

Tollcross Housing Newsletter

Spring
2024



Congrats Paula Krol, P6
Winner of our Spring
Newsletter Competition!
See page 8 & 9 for more entries.



TOLLCROSS
housing association limited

Local people, local control



Peek at performance



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

We carry out monthly surveys with our customers who we have had contact with (and an additional 3-yearly full survey with all customers). Thank you to everyone who took part.

The stats are an average of our current quarterly performance. In-depth figures are available on our website.



Customer satisfaction 94%
Happy with quality of home 92%



Right first-time repairs 91%
General repairs 2.7 days
Emergency repairs 2.2 hours



Re-let period 29 day
Unpaid rent 3%
Resolved ASB 97%



Complaints received 23
Average response time 9 days

Want to help improve our services and performance, you can join one of our customer groups, find out more on page 6.



Learning from complaints

You said

We failed to meet our expected timescales.

We did

Apologised to those impacted by our mistake and reinforced the importance of timescales and procedures with staff.

You said

We failed to accurately update your information.

We did

Apologised for our mistake and reinforced procedures with relevant staff.

You said

The requested work was not fully completed.

We did

Apologised for the mistake and arranged for the outstanding work to be completed.

To help address failures in service, or when something just hasn't gone to plan, we ask our customers to get in touch as soon as they are dissatisfied. You can make a complaint online, by email, by phone, in person or in writing – just let us know.

Big Prize Winner

Congrats to Nicole for being this quarter's £300 Big Prize Winner.

Nicole is 'very grateful to the Association and feels very lucky to be chosen as the Big Prize Winner'.

You could be the next lucky winner.

All you need is (1) to be a tenant, (2) have no debt with us or sticking to your repayment agreement, and (3) have no outstanding tenancy issues (e.g. anti-social behaviour / refused access).



Message from our chair

Chris Elliot



Welcome to our Spring Newsletter

This issue is not only our first for 2024 but my first as Chair of the Association. I have volunteered with the Association for many years, and I am proud to take up the challenge of Chair and excited about what I can do to help the local community and tenants of Tollcross.

We have seen rising costs in food, energy and general cost of living, and the Association continues to provide support to those struggling. I am excited to announce the introduction of a new Energy Advisor, who will join the financial wellbeing team to provide help and support to those struggling with their energy bills.

This year is a milestone year for the Association, we are turning 50! We want to make this a year to remember for everyone and we plan to hold a variety of events and activities to help us celebrate together. You can find out more about what's happening in this issue.

And finally, thank you to everyone at Quarry Brae Primary School who took part in our front cover competition. The winning entry is not only on the front cover but dotted about the newsletter too.



Development Update – Altyre Street

We are excited to confirm that we are now on-site with the work to prepare the site for building 42 new houses and flats at Altyre Street, Tollcross. Work has started clearing the site and the grouting works are now underway to deal with the old mine workings under this site.

Altyre St has been closed to ensure the work, and the subsequent construction of the new homes, can be carried out as safely as possible and this closure will be in place for the next 64 weeks.

The project will provide 42 much needed homes in the Tollcross area with a mix of flats and houses within the development. There has been an emphasis on providing larger family homes within the proposed development.

Final planning consent has been approved and the full funding application has been submitted to Glasgow City Council. As a result of the high cost of the project final approval on the funding will be required from the Scottish Government.

Hopefully the approval will come through quickly, and if this is the case then we should be able to start work on the construction of the new properties in late May 2024 (with an estimated completion in Spring 2026).



Advice & Learning Centre

Our centre is based in our community to provide a safe and welcome space for all. We run regular events and provide free services to help with financial, employability, learning, social, and wellbeing matters; to name just a few.



Centre opening hours:
Monday - Thursday 09.00-17.00
(closed 12.30-13.30)
Friday 09.00-16.30

84 Braidfauld Street | G32 8PJ
0141 764 1234
advice@tollcross-ha.org.uk

Visit the [Welcome Space & Community Cafe](#), where you can spend some time without spending any money.

You can come daily for a cuppa, soft drink, and a biscuit, along with access to our TV, library, games, computer area and wi-fi. All free of charge.

Our community café offers a free bite to eat too.

Welcome Space hours: Monday to Thursday 09.30-16.30 & Friday 09.30-15.30.

