

TOLLCROSS NEWSLETTER



TOLLCROSS HOUSING ASSOCIATION NEWSLETTER

SUMMER 2018

We're on the move on 6th July



Don't worry, all that's changing is our address

Same phone number:

0141 763 1317

Same fax numbers:

0141 778 4528

or 0141 763 3949

Same e-mail address:

info@tollcross-ha.org.uk

Same website address:

www.tollcross-ha.org.uk

Same Freephone number: 0800 808800

Same Freepost address: FREEPOST

GW 7508

Glasgow

G32 6BR



Office Closure

Our offices will be closed as follows:

Friday, 6th July 2018

**this is to facilitate the move to our new office at
868 Tollcross Road, G32 8PF (opposite Lidl)**

Friday, 13th July

Monday, 16th July

(Glasgow Fair weekend)

Please refer to the emergency telephone numbers provided so that any emergency repair you may have can be dealt with while the office is closed. If you call the usual office number (0141 763 1317) during this period you will be put through to our emergency repairs service. You can also call them on 0345 6044686

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

Emergency Repairs 0141 763 1317 and

0345 604 4686

Gas Escapes 0800 111 999

Scottish Power Emergencies

(from landline) 0800 092 9290

(from mobile) 03301 010222

The Big Move is On!

It feels like it's taken forever, but we are delighted to say that we'll be starting to move into our new office at

868 Tollcross Road

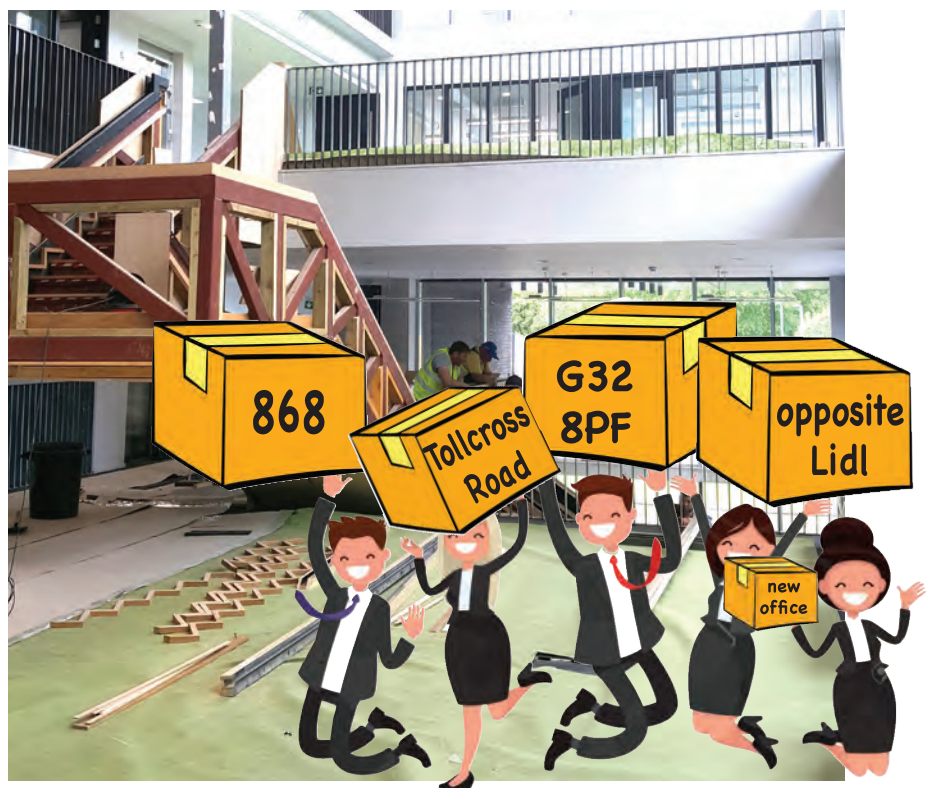
on **Friday 6th July** and the new office will open to everyone on **Monday 9th July 2018**

The Association's office will be working with a skeleton staff on Friday the 6th and our computer system will not be operating for most of that day, as we move some of our systems from one building to another. You can still call into the office on the 6th but we would appreciate that if it's not an urgent issue you wait until Monday 9th July and drop into our new office.

Hopefully, the move will go well, but as you can imagine there's a lot of stuff to move and although everything in the new office has been tested it's unlikely that everything's going to go smoothly. So please bear with us if things don't quite go as planned. We'll be trying our best to get everything up and running for the Monday morning but if we don't manage it and you're looking for something that we can't provide immediately please be patient and we'll get back to you as soon as we can.

