

CALLING US, CALLING YOU

If you have made or received calls from our office recently you may have noticed some changes. This is due to us installing a new and improved telephone system.

The need to enhance our system became apparent at the beginning of lockdown when we had to find different ways of communicating, including diverting calls to staff mobile phones.

Our new cloud based system will allow staff to be contacted more easily whether they are working from home or in the office.

The new system also records outgoing and incoming phone calls for quality and monitoring purposes. This means when you call the office you will hear an automated message announcing this. The message will replay when your call is transferred



from reception to the relevant staff member.

You will also hear this message when we phone you, and it will play as soon as you answer the phone.



It may be worthwhile saving the Association's number (or particular staff direct numbers) so that you know who is calling, as we appreciate hearing an automated message as soon as you answer the phone may lead you to suspect a nuisance call.

Please note that any recordings are retained in line with our data protection regulations, and recording is paused whenever you are paying rent and providing us with card details.

OFFICE UPDATE



As you will be aware, we re-opened our office to the public in March and have been delighted to welcome visitors in person after such a long time. Our current opening times are 9am to 4pm, with the office closing between 12 noon and 1.30 for lunch and to allow cleaning of surfaces etc.

We hope to return to our normal opening hours in the coming months (9am to 5pm, closing between 12.30pm and 1.30pm) and we will keep you updated on this.

Meantime, we would still ask that should you be experiencing corona virus symptoms, then please do not visit the office.

WE ARE HERE IF YOU NEED US - JUST ASK

Times are very difficult for most of us just now – both financially and emotionally, and we want to let all our tenants know that if you need help please talk to us. Everyone's bills are going up, people are struggling and whether you need support in claiming benefits or just want to have a chat with someone for a while we can help.

As a landlord we cannot stop charging you rent but we can come up with the best way forward and help to ease some of the stress and anxiety you may be feeling about paying your rent or managing your tenancy. We are flexible with our tenants who are struggling and there are various people that can help you or get you the help you need.

Many people are having to claim benefits for the first time, and it can be a daunting process. If you need any advice or help with this, we have Welfare Rights and Income Maximisation services and Morag Bisset or Heather Montgomery can help guide you through the process. They can also do a benefit check to make sure you are receiving what you are entitled to. Angela Taylor our tenancy support

worker is a big part of our team and she is there to offer all kinds of help and support. Everything you discuss with her is confidential and even if you just fancy a coffee and a chat with her, she is happy to listen to you. She can also help with sign posting you to other agencies for more specific help and advice if that's what you need.

Everyone deserves help and support – so please call us at the office on 0141 578 0200. If you would prefer to speak to a member of staff that you know about how you are

feeling first, (like your housing officer) tell them and they will be happy to get you the support you need.

Although strong family ties, friends and family and supportive friends can help you deal with the stresses of life or any worries that you may have, but you may want to consider contacting the Housing Association.

Talking to your landlord, and keeping in touch with your landlord, is very important.

If you have any worries or concerns, please contact the office.



TENANCY SUCCESSION

There have recently been a number of enquiries regarding the right to succeed to a Scottish secure tenancy on the death of the tenant.

To succeed to a tenancy a person must have been living at the property as their only or principal home for 12

months prior to the tenant's death and must have notified the landlord that they are living in the house. The 12 month qualifying period will not start until notice has been given.

Those who can qualify are; partners, members of the tenant's family aged 16 or over, and carers aged 16 or over.



WORKING TOGETHER TO KEEP HILLHEAD CLEAN & TIDY

Our staff work hard to try and keep Hillhead clean and tidy, but we need your help and co-operation to do so.

Please make sure that you dispose of your rubbish and unwanted items in a responsible and proper manner. For general rubbish, please put all bags in your grey bin and do not leave out for animals to burst open with contents left to go on to the street/pavement.

We can all play our part in recycling by placing the appropriate items in our blue and orange bins. The Council are now recycling more plastic items than

previously so please check if any item can be recycled before putting in your general waste. Not only are you helping the environment, but with fortnightly collections the grey bin can quickly become full if all rubbish is placed in it.

