

Playpark open to all!

Highfield Road Playpark Officially Opened

Residents and staff recently came together to celebrate the official re-opening of the upgraded playpark at Highfield Road, marking an important milestone for the local community.

The project has delivered significant improvements to the play equipment and safety surfacing, creating a safe, welcoming and inclusive space for local children and families. The upgraded park is designed to encourage physical activity, social interaction and imaginative play, with accessible features incorporated to ensure all children can benefit.

The opening event was well attended, with families, young people and partners joining Hillhead Housing Association to view the completed space. It was encouraging to see the park being used immediately, bringing renewed energy and activity to the area.

Resident feedback played a key role in shaping the final design, ensuring the space reflects the needs and

preferences of the community. The Association would like to thank everyone who contributed to the consultation process, as well as the partners and contractors involved in delivering the project.

Catherine McKiernan, Director of Hillhead Housing Association, said: *“We are extremely grateful to both our funders, FCC Communities Foundation and EB Scotland Ltd, for their significant financial support in upgrading this well-used playpark in the heart of the Hillhead community. We are particularly pleased that the improvements include accessible equipment, allowing safe and inclusive play for all local children.”*

This project forms part of the Association’s ongoing commitment to enhancing neighbourhood spaces and supporting health, wellbeing and community connection. The upgraded playpark at Highfield Road is expected to be enjoyed by local families for many years to come.



allpay is Changing!

The allpay app and allpay Internet Payments portal closed on Monday 11th May 2026 – if you pay rent using Allpay, you will need to move to the new allpayments app to continue managing your payments.

For tenants using the old allpay Internet Payments portal, a redirect is in place to take you to the new allpayments web portal for an uninterrupted experience.

Key features of the new allpayments platform include:

- Fast, simple account setup
- Simple navigation for a smoother payment experience
- 'Pay again' feature for quick repeat payments
- Track transactions and download payment receipts
- Detailed instant feedback on payment success and failures
- Secure transactions with no additional costs
- Real-time push notifications and alerts (in-app only)
- Secure login with multi-factor authentication and Touch and Face ID options (in-app only)
- Modern payment options including Apple Pay and Google Pay (in-app only)



Download the **allpayments app**

The quickest and smartest way to make and manage your payments on-the-go!

Download for free:

allpay

Enjoy the Summer with your neighbours!

As the weather (hopefully!) improves, people may be enjoying outdoor spaces in and around their home more often. Everyone has the right to enjoy their home and any outdoor space allocated to it. However, you should be considerate of your neighbours and you must make sure your behaviour does not cause alarm, distress, nuisance or annoyance to other people in the area. This includes behaviour in your home, around your property and in the local neighbourhood.

- Please be considerate to your neighbours and avoid loud noise/music, vandalism or any other antisocial behaviour.

- You are also responsible for the behaviour of anyone living with you and anyone visiting your home.
- Common areas such as closes, stairs, landings, entrances, bin stores and shared gardens should be used respectfully.
- Please help keep shared spaces clean, tidy and safe by disposing of rubbish properly and not leaving personal belongings or waste in communal areas.

Working together helps keep our community safe, welcoming and pleasant for everyone. If you need advice or support in relation to antisocial behaviour, please contact our office on **0141 578 0200** to speak to your Housing Officer.

Tenancy Support Service

At Hillhead Housing Association we have a Tenancy Support Officer - Angela Taylor. Angela has an individual approach to each person that requires this service.

What is Tenancy Support?

The service is designed to provide practical support for people who need assistance and advice in maintaining their home. The service can help with;

- Home Safety and Security
- Maintaining your Home
- Managing your Mail
- Income and Debt Management
- Shopping & Cooking

- Advice on Health Matters
- Speaking to other Professionals
- Getting Out & About

The Support Worker will work alongside tenants to help motivate and build confidence with the aim that they will, in time, be able to manage better and enjoy an increased quality of life.

