

Tollcross Housing Association Newsletter



Autumn 2024



Congratulations
Aimee Baird,
winner of our
Autumn Newsletter
Competition

Page 4

Halloween Event

Join us for some
Spooky Fun.

Page 8 - 9

Check out how our
Summer event
went.

Page 15

Planned repairs &
maintenance
update.

Local people, local control

Peek at Performance

Every year we prepare a landlord performance report to allow you to see how we are performing in line with the Scottish Social Housing Charter. We look at how our performance compares with our previous year's performance and against other registered social landlords (RSLs).

Customer & Landlord Relationship

Fast fact: Satisfaction with opportunities to participate in decision making remains high at 99%. With the national average sitting at 89%.

Satisfaction with overall service 96%		Satisfaction with being kept informed 98%	
Our 2022/23 96%	Other HAs 88%	Our 2022/23 98%	Other HAs 92%

Housing Quality & Maintenance

Fast fact: We kept repairs completed right first time high at 93%, higher than the average at 90%.

Satisfaction with repairs service 92%		Satisfaction with quality of your home 89%	
Our 2022/23 95%	Other HAs 87%	Our 2022/23 89%	Other HAs 85%

Access to Housing & Support

Fast fact: Our average time to complete adaptations was 34-days, more than ten days less than the national average at 54-days.

Homes that became vacant 6.7%		Average time to relet a home 28-days	
Our 2022/23 6.6%	Other HAs 7.3%	Our 2022/23 38-days	Other HAs 32-days

Neighbourhood & Community

Fast fact: We responded to 100% of first stage complaints in full for the second year running (national average 98%).

Resolved anti-social behaviour cases 96%		Satisfaction with neighbourhood management 94%	
Our 2022/23 95%	Other HAs 95%	Our 2022/23 94%	Other HAs 86%

Getting good value from rents & service charges

Fast fact: Rent arrears was 3.01% (of total rent due), less than the national average of 3.97%.

Tenants who think rent is value for money 90%		Satisfaction with factoring service 79%	
Our 2022/23 90%	Other HAs 82%	Our 2022/23 79%	Other HAs 61%

We work with our Performance Improvement Network, to identify key areas of performance to share. However, you can find more information about our performance on the Scottish Housing Regulators website (housingregulator.gov.scot). Want to know more about our Performance Improvement Network, including how to join, email getinvolved@tollcross-ha.org.uk.

Customer Survey & £50 Prize Draw

There is still time to contribute to our customer engagement strategy and action plan. We want to know what we can improve on to make communication and participation as easy as possible for you. You can get involved by completing our online survey, scan the QR code to complete the survey.



Message from our Chair

Autumn is here, hopefully you made the most of your Summer.

Thankfully, the weather was on our side for the 50th Anniversary Summer Event. With over 700 people taking advantage of the free carnival rides while enjoying some free food and ice cream, we all had a great time. Photos from the event can be found on pages 8 & 9 and on our website, be sure to check them out.

We also had a lot of great entries on the day for our newsletter front cover competition, it was a difficult decision to just pick one so keep an eye out for some snapshots of other entries throughout the newsletter.

Don't worry if you missed the day. We have more events to celebrate our 50th year just round the corner. You can find out more on our website, Facebook page, or turn to page 4.

Every year the Management Committee is required to publish a statement on our level of compliance in relation to regulatory and legislative requirements. To support the work Management Committee undertake in assessing our compliance throughout the year, we ask an independent auditor to carry out a review of how we are performing against the requirements. I am pleased to confirm that our audit has been carried out and it has been advised that we are meeting our regulatory requirements. The Management Committee will use these findings to inform our Annual Assurance Statement, and you will be able to find a copy of this statement on our website in October.

We held our AGM on 10 September and many of our members attended to get involved to help shape the work that we do. We also managed a bit of fun after the meeting, with a prize draw and bingo, you can find out more about the AGM on page 6.

And finally, I am happy to confirm that I will remain as Chair of the Management Committee for another year. I look forward to working with everyone to continue the good work of the Association.

Chris Elliot



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.

