

Tollcross Housing Association Newsletter



Winter 2024

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Check out our Help and Advice pages to see what service we offer that suit you

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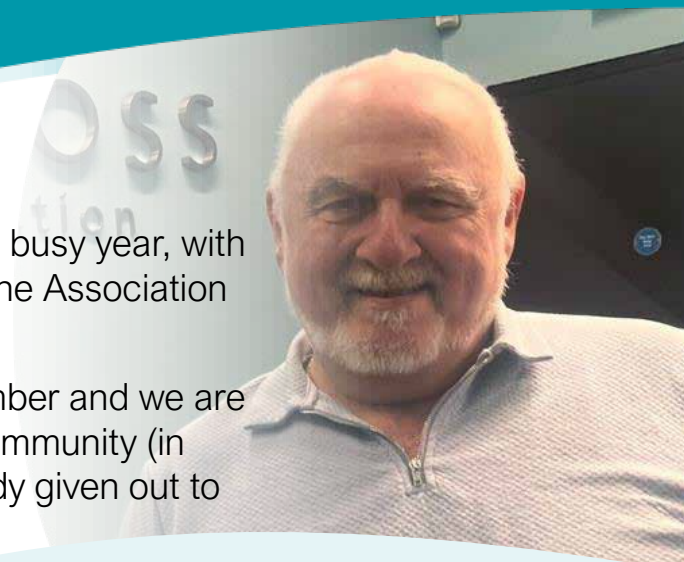
Read about our Spooky Halloween Event

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Still to update your Tenancy Details? Check this page...

Local people, local control

Welcome from our chair



Welcome to our last newsletter of 2024. It has been a busy year, with lots of events and activities taking place to celebrate the Association turning 50, and we are not stopping there.

We have a Christmas event taking place on 23 December and we are working with Glasgow Life to bring the panto to the community (in addition to the 300 panto tickets for the Pavilion already given out to some lucky tenants).

I want to thank all the staff and volunteers who have made the 50th Anniversary a year to remember. We couldn't have run such great community events without all your help. You can see some picture of our last event, Halloween Party, on page 6.

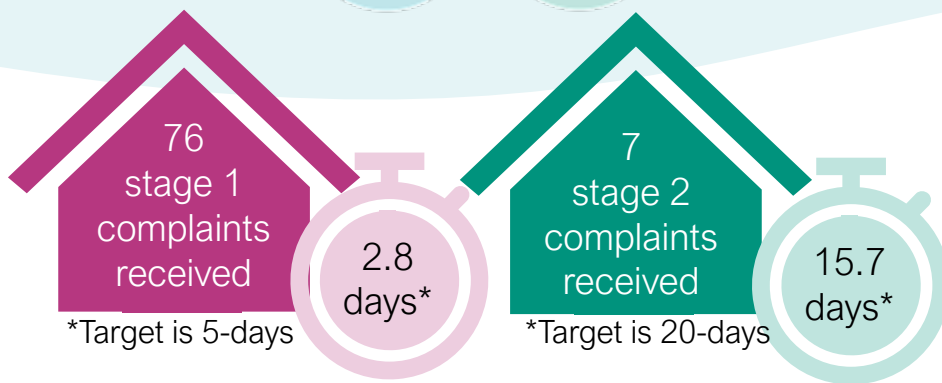
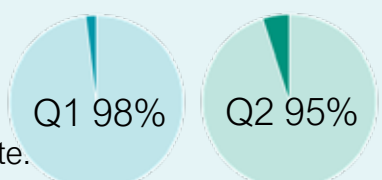
Our rent consultation begins this month, and we want to hear from you. You can find out all out the proposed increase and how to feedback in our rent consultation mini newsletter.

Peek at performance

Keeping you up-to-date with our key service performance. Not only do we monitor our performance against the Housing Charter; we use our customer feedback to ensure we continually improve our services for you.