Now we are in the garden season remember to place any garden waste in the green bin.

It is important to remember that the Council will not lift bins if the correct waste has not been placed in them. We often see green bins with general household waste – please note they will not be lifted, and the Association will not empty them.

RIGHT BIN? PUT IT IN

GENERAL WASTE
All household waste (rubbish) that cannot be recycled.

PAPER AND CARDBOARD

- Paper
- Newspaper
- Cardboard
- Junk Mail
- Magazines
- Catalogues
- Telephone Directories

PLASTIC, GLASS AND CANS

- Glass jars
- Glass bottles
- Aerosol cans
- Food tins
- Drink cans
- Tin foil
- Plastic bags
- Plastic bottles
- Plastic trays
- Plastic pots
- Plastic tubs

GARDEN WASTE

- Flowers
- Plants
- Grass cuttings
- Shrub/Hedge clippings
- Leaves
- Weeds
- (not invasive plants like Japanese Knotweed)
- Twigs/Branches
- Straw or animal bedding

FOOD WASTE

- ALL food waste
- Cooked food
- Raw food
- Bones
- Shells
- No liquids



For larger items such as sofas, beds and washing machines please do not place out in your garden or communal back court until you have arranged a special uplift. This is the case throughout your tenancy and also when you leave. The Council provides an uplift service which is chargeable, but prices vary depending on the volume and type of items to be removed. No items will be removed until payment has been made in full to the Council. You can organise an uplift online by checking the

Council's website or calling 0300 1264510. If you wish to use another contractor to remove your rubbish, please make sure that they are disposing of the items in a responsible manner and not fly tipping.
The Association does not clear rubbish or bulky items for tenants, private tenants or owners - it is your responsibility to do so.
If you would like assistance or advice please speak to our Estate Co-Ordinator Diane Bridges.

GAS COOKERS - A FEW THINGS TO REMEMBER

Changing your gas cooker or gas hob

If you are installing a new gas cooker you must ensure that it is ONLY connected and disconnected by a Gas Safe registered engineer.

Changing your electric cooker to a gas cooker

If you have an existing gas bayonet and decide to change your electric cooker to a gas cooker you must ensure that it is ONLY connected by a Gas Safe registered engineer.

Stabilising your cooker

Please ensure that your gas cooker is fitted with a stability bracket. If you do not do this it should be recorded on the Gas Safety certificate issued to you during the annual gas inspection. The Association again must remind all tenants that it is in their interests to have a stability bracket fitted to ensure that their cooker remains safe and securely in place.

MEDICAL ADAPTATIONS TO YOUR HOME

We are allocated an annual budget from Scottish Government to pay for medical adaptations to our tenants' homes. This will cover medical adaptations from the 1st April 2022 until 31st March 2023. The aim is to adapt homes as our tenants' medical needs change. The adaptations should help and support tenants to stay in their homes and in the local community.

Medical Adaptations

Medical adaptations can include works such as replacing a bath with a wet floor shower area and making adjustments to tenant's homes and communal areas to aid mobility. Adaptations can also be fitted to help those with eye or hearing impairments.

How to Apply

To be eligible for most adaptations, you need to be a tenant or be part of a tenant's household and have your medical need assessed by an Occupational Therapist (OT). Your GP can also make a referral to an OT. Your OT will complete

and send us a form that will tell us the details of the adaptation needed. We may also accept letters from GPs or other Medical Professionals. If you require a small medical adaptation, such as a hand rail, one of our housing staff members can assess this work and instruct it.

More information

If you would like to talk to someone about applying for a medical adaptation, please contact our office on 0141 578 0200 to discuss.