In the first quarter of 2024/25 we received 36 stage 1 complaints.

The complaints received related to 3 key areas:

17% related to decisions made relating to policy or process.

19% related to communication and the customer service standard expected.

64% related to what we said we would do and the quality standard expected.

TOLLCROSS HALLOWEEN PARTY

We are hosting a Spooky Halloween Party, and we would love if you could make it. We will have various games and activities along with entertainment and sweet treats. Prizes for best dressed and the best joke, so get your thinking Witch and Wizard hats on. Further details regarding the event can be found on our website:

www.Tollcross-ha.org.uk



Date: Saturday 26th October

Time: 11am - 2pm

Location: Tollcross Leisure Centre
Wellshot Suite



Need some more info?



Scanning the QR code will take you to our website with all the information about this event.



Summer Bus Trip 2024



This year the Association took more than 80 of our over 60's tenants and owners, out to Troon for a lovely beach trip.

A big thanks to all the Staff, Committee and Events Focus Group members who helped organise everything.

If you are interested in joining us next year, keep your eye out for our Summer 2025 Newsletter for more details.



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.



Thursday 31/10/24 & Wednesday 06/11/24

Food Hygiene Course

This course covers food poisoning and its prevention. HACCP (hazard analysis critical control points), personal hygiene, cleaning, pests control and the legislation. Fully Certified. Held between 9.15am - 12:30pm



What's been happening



£300 Big Prize Winner

Congrats to Andrew Hutton who won £300 in our Big Prize Draw for Autumn 2024. Andrew told us that "He was heading into town to celebrate his winnings".

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.



AGM 2024

Our annual general meeting (AGM) took place on 10 September 2024, and we were pleased to see so many of our membership attend. The AGM is a great opportunity for members to hear how we have been performing throughout the year, nominate individuals to sit on our Management Committee and provide feedback to us.

Andrea Bell stepped down from the Management Committee after over 20 years. Andrea has contributed to the good work the Association has done over the years and we are sad to see her go. But we want to wish her well and hope to see her at some of our future events.

We are pleased to confirm the Association has continued the success of having enthusiastic and committed Management Committee Members with the following confirmed:

- | | |
|--------------------------------|----------------|
| Chris Elliot, Chairperson | |
| Drew McPhail, Vice-Chairperson | |
| Esther Skimins Secretary | |
| Geraldine Connolly | Steve Fleming |
| Bill Dougan | Gail Jackson |
| Ellen Garscadden | Alice Lyness |
| Jackie Jeffs | Agnes Phillips |
| Sharon May | Eileen Watters |
| John McMorrow (Co-optee) | |



After the AGM closes, to thank everyone who attended, we finished the night with a quick game of bingo and prize draw. Prizes ranged from £10 all the way up to £300, our lucky winners were: Andrea Bell, Linda Braceland, Janette Gormley, Irene Granger, Ann Johnston, Kathleen McNally, Elizabeth Smith and Elizabeth Thomson.

Sheltered Complex Events

At Methven Street, the tenants have enjoyed a busy summer with entertainment events and special birthday parties



Congratulations to Joe who came out on top for this month's Domino Competition



Catherine had a great time at the complex celebrating her 90th Birthday



Happy 70th to Jaqueline, who had an amazing day with her guests

In August, the tenants were entertained by an Elvis impersonator who took everyone a trip down memory lane via Graceland



At Orchard Court, we held several summer events, including our twice weekly afternoon get togethers. We may not have had the best of weather, but our tenants still managed to enjoy time outdoors tending to the wonderful array of plants and flowers within the complex.

In conjunction with Glasgow's Golden Generation, we also welcomed entertainer Andy Lindsay, "Singer of songs" who sang and played the guitar. Many of the tenants attended the event and enjoyed the music and afternoon tea, with some delicious cakes from a local bakery.



Summer Fun Day

This year we decided to partner up with Tollcross Community Trust to host a Summer Fun Day in Tollcross Park. Needless to say, the event went extremely well with over 700 people attending.

During the event we had loads of amazing pictures taken. Too many to fit them all into our Newsletter, although, by scanning the QR Code you will be directed to a page on our website that contains all photographs taken during the event.