	Q1	Q2
Satisfaction with quality of home	97%	91%
Satisfaction with repairs service	97%	91%
Repairs completed right first time	96%	95%
Resolved anti-social cases	97.8%	94.9%
Rent arrears (of total expected rent)	2.6%	2.7%
Satisfaction with repairs service	97%	91%
Average days to relet a home	23	25

Satisfaction with overall service
More info can be found on our website.



Valuing complaints

We value all complaints received and urge you to get in touch with any failure in service you receive from us. We use complaints to build better services for you.

Looking at what you said . . . and what we did

You said we failed to respond to correspondence sent to our general INFO@ mailbox.

We introduced new ways to contact the teams directly to help improve response to emails received. You can find out more ways to get in touch on the back page of the newsletter.

You said you were unhappy about the level of contact made during the complaint process.

We raised the matter with relevant teams and have made a commitment to review our complaint process in 2025.

Stay well

Winter is round the corner and with it comes an increase in cold, flu and other respiratory infections. To help keep you and our employees safe, we are asking our customers to stay at home if they have symptoms.

Don't worry, you can still access our services by taking advantage of online and telephone options. Simply speak to a member of staff to find out the best option for you. If you do need to visit the office, we ask that you wear a well-fitting face covering. You can find more advice about Winter illness at nhsinform.scot/winter-illness/



Keeping the heat in

Making small changes can help keep the heat in your home. Draught proofing around your doors and windows could save you on your fuel bill and keep the cold out. Here are some simple things you can do:

- close your curtains to keep the heat in.
- put up thermal door curtains on your doors.
- use draught excluders & rugs.



For more advice on how to get your home winter ready, contact Home Energy Scotland on 0808 808 2282.



Why is it important?

The winter months bring the cold and damp air, and this air can have a negative impact on your health and wellbeing and increase the chance of mould appearing in your home.

A damp home is a breeding ground for mould, which damages walls and furniture and can be bad for your health. Mould spores occur naturally in the air, and they quickly multiply once they find a damp surface.

Condensation is the most common cause of damp. Read more about how to keep condensation at bay on our website.



Bins & Bulk



During the busy festive period you can take bulk or excess waste to any of Glasgow City Council's recycling centres. Further details of the festive opening hours, bin collection, bulk uplift etc. can be found on the Council website www.Glasgow.gov.uk/recycling

The wheeled bin collections will be:

	Current Date	New Date	Current Date	New Date
Purple Bin	Wed 25/12/24	Fri 27/12/24	Thu 26/12/24	Sat 28/12/24
Brown Bin	Wed 25/12/24	Wed 08/01/25	Thu 26/12/24	Thu 09/01/25
Green Bin	Wed 25/12/24	Wed 15/01/25	Thu 26/12/24	Thu 16/01/25
Blue or Grey Bin	Wed 25/12/24	Wed 22/01/25	Thu 26/12/24	Thu 23/01/25
Purple Bin	Wed 01/01/25	Fri 03/01/25	Thu 02/01/25	Sat 04/01/25
Brown Bin	Wed 01/01/25	Wed 15/01/25	Thu 02/01/25	Thu 16/01/25
Green Bin	Wed 01/01/25	Wed 22/01/25	Thu 02/01/25	Thu 23/01/25
Blue or Grey Bin	Wed 01/01/25	Wed 29/01/25	Thu 02/01/25	Thu 30/01/25

Help & Advice

benefit, welfare & energy matters

Our drop-in surgeries with Andrew (Welfare Rights Officer) can help you with benefit claims and checks, benefit appeals, Council Tax, energy matter and more. You can also get assistance with food and other items (toiletries; nappies; sanitary pads; cleaning products), and advice on:

Pension Credit: If you are over State Pension age and on a low income you could receive extra money through Pension Credit. You might get extra help if you're a carer, severely disabled, or responsible for a child or young person. Pension Credit is separate from your State Pension. You can get Pension Credit even if you have other income, savings or own your own home.

Carer Support: Carers Support Payment (replacing Carers Allowance) may be available to people not previously entitled to Carers Allowance including some people who are carers and in full time education.

