

TOLLCROSS NEWSLETTER



Tollcross Newsletter - Winter 2021

MERRY CHRISTMAS

Please see
Page 2 for
Christmas
Office
Closure
Details.

See
Page 15
for details of
upcoming
Christmas
Events

from
TOLLCROSS HOUSING ASSOCIATION



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

Rent Consultation
2021 –
See Pages 4 & 5
for details.

Need to get
online?
See page 14 for
details of how to
win a Lenovo
Tablet!

Looking for an
apprenticeship?
See Page 10
for details

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:

- Our offices will close at 12noon on Tuesday 21st December 2021 for a half day staff training/staff Christmas event and will re-open on Wednesday 22nd December at 9.00am.
- All of our offices will close at 4.00pm on Friday 24th December 2021 and we will re-open as normal at 9.00 am on Thursday, 6th January 2022.

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) |

WINTER Emergency Information

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

- | | |
|---|--|
| <ul style="list-style-type: none"> • 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 | <p>If you have a burst pipe:</p> <ul style="list-style-type: none"> • 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.



Message from Andrea Bell,

Chair, Tollcross Housing Association



Merry Christmas and a Happy New Year to everyone from the Staff and Committee at the Association.

I hope you are all safe and well and that you have a great time over the festive period.

The horrible Virus is at it again. Just when I thought I would be telling you that things at the Association were almost back to normal the arrival of this new variant, Omicron, has thrown everything into doubt again. We have no idea how this will affect us but we're already planning for the worst. Hopefully, things won't be as bad as the current predictions suggest and we won't need to make too many changes to the services being delivered by the Association, but I have to be honest and say, at the moment, we just don't know what's going to happen. Please keep an eye on our web site for updates.

This newsletter provides details of the proposed rent increase for the coming year. We are very aware that many tenants have found it hard this year and the economic situation is still very uncertain. Last year the Association had a rent freeze and I would love to say we could do that again, however the Association is also subject to the economic situation too and we have to be certain that the decisions we make now do not have a negative impact on the long term future of the Association. At present inflation is over 4% and it's predicted to continue to increase over the next few months. National Insurance contributions are about to increase, contractor cost for labour and materials have gone through the roof, staff cost will also increase, and we've had to cover the cost of replacing the bulk uplift service that was withdrawn by Glasgow City Council this year. The Management Committee have proposed a 3.6% increase to rents this year and that's below the estimated inflation rate, before we consider the

other cost increases noted above. The Association will therefore have to make considerable savings to make the proposed rent increase work.

We understand that any rent increase is difficult for tenants. In the past we might have offered different options on the increase, but to be honest the proposed 3.6% increase is the absolute minimum figure, so any alternative options offered would have been higher.

There's lots of detail about the proposed rent increase starting on page 4 of this newsletter. Please take time to look over this information and feedback to us on your views about the proposed increase. All the feedback will be considered as part of the consultation process.

If you need any help or advice about your rent payments please contact a member of staff immediately and we'll do everything we can to help with and problems.

The office will be closed from the 24th December 2021 to the 6th January 2022. Please make sure you have the emergency call out number to hand. I hope you don't need have to use the number over the holiday period, but if you do make sure you're not turning the house upside down to find the number. It's on the front page of this newsletter. Please remember that over the holiday period it will be 'emergencies only' repairs service.

Despite everything, I do hope you all have a great Christmas and let's hope that by next Christmas we are back to the old normal.

Stay safe!

Merry Christmas and a Happy New Year





Rent Review Consultation

In January 2022 the Management Committee will finalise the budget for the forthcoming financial year 2022/23 and will review the level of rent the Association needs to charge to meet the ongoing costs of managing, maintaining and improving the existing housing stock and allowing us to build new homes in our areas of operation.

In this newsletter we will set out the Association's spending plans for the next year. All our income is used to pay for the costs of running the business, and the rents we set are based on these spending plans. We need to make certain assumptions about costs and inflation, decide where expenditure is required or where it can be held or reduced and then set rents at a level which covers these costs.

Our aim has always been to keep rents as low as possible whilst ensuring the Association remains financially viable. We are keen to hear your views on our spending plans and on our proposed rent increase options. Please read this article carefully and provide your views by Friday 21st January 2022. The Management Committee will take account of your comments before agreeing its budget and rent increase at its meeting on the 31st January 2022.

