

# Tollcross Housing Association Newsletter



Summer 2024



Congratulations  
Melody McGuire,  
winner of our  
Summer Newsletter  
Competition



Page 5

## 50<sup>th</sup> Fun Day & Bus Trip

Join us for some fun  
& celebrations.

Page 10

Support available  
for money, bills, &  
benefit worries.

Page 15

Planned repairs &  
maintenance  
update.

Local people, local control

# 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.

Every year we submit performance data to the Scottish Housing Regulator, this newsletter provides a summary for 2023/24.

## Want to help improve our performance?

Why not join our Performance Improvement Network (PIN).

The 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.

If you are interested in influencing the direction of the Association, why not join the PIN, email [getinvolved@tollcross-ha.org.uk](mailto:getinvolved@tollcross-ha.org.uk).

### Customer & landlord relationship

96% satisfaction with overall services  
99% satisfaction with opportunities to participate  
98% satisfaction with being kept informed

### Neighbourhood & community

94% satisfaction with neighbourhood management  
96% anti-social cases resolved

### Access to housing & support

7% homes became vacant  
28-days for average re-let of homes



### Getting good value for money

90% consider rent good value for money  
79% satisfaction with factoring service

### Housing quality & maintenance

89% satisfaction with quality of your home  
92% satisfaction with repairs service  
93% of repairs completed right first time

Remember you have the 'right to repair' under the Housing (Scotland) Act 2001 and in line with your Scottish Secure Tenancy Agreement. This means you have the right to have small 'qualifying' repairs carried out within a given timescale. Visit our website for more information [tollcross-ha.org.uk/right-to-repair/](http://tollcross-ha.org.uk/right-to-repair/)



97 stage 1 complaints received  
13 stage 2 complaints received  
2.8 days to respond to stage 1  
20 days to respond to stage 2  
100% responded in full at stage 1  
77% responded in full at stage 2



## Listening to you, valuing complaints.

For 2023/24, we received over 100 complaints from you. We value all complaints received and urge you to get in touch for any failure in service you receive from us.

We use complaints to build better services for you.

Get in touch to make a complaint.



# Message from our Chair

TOLL CROSS  
g association



Summer has finally arrived.

The slightly wetter weather didn't stop us from having a fantastic Easter event in April. With an egg hunt, face painting and much more, everyone had a fantastic day. With over 300 visitors to the event, the Winter Gardens was full of smiling faces. Turn to the centre pages to see some of what we got up to on the day.

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

Our customer engagement strategy is due for renewal this year and we are keen to get as much feedback from our customers as possible. If you complete our survey (below) you could win £50.

And finally, thank you to everyone at St Joachim's Primary School who took part in our front cover competition. Both the winning entry by Melody McGuire (P7) and runner-up by Aimee Fleming (P5) was full of Summer cheer.

Chris Elliot

## Customer Survey & £50 Prize Draw

We want to hear from you to help build 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 (available at our website) or popping into reception to complete the survey in-person.

Or scan the QR code to complete the survey.





## Over 60s Bus Trip Friday 9 August Troon

Our Events Focus Group have been busy organising our annual trip to the seaside, so why not join us on Friday 9 August to blow off the cobwebs down in Troon.

Tickets are limited and will be issued on a first come first served basis, so get in early.

Tenants will also be treated to lunch on us, with a contribution to enable you to enjoy lunch at a venue and time of your choice.

### How to request a ticket?

Complete the slip on the back page or complete our online request form by scanning the QR code.



## Summer Fun Day Friday 2 August Tollcross Park



## Our 50<sup>th</sup> Anniversary Summer Fun Day

To celebrate turning 50 this year, we are hosting a summer fun day in at the Winter Gardens, Tollcross Park, on Friday 2 August 2024. The Event will run from 11am to 2pm where we will have face and hair painting, glitter tattoos, arts & crafts, a DJ providing some tunes, a raffle, food & drink and most importantly ice cream!

The best part is,  
it will be completely FREE.

For everything you need to know about the event visit our website or follow us on Facebook.





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.