Community Café hours: Tuesday 10.00-12.00 & Thursday & Friday 13.30-15.30



Tollcross Community Trust Food Project

Are you struggling to afford the essentials? Do you need emergency food? The Food Project is here to help.

Opening hours: Tuesday 10.00-12.00 /
Thursday & Friday 13.30-15.30

If you want to donate to the Food Project or are interested in volunteering, please get in touch.



Litter Hub

Did you know that you can use the equipment available at the centre to clean up your community, street, backcourt or anywhere you think needs a tidy up.

The Hub contains litter pickers, black bags, gloves, and hi-vis vests and you can borrow the equipment by contacting the Centre.

At the end of your tidy up, all you need to do is log the number of bags gathered with the QR code to help track problem areas.

And keep your eyes peeled for our annual [Tidy Tollcross Together](#).



Learning opportunities

Computer & internet support drop-in, available every day during opening times, where you can come along and improve your computer skills.

Glasgow Life host computer classes to help you access the internet, use email, shop online and generally become more confident online, every Wednesday between 14.00-16.00.

Glasgow Kelvin College hold various courses throughout the year, such as first aid, food hygiene, and childcare. Contact us for more information about these opportunities.



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. Every 2nd Monday 10.00-12.00.

One parent family support: Working with One Parent Families Scotland, the Centre provides a free and friendly meeting space to allow one parent families to explore support and advice opportunities. Contact the Centre for more info.

Employability & work support: 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.

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. Every 2nd Tuesday 13.30-16.00.



Get involved

Become a member

We are a membership organization, and we aim to attract people from the groups and communities we serve to become members of the Association.

What does membership mean? Members are those who hold a share in the Association and influence the decision making and direction of the Association.

Can I become a member? If you are at least 16 years old and have a spare £1.

Yes, you can become a member.

Pop by and complete a form today.

Our **Community Volunteer Project** is based at our Advice & Learning Centre for those who wish to give back within the community. Our volunteers are vital for the work that we do. They allow us to provide a range of activities and services, directly in our community. Find out more about community volunteering at our Advice & Learning Centre.



Improving our performance

The Performance Improvement Network (PIN) is an exciting way to contribute to improving the services we provide. Local tenants and residents regularly meet to monitor and review our service standards and targets.

Making sure we are on track and headed in the right direction.

The PIN have influenced real change so far, with policy and practice changes. And they continue to do so. If you are interested in influencing the direction of the Association, why not join the PIN.

The PIN are supported by Performance Improvement Loops (PIL). PILs are volunteer-led, more focussed groups looking at specific service areas, looking how these can be improved and then making suggestions for change. These are a less formal way to contribute but just as important.

Our **Events Focus Group** is made up of local volunteers with an interest in community events and helping to make them a success. You might have seen our regular events, Easter Eggtravaganza, Bus Trip and Panto. Each year we have a budget set aside for these community events, to bring people together and have some fun. This year the Events Focus Group will help make our 50th Anniversary a year to remember for everyone in our community.

Management Committee

Our Management Committee is the most structured way to get involved. They attend regular meetings, training, and events. Their overall responsibility is to drive the direction of the Association, in line with our vision of Local People, Local Control.

That might sound daunting, but our current members are always happy to help and share their experiences.



How to get involved?

If you are interested in getting involved in any of our groups or activities, simply email us at: getinvolved@tollcross-ha.org.uk

Easter Fun
Free family event
Everyone welcome

Thursday 4 April
11am to 2pm
Winter Gardens
Tollcross Park

To mark the 50th anniversary of Tollcross Housing Association, we would like to kick things off with an **Easter Event**.

So be a good egg, join us at the Winter Gardens in Tollcross Park and test your cluck at the egg hunt. For the egg-citing day, there will also be Arts & Crafts, an Easter Bonnet Parade by the local Nursery and plenty of refreshments and snacks.

Please note that there are no toilet facilities within the winter gardens, although the Tollcross Leisure Centre has kindly offered their facilities to those who require them on the day.



Creating Community Connections

On 10 May we will be inviting you to join us in a creating community event, where we will work with key partners to share all the exciting activities and opportunities taking place in our local community. Visit our website and social media for updates nearer the date.

Creating Communities

Friday 10 May
10am to 12.00noon
Housing Office
868 Tollcross Road

Love was in the air

Our sheltered housing complexes celebrated Valentine's Day in style.

