the error was rectified and advised staff to carry out spot checks of a sample of invoices, before they are issued in future.

We raised this matter with the contractor who in turn raised the issue with the operatives.

We spoke to the contractor who confirmed that the part was ordered but not purchased due to a handling error.

We worked with the contractor to ensure the close was brought up to and maintained to a satisfactory standard.

We spoke to the contractor reminding them that they must make 2 attempts to gain access and leave a card for the tenant if there is no answer.

We misunderstood the information that was provided from our contractor to complete the follow up work.

We instructed the contractor to return and clear up, also to advise the Association when they are re-assigned to a priority job.

We spoke with the out of hours call handler to ensure their staff were aware of the correct process to be followed when escalating emergency works.

We made a number of sample calls to those who are in receipt of the vouchers and all confirmed they received the correctly labelled vouchers. We also discussed this matter with the contractor who has provided sufficient assurance that processes are in place to ensure correct handling of the vouchers.

**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 can we find ways to resolve this for you and make enhancements and adjustments to our service.

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

### Complaints About Factoring

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: [HPAdmin@scotcourtribunals.gov.uk](mailto:HPAdmin@scotcourtribunals.gov.uk)

Housing and Property Chamber  
First-tier Tribunal for Scotland



### Complaints about Care Service

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

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

Telephone: 0345 600 9527

Fax : 01382 207 289

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



### All Other Complaints

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

SPSO cannot normally look at:

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

You can contact the SPSO:

Scottish Public Services Ombudsman,

Bridgeside House,

99 McDonald Drive,

Edinburgh, EH7 4NS

Freephone: 0800 377 7330

Website: [www.spsos.org.uk](http://www.spsos.org.uk)



# Help us

# to Help You!

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

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

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



## 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](http://www.tollcross-ha.org.uk) , click on “Customer Login” and follow the directions.**

# PIN UPDATE

It feels like forever since we've all had a chance to sit round the table with a cuppa and work on our activities. So we thought in this edition of the newsletter we'd recap on where we left off before the pandemic and start to plan ahead.

## What is the Performance Improvement Network (PIN)?

The members of the PIN are made up of local residents who have volunteered to help us meet the outcomes and standards set by the Scottish Government within the Scottish Social Housing Charter and our current members understand how important this is to the Association and our customers.

## What were they working on before lockdown?

PIN members had been busy:

- Examining the Association's Welcome Pack and Handbook with a view to identifying ways to improve these documents to enhance the experience our new tenants have with us.
- Working through some of the findings following on from a tour of the Association's areas, where they looked at the landscaping, back courts and bin stores in Tollcross, Lilybank and Carmyle.
- Participating in a 'healthy engagement' initiative with our partner, Tenant Participation Advisory Service Scotland (TPAS), where we considered our Resident Participation Strategy.
- Preparing to start work on considering the Association's void numbers/allocations and turnover of properties.

## How did they keep out of mischief during lockdown?

During lockdown we tried to keep PIN members busy with sending them notifications of various initiatives and panels that they could participate in, such as:

- Our own rent consultation
- Our annual Landlord Performance Report
- TPAS' Tenant Voice Scotland
- TPAS and others' various on-line training seminars
- Access to the Scottish Government's National Networks



## And what's next for the PIN members?

We are trying to find ways to re-engage meaningfully with our PIN members and once we've found a way to make that happen safely, we'll be hoping to re-cap on the variety of work the members had undertaken prior to the pandemic and get cracking once again.

## Interested in joining the PIN?

PIN members are keen for you to know how much fun they have even although they are actually working on helping us improve our performance. The meetings will continue to be very informal and generally accompanied with a cuppa and biscuit (or two). The group know how good it makes you feel when you're point of view is listened to. Some of the group have been with us since the beginning and feel they have played a part in making a difference to the Association during that time. So, if you are interested in taking part or just want to find out a bit more about the Performance Improvement Network, please contact the office on 0141 763 1317 (and press option 3) or e-mail [info@tollcross-ha.org.uk](mailto: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 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
- Code of Conduct for Governing Body Members
- Governing Body Performance Review
- Whistleblowing
- Data Protection
- Data Retention Policy
- Anti-bribery Policy

## Revised Complaints Handling Procedure

At the time of going to print the Spring Newsletter, our Management Committee members will be being asked to consider the new Model Complaints Handling Procedure. The Scottish Public Services Ombudsman (SPSO) has developed this revised procedure following wide consultation with RSLs and tenants and the purpose of the Model Complaints Handling Procedure (MCHP) is to provide a standardised approach to dealing with customer complaints across the housing sector in Scotland. Once this revised procedure has been considered and approved by the Management Committee we will be ready to go live on 1st April 2021. We will add the new procedure to our website and issue an update in our next edition of Tollcross Newsletter, so keep a look out for this coming. Please don't hold off making any complaint you may have until then, as we're still operating our existing procedure and will handle your complaint in line with this. You can view our current procedure on our website at: [www.tollcross-ha.org.uk/make-a-complaint/](http://www.tollcross-ha.org.uk/make-a-complaint/)



# FACTORING

## Factoring Management Fee

The administration costs of providing the factoring service is covered by the annual management fee which we charge to all owners. This fee enables us to offer a range of services including organising common repairs and major works, arranging buildings insurance, organising and attending owners' meetings, communicating with you via our newsletters and website and issuing invoices and statements of account.