For welfare advice contact Andrew on 0141 763 3517 | Andrew.Sproul@tollcross-ha.org.uk

Welfare Rights Drop-In Surgeries

Monday 1.00pm to 4.30pm
Housing Office | 868 Tollcross Road

Wednesday 9.00am to 12.30pm
Advice & Learning Centre | 84 Braidfauld Street

2nd & 4th Friday 11.00am to 1.00pm
St Joachim's Church Hall | Inzievar Terrace.

Energy Advice

James (Energy Advisor) is available to help with energy matters, including dealing with utility companies on behalf of domestic householders and can help with issues such as fuel debt, switching and checking if households are on the correct tariffs.

The Shettleston and Tollcross Energy Project (STEP) operates across both Shettleston and Tollcross communities and is mainly funded by Ofgem's Energy Redress Scheme. Support is available through face-to-face appointments, home visits & calls.

Contact James on 0141 763 1317 | info@stepadvice.org.uk



You will receive the **Winter Heating Payment** automatically if you get one of the benefits that make you eligible - Pension Credit, certain people on Universal Credit and Income Related Employment and Support Allowance. It does not affect any other benefits you may get, including the Winter Fuel Payment. When you get it, you'll automatically get the single payment between December and February. This does not depend on how cold it is. You'll get a letter or an email from Social Security Scotland telling you it's coming. It appears as 'WHP' on your bank statement, 'WHP' stands for Winter Heating Payment.

The **Warm Home Discount Scheme** is a one-off £150 discount off your electricity bill. If you're eligible, your electricity supplier will apply the discount to your bill. The money is not paid to you. You'll usually get the discount automatically if you're eligible. You only need to apply if you're on a low income in Scotland - contact your energy supplier to apply. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and if you are eligible. Your electricity supplier will be able to advise you.

Advice & Learning Centre

- Benefits Advice / Help with Form Filling
- Debt Advice
- Budgeting Advice
- Energy Support
- Credit Union Service
- Help with Food
- Welcome Space
- Employability Advice
- Digital Support
- Free Courses inc. Child Development and ESOL

Everyone is Welcome – Come in, have a chat and we will help as much as we can.

We are at: 84 Braidfauld Street, G32 8PJ

Telephone 0141 764 1234 or Email: advice@tollcross-ha.org.uk

Money Advice Service

Tollcross Community Trust would like to introduce the Team who are delivering the Tollcross and Shettleston Money Advice Service (TSMAS).

Based in our Advice & Learning Centre, Matthew is the Project Co-ordinator and Mari, is our new Money Adviser. Matthew and Mari are an experienced Team who can provide advice with debt such as council tax debt, credit card debt and pay day loans.

The Team work alongside our Welfare Rights Officer to provide benefits advice and filling out forms, if you need help with benefits including Pension Credit, Attendance Allowance and Adult Disability Payment, feel free to contact the service.



Phone 0141 764 1234 or email advice@tollcrosscommunitytrust.org.uk

Here to Help

Don't sit at home worrying about your rent or any other money problems. We are here to help. If you need our support or simply want to have a chat, just visit the office or give us a ring (0141 763 1317). You can also email us at info@tollcross-ha.org.uk.

We recognise it has been another difficult year for our tenants due to the ongoing cost-of-living crisis.

We appreciate many tenants are still struggling with rising food, energy and other costs. Our staff have been at the forefront in providing support throughout the Tollcross community.

We want our tenants to know that our staff are here to help and support you if you are struggling to pay your rent.

Tollcross Halloween Event



On the 26th October we hosted a Halloween party for the community at the Tollcross Leisure Centre, the event was such a success! All the children dressed to impress, but little Mason took home the prize for best costume! There were multiple games such as Guess the Eyeballs in the Jar, Guess the Teddy's Name, Knock Down the Cans and much more. We had a DJ playing some up-beat party tunes and also a magician who amazed and entertained everyone. There was a face painter & glitter tattooist to help add some spooky effects to some costumes.



