

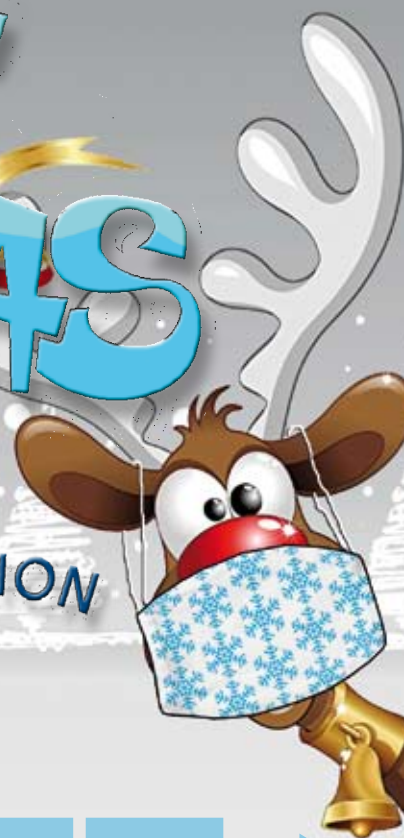
TOLLCROSS NEWSLETTER



Tollcross Newsletter - Winter 2020 Edition

MERRY CHRISTMAS

from
TOLLCROSS HOUSING ASSOCIATION



◀ STAY SAFE ▶

Please see
Page 2 for
Level 4
Lockdown
Information

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

See the
back page
for details of
**Festive
Season Fun**

Telephone: 0141 763 1317

E-mail: info@tollcross-ha.org.uk

website: www.tollcross-ha.org.uk

OUT OF HOURS EMERGENCY REPAIRS: 0345 604 4686

Christmas Office Closure Arrangements:

Although our offices remain closed to the public, our normal phone lines remain open. Our staff phone lines will however, close at 4.30pm on Thursday 24th December 2020. Our staff phone lines will re-open at 9.00am on Wednesday 6th January 2021.

PLEASE SEE BELOW FOR EMERGENCY TELEPHONE NUMBERS TO USE DURING THE FESTIVE PERIOD.

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**

Level 4 Lockdown



The Scottish Government
Riaghaltas na h-Alba

Following the Scottish Government's decision to move to Level 4 measures in Glasgow from 6pm on Friday 20th November, the Association has received further guidance on what Repairs and Maintenance services we can or can't continue to deliver and we thought it was important to let you know what these are:

WE CAN

- continue to carry out emergency and urgent repairs
- continue to let properties, which will include carrying out empty house (void) repairs
- continue to carry out gas servicing

WE CAN'T

- deliver non urgent repairs
- deliver planned works e.g. central heating or smoke/heat detectors programmed replacements.

If you have any repairs issues you are concerned about please continue to contact the Maintenance team on 0141 763 1317 option 1, where staff will be happy to assist and advise you on what will be done and when.



Message from Andrea Bell,

Chair, Tollcross Housing Association



Hello Everybody, I hope you are keeping well.

Avid readers of our Newsletter will know that it's unusual for me to be writing to you like this. However, given the current situation I thought you might like an update on what's been happening at the Association over the last few months.

As you know the office was closed from March 2020 until the end of July, all staff were back at work, and it felt like we were getting back to something like normality, but now, due to the recent move to Level 4 Lockdown, we've had to step back again. At the moment we've got a mix of staff working from the office and from home. We've had to stop all of our programme of major planned works again and halt the installation of new smoke and heat detectors. We've also had to change what repairs we can deliver for you over the next 3 weeks at least, details of what we will be doing are on Page 2.

The office is completely closed to the public at the moment and I can't see that changing until the roll out of the new vaccines is well under way. We are still taking telephone calls, e-mails and letters. We'll re-open to the public as soon as we possibly can.

Every year we have to check our administration and service delivery are up to scratch and complete the "Annual Assurance Statement" for the Scottish Housing Regulator. I'm delighted to say that a fully independent verification check confirmed that the Association was "Fully Compliant" with the requirements set out in the Scottish Housing Regulatory Framework and this will now be confirmed to the Regulator. You can read more about this elsewhere in this edition of our newsletter. In addition, you'll also see our Landlord Performance Review. We issue this information to every tenant annually. Please take a few minutes to look at the report. You can go on the Regulator's web site and compare the performance of Tollcross Housing Association with every other Association in Scotland. I'm glad to say we compare well with all of our colleagues, but that won't stop us trying to get better at everything we do.



This year the Association formed a subsidiary company called Auchenshuggle Develops. This new company will manage all the Association's new Mid-Market Rent (MMR) properties. I am delighted to say that our first 12 MMR flats are now fully occupied and because of the high demand for this type of tenure we will be looking at building more MMR properties across the East End.

The Homelessness situation in Glasgow was a real problem before the Pandemic and now things have got a lot worse. Many individuals and families have been left homeless or living in completely unsuitable temporary accommodation over the Lockdown period. Glasgow City Council have asked all Housing Associations in the City to provide 90% of all their available void properties to Homeless cases until the end of March next year to help resolve this huge problem.

All Associations have been included in the scheme and we have made a start to provide properties to homeless cases. In the short term, this will mean that most of the Association's available properties will be used to re-house homeless individuals and families. That will of course mean that, until next March, very few properties will be let to our own waiting list or transfer applicants.

We are happy to play our part in resolving the long standing homeless situation in the City, but we have made it clear to Glasgow City Council that the provision of such a high proportion of properties for this purpose is not sustainable in the longer term. The Association has a responsibility to the residents of the East End, to our own tenants and our own applicants, and this letting situation could not continue beyond the end of March 2021. We'll keep you updated on how this goes.

We know this has been an extremely difficult year for all of our tenants.

We have spoken to lots of tenants over the last few months and we know that the pandemic has had serious financial implications for many of you.





The Management Committee recognises this and as a result, for the first time ever, we have decided not to increase the rent charge for the forthcoming year, 2021/22. We hope this freeze on your rent charge will help you through this difficult period.