With entertainment, music, and a lovely lunch, everyone had a day to remember.



Orchard Court
& Helenslea



And don't forget our annual over 60's bus trip. More details will follow in our Summer Newsletter

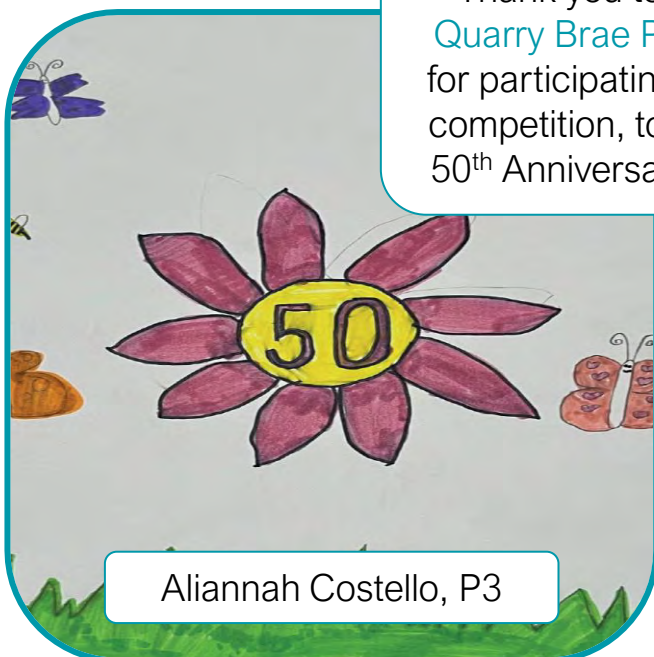


Kumail Naqui, P7



Sophia Cameron, P4

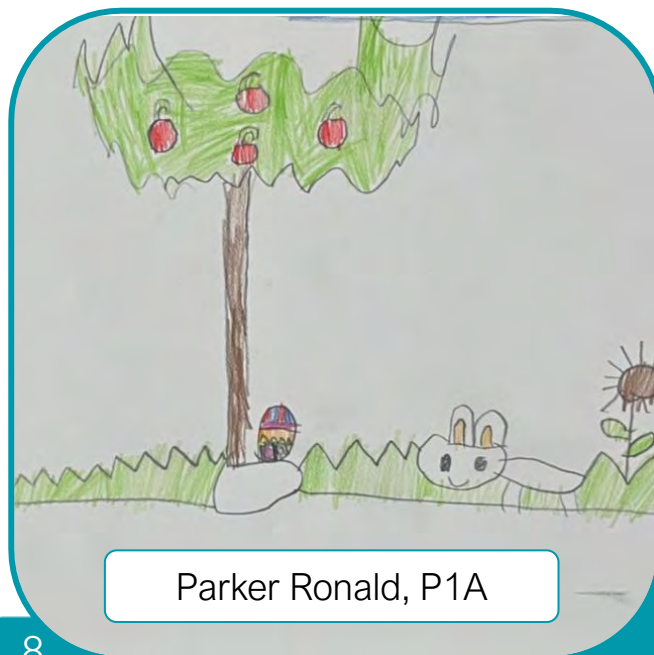
Thank you to everyone at
[Quarry Brae Primary School](#)
 for participating in our poster
 competition, to celebrate our
 50th Anniversary and Spring.