Historically we have charged a flat rate fee, which is reviewed as part of our annual budgetary process and is based on a number of factors. These include the management cost per property, staff costs, business overheads, inflation and a financial return set by our Management Committee. The management fee for 2021/22 has been set at £156.00 plus VAT per annum.

Having reviewed the way that we communicate with owners, we have identified costs savings that can be made by issuing invoices, reminders and other correspondence electronically. As a result we are able to offer a reduced management fee of £146 plus VAT to owners who are willing to receive all of their correspondence by email. We have previously contacted owners for whom we hold an email address and advised that we will issue future invoices electronically, unless they opt out. If you would like to take advantage of the lower management fee, please ensure that we have an up to date email address.

Our aim is to keep the management fee as competitive as possible, while delivering an excellent level of service to all of our customers. We always welcome customer feedback as we strive to continually improve the services offered.

## Buildings Insurance

All owners are encouraged to join the Association's block comprehensive buildings insurance policy. In cases where the Title Deeds specify that the factor should arrange insurance this will be enforced, but if the Title Deeds are silent on this matter you will retain the right to hold your own insurance cover, provided the minimum level of required cover is in force.

A summary of cover will be issued by us, to participating owners on an annual basis and will include details of what is covered by the policy. If you require further information about what is covered and what isn't, please contact our Insurance Brokers – Arthur J Gallagher Housing Limited - on 01245 341276.

Your insurance premium will be charged once per year and will appear on the invoice which we issue in mid to late May. Unlike some property factors, we do not receive any commission or other fees in respect of the block buildings insurance policy.

We will submit insurance claims on behalf of all owners in respect of damage to communal areas, but in cases where individual properties are involved, you will be responsible for submitting the claim.

Our insurance brokers aim to make the claims process as easy as possible and their Claims

Manager (Elaine Murray) will be able to guide you through each stage. In the event that you need to make a claim please contact Elaine on 01245 341276 as soon as you can after the incident occurs and before appointing any contractors (other than those to make the property safe and protect it from further damage).

The current insurance policy is provided by Aviva Insurance Limited and the policy number is 20/RSL/10288A.

For residential properties you will have to pay the first £100 of any insurance claim, with the exception of subsidence, where you will pay the first £1,000. The corresponding excess levels for commercial properties are £250 and £1,000.

The cover provided by our policy will protect you for damage to the fabric of the building, but will not pay for damage to carpets, furniture or other moveable items. We recommend that you take out your own contents insurance policy to cover any damage to these items. Although the Association does not arrange contents insurance, we have negotiated with another factor "Lowther" to allow our tenants and owners to participate in their low cost scheme. If you would like an application form, please contact a member of our Corporate Services team on 0141 763 1317.

# Selling your property?

We realise that selling your home can be a stressful time and will work with your solicitor to ensure that our involvement in the process is as trouble free as possible.

To allow us to assist your solicitor during the process, we will require them to contact us 28 days in advance of the sale proceeding and will require the following information:

the property address	the purchaser's name(s)
the date of the sale	details of the purchaser's solicitor

Where we are given 28 days notice of the property sale, we will charge an administration fee of £62 (plus VAT), for the provision of the following information:

the current outstanding balance	an estimate of the retention required to be held by your solicitor, to clear your factoring account
details of any repairs reported but not yet billed	The administration fee is payable to us in advance of the information being provided and will increase to £91 (plus VAT) if we do not receive 28 days notice of the sale.
details of any planned investment work under consideration and estimated costs if available	
buildings insurance information	

We will aim to issue a final bill to you within 6 weeks of the sale completing and will ask your solicitor to settle the outstanding balance. If your account is in credit we will issue a cheque to your solicitor for the amount due to be refunded.

We do not hold copies of planning documents or completion certificates. If you or your solicitor require this information, please contact Glasgow City Council's Building Control department.

If you have any questions or need further information regarding your property sale, please contact one of our finance staff on 0141 763 1317 or contact us via email on: [finance@tollcross-ha.org.uk](mailto:finance@tollcross-ha.org.uk).



## Owner 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, emergency repairs and cyclical repairs. If you change address, mobile number or email address please contact a member of our finance team in writing (including existing email) to advise of the change.