The decision not to increase rents had to be considered carefully as we know that this freeze could have a long term financial impact on the Association. We may need to be cautious over the next few years just to ensure the financial position of the Association remains strong going forward.

However, please remember that although your rent won't go up next year, it's now even more important that everyone continues to pay their monthly rent. The Association's income will be less than we planned for next year, and this combined with higher rent arrears could have a real impact on future years' rent increases.



If you need help or advice about rent payments or benefits the staff team at the Association are here to help you. Please get in contact immediately if you need help, don't ignore a problem and let it build up into a really serious situation that could threaten your tenancy. you can read more information about this elsewhere in this edition of the newsletter.

We are undertaking a consultation exercise with those who have communal heating and we will keep everyone updated on the outcome of this early in the new year.

There is also lots of information for our factored owners in this newsletter. Again, please get in touch with us if you are an owner and you have any problems with paying your factoring bill. We'll do everything we can to find a solution that suits everyone.

If you wish to give us your views on the rent review please contact us at info@tollcross-ha.org.uk or telephone us on 0141 763 1317, Option 2 for Housing Management. We would love to hear from you!

We don't always get things 100% right, but I hope you appreciate that the staff and Committee at the Association have been working hard during the Pandemic to try to provide the very best services we can. We constantly ask for your feedback, good or bad, so that we can tweak our procedures and services to get them as good as we possibly can. Over the last few months we stopped our telephone survey work because

we didn't want to bother tenants, but if you're unhappy about something the Association has done, or not done please call or email us. We really do appreciate all the feedback and comments we get.

We can't do all the usual things we organise at Christmas this year. So we won't be sending kids to the Panto, Santa won't be dropping in to the office and we can't have any of the carol concerts at the Sheltered Housing Complexes. However, we have tried to do as much as we can and full details of what's happening can be found on the Back Page of this Newsletter,

Finally, I'd like to update you on the Pantry Project. The Pantry is a brilliant idea where food supplies, provided by Fareshare, are sold at a fraction of their usual cost. Typically the Pantry would provide £15.00 of groceries for £2.50. You may be aware that the Tollcross Pantry was open briefly in October and November. This "pop up" pantry was part of an East End wide pantry project managed by Parkhead Housing Association. The original plan was to establish one main Pantry in Parkhead and have two smaller satellite projects in Tollcross and Shettleston. Initially, that seemed to be working, but quickly it became obvious that the logistics of working from 3 bases was not sustainable and that to keep the project viable the number of outlets would need to be cut from three to two. Unfortunately that has meant, that for the moment, the Tollcross Pantry has been closed. There are still two Pantry projects open, one at 981 Shettleston Road and the other in Westmuir Street Business Centre. I can assure you that Tollcross Housing Association was, and is, absolutely committed to the Panty project and we are hugely disappointed that the Tollcross outlet has closed, but for the good of the whole project it was a necessity.

We are looking at other options for the provision of affordable food to residents and we'll keep you updated on developments. In the meantime, please use the Pantry Projects in Parkhead and Shettleston. It's a great project that provides a brilliant deal to customers.

It's been quite a year! Let hope we never see anything like this again. Everyone at the Association passes on their love and best wishes to everyone who has lost a loved one during this terrible pandemic. Let's hope they get the vaccine sorted out as quickly as possible and we can back to normal. We hope you all stay well and wish you all a wonderful Christmas and all the best for 2021!



Andrea Bell
Chair



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, 84 Braidfauld Street..

This is a free and confidential service provided by an experienced team.

The assistance on offer includes:-

- Help with debt issues for example catalogue, pay day loans
- Help completing benefit forms for example Personal Independence Payment (PIP)
- Housing Benefit (HB) applications or issues with your claim
- Council Tax Reduction and any issues with your claim
- Benefit check service, to ensure you receive your full entitlements

The Service can help you complete benefit forms and give advice on the following and more:-

- How to manage your debt using an income and expenditure form and assistance with budgeting
- Child Disability Living Allowance (DLA)
- Personal Independence Payment (PIP)
- Attendance Allowance
- Scottish Welfare Fund
- Employment Support Allowance (ESA)
- Universal Credit

If you need help to review or appeal a Department of Work and Pensions (DWP) decision, the Service can help you through the process. The Project will complement the services currently being carried out at the Advice & Learning Centre and we, Tollcross Housing Association, continue to support the good work carried out by staff and volunteers operating from the Centre.

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



Support for the people of Glasgow

JBG has been a fantastic support as I found myself out of work during the pandemic. The staff were friendly, approachable and couldn't do enough to help. I had my CV reworked and they kept in touch regularly to offer support and practical advice as well as send over suitable jobs. Highly recommended.

James

Job hunting during a pandemic

There's no doubt about it: living through the coronavirus pandemic is strange. We're all finding it tough to adjust to the changes and this could be even more so if you find yourself worrying about unemployment.

Were you job hunting before the COVID-19 outbreak or have you recently lost your job as a result?

Thankfully, jobs are out there but the job market is changing. Where some companies are letting people go, others find recruitment booming.

Jobs & Business Glasgow are a local charity who provide free support for unemployed job seekers. We're here to help you find work and ensure your applications are successful.

Identify your skills

We all have skills to offer employers but sometimes we convince ourselves otherwise. We will help you to feel confident in your skills and how to match these to the current jobs available.

Promote yourself in job applications

CVs and cover letters provide a snapshot of who we are and the type of skills we have to offer. We will help you to use the right key words to attract employers.

Find the jobs that are out there

We know the industries that are hiring and will help you to access these. We work with employers across Glasgow and bring their vacancies to our clients. Interview support is also available.

Support all the way

We offer advice with money and benefits, managing stress, overcoming isolation, and access to training in a range of areas. You may not be able to access the internet from home. You can trust our Advisers to help you with job searching and applications over the phone.

Open Monday to Thursday, 9am to 5pm, and Friday, 9am to 1pm.

We're just a free call away: 0300 123 2898



Social Security Scotland Tèarainteachd Shòisealta Alba

The new Scottish Child Payment – which is unique to Scotland - is to open early for applications from Monday 9 November 2020.