Some more highlights...



We would like to thank all the local suppliers who helped out on the day or donated prizes to give away during our Summer Event raffle. Full list of suppliers can be found on our website.

Also, thank you to all our Volunteers who got things set up, prepared and ready to go. Not to mention those dancing alongside the community.

Lastly, A BIG thank you to all who attended the Event. Hope to see you again.

Universal Credit Important Changes

The Department for Work and Pensions (DWP) will be issuing a 'Migration Notice' to anyone due to move from legacy benefits to Universal Credit (UC) as part of their 'Managed Migration' programme.

Income-based Jobseeker's Allowance (JSA)

Under the latest phase, those receiving JSA will be sent a 'Migration Notice' in September. This officially informs claimants that they must submit a new claim for UC and by when.

Important Information

It's vital that claimants who receive a Migration Notice complete an application for UC before the deadline date on the notice. Affected claimants will not be able to continue claiming previous benefits after the deadline date.

If you have received a Migration Notice and need help, please get in touch to make an appointment with one of our advisors or call the DWP's Migration Notice helpline - 0800 169 0328.



Tollcross Community Trust Food Project

Are you struggling to afford the essentials?

Do you need emergency food? The Food Project is here to help.

Open: Tuesday 10.00-12.00 / Thursday & Friday 13.30-15.30

At our Advice & Learning Centre (84 Braidfauld Street)

If you want to donate to the Food Project or are interested in volunteering, please get in touch with our Advice & Learning Centre (0141 764 1234).



Does your partner or ex make you feel scared?
Worried you might be experiencing domestic abuse?

Contact Scotland's Domestic Abuse & Forced Marriage
Helpline. Free, Safe, Confidential & Available 24/7



Phone: 0800 027 1234
SMS/Whatsapp: 07401 288595
Web chat: www.sdafmh.org.uk
Email: helpline@sdafmh.org.uk
Website: www.sdafmh.org.uk

Welfare, benefits, & cost-of-living support

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

Email | info@tollcross-ha.org.uk
Telephone | 0141 763 1317

Or come to a drop-in session:

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 & 4th Friday | 11.00am to 1.00pm
Where: St Joachim's Church Hall (Inzievar Terrace)

Winter Fuel Payment / Pension Credit

The Winter Fuel Payment which all pensioners were previously entitled to is now being means tested, meaning eligibility will now depend on whether pensioners get certain means tested benefits. The main benefit that ensures payment will continue to be made is Pension Credit. Pension Credit gives extra money to help with living costs for those over state pension age and on a low income. The average Pension Credit award is worth over £3,900 per year and it opens doors to other support, including the Winter Fuel Payment, help with housing costs, council tax and heating bills.

If you do not currently get Pension Credit and would like to check your eligibility, please contact our Welfare Rights Officer.



Get help with . . . Saving money on energy bills

Energy debt & billing issues | Capped supplies & metering issues | Communicating with suppliers
Understanding heating systems | Applying for fuel vouchers | Dealing with condensation & damp

Money Advice Service

TSMAS (Tollcross & Shettleston Money Advice Service)

The service can provide help with:

- budgeting, access to bank accounts and accessing affordable credit.
- to reduce debt and rent arrears and negotiate with creditors on your behalf.
- 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 areas.

How to make an appointment?

Contact our Advice & Learning Centre
0141 764 1234 | 84 Braidfauld Street.
advice@tollcrosscommunitytrust.org



Keep Tollcross Tidy

A **Community Litter Hub** is available at Tollcross Advice & Learning Centre, for people to use. You can carry out litter pick on your own, with your neighbours or friends.

The Hub was the first in the East End and has a QR code, once you scan the code you can arrange for Glasgow City Council to pick up any bags of litter you may have. Don't worry if you prefer to phone or pop in to enquire about borrowing the litter pick equipment, that's fine too.