**GlasgowLife™**

### 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.



Turn to page 7 for more information about the Centre.

GlasgowLife

## SUMMER OF FUN

### Free Family Swim Sessions

Across all Glasgow Club Pools  
Tollcross Swim Centre Timetable  
Tuesday 9am-10am  
Wednesday 9am-10am + 1pm-2pm  
Thursday 9am-10am + 1pm-2pm  
Friday 9am-10am + 1pm-2pm

Glasgow Life are inviting everyone to take part in their Summer of Fun. With lots of free events to keep the kids busy this summer, visit their website to find out more [glasgowlife.org.uk/summer-of-fun](http://glasgowlife.org.uk/summer-of-fun).

### Free roadshows with sports, games, inflatables, & more.

3 July – Bellahouston  
10 July – Scotstoun  
12 July – Kelvin Hall  
24 July – Emirates Arena  
26 July – Tollcross  
9 August – Gorbals  
7 August - Maryhill



# What's been happening



Thanks to everyone who took part in our **Creating Communities** event.

We had a great morning chatting to you all and sharing all the good stuff happening in the area.

We couldn't have run the event without some of our great community partners. Thanks to Glasgow Kelvin College, Glasgow Life, Glasgow North-East Foodbank, Jobs & Business Glasgow, Tollcross Community Trust, Auchenshuggle Community Council, Tollcross Park Friends Group and Community Links

And congratulations to Eileen Watters (pictured on the right) who won the £50 prize draw.

## £300 Big Prize Winner

Congrats to Megan Kennedy who won £300 in our Big Prize Draw for Summer 2024. Megan told us that "we made her day" by being drawn as the 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.



## School Achievement Awards

Each year we provide a prize for the year's star pupil at each of our local schools. The achievement award is for those who have either contributed to their school, shown resilience during a difficult time or made a personal achievement.

We are always happy to support the young people in the community and we know how much it is appreciated by the schools and those who receive the award.

Well done to everyone who received an award and to all our children for working so hard. The winners are:

- Johnny Sadek and Sandra Burchart from Quarrybrae
- Jessica Craig and Abbie Crawford from Carmyle
- Kara Paterson from Wellshot
- Hung Nia Nguyen and Emmanuel Akintula from St Michael's
- Cassia Gallacher from St Joachim's
- Rasil and Lily from St Paul's
- SPN and WR from Cardinal Winning



## Orchard Court gets some visitors

Thirty children from St Joachim's Primary School visited our tenants at Orchard Court. Armed with trays of sandwiches, scones with jam and cakes, the children mingled with the tenants, and everyone had a great time.

The visit was linked to a project, which the school was successful in receiving funding for, to help unite the youth with the elderly, reduce isolation, and develop communication & social skills in the children.

The children got the opportunity to identify how they wanted to spend the funding, and they voted to use the money to come and have afternoon tea with the tenants of Orchard Court.

Staff and the tenants really enjoyed their afternoon and were very touched by the kind gesture from the children of St Joachim's Primary.



## Helenslea starts summer in style

Helenslea Sheltered complex has kicked summer off with a few afternoon entertainment sessions.

The tenants enjoyed William entertaining them in May, the talented Carol & Stewart in June and have a few more entertainers lined up for July and August.

Elvis will be in the building early August, and this will be our joint Summer Extravaganza for both complexes, Helenslea and Orchard Court.

Some of our tenants have also started a new Internet class, run by Ability Net/Glasgow Golden Generation.

The tenants are enjoying learning the basics of emailing, surfing the net and googling.



*Thank you*



Thank you to everyone who popped along to our Easter Family Fun Day in April. We had an Easter Egg Hunt, facepainting, arts & crafts and some activities & games (provided by Glasgow Life). It was a great day with over 300 people joining us at the Winter Gardens.

Don't miss out on our next Family Fun day! Turn to page 5 for details.







We also want to say a big thank you to the Winter Gardens Nursery (pictured above) who closed the day with an Easter Bonnet parade from the kids.