The Association will be giving up the lease for the office at 213 Braidfauld Street but we'll be keeping the old office at No 84. The plan is to move the Tollcross Advice and Learning Centre from its current location at 1061 Tollcross Road into the old office at 84 Braidfauld Street. We'll need to do some work in the old office before that happens, but hopefully the Advice and Learning Centre and the Credit Union will move some time in early September this year.

Once we get settled in we'll be organising an Open Day to let everyone see round the new office, watch out for the date in the next newsletter. But if you get a chance before that please drop in and see us in our new home we'd be delighted to see you.





GRAND OPENING

PLAY AREA AND SPORTS PITCH



FACE PAINTING

DJ

INFLATABLES



BALLOON ARTIST
MULTI-SPORTS ACTIVITIES



CARICATURIST

FREE RAFFLE

INFORMATION STALLS

FREDDIE WHIZZ CHILD ENTERTAINER

SATURDAY 30TH JUNE

12PM-3PM

BY

COUNCILLOR JENNIFER LAYDEN

READY, STEADY... GDPR IS GO!

In the Spring Newsletter, we had mentioned that there were going to be changes to data protection rules in the shape of the General Data Protection Regulation or GDPR.

No doubt you will have received many privacy updates from different organisations in the run up to the 25 May GDPR start date, and some of them will have come from us. We have issued "How We Use Your Personal Information" transparency statements to our tenants, factored owners and employees, and have also prepared compliant statements for housing applicants and job applicants.

Please read the statements carefully, as they set out how we use the personal information that we hold about you, who we may share it with and your rights in relation to this personal information. Rest assured, we will not be using your personal information for any new purposes or be sharing it with any new organisations. It will be business as usual, and we will only ever use your personal information to provide you with the services that you already receive from us.

Internally, there has been much hard work going on behind the scenes to make sure we are GDPR compliant. Earlier this year, we completed a data protection audit to measure our data protection compliance levels. All of our staff have been trained in the GDPR, with more role-specific training to follow. We have also appointed an external consultant as our Data Protection Officer (DPO), who will ensure that we comply with legal requirements on an ongoing basis and will deal with any requests that you may have.

Needless to say, the GDPR compliance journey is a long one and, like other registered social landlords and organisations, we are only at the very start of this journey. Over the coming weeks and months, we will be working closely with our DPO to ensure that our policies and practices meet GDPR standards. We will continue to provide you with updates in future newsletters.

Our DPO can be contacted at: dpo@tollcross-ha.org.uk

NEW LOOK WEBSITE



Well, it's certainly been an extra busy time for us here at Tollcross Housing. As well as getting ready for the move to the new office, we've moved a lot of information from our old website to our new website. Please go in and take a look at what we've done and feel free to let us know what you think.

We hope you like the changes and that you'll become a regular visitor to the website

www.tollcross-ha.org.uk

CONGRATULATIONS TO THE **BIG DRAW** WINNER



Phyllis Reilly is the lucky winner of the Big Draw. She receives £300. Phyllis said "I'm over the moon and can't believe it! I will put this money towards a holiday. Thank you so much!"

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!



What a PERFORMANCE

New Home
“I love it, people cant believe how spacious flat is”

New Home
“Absolutely love it!”

Handyman Service
“Once again Tollcross Housing Association has come to our rescue”

The Following statistical information has been reported to the Management Committee and is for Quarter 4 of the year 17/18 – 1st January to 31st March 2018.

Maintenance

Repairs & Gas Safety

Repairs & Gas Safety	Target	17/18 Total	16/17 Total	15/16 Total
Average length of time to complete emergency repairs	6 hrs	2.2hrs	2.1hrs	1.6hrs
Average length of time to complete non-emergency repairs	3 days	2.3	2.37	2.5
Non-emergency repairs completed Right First Time	98%	95%	94.6%	97%
Gas Safety Inspections completed within 12 month period	100%	100%	100%	100%
Number of Repairs	N/A	6181	5912	5724
Average number of repairs per occupied property	N/A	2.8	2.6	2.6
Emergency repairs completed within 6 hour target	100%	99%	98%	99.2%
Urgent repairs completed within 3 day target	100%	95.5%	97.5%	97%
Routine repairs completed within 5 day target	100%	95%	94%	95%

Housing Management

The Following statistical information has been reported to the Management Committee and is for Quarter 4 of the year 17/18 – 1st January to 31st March 2018. Our gross rent areas at the end of the 4th quarter was £144,366, which represents 1.75% of the total rent due.. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	0.96%
Former Tenant Arrears	1%	0.79%
Total Arrears	3%	1.75%