If you are interested in this service then you can

- ask your Housing Officer or anyone else in the Association to refer you
- contact the office directly by telephone on **0141 587 0200**.



Pick up, bag it, bin it

Dogs, our 4-legged friends, remain a popular choice for those considering a pet.

However, as we know, owning a pet comes with responsibilities. Firstly, you should seek permission from the Association if you would like to keep a dog. Contact the office and an application will be issued for you to complete.

All tenants sign a tenancy agreement; this sets out your obligations when it comes to pet ownership. This includes supervising and keeping your pet under control and taking steps to ensure that it does not cause a nuisance, annoyance or danger to neighbours. Tenants should also ensure that their pets do not foul or cause any damage to the property, neighbouring properties or common areas.

Unfortunately, in recent months the Association has been responding to complaints regarding dog fouling. No

one wants to see dog fouling on pavements, parks, tenants' gardens and communal areas.

The Association will investigate and take action where necessary. If you allow your dog to foul and fail to pick it up then you are in breach of your tenancy and further action may be considered. In addition, dog fouling in a public or communal space is an offence and you may be liable to a fine by the Council.

We have also received complaints regarding owner occupiers or private tenants. The Association is unable to take direct action against these individuals, but we will liaise with East Dunbartonshire Council Community Safety Team.

For more information on how the Council can help please check the Council's website www.eastdunbarton.gov.uk



Thinking About Starting a Tenants' Group?

Did you know Hillhead Housing Association can support tenants who want to set up a Registered Tenant's Organisation (RTO)? If you and your neighbours would like to have a stronger voice in decisions about your homes and community, we can help you get started. Support can include advice on forming a group, help with creating a simple constitution, guidance on the registration process, and practical help to organise meetings and



encourage more people to get involved. We can also offer information, training and ongoing support so your group feels confident and ready to make a difference.

If this sounds like something you'd be interested in, please get in touch with Paula McCann on **0141 578 0200**. We'd be happy to have a chat and help you take the first steps.

£10 million

brought into Hillhead by HHA Welfare Rights Team

Hillhead Housing Association 2000 continues to provide a valued welfare rights service to our tenants, tenants of Caledonia HA and residents of the Hillhead and Harestanes area.

This is a free and confidential service which can help with a variety of benefit matters.

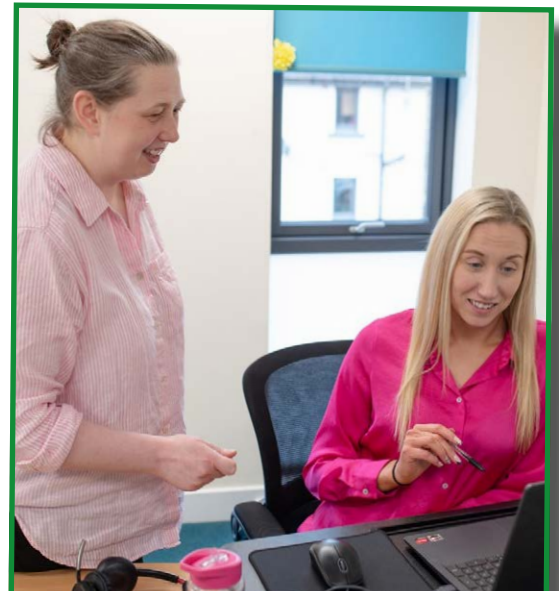
The team record the financial gain – i.e. how much additional income a person receives – of the clients they have successfully supported in claiming benefits, grants and funding. In the financial year 1st April 2025 – 31st March 2026, the total

financial gain was over £1 million. This brought the total over the past ten years to **£10,363,368.12!**

This is a fantastic outcome and is really making a difference for the community of Hillhead.

Partners who purchase the service along with tenants continue to express how much they value the support they receive from Welfare Rights Officer Morag Bisset and Income Maximisation Assistant Heather Montgomery.

If you would like help with your benefits, or are unsure as to whether or not you could qualify, please contact our office on **0141 578 0200** to make an appointment.