Aliannah Costello, P3



Royalty Okeke, P1B

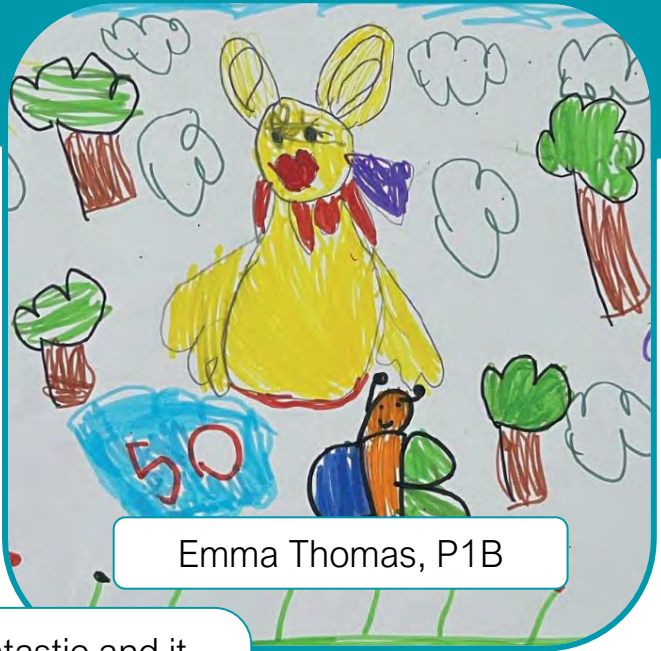


Parker Ronald, P1A



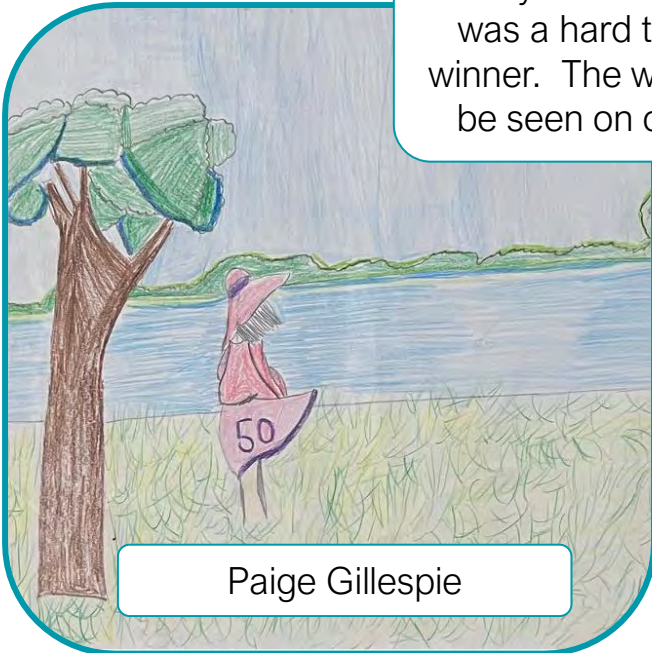


Harley Heaney, P1A



Emma Thomas, P1B

They are all fantastic and it was a hard to pick just one winner. The winning entry can be seen on our front cover.



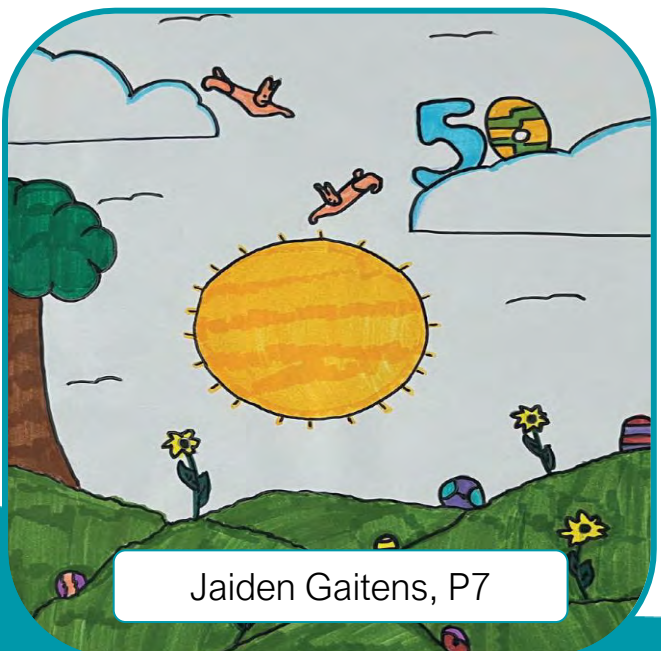
Paige Gillespie



Jiri Durco, P7/6



Kimberley Mbugua, P3



Jaiden Gaitens, P7

Financial wellbeing

Welfare, benefits, & cost-of-living support

You can make an appointment with our Welfare Rights Officer by:

Email | info@tollcross-ha.org.uk or Telephone | 0141 763 1317
Or you can come to one of our drop-in sessions.