Social Security Scotland will be taking applications ahead of its introduction on Monday 15 February 2021 to help manage the expected demand.

The new benefit will give eligible families on low incomes with children under 16 an extra £10 per week for each child. It is planned to be fully rolled out to children under the age of 16 by the end of 2022. The payment will be made every four weeks.

People can apply for Scottish Child Payment from Monday 9 November 2020 by visiting mygov.scot/benefits or calling **0800 182 2222**.

For those who apply before Monday 15 February, their payment will be calculated from Monday 15 February. For those who apply after Monday 15 February, their payment will be calculated from the date they apply. Scottish Child Payment is a new benefit and it is in addition to the UK wide Child Benefit.

OTHER BENEFITS THAT SOCIAL SECURITY SCOTLAND DELIVER

- **Best Start Grant Pregnancy and Baby Payment** – one off payment of up to £600 from 24 weeks in pregnancy up until a baby turns 6 months for families who get certain benefits.
- **Best Start Grant Early Learning Payment** – one off payment of £250 when a child is between two and three years and six months for families who get certain benefits.
- **Best Start Grant School Age Payment** – one off payment of £250 when a child would normally start primary one for families who get certain benefits.
- **Best Start Foods** – a pre-paid card from pregnancy up to when a child turns three for families on certain benefits to help buy healthy food.
- **Carer's Allowance Supplement** – an automatic payment made twice a year to people who get Carer's Allowance through the DWP on certain dates each year.
- **Funeral Support Payment** – money towards the costs of a funeral at a difficult time like this for people on certain benefits who are responsible for paying for a funeral.
- **Job Start Payment** – £250 for 16 to 24 year olds who have been on certain benefits for six months or more to help with the costs of starting a job.
- **Young Carer Grant** – an annual payment of more than £300 for people 16, 17 or 18 who care for people who get a disability benefit from the DWP for an average of 16 hours a week or more.

You can apply for these benefits by visiting mygov.scot/benefits or calling **0800 182 2222**.

Free, Impartial Energy Advice For Tenants & Factored Owners



The Wise Group manages the Glasgow Home Energy Advice Team (GHEAT) service. GHEAT provides expert energy related support to vulnerable households who have energy related issues.

Our GHEAT Energy Advisors would normally provide in-home support but with the ongoing COVID-19 issue, our HEAT support is being carried out remotely.

We are currently providing support to households in the following areas:

- Help eligible Customers to apply for the Warm Home Discount that will provide £140 that is applied directly to the energy account
- Support households to access energy funding to provide top-up credit to sustain the household's prepayment meter
- Where required, assistance for households to access Hardship Funding: ScottishPower; SSE; Charis & other streams of support
- Assistance to access other energy industry initiatives (e.g. Priority Register Scheme, White Goods)
- Offer impartial support to switch energy supplier
- Provide advice and information to efficiently operate the household central heating system
- Ongoing advocacy support to help the household to resolve an energy related issue

If you would like to take advantage of our FREE support, please phone our office on 0800 092 9002 or email: HEAT@thewisegroup.co.uk



Tollcross Housing Association Annual Assurance Statement 2020

Background

Last year, the Scottish Housing Regulator (SHR) changed its system of assessing compliance with their Regulatory Standards of Governance and Financial Management. The responsibility is for the Management Committee of Registered Social Landlords (RSLs) to assure themselves that their organisation is complying fully with the requirements of the Regulator. This compliance, or failure to comply, is then issued to the SHR and all tenants and customers in the form of an Annual Assurance Statement. The SHR use this assurance process to determine the level of engagement they propose to have with the RSL and their decision about this is published on their website and the RSLs are expected to publish this for their customers to see too.

What is an Annual Assurance Statement?

This document must be submitted by the Management Committee members of all Registered Social Landlords (RSLs) to the Scottish Housing Regulator (SHR) on an annual basis. It is to provide assurance that the landlord complies with the relevant requirements of Chapter 3 of the SHR's Regulatory Framework, (<https://www.housingregulator.gov.scot/for-landlords/regulatory-framework#>) the Standards of Governance and Financial Management, that apply to RSLs and is achieving the standards and outcomes in the Scottish Social Housing Charter (<https://www.gov.scot/publications/scottish-socialhousing-charter-april-2017>)

The Regulatory Framework is SHR's statement on performance of functions and sets out how they regulate RSLs and the housing and homelessness services provided by local authorities.

The Standards of Governance and Financial Management represents a Code of Conduct that must be met by all RSLs, in line with Section 36 of the Housing (Scotland) Act 2010. These are broken into 7 separate Standards (pages 10 – 16 of the Regulatory Framework).

The Scottish Social Housing Charter helps to improve the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland.

Why is an Annual Assurance Statement it required?

The Regulatory Framework states that: ***“Each RSL is responsible for delivering good outcomes and services for its tenants and service users. They need to be self-aware, analytical, open and honest about their performance and identify and drive improvement. When we engage with landlords, we look first at what they have done to assure themselves that they are meeting their regulatory requirements.”***

In order to achieve this, the Association undertakes a self-assessment exercise whereby we look at what the Standards say we should be doing and check that we are doing them. We gather supporting information to evidence our findings. We then consider whether issues we identify as requiring improvement are “material” enough to require disclosure to the SHR. They will use our Assurance Statement as part of their overall regulatory review of Tollcross Housing Association.

Who carries out the assessment?

Each RSL will determine how they carry out the assessment and this can be either internally or by appointing an external independent assessor. Tollcross Housing Association appointed an independent external assessor to carry out this year's assessment, to emphasise impartiality when considering the evidence.



The evidence considered during the evaluation includes feedback from our tenants and other service users, such as customer satisfaction surveys and outcomes from the work undertaken by our Performance Improvement Network.

Who approves the Assurance Statement?

Management Committee members consider all of the findings of our independent assessor and then confirm if they believe there to be any material non-compliance in:

- The relevant regulatory requirements set out in Chapter 3 of the SHR's Regulatory Framework;
- The relevant standards and outcomes in the Scottish Social Housing Charter;
- Relevant legislative duties and
- The Standards of Governance and Financial Management

What was the outcome?