WHAT IS THE PROPOSED RENT INCREASE

This year we are proposing a rent increase of 3.6% (This proposed increase will not apply immediately to our secure tenants whose rent is regulated by the Rent Officer). The table below shows our current range of rents for each size of property and our proposed rent after applying a 3.6% increase.

The proposed 3.6% increase is based on a number of financial factors such as the average Retail Price Index (RPI) for the months of August, September and October 2021 and the impact that the COVID-19 pandemic and BREXIT has had on the economy. The Association, through careful budgeting and efficiencies, and in recognition of the financial pressure facing many tenants, has worked very carefully to keep the proposed increase as low as possible.

Last year the Association did not increase the rents which we hope helped tenants at the height of the pandemic and at a time that it was needed. Unfortunately this year, due to inflation currently being over 4% and it is predicated to increase further over the next few months we need to propose an increase to your rent. We also have additional costs to cover such as , contractor's costs and replacing the bulk uplift service that was withdrawn by Glasgow City Council this year.

TENANT CONSULTATION

We will gather the views of our tenants on the proposed increase and use this information, along with other factors to establish the proposed rent increase.

You may be called on the telephone by a company appointed by the Association to gather views on the proposed rent increase from a random sample of tenants or you can complete the feedback form on this newsletter.

In addition, we will also consult with our Performance Improvement Network (PIN) to gather views on the proposed increase

TYPICAL RENTS LEVELS FOLLOWING INCREASE OF 3.6%		
Size	Average weekly rent 2021/22	Average weekly rent after an Increase of 3.6% as of the 1st April 2022
2 apartment	£67.65	£70.08
3 apartment	£75.94	£78.67
4 apartment	£92.02	£95.33
5+ apartment	£102.89	£106.59

HOW DO OUR RENTS COMPARE WITH OTHER ORGANASATIONS?

We have carried out a rent comparability exercise with other housing associations operating in the East End of Glasgow. Our rent levels are currently amongst the lowest of all these landlords, and our rents are likely to remain the lowest even after the proposed increase.

HOW AFFORDABLE IS THE PROPOSED RENT INCREASE?

If you receive housing benefit or Universal Credit, the increase will be covered automatically by your entitlement to these benefits. We appreciate however that tenants' financial circumstances can change, sometimes improving and sometimes worsening. We would therefore encourage any tenant who thinks that the proposed increase could cause financial hardship to contact their Housing Management Team immediately to discuss their situation.

The table below provides you with the breakdown of the ongoing costs of managing, maintaining and improving the existing housing stock and allowing us to build new homes in our areas of operation.



Area of Expenditure	Proposed Budget 2022-23	Cost Requirements
Management Expenses This includes salaries, office rates, heat and light, office insurance, computer costs and other expenses required to run the organisation.	£2,950,000	<i>This allows the Association to improve services provided to tenants, by ensuring that appropriate staff are available, maintaining our IT systems and providing adequate training for staff and committee members. The Association is affected by price increases in respect of heat and light etc., in the same way as our tenants, but we are always looking for ways to ensure that we receive value for money.</i>
Maintenance Costs and Direct Services Costs	£5,350,250 (excluding Insurance + Other Costs)	<i>The costs are broken down in to the undernoted spend.</i>
Reactive Maintenance The cost of responding to tenants' day to day repair requests and void costs.	£1,186,000	<i>Reflects the actual demand for day to day repairs from tenants and includes work to prepare empty properties for relet.</i>
Cyclical Maintenance Includes gas servicing, electrical testing, gutter cleaning, close painterwork, communal extract fan maintenance etc.	£384,250	<i>Required to maintain the components within properties and extend their lifespans.</i>
Service Costs landscape maintenance and close cleaning etc	£530,000	<i>Required to maintain closes and the environment to a good standard.</i>
Major Repairs Replacement of components that are beyond their useful lives, and include central heating replacements, kitchen and bathroom replacements etc.	£3,250,000	<i>Required to maintain properties to a good standard, e.g. kitchens, bathrooms, central heating, door entry systems etc..</i>
Insurance & Other Costs	£505,000	<i>We have to ensure that all of the Association's housing stock is adequately insured. The premiums paid are affected by the same factors that affect other home owners. The figure also includes debt recovery costs, bank charges and general legal fees.</i>

HOW DO I COMMENT ON THE PROPOSED RENT INCREASE?

