

TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

SPRING 2022

*Wishing everyone a
Happy Easter*



See back page
for office closure
details

See Page 15
for details of
Easter events
in the community

Help Us to Help You!



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

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

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

Online Services

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

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

This service is safe, secure and easy to use.

The Payment and Log in service is available to all of our tenants and factoring customers.

To register for this service simply log into our website: www.tollcross-ha.org.uk, click on "Customer Login" and follow the directions.



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

Then try out our 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/>



BIG PRIZE DRAW WINNER



Godfrey Kwayke is our lucky Prize Draw winner this month and has won an amazing £300!!!. and said he was "delighted with the win". Well done Godfrey and happy spending! 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 the above criteria then you will be in the draw every three months for a £300 prize!

Launch of new Online Housing Application Form

We are pleased to announce, after a lot of hard work in the background, that our new online application form goes live from 4 April 2022.

If you know someone who is looking for a home, please pass the message on! Applicants can register and complete an application via our website. We have made the form accessible in different sizes and a range of community languages. You can even upload your evidence to support your application through the camera on your phone.

www.tollcross-ha.org.uk

If you need any help, please get in touch with our team on 0141 763 1317

Inflation's impact on maintenance costs

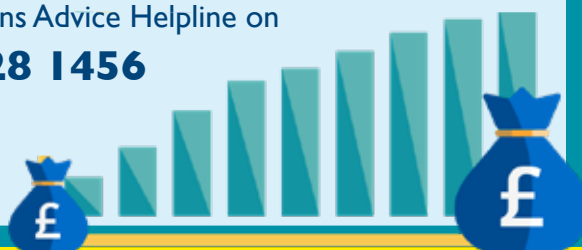
Prices in the UK are rising at their fastest rate for 30 years, with inflation for the 12 months to February 2022 reaching 6.2%. Businesses are being affected by the same price increases that you as a consumer will be facing in relation to a whole range of products, including energy, petrol and transport costs and as a result we are seeing the prices charged by contractors rise. The impact of Covid, Brexit and now the war in Ukraine have all caused supply chain problems and a shortage of lorry drivers has resulted in increased haulage costs – the cost of raw materials used by contractors have therefore in many cases increased by more than the average inflation rate.

Although we encourage our contractors to be as cost effective as possible, we are likely to continue to see higher costs for day to day repairs on properties for the remainder of this calendar year.

If increased costs are causing you financial problems please contact:

Tollcross Advice Centre on **0141 763 1234**
or the Citizens Advice Helpline on

0800 028 1456



Tollcross Park Winter Gardens

If you've been in Tollcross Park recently you will have noticed the brilliant progress that's being made on the new nursery building. As part of the project Glasgow City Council are also completely refurbishing the Winter Gardens building. At the moment, the frame of the building is being repaired and repainted. All of the rotten wooden sections of the greenhouse and all of the glass have been removed and they will be replaced with new metal sections and new glass. In the end the building will be back to better than its original condition.

Construction of the new nursery and the refurbishment of the Winter Gardens is due for completion in July this year, although it's difficult to be certain about dates with everything else that's going on.

The refurbished Winter Garden will only be a basic shell, it won't be full of plants and trees like before, and hopefully both Tollcross and Shettleston Housing Associations will be working together with the City Council to identify user groups and uses for the building. If the users of the building then need some additional facilities then both Associations can try to access grant funding to cover the cost of any proposed additions or alterations to the building.

Watch out for more information on the new nursery and the Winter Gardens in future newsletters.



What a Performance



The Following statistical information has been reported to the Management Committee and is for Quarter 3 of the year 21/22 – 1st October to 31st December 2021.