Planned Maintenance 26/27

The following planned maintenance works are due to be completed this financial year-

Kitchen replacement programme - The Association will be installing 112 new kitchens as part of this year's replacement programme. It is anticipated that the works will commence in July 2026.

The programme includes renewing kitchens at some addresses in Blackdyke Road, Hardmuir Gardens, Hardmuir Road, Highfield Road, John Street, Meiklehill Road, Redbrae Place, Redbrae Road.

If your address is included, you will receive a letter in the first instance with a survey date. Tenants will be offered the choice of colours of kitchen unit door fronts, worktops and door handles.

Boiler replacement programme – The Association will be installing 190 new boilers as part of this year's replacement programme. If your address is included, you will receive a letter from the Association informing you that the contractor will contact you directly to arrange a survey date. Once the survey has been completed the contractor will provide you with an installation date for your new boiler.



GARDEN COMPETITION



Now that Summer is here, we are looking for nominations for our annual garden competition. If you know of someone you would like to nominate, or if you would like to nominate yourself, please fill out the enclosed form and return it to our office during office hours. Alternatively, you could drop it in the post-box next to our front door or you could email admin@hillheadhousing.org with the information.

Association staff will visit the nominated gardens the week commencing 27th July. Judging will be decided by the end of that week and winners will be notified. We are delighted that winners will receive a voucher each, thanks to the generous support of our landscape contractor DSMcG.

The closing date for receiving nominations this year is **Friday 24th July 2026.**



CLOSES AND CELLARS

We want to ensure that all stairwells are clean, secure and safe. As part of this, we would like to remind residents and owners that all areas of the close should be completely clear and not treated like they are an extension of your property. If you are getting rid of items from your home, please place them outwith the close in a safe place to prevent trip and fire hazards to yourself and anyone visiting the properties.



A stairwell obstructed by items stored in the close may prevent safe exit from stairwells in case of an emergency, become the source of a fire, especially items such as prams or other combustible items and hinder the work of firefighters in your property. Scottish Fire Brigade flyers are in placed in closes for your information and safety.

If you have access to a cellar door within your close, please ensure it is

fitted with a lock and kept locked at all times. This will reduce the risk of theft and fire. Any items stored within the close are done so at the owners risk.

Close lighting – the Association ensures that closes/stairwells have adequate lighting. Proper lighting is crucial for quick evacuation during an emergency. Please contact this office if any close lighting repairs are required.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



UPLIFTS/REMOVAL OF UNWANTED HOUSEHOLD/GARDEN ITEMS

As you will be aware, there are numerous ways of getting rid of items you no longer require, e.g. phoning East Dunbartonshire Council to arrange a special uplift, or if you are able to, take items to Mavis Valley Recycling Centre in Bishopbriggs (please be aware that there is still an online booking system in place). If you notice any flytipping in the area, please contact Diane at our office.



GARDENING

If you have a garden or have a section of a shared garden, please remember that it is your responsibility to keep this area clean and tidy. Weeds, grass and hedges can very quickly become overgrown and therefore more difficult to manage. Overgrown hedges can block pathways and make it difficult for people to walk safely around the neighbourhood. We understand that you may be busy, but it is important to take some time to maintain your garden.

Here are a few simple tips to help you get started:

- Cut grass regularly
- Weed all areas of your garden and driveway (if you have one)
- Trim hedges
- Remove litter
- Rake leaves

Weeds, paths and driveways – If you or a family member are able to, please remove weeds from your paths within the boundary of your property and between monoblocked areas at driveways if you have one. You can either use shop bought weedkiller or use a home made solution made as follows –

- Vinegar (white or apple cider) 1 cup
- Dish soap: 1 tablespoon
- Water: 1 cup
- Combine the vinegar, dish soap and water in a spray bottle
- Shake the mixture well to ensure dish soap is fully dissolved
- Spray the solution directly on the weeds making sure to cover all surfaces
- Repeat the process every few days to ensure weeds are fully eradicated

Please note that East Dunbartonshire Council no longer provide the Care of Garden Scheme. If you are having any difficulty maintaining your garden, you could contact a local garden maintenance company to provide you with a quote.