Drop in sessions

When: Monday | 1.00pm to 4.30pm

Where: Housing Office (868 Tollcross Road)

When: Wednesday | 9.00am to 12.30pm

Where: Advice & Learning Centre (84 Braidfauld Street)

When: Every 2nd and 4th Friday | 11.00am to 1.00pm

Where: St Joachims Church (102 Inzievar Terrace)

Money Advice Service

TSMAS (Tollcross & Shettleston Money Advice Service) provides a referral-based service for you. The service can provide help with:

- budgeting, access to bank accounts and accessing affordable credit.
- to reduce debt and rent arrears, and support to negotiation with creditors.
- benefit application completion assistance and help to get online.
- help to reduce energy debt (gas and electricity)
- home insurance advice – get the right cover at a reasonable price

Who can access the service?

Anyone who lives in the Tollcross or Shettleston area.

How to make an appointment?

Contact our Advice & Learning Centre 0141 764 234
advice@tollcrosscommunitytrust.org | 84 Braidfauld Street.

In partnership with Tollcross Community Trust & Shettleston Housing Association.



The **Fuel Bank Foundation** is a charity which provides financial support and practical advice to people living in fuel poverty, who need to prepay for energy and those facing fuel crisis (no heating or means to cook).

If you are struggling to pay for your energy, the fuel bank may be able to assist with a fuel bank voucher to pay for fuel or energy bills (£36 from 1 April).

You will require to have ID when redeeming your voucher at Paypoint or the Post Office (suitable ID includes, driving licence, bank statement, benefit or council tax letter, utility bills).

Contact TSMAS for more information



Universal Credit

Changes to the UK benefit system mean that people currently receiving certain benefits from the Department for Work and Pensions need to take action to make sure they start claiming Universal Credit instead.

Any clients who receive a Universal Credit migration notice should ensure they claim Universal Credit by the deadline – three months from date of their letter.

Moving to Universal Credit will also protect people's entitlement to Scottish benefits including Scottish Child Payment, Best Start Foods, Best Start Grants and Funeral Support Payment. If they do not apply for Universal Credit, they will lose entitlement to benefits.

People can find out more on the DWP website or they can call the helpline on 0800 169 0328 Mon-Fri, 8am to 6pm.

Carer Support Payment. The transfer of existing Carer's Allowance claims to Carer Support Payment (administered by Social Security Scotland) began on 26 February 2024.

Customers who currently get Carer's Allowance do not need to take any action. Their claims will be transferred to Carer Support Payment between February 2024 and spring 2025.

Carer Support Payment is available for new claims in select pilot areas, not including Glasgow, and will be available across Scotland by Autumn 2024.



Scottish Child Payment helps towards the costs of supporting your family. It's a weekly payment of £25 (paid 4-weekly) that you can get for every child you look after who's under 16 years of age.

You or your partner must be in receipt of either Universal Credit, Child Tax Credit, Working Tax Credit or Jobseekers Allowance (or you alone are in receipt of Pension Credit, Income Support or Employment & Support Allowance), to be eligible to claim.

Find out more at mygov.scot/Scottish-child-payment.

Consultation outcome

Thank you to everyone who contributed to our both our rent and heating consultation process, your views and opinions were taken into consideration as part of our decision-making process.

From 1 April 2024, your rent will increase by 6.5%. This increase allows us to continue to offer affordable housing, as one of the lowest rents in the city, and continue to provide you a range of high-quality services. By now you should have all received your confirmation letter.

If you need help with your rent payment, please contact a member of the housing team or make an appointment with one of our money, welfare, and debt advice services.

For those on a communal heating system, your gas supply will increase to 8.3p per Kwh (fixed until 2026), from 1 April 2024.

Keep Tollcross Tidy

Bin Areas & Rubbish Collections

The easiest way to help is to keep your bin areas clear and free from litter. Don't overload your bins or leave bags sitting out. If you have bulk items that you need removed, you should arrange an uplift from Glasgow City Council prior to placing outside your home. If you witness any littering or fly-tipping, you should report this to Glasgow City Council immediately on 0141 287 1058.

Scoop the poop!

If your dog fouls in an open space, you must clean it up. This includes shared spaces and back courts.

Worried about dog fouling in your area, report this to Clean Glasgow, 0300 343 7027.

Failure to scoop the poop – you could be fined £80.

Don't accept dog fouling, fly-tipping, graffiti, or litter on your doorstep.

Report it!

Get the Glasgow City Council App to make reporting quick and easy.