# 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 as part of their 'Managed Migration'.

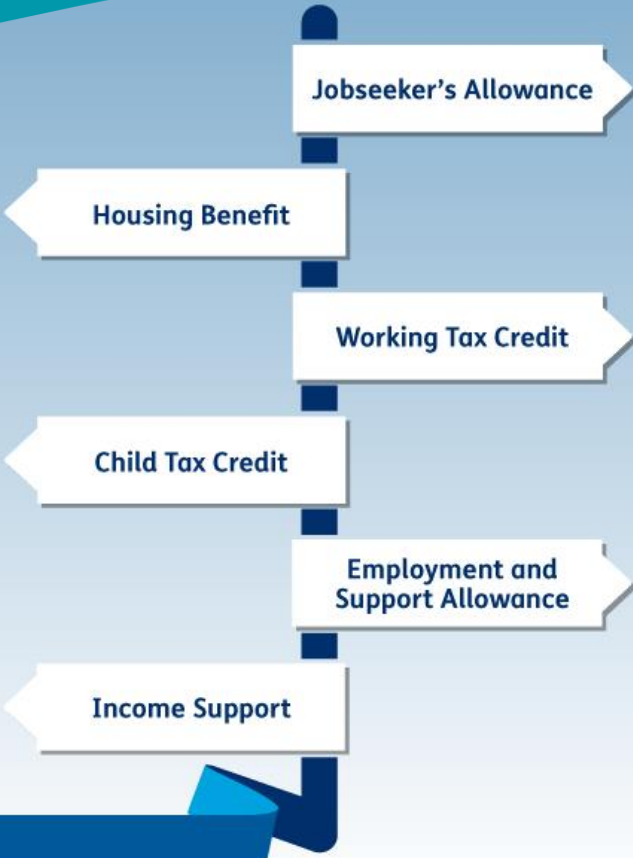
## What are legacy benefits?

Legacy benefits are benefits ending and being replaced by Universal Credit, such as Tax Credits, Job Seekers Allowance, Employment & Support Allowance.

## DWP Managed Migration Timeline

- June 2024 – Working Tax Credit
- July 2024 – Income & Housing Benefit
- September 2024 – Job Seekers Allowance
- December 2025 – All other legacy benefits.

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 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](http://www.sdafmh.org.uk)  
Email: [helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk)  
Website: [www.sdafmh.org.uk](http://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](mailto: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 1<sup>st</sup> & 3<sup>rd</sup> Friday | 10.00am to 12.30pm  
Where: Carmyle Community Centre (Hillcrest Road)

## Energy advice & support

You can make an appointment with our Energy Advisor, Patrick Watson, from the Shettleston and Tollcross Energy Project (STEP) by:

Email | [info@stepadvice.org.uk](mailto:info@stepadvice.org.uk) or Telephone | 0141 763 1317

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](mailto:advice@tollcrosscommunitytrust.org)





## Keeping an eye on pests

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

### Summertime pests . . . ants, bees & wasps!

Insects, beetles, ants, and other creepy crawlies generally like to stay outside. If you spot an increase in these wee beasts, it is better to treat it early.

We don't treat infestations, but you can find more information on our website.

Remember, you should carry out any treatment as soon as you spot them and ensure you are thorough.



### 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 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](http://www.my.Glasgow.gov.uk) or phone 0141 287 1058



### Litter Hub

Did you know that you can use the equipment available at our Advice & Learning 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.



# 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.

## Community Café

You can enjoy a free bite to eat at our Community Café too.

Tuesday (10.00-12.00)

Thursday (13.30-15.30)

Friday (13.30-15.30)

## 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.

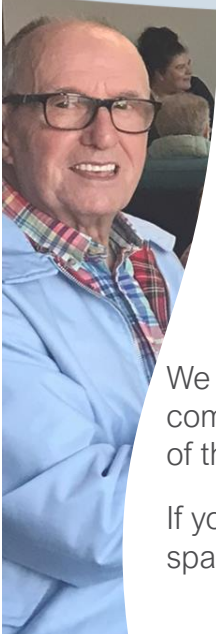
Want to improve your computer skills, join us every Wednesday between 14.00-16.00, where Glasgow Life hosts a computer class (suitable for beginners).