Hillhead Community Garden Pruning Workshop

A community pruning workshop was held on the 18th March 2026 at Hillhead Community Garden and Orchard where the participants gained hands-on experience in basic pruning techniques, tool safety, and how to look after fruit trees throughout the year. The group picked up practical skills, built confidence using pruning tools, and enjoyed learning from The Orchard Project's guidance.

Everyone who took part said they really enjoyed the session and learned a lot.

Looking after our community garden helps it grow stronger each year - and the skills you learn here can be used in your own gardens at home too. If you are interested in getting involved in the community garden, please contact the Association.



Litter Pick

If you are interested in helping tidy up your area or are aware of a litter hotspot area in Hillhead, please contact Diane at the office or email admin@hillheadhousing.org

HOW WELL ARE WE DOING?

The tables below show some key areas of performance within both Housing Management and Property Services, this includes Current Tenant Rent Arrears, Number of Property Allocations and Repair Performance information.

We always encourage feedback from our tenants and customers, this helps us improve our service. Please get in touch and take part in our regular surveys that are issued.

Period between 1 Jan and 31 March 2026

CURRENT TENANT RENT ARREARS

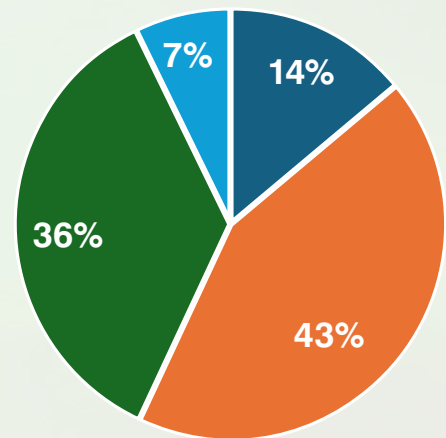
Month	Tenant Arrears	Level of Arrears
January	£91,232.32	1.86%
February	£98,480.89	2.00%
March	£86,297.53	1.76%

ALLOCATIONS

Month	No. of Lets
January	3
February	4
March	7

WHO WERE PROPERTIES ALLOCATED TO?

- Transfers
- Waiting List
- Section 5
- Nomination (EDC Waiting List)



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	January	February	March
Emergency (24hours)	93.33%	88.46%	93.55%
Urgent (3 days)	94.73%	90.66%	94.85%
Routine (10 days)	95.24%	91.04%	88.89%
Voids (7 days)	70.59%	80.00%	50.00%
All Repairs - HHA 2000	92.92%	89.36%	89.32%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

As a member of Scottish Housing Networks, we take the opportunity to compare our performance against other Housing Association members.