Voids & Re-Lets

Properties re-let	50
Percentage of rental income lost due to un-let properties	0.47%
Average number of days to repair & re-let a void property	12

Anti-Social Behaviour

Number of Anti-Social complaints received	32
Number of Anti-Social complaints resolved in timescale	30

Evictions

Evictions for Non payment of rent	3
Evictions for anti-social behaviour	1
Total evictions	4
<i>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. You can read more about our Welfare Rights service elsewhere in this edition of the Tollcross Newsletter.</i>	

Governance & Corporate Services

Management Committee Details

14 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		Equalities Issues		Other Issues		Equalities Issues	
	No.	%	No.	%	No.	%	No.	%
Received in quarter 4	27	NA	0	NA	3	NA	0	NA
Complaints carried forward from 16/17.	0	NA	0	NA	0	NA	0	NA
Responded in full	27	100%	0	NA	2	67%*	0	NA
Upheld	11	42%	0	NA	2*	100%*	0	NA
Responded within timescale	27	100%	0	NA	2*	100%*	0	NA

*1 complaint to be carried forward to 2018/19, however, remains within timescale.

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. This edition shows you the actions taken during the first quarter between 1st January 2018 to 31st March 2018

You Said	We did
Your close wasn't cleaned properly.	Inspect the close and recorded these as failures on our close inspection sheets. These failures will be picked up in our close cleaning process and raised with contractor. We had the close re-cleaned within a day of the complaint being made.
You didn't like the way you were spoken to on the telephone regarding your rent payments.	Recognise that this topic can be sensitive and we are sorry you felt that way. We offered you alternative methods of communication to speak to us about your rent.
The contractor did not attend to your heating repair within timescale.	Hold discussions with the contractor regarding their on-going performance and reiterated the need to achieve our performance targets.
You were given incorrect information regarding the availability of satellite TV when signing up for your tenancy.	Raise staff awareness on need to ensure accuracy of information provided to prospective tenants.
You wanted snagging work to be completed but were told contractor considered work to be complete.	Investigate and identified that addresses had been mixed up during defect inspections. We then prepared a new procedure to ensure that in future the Clerk of Works completes a form for tenants to sign to confirm details are correct.
You left a message on our answering machine and no-one responded to the call.	Investigate the call and found a fault in our answering system, which has now been rectified.
Your mail wasn't delivered properly	Apologise for error and carried out a refresher training session for staff
You were unhappy that the Association does not treat ants in your property.	Review this matter with Committee, who confirmed that ants remain a tenant responsibility.
You have been unable to resolve condensation in your property	Give advice on managing condensation and committed to working with the tenant over the next winter period to resolve the matter
You were unhappy about our process when offering you a house	Take on board some of your points and will consider them when we are carrying out a review of our Allocation Policy.

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
Glasgow Tribunals Centre
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:

Freepost SPSO or
SPSO, 4 Melville Street, Edinburgh, EH3 7NS

www.spsos.org.uk

www.spsos.org.uk/contact-us

<http://m.spsos.org.uk>

Freephone: 0800 377 7330



PIN UPDATE

Welcome to your quarterly update on our Performance Improvement Network (PIN). The members of the PIN understand the importance of the requirement for the Association to meet the outcomes and standards set by the Scottish Government within the Scottish Social Housing Charter and this underpins the work the PIN members do.



PIN ACTIVITIES

Management Committee approved the information for the Association's Annual Return on the Charter (ARC) for the year 17/18 during their meeting held 29th May 2018 and this was then submitted to the Scottish Housing Regulator. Members of the PIN are now about to undertake our benchmarking exercise where we compare ourselves to four peer group organisations. We do this to help show you how we are performing against similar sized/aged organisations and this let's us see where we may want to spend a bit of time working on performance improvements in the coming year.

If you are lucky enough to be a member of the Association, you will be the first to receive our Landlord Performance Report for 17/18 at the AGM in September. If you are not a member, please keep a look out for this in our Autumn newsletter and in our new reception area.

As well as working their way through their planning for the year ahead, PIN members have also been involved in reviewing four of the policies due for review by the Association's Management Committee. They were happy to support the proposed changes to the following policies that were approved by Management Committee during the meeting held 29th May 2018.

- Void Management Policy:
- Estate Management Policy:
- Tenancy Sustainment Policy:
- Termination of Tenancy Policy

PIN MEMBERSHIP

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 are 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 763 1317 or e-mail info@tollcross-ha.org.uk.