We are keen to hear your views. We are particularly interested in whether you think the proposed rent increase is reasonable. We would also like to know if you agree with our proposals for maintenance and major repairs and investment programme.

You can provide your comments by:

- Phoning us on Freephone 0800 7839328 or 0141 763 1317
- Emailing us at: getinvolved@tollcross-ha.org.uk

If you would like to attend a meeting to discuss the rent increase - please advise us as soon as possible so we can arrange this.

WHEN WILL A DECISION BE MADE?

The Association's Management Committee will meet on 31st January 2022 to consider all of the feedback and comments on the proposed rent increase. Following careful consideration of all of the information to hand at that time the Management Committee will finalise the rent increase. Every tenant will receive a letter informing them of what the rent increase will be 28 days prior to the increase taking effect on the 1st April 2022.

Prior to making any final decision on the rent increase, Committee Members will take into account any views expressed by tenants. It is therefore important that your comments are received by Friday 21st January 2022.





What a Performance



The following statistical information has been reported to the Management Committee and is for Quarter 2 of the year 2021/22 – 1st July to 30th September 2021

2021-22 Q 2 Maintenance Performance	Target	21/22 Q2	20/21 Q2	19/20 Q2
Average length of time to complete emergency repairs	6 Hrs	2 Hrs (267 jobs)	2.3 Hrs (287 jobs)	2.3 Hrs (227 jobs)
Average length of time to complete non-emergency repairs	3 Days	2.7 Days (1151 jobs)	2 Days (1199 jobs)	2.3 Days (1139 jobs)
Non-emergency repairs complete Right First Time	95%	95% (1151)	96% (1199 jobs)	97% (1139 jobs)
Gas Safety Inspections not completed with 12 month anniversary	0	0 (872)	74 (605)	0 (577)
Emergency repairs completed within 6 hour target	100%	99.6% (267)	99% (287)	99.5% (227)
Urgent repairs completed within 3 day target	100%	96% (432)	94% (310)	97% (384)
Routine repairs completed within 5 day target	98%	94% (491)	95% (448)	97% (581)

Housing Management

Our gross rent arrears at the end of the 2nd Quarter was £319,659 which represents 3.39% of the total rent due. You can see from the table below how this has been split.

Arrears	Target	Actual
Current Tenant Arrears	2%	2.10%
Former Tenant Arrears	1.5%	1.29%
Total Arrears	3.5%	3.39%

Voids & Re-Lets to date

Properties re-let	69
Percentage of rental income lost due to un-let properties	2.31%
Average number of days to repair & re-let a void property	58

Anti-Social Behaviour

Number of Anti-Social complaints received	72
Number of Anti-Social complaints responded in timescale	57

Evictions

Evictions for Non payment of rent	2
Evictions for anti-social behaviour	0
Total evictions	2

*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 Service by contacting us on 0141 763 1317, for free advice and assistance.

Management Committee Details

11 full members of Management Committee and 3 Co-optees

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				Year to date	Stage 2				Year to date
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	
Received	24	32			56	1	0			1
C/fwd from previous year	0	NA	NA	NA	0	0	NA	NA	NA	0
Number responded to in full	24	32			24	1	0			1
Percentage responded to in full	100%	100%			100%	100%				100%
Time taken in working days to respond in full	63 days	101 days			164 days	22 days	6 days			28 days
Average time taken in working days to respond in full	2.6 days	3.2 days			2.9 days	22 days	6 days			14 days

Update on Landlord Performance Report 20/21

We published our Landlord Performance Report for 20/21 in the last edition of the Tollcross Newsletter and we have since discovered an error in one of the figures provided relating to the Scottish Housing Quality Standards (SHQS). We have notified the Scottish Housing Regulator (SHR) who have recorded the data correction in line with proper procedure. We are now notifying our customers of this change and apologise for any inconvenience.

Performance indicator 6 – Percentage of stock meeting SHQS at the end of the reporting year

We had entered 81.48% and it has been rectified to read 80.43%. This means we have less properties meeting the SHQS than previously reported. We have updated our Landlord Performance Report and the SHR's report on Tollcross to reflect this change. If you would like to know more about this, please contact us on info@tollcross-ha.org.uk or call us on 0141 763 1317.

LESSONS LEARNED

We have provided you with the year to date lessons learned from complaints. This is what the Association uses to help us improve our services.