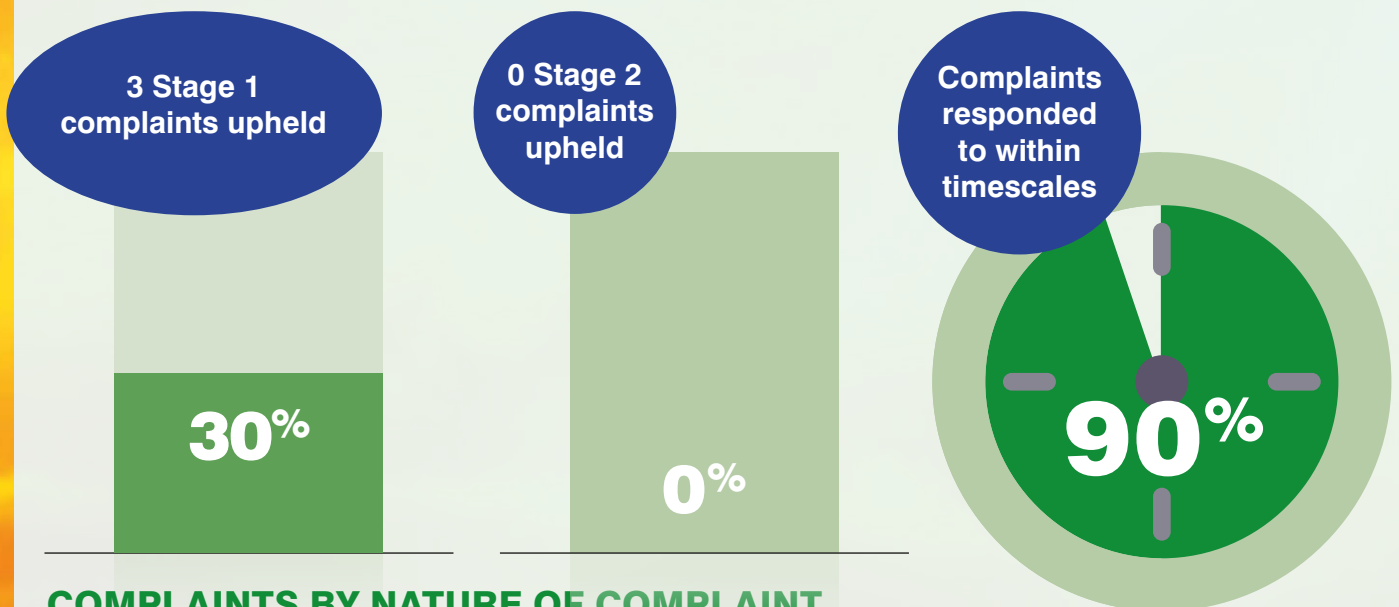
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non emergency repairs, our timescales are significantly better than the SHN average.

Performance Area	Hillhead	Scotland Housing Network
Current Tenant Rent Arrears	1.76%	3.12%
Rent Loss for empty houses/flats	0.62%	0.58%
Average time taken to re-let a house	44.86 days	28.70 days
Average number of days to complete non emergency repairs	3.14 days	6.98 days

COMPLAINTS

Between 1 January and 31 March 2026, the Association received ten Stage 1 complaints and no Stage 2 complaints.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance – Disagreement with decision	1
Housing Quality & Maintenance – standard of service provided	6
Housing Quality & Maintenance – Dissatisfaction with policy	1
Customer / Landlord Relationship – Disagreement with decision	1
Customer / Landlord Relationship – conduct/attitude of staff	1
Complaints relating to equalities	0

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaint was due to incorrect information given, and this has been addressed with the relevant staff member. The partially upheld complaint was due to delays in works and such instances continue to be monitored.

BE A WINNER – IT COULD BE YOU!

You might already be aware of the prize draws that we run from time to time as a thank you for taking the time to take part in consultations and to give us valuable feedback on our activities.

We also hold more regular prize draws for the following:

TENANT LOYALTY SCHEME

This draw takes place every 2 months and includes all tenants who have maintained a clear rent account for a minimum of 6 months and who have had no anti-social or estate management complaints against them in that period.

In March, Mr & Mrs Smith from Highfield Crescent won the tenant loyalty scheme and chose an air fryer for their prize. Mrs Falola & Mr Akinyetum from Meiklehill Road won the May draw and chose a £100 Sainsbury's voucher.



REPAIRS SATISFACTION SURVEYS

When any repair you report has been completed, a satisfaction survey will be sent to you via text or email. Once you complete this survey you will be entered into a prize draw.

These prize draws take place on a quarterly basis. In April 2026, Mr & Mrs McArthur from Langmuir Avenue were the lucky prize winners and chose a £100 Tesco shopping voucher for their prize. The next draw will take place at the end of July.



★★★★★ PRIZES ★★★★★

If you are lucky to have your name drawn for one of the above you could win:

- An air fryer
- A slow cooker
- Large George Foreman grill
- £100 shopping voucher for the grocery store of your choice

These prizes may change over the course of the year but there will always be a good selection to choose from!