Maintenance Performance Repairs & Gas Safety	Target	21/22 Q3	20/21 Q3
Average length of time to complete emergency repairs	6 hrs	2.4 hrs	2.2 hrs
Average length of time to complete non-emergency repairs	3 days	2.6 days	2.5 days
Non-emergency repairs completed Right First Time	95%	93%	94.5%
Gas Safety Inspections completed within 12 month period	100%	100%	97%
Emergency repairs completed within 6 hour target	100%	98%	99%
Urgent repairs completed within 3 day target	100%	94%	93%
Routine repairs completed within 5 day target	100%	96%	95%

Housing Management

Our gross rent arrears at the end of the 3rd Quarter was £341,713 which represents 3.65% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	2.24%
Former Tenant Arrears	1.5%	1.41%
Total Arrears	3.5%	3.65%

Voids & Re-Lets to date

Properties re-let	52
Percentage of rental income lost due to un-let properties	1.24%
Average number of days to repair & re-let a void property	40

Anti-Social Behaviour

Number of Anti-Social complaints received	21
Number of Anti-Social complaints responded to in timescale	18

Evictions

Evictions for Non payment of rent	1
Evictions for anti-social behaviour	0
Total evictions	1

*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.

Management Committee Details

11 full members of Management Committee and 3 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	38	0	0	NA	1	NA	0	NA
Number of complaints c/fwd from 20/21	0	0	0	NA	0	NA	0	NA
Responded in full	38	100%	0	N/A	1	100%	0	NA
Average time taken to respond	2.8 working days				3 working days			

LESSONS LEARNED

As a direct consequence of responding to complaints from our customers, we give you a list of actions we've taken within each edition of the Tollcross Newsletter.

You Said	We Did
You have not completed my repair	Arrange an inspection of your home and organised the required repairs
You have not repaired a leaking roof when it was first reported	Investigate the reason for this failure and also arranged the required meetings and permits to complete the work
You didn't update me on the progress of a repair	Discuss the levels of customer service required with the staff member and the need to keep our customers informed
You have failed to repair a common item	Arranged the required repair
You were disappointed with the level of customer service when you phoned our office	Discuss the call with the member of staff and reinforced with the staff member the level of customer service expected from the Association

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 can 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

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

Telephone: 0345 600 9527
Fax : 01382 207 289

E-mail: 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



Maintaining Your Home

Repairs and Maintenance Policy Review

The Repairs and Maintenance Policy and Void Management Policy were reviewed and approved for consultation by the Management Committee in January 2022. The Draft Policies contained only minor changes as recommended by our Internal Auditor, and are now available on the website for consultation until the end of April 2022. Association Officials are also meeting with the PIN group, to consider and approve the updated Policies.

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 2021-22, the Association achieved 100% of the gas safety visits within the required 12 month period.

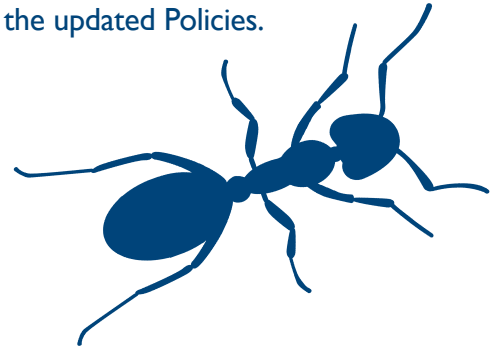
Carrying out gas safety inspections is a legal requirement, so we again ask for your assistance in the coming year to ensure all appliances are tested and are safe. Where access is not provided, the Association is required to take legal action to gain entry, which we are sure you agree is not the best 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.



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.

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.

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 follow 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.

Looking after your Community Dog Fouling – Scoop the Poop!!!!

Dog fouling has been a growing problem for the Association over recent years and we know that there are many dog owners who look after their local area by cleaning up after their dogs. However there are a minority of dog owners who continue to allow their dogs to foul in back-courts and local areas and do not clean up afterwards.

The message is simple, if you have a dog

“You need to scoop the poop”! If your dog fouls anywhere it is your duty to clean it up immediately. Dog fouling is not only unhygienic and unsightly, but it can also make local spaces of land unsafe for young children to play.