YOU SAID:

You still have insects in my property

WE DID:

Arrange for a contractor to attend and investigate

YOU SAID:

Your bedroom ceiling has not been repaired following water ingress

WE DID:

Arrange for our contractor to attend and carry out repair work

YOU SAID:

The grass cutting is not being carried regularly (this was recorded twice as complaints from two different people)

WE DID:

Work with the Contractor to ensure the grass cutting programme is brought back on track

INVESTIGATIONS There have been no investigations reported during the year.

CONTINUAL IMPROVEMENT We remain committed to continual improvement and when you tell us you have a complaint or are dissatisfied about something we've done or not done can we find ways to resolve this for you and make enhancements and adjustments to our service.

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

Complaints About Factoring

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Housing and Property Chamber to look at it.

They will try to resolve complaints and disputes between home owners and property factors, and you can contact them at:

Housing and Property Chamber
First-tier Tribunal for Scotland,
20 York Street, Glasgow G2 8GT
Telephone: 0141 302 5900 Fax : 0141 302 5901
E-mail: 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

Email: concerns@careinspectorate.gov.scot



All Other Complaints

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

SPSO cannot normally look at:

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

You can contact the SPSO:

Scottish Public Services Ombudsman,
Bridgeside House, 99 McDonald Drive,
Edinburgh EH7 4NS
or FREEPOST SPSO
Freephone: 0800 377 7330
www.spsos.org.uk
Online at: www.spsos.org.uk/contact-us



Customer Satisfaction

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

Thank you to everyone who has taken part in these surveys. It really does help us improve our services to you.

ARC Indicator	Question	Tollcross				
		2019 Full Survey 910 Sample	Q1 May-Jun '21 80 sample	Q2 Jul-Sept '21 120 sample	Q3 Oct-Dec '21	Q4 Jan-Mar '22
Indicator 1	Percentage of tenants satisfied with the overall service provided by their landlord	96%	84%	90%		
Indicator 2	How good or poor do you feel Tollcross is at keeping you informed about their services and decisions	100%	Not asked in monthly questionnaire – Full Tenant Satisfaction Survey only			
Indicator 5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	100%	Not asked in monthly questionnaire – Full Tenant Satisfaction Survey only			
Indicator 7	Percentage of tenants satisfied with the quality of their home	95%	91%	95%		
Indicator 12	Percentage of tenants who thinking about the LAST repair carried out within the last 12 months were satisfied with the repairs service provided by their landlord	95%	86%	96%		
Indicator 13	Percentage of tenants satisfied with the management of the neighbourhood they live in	97%	Not asked in monthly questionnaire – Full Tenant Satisfaction Survey only			
Indicator 25	Percentage of tenants who feel that the rent for their property represents good value for money	98%	Not asked in monthly questionnaire – Full Tenant Satisfaction Survey only			
Indicator 29	Percentage of factored owners satisfied with the factoring service they receive	74%	Not asked in monthly questionnaire – Full Tenant Satisfaction Survey only			
Non ARC Covid-19	Percentage of customers who feel the Association kept them informed of the changes to services available due to Covid-19.	NA	78%	86%		
Non ARC Covid-19	Percentage of customers making contact with the Association during the pandemic who are satisfied with this contact with us	NA	71%	78%		

Thank you

We would like to thank everyone who participated in the review of our Customer Engagement Strategy and Engagement Action Plan. This month, following extensive feedback including customers, PIN and Management Committee members, we presented our revised Strategy to Management Committee for approval at the meeting held 29th November 2021. You can download this policy from our website www.tollcross-ha.org.uk or you can request a copy be sent to you by contacting us on getinvolved@tollcross-ha.org.uk

Easy and Comfortable Consultation

We're making it even easier for our customers to get in touch as not only have we launched a new e-mail address, specifically for those of you who want to get involved – it's called getinvolved@tollcross-ha.org.uk, but we're also introducing a new Consultation Register. This is where customers who want to get involved in reviewing our service policies can simply register to join and you can tell us what things you're interested in and also review our policies. So, basically, you can review our policies from the comfort of your own armchair.

Get involved - To feedback on any of our policies or to join our Consultation Register, please e-mail us on getinvolved@tollcross-ha.org.uk or telephone us on 0141 763 1317.