The Hub contains litter pickers, black bags, gloves and hi-vis vests. Local people can borrow the equipment by contacting the Centre on 0141 764 1234 or emailing advice@tollcross-ha.org.uk or pop in

to the Centre at
84 Braidfauld Street
G32 8PJ



The Litter Hub is here for you to use



Bins & Bulk

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. Bulk uplifts should be arranged with Glasgow City Council (0141 287 9700) prior to putting items outside your home.

Scoop the poop!

If your dog fouls in an open space, you must clean it up. This includes shared spaces and back courts. Failure to scoop the poop – you could be fined £80.



Worried about...

Fly tipping, graffiti, litter or dog fouling?
Report it via the GCC App
or online www.my.Glasgow.gov.uk
or phone 0141 287 1058

XL Bully Dogs

New legal safeguards on XL bully dogs came into force in Scotland on 23rd February 2024. Anyone who owns an XL bully type dog in Scotland must ensure they are always kept on a lead and wearing a suitable muzzle when in public. From 31 July 2024, it is illegal to own an XL bully without an exemption certificate.



Our Advice & Learning Centre

where you can spend some time without spending any money.

Welcome Space

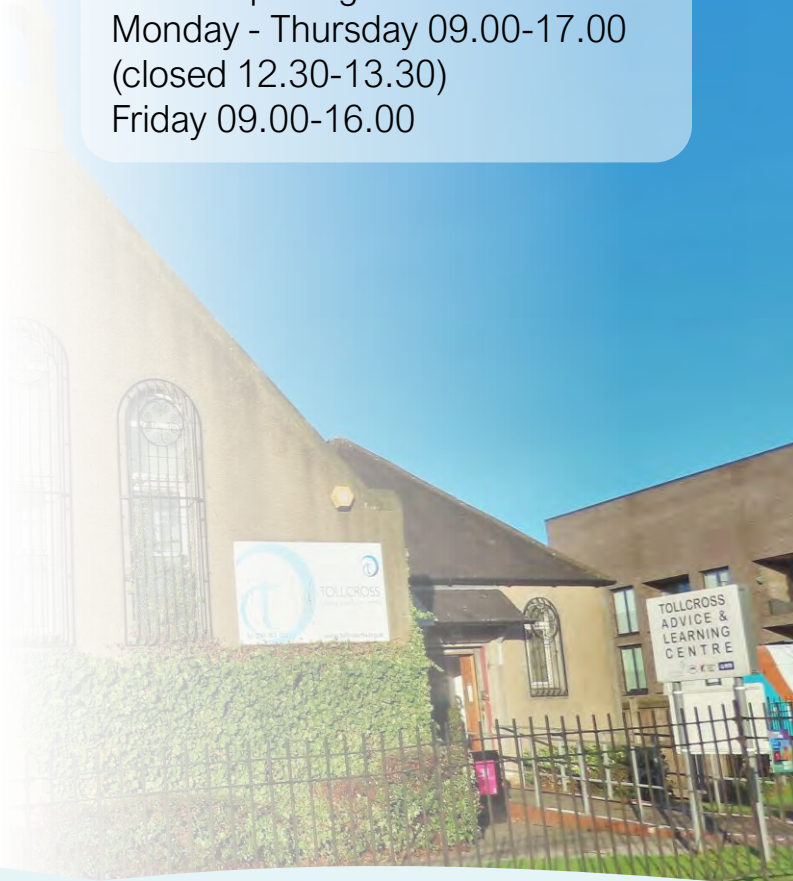
Open Monday to Friday, our welcome space offers a warm and friendly space where you can enjoy a cuppa, soft drink, snack and a chat. All free of charge.

Free wi-fi & computer hub

Take advantage of our free wi-fi and computer hub for any of your online needs. Available Monday to Friday.

Want to improve your computer skills, join us every Wednesday between 14.00-16.00, where Glasgow Life hosts a computer class (suitable for beginners).