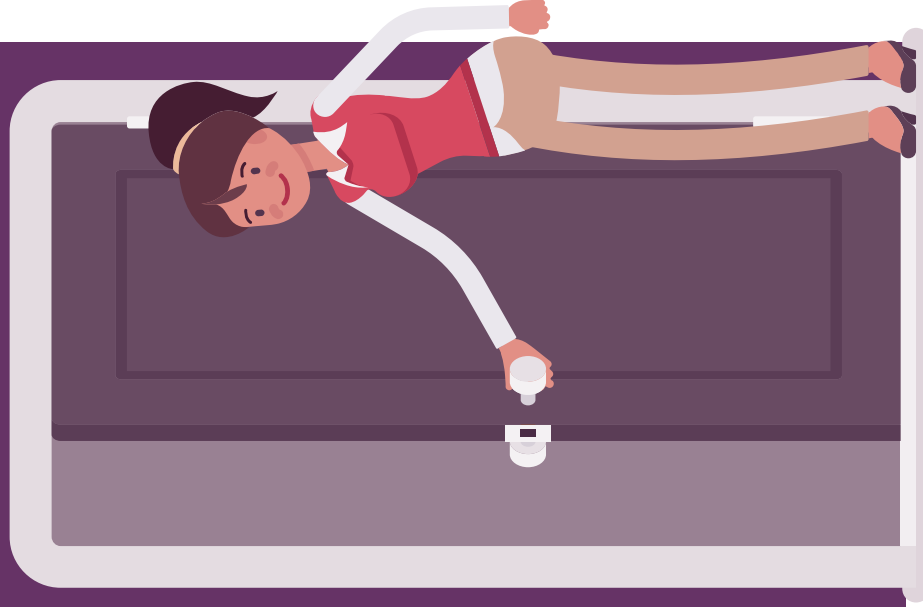


AVOIDING BOGUS CALLERS

Bogus callers, sometimes known as conmen or women, or doorstep thieves, are people who trick their way into people's homes with the intention of stealing money or property. This is bad enough at any time of year but it is best to be vigilant at this time when people are perhaps traditionally more relaxed. These people often work in teams of two or more and they usually prey on older or vulnerable people. Bogus callers can use many different guises to gain entry to your home, often pretending to be workmen. If you are in any doubt about the person on your doorstep, follow this advice.

Always

- ask to see the caller's identity card and check it thoroughly. If you feel unsure ask the caller to wait on the doorstep while you phone the company to check
 - lock the door while you go to use the telephone and don't open the door until you are totally convinced. Anyone who is genuine will not mind you doing this
 - ask the caller to return at an agreed day and time when you have someone with you. Don't let callers put pressure on you to let them in
 - if in doubt - keep them out
 - if you are suspicious - ring the police
- Be careful, we have been advised of suspicious people in the area.



KEEP YOUR HOME SAFE WHEN YOU GO ON HOLIDAY

Here are five things to remember when going on your travels to keep your home and your belongings secure.

1 Check your household insurance

Make sure you have the cover you need and that it remains valid while you are away. Check for exclusions in your policy that could render it void if, for instance, you are away from home for more than a certain number of days?

2 Don't leave your house looking unoccupied

- Mow the lawn before you leave so that it doesn't look like a meadow by the time you get back.
- Leave curtains and blinds open – nothing reveals that a house is unoccupied so much as curtains drawn during the day.
- Ask a neighbour to remove junk mail from your doormat or

letterbox. You can sign up to Royal Mail's Keepsafe service, which holds letters and parcels for up to 66 days while you are away and delivers them once you return.

- Install a light on a timer switch that comes on in the evening.

3 Keep your valuables safe

Keep valuables out of sight and don't leave them where they can be seen.