Spotlight on Policies

The Association's services are underpinned by a number of policies across all departments and Management Committee members are responsible for ensuring their timely review. In accordance with the Policy Review Schedule, proposed changes to (or introduction of new) policies are presented to Management Committee. Where deemed appropriate we carry out consultation on these policies too. This involves meeting with our PIN and PIL members and also making the policies available on-line via our website, for other customers to provide feedback. This is for a specific period of time and is generally a month. We then provide any feedback to the Management Committee with a view to having the policy approved and made ready for implementation.

We have recently revised our Factoring Policy and Factoring Debt Recovery Policy, and both are now available on the factoring pages of our website. If anyone has any comments on either policy please email finance@tollcross-ha.org.uk or call the office and ask to speak to a member of our finance team.

Coming soon

Early in the new year we will be looking for feedback on the following policies:

- Void Management Policy
- Repairs & Maintenance Policy



Factoring Invoices

We issued six-monthly factoring invoices to owners on 9th November 2021. Depending on your account settings, this may have been posted to you or sent by email. If you didn't receive your invoice please let us know and we will arrange for a copy to be issued. Remember to check your spam folder if receiving by email.

Invoices are due to be paid by 7th December 2021. If any invoices remain unpaid or an agreed payment plan has not been put in place, then reminder letters will be issued shortly after.

If you have not received your invoice or having difficulty paying your invoice (we know this can be a difficult time of year) and would like to discuss a possible payment plan then please contact the Finance team on the details below:

Email: Finance@tollcross-ha.org.uk

Phone: 0141 763 1317 and select option 3 for Finance



SCOTTISH HOME FIRE SAFETY LEGISLATION

Attention homeowners and private landlords. New legislation from the Scottish Government will come into effect in February 2022, requiring all households in Scotland to install smoke and heat alarms.

By February 2022 every home must have:

- one smoke alarm in the living room or the room you use most
- one smoke alarm in every hallway or landing
- one heat alarm in the kitchen

All smoke and heat alarms should be mounted on the ceiling and be interlinked.

Also, if you have a carbon-fuelled appliance – like a boiler, fire, heater or flue – in any room, you must also have a carbon monoxide detector in that room, but this does not need to be linked to the fire alarms.

For a straightforward explanation of the effect of this legislation on homeowners (including private landlords), please visit the Scottish Government's website:

<https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>

For homeowners of flatted properties, the Scottish Government's guidance states that:

"In a shared property such as a tenement or block of flats, there is no requirement for different properties to be linked to each other. There is no requirement for alarms to be fitted in communal areas such as entrance halls and stairways."

As this legislation relates to individual households and not common areas, this is a private matter for each homeowner and therefore not something Tollcross Housing Association (THA) will assist with as factor. If you rent from someone other than THA then you will need to contact your own landlord for further information.

THA will only be responsible for organising and carrying out works to the properties we own. We are already underway with these works and if you are a THA tenant you can find an update from our Maintenance Team in the "Major Works Programme" article opposite.

Homeowners and private landlords may wish to seek advice from a qualified contractor or take advantage of information and advice from the Scottish Fire and Rescue Service, such as the SFRS Home Fire Safety checker website:

<https://www.firescotland.gov.uk/your-safety/at-home/home-fire-safety-visit/online-hfsv-checker>

More information and advice is available online too.



Scottish Government
Riaghaltas na h-Alba
gov.scot

MAJOR WORKS PROGRAMME 2021-22

Our Contractors continue with the following works:

Smoke and Heat Detector Installation

We continue with 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 to ensure compliance with Government legislation. These will each have long-life tamper proof lithium batteries and the detectors will be interlinked to maximise the time available for you to evacuate should a fire occur.

Our contractor, RB Grant, intend to complete this work in December 2021 and we require your cooperation to achieve 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.

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.

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.

Door Entry system replacement

Our Contractor, Videowatchman Ltd, continues with the installation of new control panelling and entry handset to closes at various locations.

Kitchen and Bathroom Installations

The kitchen, rewire and bathroom contract is underway and our Contractor, Select Facilities (Scotland) Ltd will contact those tenants involved in the works to design the kitchen and agree colours schemes.

Electrical Certifications

Our Contractor, Magnus Ltd, continues with the programme of electrical inspection and certification. We again require your cooperation to achieve this essential work in your home to comply with Government legislation.

If you wish to discuss any aspect of our works programme please contact our Investment team on 0141 763 1317 (Option 5).

Apprenticeships as part of Kitchen Bathroom Contract

The Association has appointed Select Facilities (Scotland) Ltd to carry out the 3-year kitchen bathroom and rewiring contract.

