



GDPR - What is it?

By now, you will have received a Privacy Notice leaflet from us, and you may be wondering what the “GDPR” is all about.

GDPR stands for General Data Protection Regulation, which is a new set of rules governing the privacy and security of personal information. It brings changes to privacy laws and replaces the outdated Data Protection Directive from 1995. Along with all other companies within the UK, Hillhead

Housing Association 2000 is subject to these rules.

As your landlord we need to hold certain information about our customers in order to allow us to deliver our service effectively and undertake our obligations and duties in relation to the services we provide.

We take the issue of security and data protection very seriously, and take steps to make sure that personal information is kept safe and secure. Data will only be kept for as long as it is necessary for the relevant activity, required by law, or as set out in any relevant contract we have with you (eg tenancy agreement)

Further information, as well as relevant policies are available to view and download from our website – www.hillheadhousing.org

Household Goods out for uplift

Whilst carrying out estate management in Hillhead, it has been noticed that there are a lot of properties with household goods, assorted debris, etc, in the garden areas, behind and at the side of properties, various items which have been put out for removal.

These properties are monitored and the household contacted to make sure that an uplift has been requested (the tenant themselves may call us to let us know that this has been arranged).

However, there still remain households that do not arrange to have such items disposed of, removed or uplifted, and these can remain at the properties for months on

end. This in turn makes the area look untidy, and you may be causing upset to your neighbours to have to look at your items on a daily basis.

If you are considering disposing of household items, or just having a clear out, please think of how you propose to get rid of everything that you are putting outside, and make sure that you arrange an uplift.

Are You Paying Enough?

As tenants are aware on 28th March each year the Association increases rents. Tenants are reminded to increase their payments accordingly whether they pay cash or by standing order. Each year we notice that a number of tenants forget to do so meaning that they fall behind with their rent each month.

Please check that you have increased your payment since 28th March. If you

pay by standing order we are unable to do this for you and you need to change this yourself via your bank.

You may want to consider paying by direct debit in future. Payment by this method means that we can increase your payment thus making sure that your account does not fall into arrears.

If you would like any information on paying by direct debit or would like to check your rent account please contact a member of the Housing Management Team.



Property Services News

Painting Programme

Painting Works commenced at our earliest New Build development. Works include painting of Timber Windows, Eaves Fascias and Soffits as well as painting of entrance doors. The works are being carried out on site by Rodgers & Johnston approved sub contractor, Baker Decor.

The works began, onsite on 21 May 2018 and are expected to take 6 weeks to complete, depending on weather conditions. These works should help preserve the life of the windows, doors and timbers, protecting them from early rot and decay.

Landscape Maintenance Contract

Summer Prune – Due to the longer cold snap this year, where we still had bouts of snow in March, the early season prune was delayed slightly as growth of hedges and shrubs appeared to have slowed. Our contractor Priory Bridge Landscapes

have now commenced cutting of hedges and will soon begin pruning shrubs etc. Priory Bridge also carry out regular grass cutting at our open spaces and will be carrying out works on a number of Trees at Cleddans, Shells and Meiklehill Road.

Electrical Testing

It is important that access be allowed to carry out Periodic Electrical Inspections within your home. Guidance states that these should be carried out once every 5 years. Our contractors are currently working through this year's programme and all residents whose address is

scheduled for an inspection will receive written notification soon. If you have had a Periodic Electrical Test scheduled in the past but, for whatever reason have been unable to allow access, then please contact a member of the Property Services Team to discuss this further.

Canal litter pick

A big thanks to residents, staff, committee members and volunteers from our local McDonalds restaurant who took part in a canal and land based litter pick in May.

Thank you to Scottish Waterways Trust for helping to

arrange the litter pick, Scottish Canals who supplied the canoes and East Dunbartonshire Council who supplied the litter picks and bags. If you would be interested in taking part in our next litter pick in August please contact the office.



Community growing project

Thank you to Priory Bridge our Landscaping Contractor who donated various plants to our community garden.



The plants were handed over to the children from Happy Days Nursery by Priory Bridge's mascot, Landscape Hero

Canal Swing Bridge

The bridge will be 80 years old this November. If you would be interested in volunteering to help with the painting of the bridge railings and a general tidy up of the area please contact the office.

Family Summer Event

Come along to our Family Summer Event at the Community Growing Project at Meiklehill Road (entrance between 217 & 219 in the cul-de-sac) on Wednesday 4th of July from 2pm – 4pm.

Lots of fun activities for all the family including plant your own seeds to take away, craft activities and hide and seek in the garden.

HOW WELL ARE WE DOING?