Centre opening hours:

Monday - Thursday 09.00-17.00

(closed 12.30-13.30)

Friday 09.00-16.00



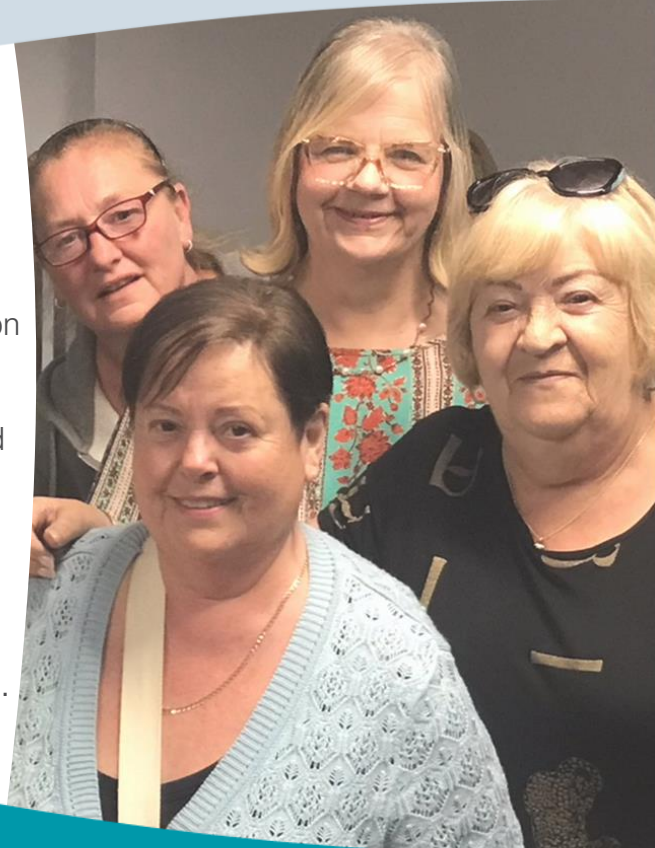
## Join the Association . . . have your say.

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, then reminder letters will be issued during the week beginning 17 June.

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](mailto: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.

As yet we have not been provided with the Summary of Cover for 2024/25, by our insurance brokers. 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.

## 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](mailto: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](mailto:gas@tollcross-ha.org.uk)

# Over 60s Bus Trip Ticket Request Form

Deadline for completed forms is Friday 26 July.

Name		Date of birth	
Address		Contact number	
		I am a Tenant <input type="checkbox"/> or Factored owner <input type="checkbox"/>	

Please detail any mobility requirements.

Provide emergency contact details (name and contact number)

If you plan to bring a guest, please provide their details below

Name		Contact number	
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Please detail any mobility requirements.

By submitting this ticket request form, you are agreeing to the following to the following Terms & Conditions: Tickets issued first come first served and limited to one per person | You must be a tenant or a factored owner | You may bring one guest | Only tenants will receive a contribution to their lunch | You may be refused access to the coach if you are unruly | In case of emergencies, we need suitable contact details for you on the day and any relevant emergency contacts.

## Useful information for your fridge . . .



Association Main Office | 868 Tollcross Road | G32 8PF  
0141 763 1317 | [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk)

Advice & Learning Centre | 84 Braidfauld Street | G32 8PJ  
0141 764 1234 | [advice@tollcross-ha.org.uk](mailto:advice@tollcross-ha.org.uk)

[tollcross-ha.org.uk](http://tollcross-ha.org.uk) | [facebook.com/tollcrosshousing](https://facebook.com/tollcrosshousing)



Get in touch

## Emergency contacts

For emergencies when the office is closed, contact:

**Out of hour repairs: 0345 604 4686**

Gas (SGN) 0800 111 999

Electricity 0800 092 9290 (landline) | 03301 012222 (mobile)

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

12 & 15 July | 27 & 30 September | 25, 26 & 27 December

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

Key Dates



HAPPY TO TRANSLATE