As part of this project, Select are seeking to put in place one Joiner, one Electrical and one Plumbing apprentice under the modern apprenticeship scheme for those 16 and 17 year olds in the Tollcross area.

If you are in this age range and are interested in gaining an apprenticeship please contact the Association's Maintenance team on or before 10th December 2021 to provide your name, address and age. This will be forwarded to Select to make the final selection.



TOLLCROSS
housing association limited



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

Tollcross Advice & Learning Service

Post Office card accounts closure extended until November 2022

Post Office Card Accounts are to be extended for another year

The Post Office Card Accounts scheme was previously set to end in November this year. Following the disruption caused by the pandemic, it has now been extended for 12 months to ensure everyone has the time to make alternative arrangements.

The Department for Work and Pensions is writing to all customers who currently receive payment into a Post office Card Account, telling them the service is ending and encouraging those who are able to open a bank account to do so.

Those who remain unable to access such services will be migrated onto a new Payment Exception Service, which allows them to choose how they receive their payments.

Minister for Pensions, Guy Opperman, said:

Whilst the vast majority of pensions and benefits are paid directly into peoples' bank accounts, some people prefer to collect their payments over the counter at their local Post Office.

This extra time means we can support our most vulnerable customers to move to the payment method that will suit them best – even if that means making sure they can still get cash via the Post Office using a card from the new Payment Exception Service.

Under the new Payment Exception Service, pensioners and benefit claimants are able to choose how they receive their payments. These methods include the delivery of digital vouchers via:

- a SMS
- an email
- a unique barcode displayed on a mobile phone

All customers who are migrated over to the new service will receive a reusable mag stripe plastic card, which can be used to receive their benefits in cash from more than 28,000 Pay Point retail outlets or 11,500 Post Office branches.

Extensive work has been undertaken to identify those most at risk in order to provide vulnerable claimants with additional support before the move to the new system

If you are concerned about any of the above and would like to find out more, please contact **Tollcross Advice & Learning Centre**,
84 Braidfauld Street, Glasgow, G32 8PJ. Tel: 0141 764 1234.
Email: advice@tollcross-ha.org.uk



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, Glasgow, G32 8PF
Signature: _____
Date: _____



Help us to help you!

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

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

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

www.tollcross-ha.org.uk

Celebration Days

Tollcross Housing organised community celebration days on 24th September and 08th October. The events were hugely popular with local families and children. The first event (held in Altyre Street) attracted over 400 visitors! Outdoor activities arranged by our partner The Urban Fox Programme included: Arts & Crafts, Face Painting, Balloon Animal Making, Tea-Cups, Outdoor Bingo, Free Ice-cream for everyone, DJ, Raffle, Smoothie Bike and a chance to learn some Skateboarding Skills. Lidl kindly donated free use of their car park and donated £100 for the second event which attracted over 300 visitors.

Lenovo Tablet Giveaway

We have two Lenovo Tablets to give away! If you are a lucky winner this will keep you connected to family and friends!

To be entered into our prize draw all you have to do is tell us why you love Christmas time and we'll enter you into our Prize Draw!

Return your slip to the office by 16th December 2021 to be entered into the Draw, or drop us a line to: getinvolved@tollcross-ha.org.uk. The Draw will take place on Monday 20th December 2021.

Good Luck everyone!

Name _____

Age _____

Address _____

Contact Number _____

I love Christmas time because _____

Big Prize Draw Winner

The big prize draw winner Susan Cartledge, she said "I am overjoyed at winning this & just in time for Christmas"



FREE TRAINING!

Certificated Courses – Provided here in the Community or Online

- **Elementary Food Hygiene (REHIS),**
2 x half days

This course covers food poisoning and its prevention, HACCP (hazard analysis critical control point), personal hygiene, cleaning, pest control and the legislation. Fully certified.

- **Emergency First Aid (REHIS),**
2 x half days

Covering CPR, bandaging, how to manage incidents, infection control, heart attacks, strokes, fractures, other illnesses and legislation. Fully certified.

- **Elementary Health & Safety Course (Incorporating CSCS) (REHIS),** 2 x half days

Covers a wide variety of items such as slips, trips and falls, risk assessment, fire, electricity, manual handling, COSHH (Control of Substances Hazardous to Health) and legislation. If you have a valid REHIS Elementary Health & Safety Certificate you can apply for a CSCS green card (Construction Skills Certificate Scheme) that is required to work within the construction industry. You are required to complete the CSCS operatives test at a CSCS centre. Fully certified.