The 4 tables below let you see how we are performing against some key activities during the period to March 2018.

Remember, we always want to hear from you, whether it is good or bad. We can only improve our service if we hear from you. Please use our Comment Cards which are in our reception area.

KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
February	£ 136,754	4.07%	3.75%
March	£ 133,314	3.97%	3.75%
April	£ 135,429	3.92%	4%

RENT LOSS

Month	No. of Empty Houses/Flats	Rent Loss as a % of the Yearly Rent Roll	Target Yearly Rent Loss %
February	2	0.40%	1%
March	4	0.44%	1%
April	6	0.04%	1%

ALLOCATIONS

Month	No. of Lets	Monthly Average No. of Days to Let a House/ Flat	Target Number of Days
February	3	1	5 days
March	2	0	5 days
April	6	0.33	5 days

REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	February	March	April
Emergency (24hours)	100%	96%	97%
Urgent (3 days)	100%	100%	100%
Routine (10 days)	100%	100%	100%
Voids (7 days)	100%	100%	100%
All Repairs - HHA 2000	100%	99%	99%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against those of 8 other housing associations across Scotland every quarter. The table opposite lets you see how we are performing against the average of this group at the end of March 2018.

Performance Area	Hillhead	Housing Association Group
Rent Arrears	3.97%	3.75%
Rent Loss for empty houses/flats	0.44%	0.45%
Average time taken to re-let a house	19.31 Days	27.08 days
Average number of days to complete non emergency repairs	3 Days	3.66 days

COMPLAINTS

The following table presents complaints resolved between 1 January and 31 March 2018

Method of Complaint	Nature of Complaint	Complaints resolved within policy timescales?	Outcome	Service Change / Improvement required
Phone call	Issue regarding allocation of lock up, and noise disturbance matter	Yes	Allocation carried out correctly. Disturbance issue passed to community police	n/a

Fundraising

Fundraising update

Earlier this year the Association agreed to donate £250 to the charity Children’s Hospices Across Scotland. (CHAS)

CHAS, the only charity providing hospice services in Scotland for children with life-shortening conditions, is to benefit from this

cash. Its aim is to reach out to every family living with the heartbreaking knowledge that their child is dying, support them, care for them and help them to make the most of that precious time.

Our Employer Representative Organisation, Employers in Voluntary Housing (EVH) and its members have

been fundraising for CHAS over the last 14 years. This has resulted in over £100,000 being raised for CHAS, and we were delighted to have been invited to celebrate with EVH and other housing associations the unveiling of the charity wall for Children’s Hospices Across Scotland.



Pictured above is the Association’s Chairperson, Claire Taylor and our Director Stephen Macintyre alongside Jonathan Clegg, community fundraiser at CHAS, who received a cheque from EVH chair David Rose on the day

TENANT SATISFACTION QUESTIONNAIRE WINNERS

Our latest winners of the monthly prize draw are;

- March – Mrs Kerr, Waverley Crescent
- April – Mrs Dunn, Newdyke Road
- May – Mr & Mrs Chapman, Highfield Crescent

Please remember that returning your tenant satisfaction questionnaires (which are posted to you each time your report a repair) automatically enters you in a prize draw with the chance of winning £100 in High Street Vouchers. Each questionnaire sent to you includes a reply paid envelope which means no need for stamps!



TENANTS LOYALTY SCHEME

The February and April winners of this scheme were randomly selected from those tenants who qualified and the lucky winners were Mr Murphy, John Street and Mr Loney, Lily Gardens.

Our congratulations go to each of them.

Please note that this scheme operates a prize draw every 2 months – with the chance to win £100 in High Street Vouchers.



Mr Murphy receives his vouchers from Kieran Tait, Finance & Corporate Services Assistant

General News

NEW TENANCY SUPPORT SERVICE LAUNCHED!

Hillhead Housing Association, Antonine Housing Association and Arklet Housing Association have offered a Tenancy Support Service to its tenants since 2009. Supported by grant funding from the Scottish Government the service has assisted well over 500 of our most vulnerable individuals and families.

Following a successful joint procurement exercise and joined by Partick Housing Association we have appointed Simon Community Scotland as our new provider of this service for up to 5 years.

Simon Community Scotland has a long history of providing support to people with a housing related need which frequently can be impacted on by a wide range of other difficulties whether these are life-long such as sight or hearing problems, learning disabilities, mental health; or difficulties at a particular period in their lives such as homelessness, addictions, leaving care or even just finding a first home. More recently we have been able to offer advice and support for tenants affected by recent welfare changes and support people move into new permanent

tenancies.