The Association is continuing to tackle this issue of tenants and residents who do not clean up after their pets. Glasgow Community Safety Services are in the area and will continue to issue fixed penalty fines to anyone found to be breaking the law by allowing their pet to foul in a public place. Staff will also be carrying out regular inspections and notifying Glasgow Community Safety Services of any problem areas we find when out & about. Our aim is to make your local area a cleaner, safer and more attractive place to live.

Please help us by identifying owners who do not clean up after their dogs by phoning Clean Glasgow on 0300 343 7027 and an investigation will commence.

Together we can make a difference to your local community!

G F

Factoring

N M

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 2022/23 has been set at £166.00 plus VAT per annum.

Last year, having reviewed the way that we communicate with owners, we 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 £152.00 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.

Where owners do not settle their factoring invoices within our 28 day payment terms, we will issue a reminder followed by a final demand letter 7 days later. If we have to issue a final demand letter to you during 2022/23 your account will be subject to a Final Demand fee of £15.00 plus VAT.

B

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 21/ 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 date of the sale
- the purchaser's name(s)
- details of the purchaser's solicitor

Where we are given 28 days' notice of the property sale, we will charge an administration fee of £65 (plus VAT), for the provision of the following information:

- the current outstanding balance
- details of any repairs reported but not yet billed
- details of any planned investment work under consideration and estimated costs if available
- buildings insurance information
- an estimate of the retention required to be held by your solicitor, to clear your factoring account

The administration fee is payable to us in advance of the information being provided and will increase to £97.50 (plus VAT) if we do not receive 28 days' notice of the sale.

After properties change ownership, the Association will apportion all common charges and bills outstanding and will aim to issue the final account within six weeks but no more than three months of the Association being made aware of the actual date of change in ownership (the date of settlement) unless there is a good reason not to (for example, awaiting final bills relating to contracts which were in place for works and services or the property factor has not been provided with the specified period of notice informing them of the change in ownership).

Normally the invoice will be issued to your solicitor to settle the outstanding balance. If your account is in credit after all final charges have been applied then we will issue a refund to your solicitor.

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 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.

FACTORS



Customer Satisfaction Survey Results 21/22

Regular readers of our quarterly newsletter and those who visit our website will know that customer feedback is something we are committed to seeking. We have a variety of ways of finding out how we've done in providing our services to you and below is an outline of the results of our satisfaction survey questions. We carry out a full survey every three years and you'll see the results of the most recent survey in 2019 below. Beside these survey results, you'll see the results for quarters 1, 2 and 3 of the year 21/22. These surveys are undertaken by an independent company, Research Resource. You will also see that we're gathering information from you about how you think we've performed during the pandemic so far.

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

The emojis in table 1 below mean:

	Remained the same		Positive outcome		Negative outcome
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Table 1 – Customer Satisfaction Results














ARC Indicator	Question	2019 Full Survey 910 sample	Q1 May-Jun '21 80 sample	Q2 Jul-Sept '21 120 sample	Q3 Oct-Dec '21
Indicator 1	Percentage of tenants satisfied with the overall service provided by their landlord	96%	84% 	90% 	97% 
Indicator 7	Percentage of tenants satisfied with the quality of their home	95%	91% 	95% 	96% 
Indicator 12	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	95%	86% 	96% 	96% 
Non ARC Covid-19	Percentage of customers who feel the Association kept them informed of the changes to services available due to Covid-19.	NA	78%	86% 	86% 
Non ARC Covid-19	Percentage of customers making contact with the Association during the pandemic who are satisfied with this contact with us	NA	71%	78% 	94% 

Table 2 – Customer Feedback on what you feel we should focus on now

In our monthly surveys (between May 2021 and December 2021) we've been asking you "What do you think we should be focusing on to provide services to you and other customers at this time?"

Below is an outline of what you've said and what we've done or are planning to do.