Keeping an eye on pests

If you spot rats, contact Glasgow City Council immediately on 0141 287 1059. Glasgow City Council will investigate and treat any mice or rat problems inside domestic properties free of charge.

Help protect your home from mice or rat infestations by:

- Keeping foodstuffs in containers with tight fitting lids.
- Keeping the inside of the house tidy.
- Avoid feeding birds and wildlife in problem areas.
- Putting outdoor rubbish bags in bins with closed lids.
- Arrange bulk uplifts.

Insects, beetles, ants, and other creepy crawlies generally like to stay outside but might creep in to take advantage of food left in your home. Help protect your home from insect infestations by using appropriate insecticide thoroughly in areas of access and where they have been seen. Try to track back to their nest and block entrance to your home. If you have a live wasp nest, Glasgow City Council will treat this for a fee. They will not move or treat bees.



Smell gas?
Call SGN immediately.
0800 111 999

Looking after your home



Don't get stuck paying for a call out, check if it is a repair or a fault first.

No heating or hot water? It can sometimes be resolved by a simple reset of the system or checking that everything is set correctly. Visit our website for more information about how to carry out quick and safe check.

No electricity? If your neighbours or street lose electricity too, the issue is likely to be with the supplier. Contact your electricity supplier for more information or for emergencies call 0845 272 7999. If it is just you, it might be an appliance tripping your distribution board. You can do a systematic check to find the issue. Remember, any faults with fittings should be reported to us and if it is an appliance, stay safe and contact an electrician.

Gas Safety Visit? We have a legal duty to carry out an annual gas safety check in your home, for all gas appliances and installations. If you think you have been missed, please let us know.

Home improvements? You are required to seek permission for any alteration or improvement work (including satellite dish installation) you wish to carry out in your home, fabric of the building, or garden before the work takes place. Visit our website, tollcross-ha.org.uk/home-improvements, for more information about the alternation process, how to seek permission, the acceptable standard, and common improvements which require permission.

Damp, mould & condensation? Most damp is caused by condensation, which can lead to the growth of mould.

What are the signs of condensation? Black mould on affected areas. Water collected on windows. Wallpaper coming away from walls. General dampness smell within property.

How can I reduce condensation? Heat your home a little. Let out the damp air. Reduce moisture (e.g. hang washing outside). Wipe down your windows daily to stop the build-up.

What should I do if I find a patch of mould? The first thing to do is to clean off the area with suitable cleaning materials. Anti-fungal wash can help with the spread of the mould. You need to let the area dry and keep ventilated. Once dry, the area can then be treated with a mold-resistant paint.

What if the problem continues? If you have continual damp or mould problems, you should report this to the repairs team. We will conduct a home visit to ensure that there is nothing else causing the problem.

The **Right to Repair** scheme means you have the right to have small urgent repairs carried out within a given timescale. If the repairs are not completed in the required timescale, you can claim compensation. Find out more about what repairs are covered by the scheme and timescales at gov.scot/publications/right-repair.



Visit our website for more hints & tips about looking after your home.



The administration costs of providing the factoring service are covered by the annual management fee which we charge to all owners. This fee enables us to offer a range of services including organising common repairs and major works, arranging buildings insurance, organising, and attending owners’ meetings, communicating with you via our newsletters and website and issuing invoices and statements of account.

The level of management fee is reviewed as part of our annual budgetary process and is based on several factors, including direct salary, IT and overhead costs that arise because of the provision of the service, as well as a financial return agreed by our Management Committee. During the past year the association has been affected by the increase in inflation and interest rates in the same way as our customers and has seen significant increases in some of the costs being charged by suppliers.

After careful consideration the following fees have been set for the 2024/25 financial year:

Fee (exc. VAT)	2024/25
Management fee (paper communication)	£190.00
Management fee (electronic communication)	£172.00
Sales Administration fee (with 28 days’ notice)	£65.00
Sales Administration fee (under 28 days’ notice)	£97.50
Final Demand fee	£15.00



We previously reviewed the way that we communicate with owners, and identified costs savings that can be made by issuing invoices, reminders, and other correspondence electronically. As a result, we can offer the reduced management fee shown above to owners who are willing to receive all their correspondence by email. If you have not already contacted us about electronic communication and would like to take advantage of the lower management fee, please contact a member of our finance team by emailing finance@tollcross-ha.org.uk.