Remember – it is important to keep us updated with your contact details – the repair texts won't get through if we have an old mobile number in our records. **YOU'VE GOT TO BE IN IT TO WIN IT!**

General News

WOODILEE BOWLING CLUB

Woodilee Bowling Club offers a welcoming space for all ages and abilities to enjoy outdoor activities, social connection and a strong sense of community - new members are always encouraged to get involved. Email woodileebowlingclub@gmail.com for more information.

JOIN WOODILEE BOWLING CLUB



A great way to improve your physical and mental wellbeing. A club in the heart of your community. Membership available to everyone aged 10 and upwards.

NEW MEMBERS FIRST YEAR HALF PRICE

Merkland Court, Kirkintilloch
woodileebowlingclub@gmail.com

www.woodileebowlingclub.co.uk

STAFFING UPDATE

Earlier in the year we carried out a review of the Property Services Team which resulted in 2 additional members of staff.

Iain McCallum

joined us as Property Services Officer and works Monday-Wednesday. **Elaine O'Hanlon** joined us as Property Services Administrator and she works Wednesday – Friday. Both new employees have several years of experience working in property services related roles and will be welcome additions to the team. We wish them both well in their future with Hillhead.



Pat from our Property Services team recently resigned after 3 years of service with the Association, and we thank him for his commitment and contribution to supporting our homes and communities.

And lastly, after 13 years with Hillhead, our Senior Estates Officer, **Tom Brunton**, decided to hang up his toolbag and retired last month.

Many of you will have had the pleasure of getting to know Tom over the years, and we are sure he has helped countless tenants during his time with us. Tom is well known as a kind, obliging and dependable member of our team, and he will be sorely missed by staff, committee and tenants alike.

We wish him a long and happy retirement – although, knowing Tom, we suspect he may be reluctant to put his feet up just yet!

From everyone at Hillhead, we thank Tom for his dedicated service and wish him all the very best for the future.

Hollie McGowan

was employed by us last year to cover a period of maternity leave for our Housing Assistant. Following this she helped out in the Property Services Team until the new appointments were made. Hollie finished up with us at the end of April and we wish her well in her future career.



Tom alongside his work sidekick Gary

Tenant News

Do you have a good news story to share?

We love celebrating the positive things happening in our community and would be delighted to feature tenant good news stories in our newsletter.

Whether it's a personal achievement, a community success, getting involved in a local group, or something that's made a difference to you or your neighbours, we'd love to hear about it.

If you'd also like to contribute to the newsletter in any way - whether by sharing a story, an idea, or getting involved - please get in touch with us through email or by phone.

Your contribution could help inspire others and highlight the great things our tenants are doing.

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

Caledonia 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

Katrina Murray
Katrina.murray.mp@parliament.uk
01236 800123

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

Email: admin@hillheadhousing.org
Web: www.hillheadhousing.org

Free Phone Number: 0800 0523 188
Tel: 0141 578 0200 • Fax: 0141 578 4817
Text Number: 07491 163429

Our phone lines are open between 9.00AM
and 12.30PM and from 1.30PM to 5PM.

OUT OF HOURS EMERGENCY REPAIRS CONTACT NUMBERS:

(Gas Heating repairs–James Frew Ltd)
01294 468 113

(all other repairs–Rodgers & Johnston)
0800 999 2520

PUBLIC HOLIDAYS - OFFICE HOURS

Our office will be closed on the following dates:

Scottish World Cup
Monday 15 June 2026
Glasgow Fair
Friday 17 July 2026
Monday 20 July 2026

September Weekend
Friday 25 September 2026
Monday 28 September 2026

**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.



Find us on
Facebook

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



When you have finished with this magazine please recycle it.

Nominations must
be received by
Friday 24th July 2026



GARDEN COMPETITION NOMINATION FORM

Tenant's Name

Nominator's Name

Address

Nominator's Address

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Tel. No.

Reason for Nomination

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