Centre opening hours:
Monday - Thursday 09.00-17.00
(closed 12.30-13.30)
Friday 09.00-16.00



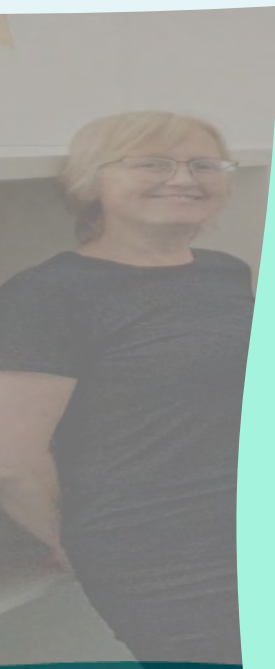
Join the Association ... have your say.

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

We aim to attract people from the groups and communities we serve to become members of the Association.

If you are at least 16 years old and have a spare £1, you can become a member.

Contact us to find out more.



Invoice Update for our Factored Owners

We issued six-monthly factoring invoices to owners on 15 May. 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 additionally 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).



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.

You should now all have received your Summary of Cover for 2024/25, unfortunately this was not available for issue with the invoices but were all sent out as soon as the Association received it from the Insurance Brokers. If you require information on what is covered in your Building Insurance, please refer to the Summary of Cover issued. If, for any reason, you require any clarification on this, please contact our Insurance Brokers, Arthur J Gallagher Housing Limited, on 01245 341276.

Kitchen and Bathroom Installations

Hugh LS McConnell Ltd have been appointed to carry out kitchen and bathroom replacements to properties over the next 3-years. We have contacted those tenants included on this year's programme of works. McConnell's will be in touch shortly to arrange a pre-start survey at which time they will explain the works and allow choice selections to be made. The first installations are due to commence in July and will run through to February 2025.



Electrical Inspections

Magnus Electrical Services Ltd are continuing with the 5 yearly Electrical Inspections to around 320 properties that are due for inspection in the year. This inspection is essential to ensure the continued safety of you, your family and other residents. Those residents affected have been contacted and if you are one of these your co-operation in providing access will be greatly appreciated. This is a mandatory inspection and as such we may force entry to carry this inspection out if access is not given.



Full Gas Central Heating Replacement

Year two of our gas central heating replacement programme is underway, targeting properties where the boilers are at or near life expiry (including those where parts are now or becoming obsolete). 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.



Failure to allow access for this work may result in no heating or hot water for several days if your boiler fails, as we are not able to carry out immediate ad-hoc boiler replacements. Our aim is to replace systems on a planned basis to prevent situations like this.

Feedback regarding the works have been positive with customers expressing: "First class job both engineers were excellent, credit to the company" and "I wish I had taken the work sooner".

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

Contact our Investment Team for more information, investment@tollcross-ha.org.uk

Yearly Gas Inspection

Remember we have a legal requirement to carry out a gas inspection in your home every 12-months. Our contractor will make an appointment to get this done.

Please don't delay or ignore this request, as failure to provide access may result in legal action to gain entry. If you have any questions about this, please contact gas@tollcross-ha.org.uk

Emergency Contacts

Get in touch

Out of hours repairs
0345 604 4686

Gas (SGN) 0800 111 999

Electricity 0800 092 9290
03301 012222 (for mobiles)

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

facebook.com/tollcrosshousing | tollcross-ha.org.uk

Repairs, maintenance, gas and more contact the team

For gas servicing appointments, certificates and queries contact gas@tollcross-ha.org.uk

For logging repairs, maintenance and landscaping matters contact repairs@tollcross-ha.org.uk

For new kitchen, bathrooms and central heating queries contact investment@tollcross-ha.org.uk

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

27 & 30 September | 25, 26 & 27 December

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



Key
Dates

Christmas Pantomime Ticket Request Form

This year, the Christmas Pantomime will be "Beauty and the Beastie". The tickets will be distributed on a first come first served basis, so make sure to get your forms to us quickly.

By submitting this ticket request form, you are agreeing to the following Terms & Conditions:
Tickets issued first come first served | You must be a tenant or a factored owner | Tickets are only issued for members of your household | Tickets must be collected from our office after receiving confirmation | The form submitted contains accurate details | We require valid contact information to contact those successful in obtaining tickets.

Name		Flat Position	
Address		Postcode	
Mobile		Telephone	
Number of Adult Tickets		Number of Child Tickets	

Deadline for completed
forms is Monday 4
November