Owners should also be aware that if you rent out your property to a third party, we will not discuss your factoring account or repairs that have been carried out with your tenant. Even if your rental agreement requires your tenant to pay the factoring charges, all enquiries must come via the property owner.

FACTORIZING

## 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 below 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 below

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: \_\_\_\_\_

## some tenants comments

Thank you for  
the work carried out  
by Bell & Higgins  
contractors, they did a great  
job and it's much  
appreciated.

Thank you for  
organising the repair  
at my property.  
You had kept me well  
informed with the work being  
done and the contractors  
did a great job of tidying  
up after the repair was  
complete.

Thank you for  
our Tesco vouchers at  
Christmas.

# Support Services to help reduce isolation and loneliness

We want to ensure our customers are able to reach out and talk to someone during these difficult times especially those who may be feeling isolated and lonely. So, we have put the list below together and hope that it helps you to reach out.

The Association is here to help and are available by phone and email during office hours.

**Tel: 0141 763 1317**

or emailing us at: [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk)  
or visiting our website at: [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk)

**Please also find over the following two pages details of other support agencies.**

**You can access further information from our website too and we're trying to keep this as up to date as possible.**

Organisation Details	Service & Support Provided
<b>Age Scotland Helpline</b>	The helpline is a free, confidential phone service for older people, their carer's and families in Scotland. The Helpline is free to call and available Monday - Friday 9-5pm, Tel: 0800 12 44 222
<b>ASSIST</b>	Phone support to women, men, children and young people affected by domestic abuse. Contact ASSIST at <a href="mailto:assist@glasgow.gov.uk">assist@glasgow.gov.uk</a> or phone 0141 276 7710 to leave a message. Visit <a href="http://www.assistscotland.org.uk">www.assistscotland.org.uk</a>
<b>Breathing Space</b>	The Breathing Space Freephone Helpline and Online Webchat is a good starting point if you are stressed, anxious or depressed. It is an alternative and easily accessible 'first stop' service who can provide assistance at an early stage. Call free on 0800 83 85 87, <a href="https://breathingspace.scot/">https://breathingspace.scot/</a>

<b>British Red Cross</b>	The British Red Cross support line provides support in more than 200 languages, supporting people who are lonely, worried, and finding it difficult to access food or medication. Call free and confidentially on <b>0808 506 3264</b> Website: <a href="http://www.redcross.org.uk">www.redcross.org.uk</a>
<b>Cancer Support</b>	Offering holistic support for anyone affected by Cancer, including financial, housing, practical, physical and emotional. <b>Tel: 0141 287 7077</b> - lines currently restricted 10am-3pm subject to change Email: <a href="mailto:ICJ@glasgow.gov.uk">ICJ@glasgow.gov.uk</a> Or <a href="mailto:LTCandMacmillanService@glasgow.gov.uk">LTCandMacmillanService@glasgow.gov.uk</a> Website: <a href="http://www.glasgow.gov">www.glasgow.gov</a> Or <a href="http://www.glasgow.gov.uk/LTC">www.glasgow.gov.uk/LTC</a>
<b>Community Mental Health Teams</b>	Glasgow-wide Crisis out-of-hours service - phone <b>0845 650 1730</b>
<b>Community Connectors</b>	Community Connectors is a free, confidential service for people over 60 or those caring for someone who is. <b>Tel: 0141 271 2320</b> or Email: <a href="mailto:communityconnectors@gcvs.org.uk">communityconnectors@gcvs.org.uk</a>
<b>Cruse Bereavement Scotland</b>	During the COVID-19 pandemic we are facing a tragic loss of life, often under very difficult circumstances. Cruse Bereavement Charity are there to listen when you feel ^ready to talk” <b>FREEPHONE 0808 802 6161</b> Email: <a href="mailto:support@crusescotland.org.uk">support@crusescotland.org.uk</a>
<b>Family Addiction Support Services (FASS)</b>	Providing tailored Kinship, family and bereavement support to parents and adult family members that are or have been affected by a loved one's alcohol/drug problem. <b>0141 737 3699</b> , Email : <a href="mailto:info@fassglasgow.org">info@fassglasgow.org</a> Website : <a href="http://www.fassglasgow.org">http://www.fassglasgow.org</a>
<b>Glasgow Helps</b>	Glasgow City Council are offering a range of support services – check out their website: <a href="http://www.glasgowhelps.org">www.glasgowhelps.org</a>
<b>Glasgow's Helping Heroes</b>	Access advice and support on a wide range of issues including debt, employment, benefits, health and housing issues. The advice we give is impartial, completely confidential and best of all, absolutely free, <b>Tel: 0141 276 7199</b>
<b>Glasgow Women's Aid</b>	You can contact Glasgow Women's Aid for Confidential Support, if you want to talk to someone confidentially. Information about your rights (legal, housing, money etc.) Provision of interpreting services Safe refuge accommodation. <b>Tel: 0141 553 2022</b>
<b>Good Morning Service</b> (Telephone support service for those aged 55+)	Telephone befrienders call older people at a pre-arranged time to check that all is well and for a good blether. Over time, trust and meaningful relationships are built to become a friend who can be a listening ear who can give emotional support in difficult times. <b>Tel: 0141 336 7766</b> or <b>0333 101 0036</b> or Email: <a href="mailto:info@goodmorningservice.co.uk">info @ goodmorningservice.co.uk</a>
<b>Headway</b>	A charity set up to give help and support to people affected by brain injury. Improving life after brain injury Need to talk? <b>0808 800 2244</b>