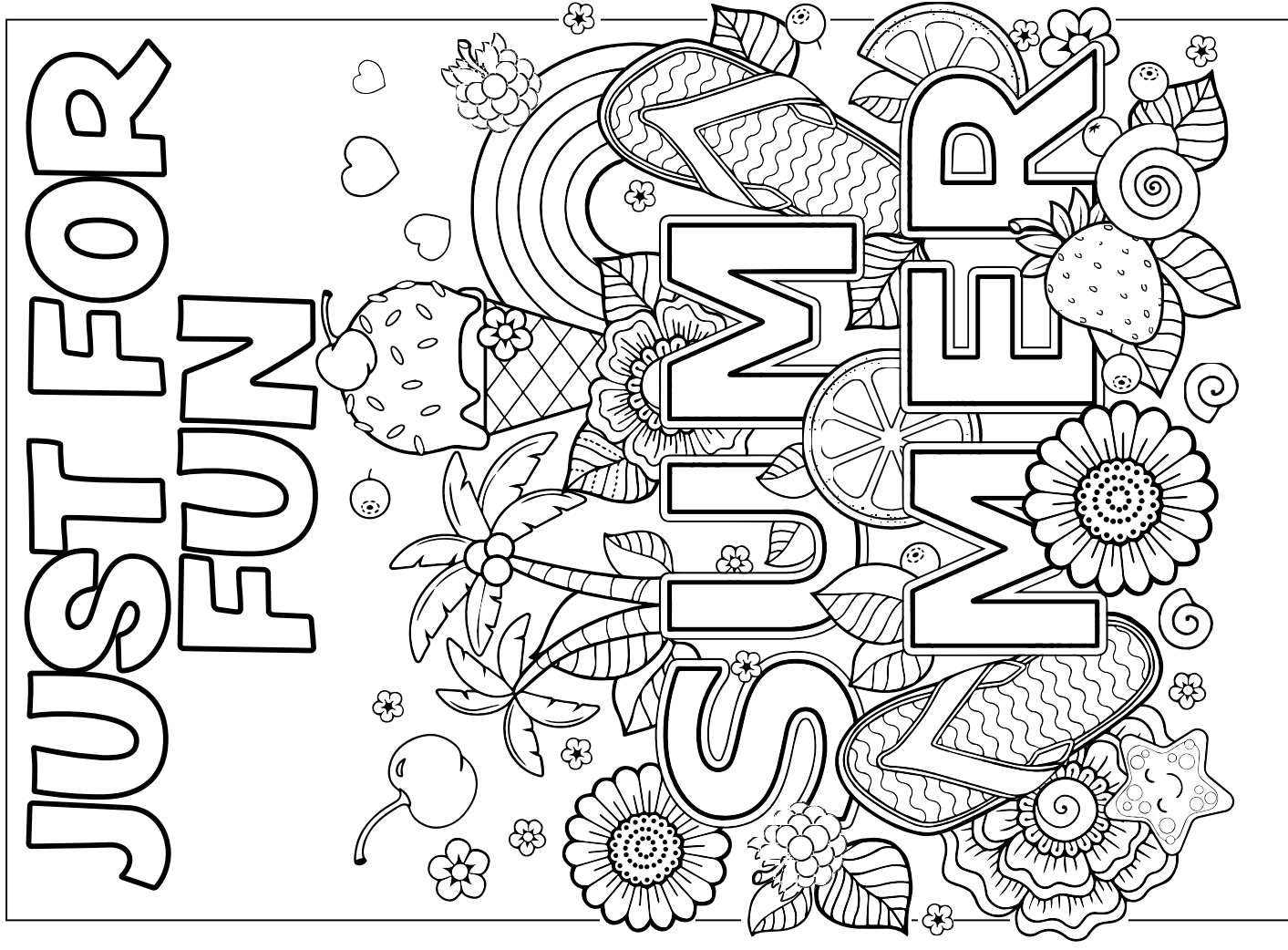
4 Don't tell everyone you're on holiday

Don't tell people outside immediate friends and family that you are going away or for how long. You'll have plenty of opportunity to show off your tan or tell your tales when you get back. Do not brag about your upcoming holiday on social media such as Facebook or Twitter – you don't know who can read your comments, or who they will tell.

5 Protect yourself and your luggage

Make sure you have adequate travel insurance and that you have declared anything that could later invalidate your claim. Don't state your home address on the outside of your luggage. Put a note inside the lid in case of loss. Use TSA standard locks on your luggage. TSA locks can be opened by authorised persons at airports, using special tools, meaning your bags can be examined by security personnel without causing damage.

Finally, Enjoy your trip!



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

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

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.

**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

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:

Friday 15 July

Monday 18 July

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