<p>Repairs – earlier in the year you were asking for us to respond quicker to repairs. These comments have reduced considerably as the year has progressed.</p>	<p>We understand your frustration when we don't manage to carry out a repair on time or as quickly as you'd like. During the year, where we were limited to access to customers' homes due to Covid infection and having to work within the Scottish Government's restrictions/guidance, we managed to achieve the following response rates.</p> <p>We hope you will agree that even although our emergency response rates have slipped from 2.1 hours in quarter 1 to 2.4 hours in quarter 3, we are still well within our target of 6 hours. Also we hope you can see that the response times have steadily improved during the year for non-emergency repairs. Please be assured we will continue to monitor this and report to Management Committee.</p> <table><tr><th>Repair Type</th><th>Quarter 1 April - June</th><th>Quarter 2 July- Sept</th><th>Quarter 3 Oct – Dec</th></tr><tr><td>Emergency Repair (Target 6hrs)</td><td>2.1 hours</td><td>2 hours</td><td>2.4 hours</td></tr><tr><td>Non-emergency Repair (Target 3 days)</td><td>6.5 days</td><td>2.7 days</td><td>2.6 days</td></tr></table>	Repair Type	Quarter 1 April - June	Quarter 2 July- Sept	Quarter 3 Oct – Dec	Emergency Repair (Target 6hrs)	2.1 hours	2 hours	2.4 hours	Non-emergency Repair (Target 3 days)	6.5 days	2.7 days	2.6 days
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Non-emergency Repair (Target 3 days)	6.5 days	2.7 days	2.6 days										
<p>Environmental - you told us about issues with bulk uplift; litter; fly tipping and grass cutting were important to you. As the year has progressed, comments relating to these matters have reduced significantly.</p>	<p>Bulk uplift: With the withdrawal of the Council's collection service many of our common areas were overloaded with bulk and fly tipped goods. Following the Association putting in place alternative arrangements, all areas returned to acceptable standards, although fly tipping continues to be a concern.</p> <p>Litter: The Association's landscape contractor continued to collect litter throughout our estates, although it is acknowledged that the amount of bulk and fly tipping hindered this work.</p> <p>Fly tipping: extensive tipping was noted to be taking place throughout the lockdown period. With the help of residents the Association reported these activities to the local Authority.</p> <p>Grass cutting: Due to the unexpected withdrawal of our previous landscape contractor, the Association was late in commencing landscape work in 2021, with the catch up work taking longer than we had hoped for.</p>												
<p>Communication & customer engagement – earlier in the year you were asking us to get back to normal; return calls; answer calls more often and to keep you more informed. As the year has progressed, comments relating to these matters have reduced significantly.</p>	<p>The office staff have been working from home during lockdown and with the exception of our Maintenance team, who have mostly worked from the office, we've been supporting a hybrid working arrangement with staff splitting their time between the office and home. We are now all operating from the office and back within our community. We tweaked our current phone system to help us try to maintain the same level of call handling we did prior to Covid-19 and this included supplying mobile phones. We are now looking forward and are about to introduce a new element to our phone system that will make it easier and faster for us to manage the volume of calls, should we need to return to lockdown or working from home. We hope this will address some of the issues you experienced during the year.</p> <p>We have maintained Covid information on our website, included updates in our quarterly newsletters and also issued individual letters to our tenants during the pandemic. We also provide access to our website through our App. We shall consider these comments with our Performance Improvement Network members and prepare an action plan to cover any future disruption to service, in order to maximise contact with our customers.</p>												
<p>Financial – you asked us to focus on improving tenants' financial position (i.e. benefits and rent issues)</p>	<p>We appreciate that tenants have found it really difficult over the last 2 years due to the COVID Pandemic and the rise of energy bills.</p> <p>We are delighted to advise you that the Association is working in Partnership with Shettleston Housing Association and have secured funding until 2023 to run an Income maximisation service to our tenants and residents within the local community. The project assists individuals to claim benefits they may be entitled to and to help you if you are struggling financially. The project runs from our Money Advice Centre at 84 Braidfauld Street and you can contact them on 0141 764 1234 to make an appointment.</p>												