Keep an eye out for our future newsletters and Social Media posts for updates on our next Community Event.



Thank you to everyone who attended. We hope you all had a fantastic time!



...More Highlights



Our Sheltered Complex

The tenants at Helenslea Sheltered Housing excelled themselves when it came to dooking for apples.

The tenants loved the opportunity to show off their expertise in dooking for Halloween and had a really good time.

There was also an entertainer who sang all the usual favourite songs and then the tenants enjoyed a karaoke session.

Everyone enjoyed the Halloween party and are now looking forward to the Christmas celebrations.



Orchard Court Sheltered Complex

The tenants at Orchard Court recently enjoyed a visit from the children from Primary 2 at Carmyle Primary School. The children were studying different types of housing and wanted to come along to speak to our tenants about life in a Sheltered Housing Complex. The tenants enjoyed their time talking with the children, answering their questions and sharing their experiences.

Throughout October tenants participated in our Annual Halloween Competition. Our judging panel inspected the garden displays and the lucky winner, and two runners up were all presented with their prizes during our Spooktacular party on 31st October 2024. All visitors to the complex during October were very impressed by the efforts of our talented tenants.



LifeLink

Anyone can struggle with their feelings. Don't struggle alone.

Counselling gives you the space and support to understand and manage feelings, thoughts and behaviour. We offer one to one confidential counselling via telephone and video sessions. If you are attending a secondary school, you can speak to your teacher about accessing our free confidential services which are available in schools throughout Glasgow and the West of Scotland.

Wellbeing Classes and Group Therapy. For those that complete a referral and are assessed as being suitable, we run therapist led groups that are structured around helping participants who struggling with things like stress, anxiety and relationships. We also offer a range of interactive online wellbeing classes that focus on developing the life skills essential to lead a happy and productive life.

For more information visit the website lifelink.org.uk

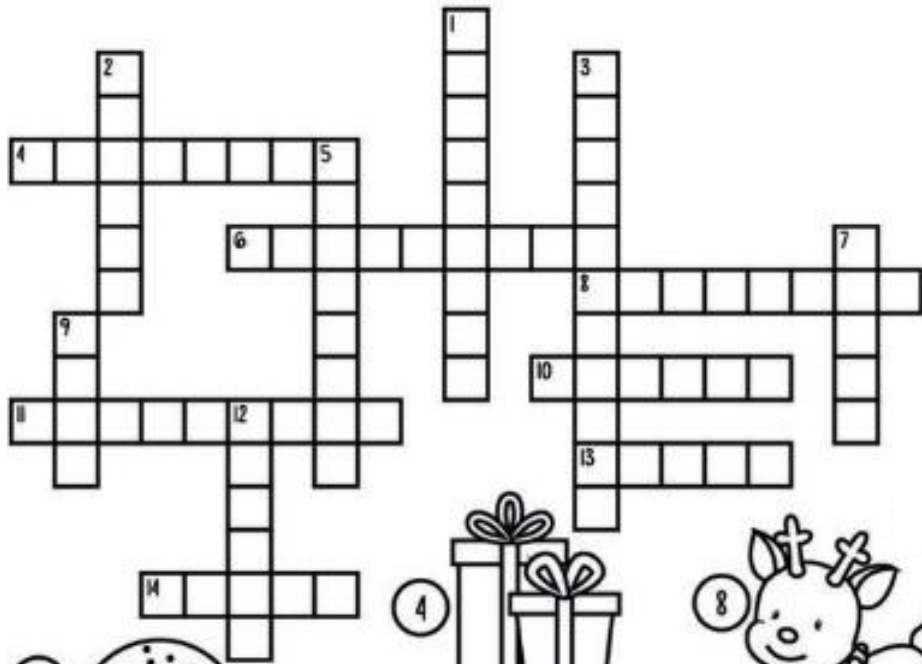
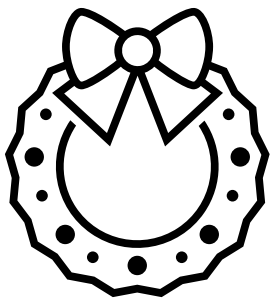
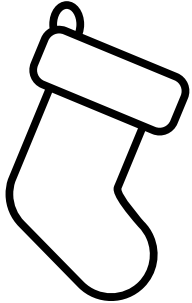
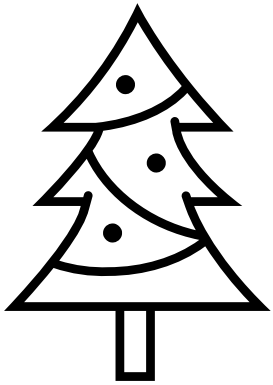
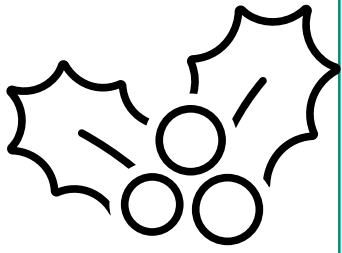