We are happy to say that the Management Committee's Annual Assurance Statement submitted to the SHR confirms the Association, through the agreed system of independent assessment, has identified that there were no areas of material non-compliance. However, there were a few areas of improvement, and the Association is taking action accordingly. The Association does not consider these areas for improvement to represent material non-compliance with the Regulatory Framework.

The Management Committee have approved the action plan developed to address the improvements identified and will track these. Should any issues of material non-compliance be identified during the year, these will be reported by the Management Committee to SHR and the Assurance Statement will be revised.

What happens next?

We must submit our Assurance Statement to the SHR between April and October each year. This year, in recognition of the work involved in managing matters relating to the Coronavirus Pandemic, the SHR extended the period for submission to 30th November. We shall publish this document on our website www.tollcross-ha.org.uk and make it available to our tenants and other customers across all of our sites.

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



Landlord Performance Report

2019/20

TOLLCROSS

housing association limited



Welcome

Tollcross Housing Association is pleased to present our Landlord Performance Report on the Charter 2019/20. You will find within this report how Tollcross Housing Association performed during the year and we have also compared ourselves against four of our local peer group Associations. These are Milnbank, Parkhead, Shettleston and West of Scotland.

About The Association

Tollcross Housing Association Limited was formed in 1974 and owns and manages 2,284 houses and flats in Tollcross, Carmyle and Lilybank/Newbank (at 31st March 2020). We also act as factor to 514 residential and commercial property owners.

The Association is managed by a voluntary Management Committee including local residents and others with specific skills helping us ensure the Committee are able to demonstrate their continued effectiveness. Our services are provided by over 40 staff members within the following departments:

- Corporate Services
- Finance (including factoring)
- Housing Management
- Maintenance

Membership

If you would like to have your say in how the Association is run you have the option to join the Association, which gives you privileges not open to non-members, such as access to our Annual General Meetings and authority to approve key documents like our Annual Accounts. In addition, you can stand for election to join the Management Committee who oversee and direct the Association's activities. We provide all necessary training, with the existing members of the Committee always willing to help guide you through those first few meetings. If you are interested in finding out more, then please contact a member of staff.

Customer Feedback

As a consequence of the Coronavirus Pandemic, we were unable to host our usual array of events for our tenants and other customers. Although we did manage to host our Annual General Meeting on-line, we were trying to minimise the amount of disruption for attendees and therefore did not seek their views on the Landlord Performance Report. So, we have taken a view on the last few years' responses and it appears year on year, our customers are satisfied with the level of information we provide, what we provide and how we provide it in the Landlord Performance Report. We have also asked our Performance Improvement Network members, and they agree. We will therefore, continue to include the report details within our newsletter. As we are committed to improving digital access, we shall also continue to make the Report available on our website, www.tollcross-ha.org.uk. We are all hopeful we will be in a better position for next year's report.

Other Formats

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. and these can be obtained by contacting a member of staff.

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



HAPPY TO TRANSLATE

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

We commission an independent survey of our customer's views at least every 3 years and the results contained within this report are a combination of the outcome from our 2019 survey and information gathered and analysed during the year. We present the findings from our surveys in our quarterly newsletter and the members of our Performance Improvement Network continue to assist us in our commitment to continual improvement.

Customer/Landlord Relationship

- **95.71%** of tenants interviewed were satisfied with the overall service we provide, compared to the local peer group average of **91.44%**.
- **96.56%** of tenants were satisfied with the opportunities given to them to participate in the landlord's decision making processes, compared to the local peer group average of **94.11%**.
- **96.59%** of tenants were satisfied with the management of the neighbourhood they live in, compared to the local peer group average of **90.16%**.
- **74.06%** of factored owners were satisfied with the factoring service they received, compared to the local peer group average of **79.48%**.



Housing Quality & Maintenance

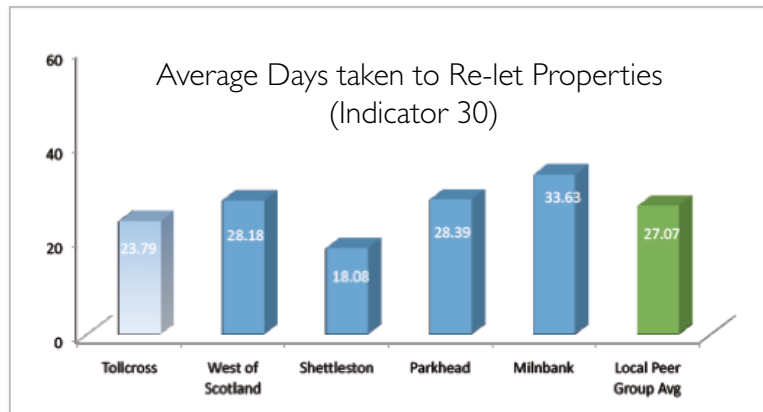
- The Association's properties are currently measured against the Scottish Housing Quality Standard (SHQS). **81.48%** of our properties meet this standard, compared to the local peer group average of **94.4%**.
We will seek an exemption from SHR for a further **17.99%** of our stock, as although we have carried out extensive major works in many of these tenemental properties, they will always fail to meet the standard, due to the restricted size and layout of the kitchens.
- Of the **1073** emergency repairs carried out this year, we took an average of **2.35** hours to complete them, compared to the local peer group average of **2.1** hours.
- We carried out **4832** non emergency repairs. We took an average of **2.41** days to complete these repairs, compared to the local peer group average of **4.72** days.
- **96.44%** of reactive repairs carried out in the last year were completed right first time, compared to the local peer group average of **93.99%**.
- **100%** of properties had a gas safety check and record completed by the anniversary date, with the local peer groups jointly achieving **99.71%**.



*The Association's properties are **98.5%** compliant with the EESSH energy efficiency standard, with funding in place to carry out work to the remaining 34 properties when tenants agree to work being carried out. Our peer group achieved **90.99%**.*

Access to Housing & Support

- We re-let 185 properties last year and we took an average of **23.79** days to re-let them, compared to the local peer group average **27.07** days.