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:

- Succession Planning
- Health & Safety
- Management Committee Recruitment and Induction
- Handling Serious Complaints against the Chief Executive
- Customer Engagement Strategy
- Donations Policy
- Adverse Weather Policy
- Control of Substances Hazardous to Health Policy (CoSHH)
- Smoke Free policy
- Young Persons Policy
- Shared Parental Leave Policy
- Mobile Phone Policy
- Risk Management Strategy

We are currently seeking your views on Repairs & Maintenance and our Void Management Policies – See Page 6

Tollcross and Shettleston Money Advice Service Free Workshops

The service has been set up to help residents of Tollcross and Shettleston providing benefits and debt advice.

The aim of the service is to tackle poverty through education and advice on financial products and services including:-

Savings options. Banking, including how to set up an account. Affordable credit. Home contents insurance and budgeting advice.

In addition, we can assist clients with finding solutions to address problematic debt whilst empowering and educating them on money management to reduce the risk of recurring debt problems.

Our Budgeting Workshops are free and cover:-

- Budgeting and Money Management
- Credit
- Debt
- Financial Products
- Savings
- Universal Credit, managing your UC online

If you are interested in taking part in any of the above workshops, please contact The Tollcross Advice and Learning Centre on 0141 764 1234 or email:

advice@tollcrosscommunitytrust.org to book a place



Adult Disability Payment Pilot Launch

The new Adult Disability Payment will open for applications on Monday 21 March for people living in three pilot areas.

The new Adult Disability Payment (replacing PIP, Personal Independent Payment) opened for applications on Monday 21 March for people living in three pilot areas: Dundee City, Perth & Kinross and Western Isles council areas only.

This benefit is for people aged between 16 and state pension age who are disabled, have a long-term health condition or a terminal illness.

People with ongoing awards of Personal Independence Payment and Disability Living Allowance do not need to

make an application for Adult Disability Payment. Their awards will transfer to the Scottish social security system automatically with prior notice.

Further council areas, including Glasgow, will be introduced in phases until Adult Disability Payment is rolled out nationally.

If you have any questions or worries about the new Adult Disability Payment please get in touch with Tollcross Advice & Learning Centre who are here to help.

TALC are based at 84 Braidfauld Street, Glasgow, G32 8PJ.

Tel: **0141 764 1234.**

Email: advice@tollcross-ha.org.uk



Social Security Scotland
Tearainteachd Shòisealta Alba

Tollcross Advice & Learning Centre

Brenda's Story

Brenda's work went into administration suddenly and she wasn't sure who to turn to for help. A friend told her about the Advice Centre, Brenda met with an Advisor who put her mind at rest.

Brenda then registered with Jobs & Business Glasgow who operate in the Centre, they are assisting her with a CV & job search.

Whilst in the Centre Brenda heard about the Child Development, Relationships & Parenting SCQF Level 4 Course that is taking place over 12 weeks in the Centre on Tuesday mornings, Brenda is now considering a career change.

Brenda said "I find the people in the Centre so helpful and glad I came in. My confidence was dented and coming into the Centre has made me feel better and very hopeful that I will get a new job."

Brenda, Tenant



Certificated Courses Are Back and Still Free

Taking Place at Tollcross Advice & Learning Centre

We are glad to say that the Courses are taking place once again in the Advice & Learning Centre, the Courses are free and you can gain a certificate to help your CV or to learn more about a particular subject, example, we have some parents taking part in the First Aid Course to help them deal with any incidents that may take place at home.