<b>LGBT Mental health and wellbeing</b>	If the pandemic is affecting you, we are here to offer you a friendly ear as often and as regularly as you need it. We provide information and emotional support to lesbian, gay, bisexual and transgender people and their families, friends and supporters across Scotland. <a href="tel:03001232523">LGBT helpline 0300 123 2523</a>
<b>LGBT+ people aged 50 and over befriending service and virtual hug</b>	LGBT Age works with lesbian, gay, bisexual and transgender (LGBT+) people aged 50 and over in Greater Glasgow. <a href="tel:01315643970">Tel: 0131 564 3970</a>
<b>Minority Ethnic Advocacy Project</b>	Advocacy in all its forms seeks to ensure that people, particularly those who are most vulnerable in society, are able to have their voice heard, <a href="tel:01413376626">Tel: 0141 337 6626</a> , <a href="#">contact us through our official Facebook page</a>
<b>Polish Family Support Centre</b>	We are a growing charity focusing on providing support to the Polish minority in Scotland. We offer comprehensive support for disadvantaged people through offering counselling, social and advocacy services. <a href="tel:01312810429">Tel: 0131 281 0429</a> Email: <a href="mailto:info@pfsc.co.uk">info@pfsc.co.uk</a>
<b>Positive Action in Housing Lifeline Service</b>	Advice, Practical Support & Signposting. The Lifeline Service aims to prevent and alleviates homelessness and destitution amongst refugees and asylum seekers, including those who have been refused. Mondays 9.30 am to 11.30 am, <a href="tel:01413532220">Tel: 0141 353 2220</a>
<b>Saheliya</b>	Is a specialist mental health and well-being support organisation for black, minority ethnic, asylum seeker, refugee and migrant women and girls (12+) <a href="tel:01415526540">Tel: 0141 552 6540</a> Email: <a href="mailto:admin.glasgow@saheliya.co.uk">admin.glasgow@saheliya.co.uk</a>
<b>SCOPE = Equality for Disabled People</b>	Find out how SCOPE are providing support during the Pandemic and what they are doing to support you, and keep you safe. <a href="tel:08088003333">Tel: 0808 800 3333</a> . Email: <a href="mailto:helpline@scope.org.uk">helpline@scope.org.uk</a>
<b>The No.1 Befriending Agency</b>	The No.1 Team aim to reduce isolation and loneliness through companionship. During the pandemic they are offering a telephone befriending service and are also supporting people with their shopping through their Befriending Plus service. If you need to speak to someone, please call <a href="tel:01414656998">0141 465 6998</a> or email <a href="mailto:info@befriend.org.uk">info@befriend.org.uk</a>
<b>Together All</b>	This is an online service providing access to those with anxiety, depression and other mental health issues. This is a 24 hour service for all age groups providing a safe community. If you are struggling with mental health issues, or know someone who is, don't hesitate to join or recommend it to someone you know, go to <a href="http://www.togetherall.com">www.togetherall.com</a>
<b>Who Cares? Scotland</b>	Supports care experienced people by providing support and signposting around finances, benefits, housing, health, employment, education, and rights as well as a listening ear. <a href="tel:03301077540">Helpline:- 0330 107 7540</a> Email:- <a href="mailto:help@whocaresscotland.org">help@whocaresscotland.org</a>
<b>Young Scot</b>	Aye Feel Find information about how to look after your emotional wellbeing, support from organisations around Scotland and tips on how to promote a positive mind-set. Check out the #AyeFeel tag on social media for the latest updates. <a href="https://young.scot/campaigns/national/aye-feel">https://young.scot/campaigns/national/aye-feel</a>

# Forthcoming Public Holiday Dates

**For Emergencies contact us on 0345 6044686**

**Friday 2nd April  
Monday 3rd May**

**Monday 5th April  
Friday 28th May  
Monday 31st May**

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.

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

- **Emergency Repairs** **0141 763 1317 and 0345 604 4686**
- **Gas escapes** **0800 111 999**
- **Scottish Power Emergencies** **(from landline) 0800 092 9290**  
**(from mobile) 03301 010222**



**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

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