Our local support worker Heather Montgomery will be transferring over to the Simon Community Scotland when the new service begins on Monday 23 April 2018. Two local part time workers will provide similar services for Arklet and Partick Housing Associations in each of their respective locations.



Who are Our Power?

Our Power is a not-for-profit energy supplier, set up by progressive Scottish social housing providers to make energy fairer and reduce levels of fuel poverty.

They aim to offer more affordable

energy, excellent customer service and never charge exit fees, so you're always in complete control.

Our Power currently has 62 housing associations and local authorities as members, including Hillhead Housing Association. As a member of Our Power we can offer tenants access to



Our Power's tariffs. Our Power will also become the Energy Provider for all our homes as they become vacant.

Tariffs

Everyone can switch to Our Power, not just social housing tenants, and they offer three simple tariffs to choose from

Our Best Energy Tariff

This is Our Power's lowest-cost tariff. With Our Best they offer one fair price for all customers – whether you choose Pay As You Go or Direct Debit.

Our Power will install a smart meter in the homes of their customers. The main benefit of a smart meter is that you can see how much money you are spending on energy, putting an end to estimated bills and unexpected costs at the end of the month. It also helps you manage and monitor your spending and should allow you to cut energy costs.

For customers who have a smart prepayment meter, Our Power will

provide a 'friendly credit' service. This means that if you run out of credit outside of working hours your supply will not be cut off. This will cost you no more than your normal fuel charges and will simply be taken from your credit when you next top up. You will also be given a couple of hours on the next working day to make a top up before your credit runs out.

If you have a traditional type of Pay As You Go meter then you will have an emergency credit that you can access in your meter, but you should be aware that this will only provide £5.00 credit and you should use it sparingly, especially if you run out of credit at the weekend.

Our +IMPACT Tariff

+IMPACT is Our Power's 100% green electricity tariff. On average customers will benefit from annual savings of around £80*, compared with big six standard variable tariff. All money raised through +IMPACT won't be handed to shareholders but will be reinvested in communities that need it most. For every customer that switches to +IMPACT, Our Power can offer an affordable tariff for a lower income or fuel-poor household to help them heat their home for an extra 54 days. **

You can find out more about Our Power's tariffs and make the switch to a fairer supplier by visiting our-power.co.uk or by calling 0808 189 3085.

*based on +IMPACT dual fuel rate with a consumption of 3100kwh electric and 12000kwh gas

**based on the average saving in days that could be generated for direct debit and pre-pay customers currently paying for gas on a big six standard variable tariff (54 days)

You've got the power

to choose a **FAIRER ENERGY** supplier



Useful Telephone Numbers

Below is a list of contact telephone numbers that we hope you will find useful

Advice and Response EDC
0141 775 1311

Emergency Housing EDC
0141 578 2133 / 0141 578 8000

Kirkintilloch Integrated Care Centre
0141 232 8200 /
0141 304 7400 / 0141 355 2200

EDC – The Hub
0800 901 057

Housing Benefit
0800 901057

Antonine Housing, Kirkintilloch
0141 578 0260

Police Station, Kirkintilloch
0141 532 4400 or 101

Special Uplift
0300 1234515

Cleansing and Recycling
0300 1234514

**Environmental Protection
(including dog fouling, dog
barking, antisocial noise)**
0300 1234510

Fire Station
0141 776 6263

**National Grid (formerly Transco)
Gas Emergency**
0800 111 999

DWP (Cumbernauld)
01236 786500

Local MP, Stuart McDonald MP
01236 453 969

Local MSP, Rona Mackay
0141 776 1561

Citizens Advice Bureau
0141 775 3223

Crimestoppers Scotland
0800 555111

How to contact us:

Hillhead Housing Association,
2 Meiklehill Road, Hillhead,
Kirkintilloch, G66 2LA

Tel: 0141 578 0200

Fax: 0141 578 4817

Email: admin@hillheadhousing.org

Web: www.hillheadhousing.org

Free Phone Number: 0800 0523 188

**KEEP US
UP TO DATE!**

Please remember to let us know of any changes in your circumstances, for example change of name, change of number in household etc.



OUT OF HOURS EMERGENCY REPAIRS CONTACT NUMBERS:

(Gas Heating repairs–James Frew Ltd)	01294 468 113
(all other repairs–Rodgers & Johnston)	0844 247 2120
(planned maintenance repairs-CCG)	0141 643 3744
For tenants of new build properties built within one year	0845 6061555

Public Holidays - Office Hours

Our office will be closed on the following dates:

Friday 13th and Monday 16th July

Please let us know if you require any information within this newsletter in larger print, Braille, cd/tape or in another language.