Neighbourhood & Community

- **99.11%** of 1st stage and **100%** of 2nd stage complaints, including those related to equalities issues were responded to in full in the last year, compared to the local peer group average of **99.23%** and **86.42%** respectively
- The average time in working days to provide a full response for Stage 1 complaints was **3.46 days**. Stage 2 complaints were responded to within **19.94** working days. This compares to the local peer group average of **3.36 days for Stage 1** and **10.56 days for Stage 2 complaints**.
- Per 100 houses **13.31** cases of anti-social behaviour were reported to us in the last year, compared to the local peer group average of **9.62** cases.
- Of the cases we received in the last year, we resolved **93.42%** within locally agreed targets, compared to the local peer group average of **95.92%**
- Where we initiated court action, **21.95%** resulted in eviction, compared to the local peer group average of **21.76%**. The reasons for eviction are outlined in the table below.

Reason	Tollcross		West of Scotland		Shettleston		Parkhead		Milnbank		Total Avg	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Rent	9	21.95	10	37.04	0	0	0	0	7	50	4.25	21.76
ASB	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Total	9	21.95	10	37.04	0	0	0	0	7	50	4.25	21.76

Getting Good Value for Money from Rents & Service Charges

- We collected **99.88%** of the rent due, compared to the local peer group average of **97.75%**.
- Our gross rent arrears at the end of the reporting year were **£257,975** which represents **2.89%** of total rent due in the year. This compares to the local peer group average of **5.59%**.
- Due to voids (empty properties), we lost **0.52%** of the rent due, compared to the local peer group average of **0.59%**.
- **97.8%** of tenants feel that the rent for their property represents good value for money, compared to the local peer group average of **85.13%**
- Our average annual management fee is **£141.99** per factored property, compared to the local peer group average of **£128.51**.



'THE CHARTER'

The first Scottish Social Housing Charter (The Charter) was introduced by the Scottish Government and came into effect on 1st April 2012. It was reviewed during 2016 and the revised Charter came into effect from 1st April 2017.

The Charter is designed to "help improve the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland."

The Scottish Housing Regulator's role is to check that the Association is meeting the Charter outcomes.

The Regulator's reports will also help the Scottish Government ensure that public investment in new social housing goes only to landlords assessed as performing well.

'THE STANDARDS'

The Regulator will assess our performance against the following standards. The requirement for RSLs to provide an Annual Assurance Statement was introduced by the Regulator in 2019. The Regulator uses this to determine the level of engagement with us. Management Committee have responsibility for monitoring our performance and seeking assurance during the year to ensure we comply with these Standards.

In addition we have the Performance Improvement Network (PIN) that is made up of local residents whose purpose is to represent our customers' views and help us enhance our monitoring process and ultimately, our performance. Our aim is to meet, and where possible, exceed 'the standards' outlined below.

- **Customer/Landlord Relationship**
 - Equalities
 - Communication
 - Participation
- **Housing Quality & Maintenance**
 - Quality of Housing
 - Repairs, Maintenance & Improvements
- **Neighbourhood & Community**
 - Estate Management, Anti-social Behaviour, Neighbour Nuisance & Tenancy Disputes
- **Access to Housing & Support**
 - Housing Options
 - Access to Social Housing
 - Tenancy Sustainment
- **Getting Good Value for Money from Rents & Service Charges**
 - Value for Money
 - Rents & Service Charges

This report was designed by our Performance Improvement Network members who gave consideration to what they felt would be of interest to you. This report complements the Scottish Housing Regulator's findings from the Annual Return on the Charter (ARC) provided by all Registered Social Landlords (RSLs) for the financial year 2019/20. If you wish to compare us against other landlords, please visit www.scottishhousingregulator.gov.uk

The PIN members recognise that the Association is committed to continual improvement and where we are not measuring up well, the PIN members help us find ways to help us improve our standards. If you think this group is something you would like to become involved in, we'd be delighted to hear from you. You can call for an informal chat on 0141 763 1317 or e-mail on info@tollcross-ha.org.uk.



What a Performance



The Following statistical information has been reported to the Management Committee and is for Quarter 2 of the year 2020/21 – 1st July to 30th September 2020.

Maintenance Performance Repairs & Gas Safety 2020-21 Q 2	Target	20/21 Q2	19/20 Q2	18/19 Q2
Average length of time to complete emergency repairs	6 hours	2.3 hrs (287 jobs)	2.2 hrs (227 jobs)	2.1 hrs
Average length of time to complete non-emergency repairs	3 days	2 days (199 jobs)	2.3 days (1139)	2.2 days
Non-emergency repairs completed Right First Time	95%	96% (1199)	97% (1139)	95%
Gas Safety Inspections completed within 12 month period	100%	98% (593/605)	100% (577)	100%
Emergency repairs completed within 6 hour target	100%	99% (287)	99.5% (227)	99%
Urgent repairs completed within 3 day target	100%	94% (310)	97% (384)	93%
Routine repairs completed within 5 day target	98%	95% (448)	97% (581)	95%

Housing Management

Our gross rent arrears at the end of the 2nd Quarter was £383,942 which represents 4.11% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	3.01%
Former Tenant Arrears	1.5%	1.10%
Total Arrears	3.5%	4.11%

Voids & Re-Lets to date

Properties re-let	57	
Percentage of rental income lost due to un-let properties		3.67%
Average number of days to repair & re-let a void property	80	

Anti-Social Behaviour

Number of Anti-Social complaints received	91
Number of Anti-Social complaints actioned in accordance with our Anti-Social behaviour Policy	85

*Please note due to the COVID pandemic some cases could not be actioned due to Government guidance

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.