Under Par Men's Group

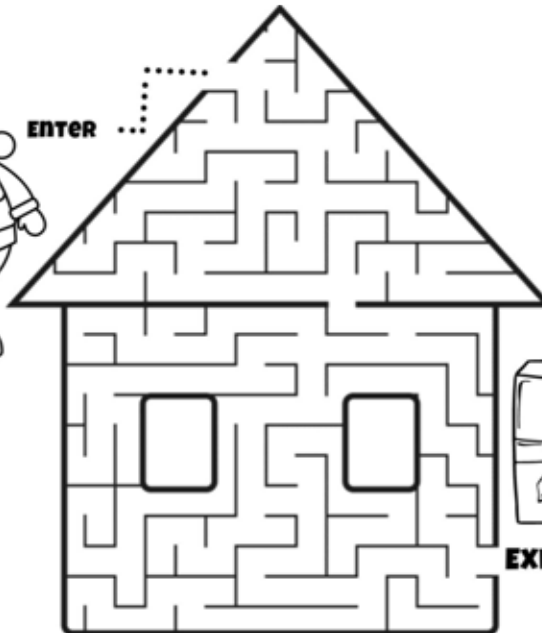
The Association is supporting Under Par, this is a new Men's Group improving physical and mental health and helps to reduce isolation and loneliness. The object of the group is to bring men together, using golf as a catalyst, as this is an interest the full group shares.

Every Thursday the group visit Golf-It then come back to Tollcross Advice & Learning Centre to meet up, providing an opportunity for participants to develop relationships and trust which are vital to enable men to open up and access the Advice Centre's in-house services including benefits advice, debt advice or support from other partners.

This Project is a partnership between Tollcross Community Trust, MENSELF+, The Alliance (Community Links), Tollcross Housing Association, Golf-It with support from Royal and Ancient Golf Club Staff based at Golf-It.



ENTER ...



EXIT



Merry Christmas

From all of us here at
Tollcross Housing

at our Advice & Learning Centre

Monday 10.00-12.00

Improving health and wellbeing

Glasgow Life host a 'Live Well' coffee morning where you can meet for a cuppa, chat and take part in the relaxation sessions. Held every 2nd Monday.



Monday to Friday
Employability & work support



Jobs & Business Glasgow

Improving Skills, Promoting Enterprise

Jobs & Business Glasgow provide support and advice on all things jobs and training, such as CVs, applications, apprenticeships, and interviews. Appointments available Monday to Friday. Contact the Centre for more details.

Tuesday 13.30-16.00

Support for young people (16-24)

Action for Children provide advice and support for people aged between 16 and 24 on how to find a job, what training opportunities are available, how to apply for a bank account/bus pass, and much more. Held every 2nd Tuesday.