The Courses currently being run are:-

- Emergency First Aid, 2 x half days
- Elementary Food Hygiene, 2 x half days
- Elementary Health & Safety Course, 2 x half days
- Customer Care, 2 x half days

& Child Development, Relationships & Parenting SCQF Level 4, 12 x half days. *This course is currently full but it will return after the summer break*

All Courses take place on mornings 9.30am-12.30pm.

To register or to find out more please contact Veronica or Liz at TALC, 84 Braidfauld Street, G32 8PJ. Tel: 0141 764 1234. Email: advice@tollcross-ha.org.uk



Bernie and Matthew from Tollcross & Shettleston Money Advice Service have settled in really well at the Centre and are working alongside our long standing Welfare Rights Volunteer Ann.



The benefits and debt advice service has been really busy and the 3 Advisors, as well as assisting with benefits and debt advice, have also helped customers access fuel advice and top-ups from grants that the Association and Tollcross Community Trust brought to the community.

They access funds from charities to help families, they can help you to manage your online Universal Credit Account, and they can access Starter Packs for new tenants and much more.

From 1st April 2021 until mid-March 2022 the Team have:-

Assisted 435 families and individuals

Financial Gains, benefits access for customers: £582,027

Debts with on behalf of customers: £195,547

Here is an example of how a customer was assisted and who was very happy with the result:-

Customer was referred to the Centre as her ESA was ending due to her having to claim her State Pension. The Advisor was told that she previously had Fuel Direct deductions in place in respect of fuel arrears. Due to the change in her circumstances the Fuel Direct payments stopped, and the customer had been issued with several letters from Scottish Power looking for the balance to be paid, she thought that the balance outstanding was in region of £1,800.

The Advisor informed the customer that she would apply to the Scottish Power Hardship Fund to see if they would consider an award. The application was successful, and the fund wrote off the balance which was in fact £4,125. The customer stated she would never have been able to deal with this on her own. She is now able to maintain her ongoing fuel consumption.

If you need help with benefits or debt please contact Tollcross Advice & Learning Centre, 84 Braidfauld Street, Glasgow, G32 8PJ. Tel: 0141 764 1234. Email: advice@tollcross-ha.org.uk

Kamila's Story

Kamila heard about the Child Development Course and came to the Centre to speak with the Tutor from Glasgow Kelvin College to see if she could participate on-line as she has a young family.



After speaking with Liz from the Centre it was realised that Kamila needed a laptop so she could complete her Course and she was planning to enrol in College after the Course.

Tollcross Community Trust who are based at the Centre and are a group of local people who are here to help other local people, purchased a laptop for Kamila and presented it to her.

Kamila was very pleased and said – "The laptop will help me learn and continue on to College, this will help me understand English more and also help with speaking English."

Thank you to Tollcross Trust and staff at the Centre for helping me out."

Kamila, tenant

Become a Member 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 would like to become a member of Tollcross Housing Association, please complete and return the application outlined below.

I wish to become a member of Tollcross Housing Association Limited

I confirm the following (Please tick ✓):

- ☐ 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	Email:
Details of any property held in the Association	

Please return to: The Secretary, Tollcross Housing Association Limited
868 Tollcross Road, Glasgow, G32 8PF

Signature: _____

some tenants comments

"Fab job thanks and happy with new heating installation"

"I am very pleased with heating installation and being kept updated throughout works"

"Thanks for checking that the repair was completed - staff are always so helpful and cheery"

"Thanks for the Tesco gift voucher received at Christmas"

"Thanks to staff for their prompt action over estate management garden issue"

"Thanks to staff for assistance in dealing with the rent issue"

"Thanks to Maintenance Department for the repair work carried out on my daughter's flat"

"Thanks to staff for assistance and help over the past year with myself and my situation. You have been extremely professional and kind and I appreciate it"

"Plumber did a great job and really pleased at how quick repair was done"



Forthcoming Public Holiday Dates

Friday 15th April

Monday 18th April

Monday 2nd May

Thursday 2nd June

Friday 3rd June

For Emergencies call us on 0345 604 4686

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

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

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.