As a tenant, I recently had work done for me by the Handyperson. I would just like to say it was a job well done.

Alex was very professional. He helped me to decide the best option for me.

I would also like to say that he cleaned up and you wouldn't even know work had been done.

I would like to thank Alex, he was very courteous and professional

REPAIRS SERVICE

"thanks for the work done to resolve the cable/sky tv installation"

NEW HOME

"I'm happy and love my house. At my last house I was house bound and didn't see anyone, now I sit outside and speak to people every day"

WASPS - WHY ARE WASPS A PEST?



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

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

Tenant Alterations

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

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

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

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

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

Membership of the Association

As a community based organisation we recognise the benefits of having a wide-ranging membership from the community and especially from our own tenants. We will actively encourage membership from our existing tenants, new tenants and other customers.

If you are 16 years of age or over, are willing to support the work of the Association and either live in the local area or have specific skills or expertise you'd like to share with us, then the Association would like to hear from you.

For a one-off £1.00 payment you could become a member (Shareholder) of the Association. This assures you of a personal invitation to our Annual General Meetings, the ability to stand or vote for members of the Management Committee (if you are aged over 18 years) and as such truly have a say in how the Association is run for the community.

Please complete the form if you'd like to join the Association and hand it and your £1.00 fee to the office.

I wish to become a member of Tollcross Housing Association Limited

I confirm the following (Please tick one box):

- ☐ I am the tenant, or joint tenant of a Tollcross Housing property, or
- ☐ I am a member of a tenant, or joint tenant's household aged over 16 years of age, or
- ☐ I am a resident with an interest in the Tollcross area, aged over 16 years of age, or
- ☐ I am an individual with particular skills or experience detailed

Occupation and details of relevant skills or experience:

- ☐ I enclose £1.00 for my Share Certificate.

In signing this membership form, I understand and agree that my details will be recorded in a public Register, which is kept according to the Rules of Tollcross Housing Association.

Mr/Miss/Mrs/Ms* (please delete)

First Name

Surname

Full Address

Flat position (if applicable)

Postcode

Please return to:

The Secretary,
Tollcross Housing Association Limited
868 Tollcross Road,
Tollcross,
G32 8PF

Signature: _____

Date: _____

We are off to Largs

The Association's Events Focus group have listened to your feedback from last year's trip and decided to continue with the more traditional bus trip this year. So, by popular demand, we're off to Largs. Up to 100 lucky over 60s will be spending the day in Largs on **Friday, 17th August 2018**.

Here's the itinerary to help you decide if you'd like to join us this year:

- Friday, 17th August 2018
- Departure from 868 Tollcross Road (new office) – 10.00am prompt
- Departure from Largs – 4.00pm prompt
- We will provide you with a contribution to enjoy lunch at your leisure and at a venue of your own choice in Largs (see Terms and Conditions below).
- There will also be an entertaining quiz and an opportunity to win some fabulous prizes in our free raffle.

TERMS & CONDITIONS

- Tickets are being issued on a first come first served basis, so you should book soon.
- Tickets are limited to one per person and you must be 60 or over.
- You must either be a tenant or an owner who pays for the factoring service with the Association.
- You may bring one guest and they will travel free on the coach, however guests and factored owners will be required to fund their own lunch
- Please remember that we reserve the right to refuse you access to the coach if you are unruly.

TICKET

Please complete your ticket request form and bring it to the office at 868 Tollcross Road, G32 8PF **BEFORE FRIDAY, 20th JULY 2018**

Tenant Information

Name Date of Birth

Address Please tick one

..... Tenant? ☐

Contact Number Factored Owner? ☐

Please tell us about any mobility requirements

Guest Information (If you are bringing a guest with you, please provide their details below)

Name Contact Number

Address Date of Birth

.....

Please tell us about any mobility requirements

Join the Events Focus Group

The Association's Management Committee approves the budget each year to allow us to arrange these types of events and the Focus Group are members of the local community who help make it happen. If you would like to join the Events Focus Group, then please contact the office on 0141 763 1317 or e-mail info@tollcross-ha.org.uk

We are off to Largs

see pages 11 for
information and booking form



TOLLCROSS
housing association limited

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



868 Tollcross Road, Glasgow G32 8PF.

Tel 0141 763 1317

Fax 0141 778 4528 or 0141 763 3949

Email info@tollcross-ha.org.uk
www.tollcross-ha.org.uk

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

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