Special General Meeting (SGM) and Annual General Meeting (AGM) held online on 15th September 2020

We are delighted that, despite the ongoing difficulties which we face, a number of our members were able to attend our online SGM and AGM on 15th September 2020. Accordingly, a quorum was achieved on the night and the Association was able to make progress. Members agreed to:

- Adopt a new set of Model Rules*
- Approve the Annual Accounts to 31st March 2020*
- Approve the appointment of Auditors for the Year to 31st March 2021
- Elect members to the Management Committee for the Year 2020/21

*Copies available on request or visit our website at: www.tollcross-ha.org.uk

Monitoring Complaints

Received in Quarter 2
Number of complaints
c/fwd from 19/20
Responded in full
Responded within
timescale

Stage 1				Stage 2			
Other Issues	Equality Issues	Other Issues	Equality Issues	Other Issues	Equality Issues	Other Issues	Equality Issues
No.	%	No.	%	No.	%	No.	%
21	NA	0	NA	4	NA	0	NA
0	NA	0	NA	0	NA	0	NA
21	100%	0	N/A	4	100%	0	NA
100%	100%	0	N/A	100%	100%	0	NA

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

DATA PRO

Below is our updated Transparency Statement. This statement tells you how we manage your personal data, for example, why we collect and hold your information, how long we store it for and who we share it with. It also tells you about your rights in relation to personal data, how to ask questions about it and also how to make a complaint. The Transparency Statement is available on our website <https://www.tollcross-ha.org.uk/transparency-statement/> and will be regularly reviewed and updated in line with changing circumstances.

Tollcross Housing Association Limited Transparency Statement (24th September 2020) - How we use your Personal Data

This statement explains what personal data we collect, when we collect it and how we use it. During the course of our activities we will process personal data (which may be held on paper, electronically or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner.

Who are we?

Tollcross Housing Association Limited is a Scottish Charity (Scottish Charity Number SC040876), a registered social landlord with the Scottish Housing Regulator (registration number 197) and a registered property factor (number PF000261). Our office is at 868 Tollcross Road, Glasgow, G32 8PF. We take the issue of security and data protection very seriously and strictly adhere to the regulations published in the Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679 (GDPR), together with any domestic laws subsequently enacted.

We are registered as a Data Controller with the Office of the Information Commissioner (ICO) under registration number Z6608328 and we are the data controller of any personal data that you provide to us.

Any questions relating to this statement and our data protection practices should be sent to our Corporate Services Director in the first instance; email: anne.fitzsimons@tollcross-ha.org.uk

How we collect information from you and what information we collect

We collect information including personal data about you and you provide information including personal data to us so that we can provide information and services to you:

- When you visit or use our website;
- When you visit any of our offices or premises;
- When you apply for housing;
- When you become a tenant;
- When you request services, repairs, maintenance and adaptations or when you are in receipt of services, repairs, maintenance and adaptations;
- When you enter into a factoring or shared owner agreement with us;
- When you supply services to us or apply/tender to supply services to us (contracted or otherwise);
- When you apply for a job with us;
- When you provide data as a referee for a job applicant;
- When you apply to become a member;
- When you join our participation groups;
- When you use our online services including to report any tenancy or factoring related issues, make a complaint or otherwise;
- When you arrange to make payments to us or we make payments to you;
- From CCTV images captured by our CCTV cameras;
- From voice recordings when you call us on the telephone or we call you;
- When you otherwise provide us with your personal details.

- Name;
- Address;
- Telephone number;
- E-mail address;
- National Insurance Number;
- Demographic information – ethnicity, race, age, date of birth, nationality;
- Share membership number;
- Financial information (bank details, payment card numbers, ...
- Next of Kin/emergency contact details/Household members;
- Employment details and employment references
- Medical/Health/Disability information
- Membership details;
- Benefits/Universal Credit information from DWP/Housing Benefit Department;
- Passport number;
- Driving licence number;
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us including information obtained from Police Scotland, Local Authorities or other housing providers;
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour;

We need your information and will use your personal data fairly and lawfully in order to provide information and services to you. For example:

- To enable us to enter into a contract with you;
- Undertake and perform our obligations and duties to you in accordance with the terms of our contract with you.
- to enable us to supply you with the services and information which you have requested;
- to enable us to respond to your repair request, housing application and any complaints made;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our services which may affect you;
- for all other purposes consistent with the proper performance of our operations and business, including newsletters, website and our annual report;
- to contact you for your views on our products and services;
- because we may have a legal obligation to do so;
- because it is in the public interest to do so or because it is in our legitimate interest to do so.



Sharing of Your Information

The information you provide to us will be treated by us as confidential and will be processed within the UK/EEA. We may disclose your information to trusted third parties who act for us for the purposes set out in this notice or for purposes approved by you including the following:

- If we enter into a joint venture with or merge with another business entity, your information may be disclosed to our new business partners or owners;
- If we instruct repair or maintenance works, your information may be disclosed to any contractor or relevant party;
- If we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority departments, Scottish Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise;
- If we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and the Local Authority);
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority and the Department for Work & Pensions;
- If we are conducting a survey of our products and/or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results;
- To obtain legal advice or take legal action;
- To adhere to our statutory requirements to report to the Scottish Housing Regulator and notify the Local Authority in the event of court proceedings being raised to recover possession of a tenancy;
- If you wish to access our Welfare Rights service;
- To allow you to make payment to us through third party organisations;
- To Sheriff Officers, debt collection agencies and tracing agents in connection with any enforcement action;
- If we are processing any insurance claim made against us we will forward the claim to our insurers;
- Other trusted 3rd parties in order to provide our services to you.

Unless we have a lawful basis for disclosure, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Security of your personal data

When we collect or you give us your personal data we take steps to make sure that it is kept secure and safe. We store your data securely in both electronic and paper format.

Further information concerning security and storage of personal data can be found in our Data Protection Policy which is available at our office or by emailing: info@tollcross-ha.org.uk

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.



Our Data Retention Policy and schedule is available on request.

Your Rights

You have rights in relation to your personal data and can ask:

- To access information about the personal data we are processing and to obtain a copy of it;
- To change incorrect or incomplete data;
- To erase or stop processing your data (in certain circumstances);
- To stop sending you marketing messages; and
- To object to certain processing activities.