Wednesday Afternoons 2pm to 4pm

Beginner's Computing Course

Learn how to use the internet and digital devices. Everything from switching on a computer, using a mouse, exploring the internet to sending emails and the basics of Word. Held every Wednesday.



Prize Draw Winner

Mr David Brown from Tollcross is our lucky prize draw winner. On receiving his money, he said "that's the wee man's Christmas, thanks"

TOLLCROSS ADVICE & LEARNING CENTRE



POPPY



Preconception to pOst-partum study of cardiometabolic health in Primigravid PregnancY



Are you thinking about having your first baby?

Are you interested in woman's health research?

Scan the QR code or visit www.poppyuk.net for more information



Free ovulation and pregnancy testing kits are supplied to eligible participants



Funded by Wellcome

New Housing Software System

The Association is in the process of implementing a new housing software system with the aims of bringing efficiencies to the way we operate and providing customers with better access to their account information, correspondence and our repairs service. The new software will “go live” during the week commencing 3rd February 2025 and customers may see some disruption to our services as the change happens and staff begin using the new system. Although we hope to keep any disruption to a minimum, please bear with us as we get the system up and running.

To give customers the best service possible, we want to ensure that the contact details we hold for our tenants are correct and up to date. You may have recently received a text message from us asking for a form to be completed, updating your household information. Thanks to everyone who has responded. If you did not receive the text or were unsure whether to reply, it may be that some of your details have changed, and we have not been notified. To ensure future communications are not missed we ask that all tenants update their details by completing our 5 minute form which can be accessed by:



- <https://forms.office.com/e/5RwRrbx46C>
- Scanning the QR code
- Calling or visiting our office

We issued six-monthly factoring invoices to owners in May and November. 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 within 28 days. If any invoices remain unpaid or an agreed payment plan has not been put in place. The Association will take steps to recover the amount owed. This can lead to additional late payment fees being added to your account, as well as possible court action, so please do not ignore your invoice, or any reminder letters you may have received.

If you have not received your invoice or are having difficulty paying your invoice and would like to discuss a possible payment plan, then please contact the Finance team, Finance@tollcross-ha.org.uk.

Selling your property?

Don't forget to instruct your solicitor to contact us 28-days in advance of the sale of your property, with the properties address, the date of sale, the purchaser's name, and details of the purchaser's solicitor.

Our sales admin fee is £65 +VAT
(£97.50 +VAT for less than 28-days notice).



Factoring Accounts

We also offer the option of setting up a payment plan because many owners had requested this to assist with budgeting, rather than having to pay a more substantial sum on a six-monthly basis.

The Association is not licenced to provide credit, so we are unable to enter payment arrangements in arrears. This means that payment plans must be set at an amount that will accrue enough credit in advance to pay invoices in full by the due date.

We should stress that although owners are under no obligation to set up a payment plan with us, all invoices must be paid in full within 28 days of being issued.

We recognise that at times, some customers may have difficulty paying their bills. If so, please contact a member of the finance team before the invoice is overdue, by phoning 0141 763 1317 then select option 3, or email finance@tollcross-ha.org.uk.

If you have any questions or need further information regarding your property sale, please contact one of our finance staff on 0141 763 1317.

Permission for Alteration and Improvements

We have been encountering an increase in properties with unsafe alterations & improvements. This can have serious consequences to the safety of you and your home.

As a tenant, you have a right to make improvements to your home. However, this must only be carried out once we have granted permission. This to ensure the continued safety of your home.

What do I need to ask permission for?

An alteration is anything which is an addition or change to the property or its gas, electrical or water supply. Common requests included (this is not an exhaustive list):

Alter or move any electrical item such as socket, light switch, wiring.

Fit different light fittings such as down lights.

Fit laminate flooring or floor tiles.

Erect a garden shed.

Additional fencing.

Install a shower.

For permission you should:
Email or write to the Association.
Fully detail the request.
We will reply within 28 days.

We do not withhold permission unreasonably. However, there are conditions which are applicable to the permission of alteration and improvements requests, it is important these are taken into consideration when deciding to make any changes to the property.