- **Customer Care (Glasgow Kelvin College),** 2 x half days

This one day course is certificated by Glasgow Kelvin College. The course covers the principles of customer service, managing customer needs and expectations, complaint handling and interpersonal skills.

- **Child Development, Relationships and Parenting and Parenting SCQF Level 4,** half days over 12 weeks

This 12 week course is aimed at parents, carers and people who have an interest in a career in childcare. We examine: Child Development. The basic and developmental needs of children. Skills to assist with challenging parental issues. What is available in our communities to assist?

Or do you need to learn the basics to go online, help to apply for jobs, use a computer or learn photography.

INTERESTED? –

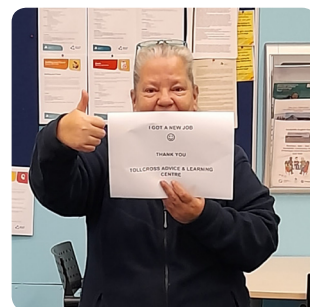
PLEASE CALL: 0141 764 1234.

Email: advice@tollcross-ha.org.uk.

**TOLLCROSS ADVICE & LEARNING CENTRE,
84 BRAIDFAULD STREET, GLASGOW, G32 8PJ**

Thanks from Joanna

"I would like to thank Tollcross Advice & Learning Centre staff for all their help and encouragement since re-opening in September. It just goes to show, that with a bit of help you can do anything"



Tollcross Winter Wonderland

Tollcross Housing Association is proud to be working with a couple of your local community groups to provide fun for all the family.

Urban Fox and Helenslea Community Hall are co-ordinating some cracking events during December – see below for details

Balloon Artist

Dancing Elf Experience

Carmyle Community Centre
8 Hillcrest Rd, Carmyle,
Glasgow G32 8AG

**Monday,
20th December 2021
4.30 pm - 7.00 pm**

ALL FREE

Causewayside Church
1134 Tollcross Road,
Glasgow, G32 8UT
**Tuesday,
21st December 2021
4.30 pm – 7.00 pm**

**Cookies
and Hot
Chocolate**

**Gift
for Every
Child**

Food Van

Let It Snow

Helenslea Community Hall,
48 Methven Street,
Glasgow, G31 4RB
**Thursday, 16th December
and
Friday, 17th December
(places are limited).**



To book, contact our Office
Tel: 0141 763 1317 / 0141 764 1234
Email: getinvolved@tollcross-ha.org.uk

Terms & Conditions

- You must be a registered tenant with the Association to book for this event.
- Only one booking permitted per venue.
- Strictly only members of your household will be eligible to attend the event.
- There will be photography taking place at each event and these photos will be published on our website after each event. If you do not wish to have your photograph taken please inform us at the booking request.



Christmas Pantomime 2021



Thank you to everyone for applying for our annual Christmas Pantomime 2021. We have received a fantastic response and can confirm that all of our lucky winners have now been notified, Congratulations!

For all the successful winners, your tickets will be delivered to you alongside your copy of the newsletter.

If you are unable to attend the event due to COVID19 please let us know as soon as possible by contacting us on 0141 763 1317 or emailing us at info@tollcross-ha.org.uk.

Should any COVID 19 restrictions change before the show, please ensure to check with the Pavilion theatre directly by contacting them on 0141 332 1846 or by visiting their website <https://www.paviliontheatre.co.uk/> for further information.

We hope you all have a fantastic time at the show and be sure to tell us all about it.

PAVILION THEATRE CONDITIONS

The current Regulations state that the Pavilion Theatre do not require proof of vaccination status however, if there is a change to the regulations prior to the show taking place this may impact on the condition of entry and you will be asked to show evidence of this.

- Face coverings must be worn entering, during and leaving the venue at all times. This applies to people age 12 years old and over, unless you are medically exempt.
- It is advised that you should take a lateral flow test on the day of attending the theatre for extra caution. You will not be asked to show evidence of this when you arrive.



TOLLCROSS
housing association limited

868 Tollcross Road, Glasgow G32 8PF

Tel 0141 763 1317

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



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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Financial Conduct Authority as a registered society under the Co-operative and

Community Benefit Societies Act 2014 – Registration No. 1798RS. Tollcross Housing

Association Limited is a Registered Scottish Charity, No SC040876

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