If you would like to exercise any of your rights, please contact our Corporate Services Director in the first instance at:

Tollcross Housing Association
868 Tollcross Road, Glasgow G32 8PF

Telephone 0141 763 2855

E-mail: anne.fitzsimons@tollcross-ha.org.uk

Alternatively, our Data Protection Officer (DPO) is RGDP LLP who may be contacted at:

RGDP LLP

Level 2, One Edinburgh Key
133 Fountainbridge, Edinburgh EH3 9QG

Telephone 0131 222 3239

Email: info@rgdp.co.uk

If you remain unsatisfied about the way your personal data is processed by us you also have the right to complain to the Information Commissioner's Office which may be contacted at:

Information Commissioner's Office
 Wycliffe House, Water Lane, Wilmslow
 Cheshire SK9 5AF
 Website: www.ico.org.uk

The accuracy of your information is important to us. Please help us keep our records updated by informing us of any changes to your email address and other contact details.

£500 Self-Isolation Support Grant available from 12th October 2020:

From 12th October, the Self-isolation Support Grant can be applied for by those on low incomes who have been advised by the Track and Trace service to self-isolate, helping to ensure those who are affected and qualify are looked after and won't need to go to work, reducing the community spread of the virus.

The £500 Self-Isolation Support Grant is delivered through the Scottish Welfare Fund and you can apply via Glasgow City Council's website: <https://www.glasgow.gov.uk/swf>

To be eligible for a Self-Isolation Support Grant, you must meet ALL of the following criteria:

- have been required by the Test and Protect Service to self-isolate as a result of COVID-19, on or after 28 September 2020, either because you have tested positive for coronavirus, have recently been in close contact with someone who has tested positive, or are awaiting a test result; and
- be employed or self-employed; and
- be unable to work from home and can show that you will lose earnings as a result; and
- be currently receiving, or been awarded but not yet received a payment of at least one of the following benefits:
 - Universal Credit;
 - Working Tax Credit;
 - Income-based Employment and Support Allowance;
 - Income-based Jobseeker's Allowance;
 - Income Support;
 - Housing Benefit;
 - Pension Credit.



You must apply within your 14 day self-isolation period. Those who have been asked to self-isolate on or after 28 September but before 12 October will have 14 days from 12 October to make an application.

To apply for a Self-Isolation Support Grant, you will need to provide:

- a bank statement; and
- proof of employment or, if you are self-employed, evidence of self-assessment returns, trading income and proof that your business delivers services which cannot be undertaken without social contact, and
- a statement declaring that you will experience reduced income during their period of self-isolation.

We will check that you:

- have been asked to self-isolate by Test and Protect; and
- are in receipt of a qualifying benefit.

If you do not meet all of the criteria, but are on a low income and facing financial hardship as a result of not being able to work while you are self-isolating, you can still apply for a Crisis Grant through the Scottish Welfare Fund.

Factoring

Factoring invoices

We issued our latest six monthly factoring invoice by post, to all owners on Friday 06 November. Any owner who hasn't received their invoice should contact finance@tollcross-ha.org.uk or call 0141 763 1317 and select option 3, to arrange for a copy to be issued.

We'd like to remind owners that where no payment arrangement is in place, factoring invoices should be paid within 28 days of being issued. We offer a variety of payment methods to owners, including bank transfer, Allpay card and cheque, but our preferred method of payment is by Direct Debit (as detailed on the adjoining article). If you would like to discuss payment methods available or having difficulty paying your factoring bill please contact a member of our Finance team.

A software issue meant that we were unable to issue invoices by email to owners for whom we hold an email address, but this will be rectified by the next invoice run. If any owner who hasn't previously been advised that their email address would be used for correspondence would like to receive future invoices and correspondence electronically please send an email to finance@tollcross-ha.org.uk quoting your owner reference number.

As an incentive, any owners who register for electronic invoicing will see no increase in their Management Fee for 2021-22.



Four reasons to pay by Direct Debit

Making life easier for owners is at the heart of what we do. One way that we can do that is to collect your payments by Direct Debit. Here are four great reasons to change the way you pay:

1. It's easy to set up

All you have to do is fill in one short mandate and we'll take care of the rest. Call our finance team on 0141 763 1317 or email finance@tollcross-ha.org.uk to request a mandate.

2. It saves you time

Once your Direct Debit is set up everything happens automatically, so no more wasting time with cheques or online banking.

3. No more late payments

You choose your monthly payment date and we take care of the rest. Your payments can be tailored to make sure that you have no unexpected large bills to pay in one go.

4. It's secure and protected by the Direct Debit Guarantee

Bank account details are encrypted at source, so you can rest assured that your data is safely stored and that every possible effort is taken to keep your bank details secure.

All payments are covered by the Direct Debit Guarantee. This gives you complete cover for payments made in error or taken fraudulently, making Direct Debit by far the safest payment method for UK consumers to use.



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.



Arthur J. Gallagher



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 £60 (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 £90 (plus VAT) if we do not receive 28 days notice of the sale.

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 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.

Major Works Programme 2020-21

Prior to the Level 4 lockdown, our contractors have continued with the works below, which we hope to be able to resume when the Government take us down to Level 3

Smoke and Heat Detector Installation

In line with legislation we are upgrading all properties to have a smoke detector in each hall or landing, a smoke detector in the living room and a heat detector in the kitchen. These will each have long-life tamper proof lithium batteries with the detectors interlinked to maximise the time available for you to evacuate should a fire occur.

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

Full Gas Central Heating Replacement Works

Our programme of central heating installations continues to over 300 properties, targeting properties where the boilers are at or near life expiry and therefore likely to begin to fail or where parts may no longer be available. Works are expected to be completed by March 2021.

Our Contractor, Everwarm Ltd, is contacting all households involved to carry out a pre-start survey to explain the works and agree a suitable installation date.

Our installation contractor's management and operatives are fully adhering to the Scottish Government's 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.

A key objective for us is to prevent the possibility of an ageing heating systems failing and leaving you without heating or hot water for a period of time.

Kitchen and Bathroom Installations

No kitchen or bathroom installations are planned at present.

We intend to restart these programmes from April 2021 onwards.