We are required to inspect any changes once complete. These changes will become your responsibility to maintain. It is therefore essential that these are carried out by suitably qualified persons and any relevant safety paperwork is provided to ensure the installation is safe to use.

If you carry out alterations or improvements without our permission, we are entitled to restore the house to its previous condition during or at the end of your tenancy. If we do so, we are entitled to charge you for this work.

Contact the maintenance team for more information.
0141 763 1317 (option 1) or repairs@tolldcross-ha.org.uk

Electrical Inspections (EICR)

Magnus Electrical Services Ltd are continuing with the 5 yearly Electrical Inspections. This inspection is essential to ensure the continued safety of you, your family and other residents. It is a mandatory inspection and as such the Association may force entry to carry this inspection out if access is not given.

Where a tenants own electrical installation has been deemed unsafe, our electricians will disconnect it at the time of inspection to prevent further use. The Association is not responsible for any alterations and improvements carried out by our tenants, as a result tenant's may experience inconvenience. It will therefore be your responsibility to arrange your own electrician to make safe and restore the installation at your own cost.



Magnus
Electrical Services

Full Gas Central Heating Replacement

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

Your boiler is past its life expectancy and parts are now or are becoming obsolete. This has left tenants in a situation where there has been no heating no hot water for several days. We carry out the replacement of the central heating systems on a planned basis to prevent this situation arising.

If you are one of the tenants that previously refused heating works, we request that you contact the Association's Investment Team in order that we can discuss including your home in the current programme.

If you are one of the tenants that previously refused heating works, we request that you contact the Association's Investment Team in order that we can discuss including your home in the current programme.

If you wish to discuss any of these or any other project works, please contact the Investment Team by visiting, calling 0141 763 1317 Option 5 or emailing Investment@tollcross-ha.org.uk

DOWNLOAD TENANT APP



Get in touch

Association Main Office | 868 Tollcross Road | G32 8PF | 0141 763 131
Advice & Learning Centre | 84 Braidfauld Street | G32 8PJ | 0141 764 1234
facebook.com/tollcrosshousing | tollcross-ha.org.uk

Contact the team for . . .

General queries | info@tollcross-ha.org.uk

Housing | HousingManagement@tollcross-ha.org.uk

Advice & Learning Centre | advice@tollcross-ha.org.uk

Gas servicing | gas@tollcross-ha.org.uk

Repairs, maintenance and landscaping | repairs@tollcross-ha.org.uk

New kitchen, bathrooms and central heating | investment@tollcross-ha.org.uk

Finance & Factoring | Finance@tollcross-ha.org.uk

Emergency Contacts

Out of hours repairs
0345 604 4686

Gas (SGN) 0800 111 999

Electricity 0800 092 9290
03301 012222 (for mobiles)

Finishing off a year of great Community Events...

We would like to take this opportunity to thank everyone in the community who attended, sponsored and volunteered at our Community Events this year.

Following all the great feedback we would like to continue providing such next year. However, to keep up to date with our events, you can check out our Quarterly Newsletters, Website or our Social Media Pages.

Tollcross Christmas Event

Date – Monday 23rd December 2024

Time – 2:00pm – 4:00pm

Location – Tollcross Park, Winter Gardens

Join our FREE Christmas Event this Winter for some pancakes and a hot beverage. There will be activities and plenty of crafts, so the kids can create their own reindeer dust or hot chocolate pack for the holidays...You may also see Santa.

Alternative formats available



Happy to translate
Możemy przetłumaczyć
Раді перекладати
Ni Fahari kutafsiri

حن سعءاء لتقديم الترجمة
अनुवाद करके खुशी हुई
ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ
乐意翻译

Registered Scottish Charity No.SC040876 | Registered with the
Scottish Housing Regulator No.197 | Registered Property Factor
No.PF000261 | Registered Society under Co-operative and
Community Benefit Societies Act 2014 No.1798RS