Our aim is to keep the management fee as competitive as possible, while delivering an excellent level of service to all our customers. We always welcome customer feedback as we strive to continually improve the services offered.

Where owners do not settle their factoring invoices within our 28-day payment terms, we will issue a reminder followed by a final demand letter 7 days later. If we must issue a final demand letter to you during 2024/25 your account will be subject to a Final Demand fee of £15.00 plus VAT. As property factor we do not have any business relationship with any tenants who you may rent your property to and will therefore charge the Final Demand fee to you if your tenancy agreement passes responsibility for payment of repairs to the tenant and they do not adhere to our payment terms.



Taking the sting out of insurance

We encourage all owners to join our block building insurance policy. The insurance policy gives your peace of mind if anything happens to the fabric of your home.

If you take out the policy, we will invoice you annually (you don't need to set up any other payments) and we will submit claims on behalf of owners for communal areas.

A summary of cover will be issued, 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.



Focus on factoring

Keep us updated

Remember to keep us up to date with any changes in contact details in relation to invoicing, emergency repairs and cyclical repairs. If you change address, mobile or phone number, or email, please contact us as soon as possible.

Remember – as a property owner you are responsible for all factoring charges, repairs and queries. If you rent out your property to a third party, please be aware that we do not discuss any factoring account details or repairs with your tenant.

Selling your property?

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); and details of the purchaser's solicitor.

Where we are given 28 days' notice of the property sale, we will charge an administration fee of £65 (plus VAT), for the provision of the following information: the current outstanding balance; details of any repairs reported but not yet billed; details of any planned investment work under consideration and estimated costs if available; buildings insurance information; and an estimate of the retention required to be held by your solicitor, to clear your factoring account.

The administration fee is payable to us in advance of the information being provided and will increase to £97.50 (plus VAT) if we do not receive 28 days' notice of the sale. After properties change ownership, the Association will apportion all common charges and bills outstanding and will aim to issue the final account within six weeks but no more than three months of the Association being made aware of the actual date of change in ownership (the date of settlement) unless there is a good reason not to (for example, awaiting final bills relating to contracts which were in place for works and services or the property factor has not been provided with the specified period of notice informing them of the change in ownership). Normally the invoice will be issued to your solicitor to settle the outstanding balance. If your account is in credit after all final charges have been applied, then we will issue a refund to your solicitor.

We do not hold copies of planning documents or completion certificates. If you or your solicitor require this information, please contact Glasgow City Council's Building Control department. If you have any questions or need further information regarding your property sale, please contact one of our finance staff on 0141 763 1317 or finance@tollcross-ha.org.uk.



Winter Gardens Update

If you're near Tollcross Park, why not drop in to the newly refurbished Winter Gardens for some free tea or coffee and a biscuit.

We will, along with Shettleston Housing Association, be opening the Winter Gardens on most Tuesday and Thursday mornings between 10.00am and 12.00noon, as long as the weather is ok, to let everyone see the completed building.

We rely on our volunteers for these morning. If you are interested in volunteering to help with these coffee morning, please email getinvolved@tollcross-ha.org.uk.



Get in touch



Download your tenant App.

Association Main Office | 868 Tollcross Road | G32 8PF
0141 763 1317 | info@tollcross-ha.org.uk

Advice & Learning Centre | 84 Braidfauld Street | G32 8PJ
0141 764 1234 | advice@tollcross-ha.org.uk
tollcross-ha.org.uk | facebook.com/tollcrosshousing

Keep us informed. Remember to update us with any changes in your contact details, household details, or change in circumstances. You don't want to miss out on any services or support you may be entitled to.

Dates for your diary

Our offices will be closed on the following public holidays in 2024.

29 March & 1 April
6 May, 24 May & 27 May
12 July & 15 July
27 September & 30 September
25, 26 & 27 December

We also close the third Tuesday of every month for employee training from 12.00noon to 5.00pm.

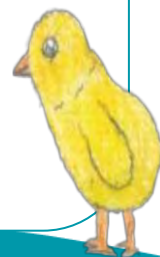
We will reopen at 9am on the next available workday.

Useful numbers

For emergencies when the office is closed, contact:

Out of hour repairs:
0345 604 4686

Gas (SGN): 0800 111 999
Electricity (Scottish Power)
0800 092 9290 (landline)
03301 012222 (mobile)



HAPPY TO TRANSLATE