Glasgow City Council's Bulky Waste Service



Glasgow City Council has advised that from December 2020 (date to be announced), they will no longer collect bulky waste from designated pick up point at the kerbside.

From December 2020 until January / February 2021 (date to be announced), residents requiring a bulky waste pick up must request this through the Council's website (an appointment system is currently being developed). The Council will advise when they will pick up the items and give instruction where the items should be left. This location will either be in the front garden or in the back court, from where they will uplift the goods. For the period December to January/February the arranged uplift will be free of charge. However, any items left at the kerbside will be treated as fly tipping.

From January / February 2021 onwards the Council will operate a request only service, whereby residents requiring a bulky waste pick up must request this through the Council's website.

The Council will, as above, advise when they will pick up the items and where the items should be left i.e. front garden or back court. From this time onwards the bulky waste collection service will be at a cost, yet to be confirmed but thought to be around £30 for 10 items. Any items left at the kerbside will be treated as fly tipping.

If more than the stated number of items are left for Council collection, their operatives have been instructed only to lift the items notified and paid for. Residents who leave bulky waste outside without making arrangements with the Council for uplift will be considered as having fly tipped.

Up to date information can be obtained from Glasgow City Council's website <https://www.glasgow.gov.uk/bulkywaste>

Your Guide to Preventing Condensation

What is condensation?

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

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

Where does it come from?

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

Where it can happen?

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

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

How to remove mould

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

Prevent condensation

To help reduce the risk of condensation in your home:

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

Keep your home warm:

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

Heating or Hot Water Problems?

Before you contact the Association

If you have no heating or hot water, try the following steps before you contact the Association for an engineer to call:

- *Please make yourself familiar with the operation and controls of the boiler.*
- *Is the gas coming through? (If you have another gas appliance try it).*
- *If you have a card meter confirm there is credit in the meter and the Meter says ON.*
- *Is the electricity on? (Check the fuses and make sure the isolation switch next to the boiler is in the "on" position). Again if you have a credit meter ensure there is credit in the meter.*

- *Is the time clock set to ON?*
- *Is the time clock set to provide heating and hot water?*
- *Is the Room thermostat turned up?*
- *Is the water pressure gauge reading between 1 and 2 bar?*
- *Is the boiler set to winter mode?*
- *Press or turn the reset control on the boiler*

If your boiler fails to operate after you have carried out these checks, then please contact us on 0141 763 1317 (option 1) or out of hours on 0345 604 4686

We are here to help this Christmas



The Association recognises it has been a difficult year for our tenants due to the COVID-19 pandemic.

We know many tenants have struggled financially due to being furloughed or losing their job. It has been extremely hard times and we want you to know that the Association staff are here to help and support you if you are struggling to pay your rent this festive period.

We can help you with the following:

- Staff can assist you with benefit claims such as Universal Credit and Housing Benefit
- We can assist you to apply for an additional discretionary Housing Benefit Payment if you meet the criteria
- We can make referrals to the foodbank if you are struggling to buy food
- We can assist you with financial support towards heating and electricity bills if you meet the criteria
- We can set up suitable repayment arrangements for you to make life easier over the Xmas period.
- We have a dedicated team who can process your rent payments over the phone if paying by debit/credit card. This will save you leaving the house!
- You can make an online payment on our website at www.tollcross-ha.org.uk.

Please remember your home is at risk if you do not pay your rent. We are here to help so please contact us at 868 Tollcross Road, Glasgow, G32 8PF or telephone 0141 763 1317 and press option 2 for Housing Management.

WINTER Emergency Information



During cold weather you can avoid frost damage and burst pipes by following the steps below:

- Set the thermostat for your central heating system to at least 10°C (50°F)
 - Leave the doors in each room open to allow warm air to circulate around your home
 - If you are going away over the Christmas holidays, please inform the Association and if possible leave an emergency contact number.
- If you have a burst pipe:**
- Phone our Emergency Contact number (0345 6044686)
 - Turn off water at the stopcock; if you're unsure of the location, contact our Maintenance team for advice (doing so in advance of the emergency may reduce the level of damage)
 - If water is in contact with any electrical fittings, turn off the power at the mains

Returning From Holiday? - Remember to run your cold water mains tap and shower for 2 minutes before use.

Festive Season Fun

Despite us all being affected one way or another with the Coronavirus Pandemic, we have to hand it to the members of our Events Focus Group, who have decided not to be put off. Oh no, they've had a couple of catch ups and recently made some painful decisions regarding the Association's usual Christmas celebrations.

Most of you will know that it's ultimately the Management Committee's decision about how the Association uses the rents we receive from our tenants and each year we prepare a budget to spell out our activities.

So, although we sadly had to cancel all of our usual events, such as the Easter Eggstravaganza and the annual bus trip, as it simply would not have been safe to carry on, the events focus group decided enough was enough and were determined to do something for Christmas.

During the meeting held 4th November 2020, members of the focus group considered the revised budget funds available for activities during the festive season. They agreed to consider different ways to engage with our tenants that aimed to retain the spirit of Christmas whilst managing to keep everyone safe. They also took into consideration that due to the Pandemic, Cash for Kids was not available this year. This would generally have helped out around 200 of the Association's families.

After lengthy discussions, where the group agreed they wanted to retain the tradition of the Association giving a gift voucher of £10.00 to our over 60s, they also felt they wanted to ensure the Association involved the children.

So they proposed the following:



Issue all children up to 16 years old that are registered on the Association's database, a monetary Tesco voucher worth £15.



During this difficult time, the group wanted to recognize the children within families who may access the Glasgow North East Foodbank and Carmyle Foodbank. So we'll be purchasing some selection boxes for the Foodbank to distribute.



Continue with the tradition of issuing our over 60s tenants a £10 Tesco voucher.

We hope you support these decisions and if you feel you would like to take part in planning any of our future events, we would be delighted to hear from you. Please contact the office on **0141 763 1317** or e-mail us at **info@tollcross-ha.org.uk**.



TOLLCROSS
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HAPPY TO TRANSLATE

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

Honorary President: Bill Dougan

Property Factor Registered No PF000261

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