

Hillhead NEWS

HOUSING ASSOCIATION

Building on progress for a brighter Hillhead

A RECOGNISED SCOTTISH CHARITY SCO29998

THE MURAL IS ON THE WALL!



You may have noticed that a Mural has recently been completed on the gable wall of the Association's properties at Eastside. This Mural is part of the Rediscovering the Antonine Wall project funded by the National Lottery Heritage fund, LEADER and five Local Authorities. Their aim is to raise awareness about the Antonine Wall and Roman heritage in Central Scotland. This is one of five large-scale, permanent murals. The project will celebrate and raise awareness of the history and context of the wall. It is hoped that the murals will broaden access to our shared history.

Our mural has been designed by Scottish artist Fraser Gray who took inspiration from the objects found along the Wall in East Dunbartonshire. The objects in the mural are represented as if they were exposed in a museum. Fraser stated "Most of my ideas so far are based around an unusual still life arrangement, as if the objects have been taken out and arranged in a contemporary manner on or in front of the wall. The objects are the stars - literally painted on plinths and pedestals".

GARDEN COMPETITION 2023

Find out how to nominate your neighbours on page 5!

Anti Social Behaviour

We have recently received a number of calls from residents across Hillhead reporting anti social behaviour from young people. The reports state that the young people are knocking doors, throwing items at properties and being verbally abusive.

We are working with the Police regarding all reports received from our residents to try and identify those responsible so that action can be taken.

If you are a victim of anti social behaviour or witness incidents please report this to the **Police** on **101** or **999** if it is an emergency. You can also make reports anonymously by calling **Crimestoppers** on **0800 555111**.

Engaging with your Housing officer

Although strong family ties and supportive friends can help you deal with the stresses of life or any worries you may have, you may also want to consider speaking to your housing officer.

Keeping in touch with your landlord and talking to us is very important.

If you have any worries or concerns you would like to discuss, please contact our office.

Contents Insurance - Do I need it?

As your landlord the Association insures all the buildings it owns and this includes the home you live in. However, it is important that tenants are aware that we do not insure any of your contents or personal belongings.

Whilst you are under no obligation to have contents insurance, we would strongly advise that you consider it.

What would you do if there was a fire, theft, flood, or water damage to your home? Replacing household items and personal possessions is expensive. Contents insurance covers your furniture, carpets, clothing and electrical items and cover can be extended to include other items and accidental damage. You just need to think about the level of cover you need.

Unfortunately, accidents can happen and sometimes tenants find that they face a rechargeable repair bill from the Association. Examples

would include accidental damage to fixed glass in windows and doors and damage to bathroom fittings. You may find that your contents insurance will cover the cost of this bill. You need to check the details of your cover.

Hillhead tenants can purchase cover from Thistle Insurance Scheme. The scheme which was designed for tenants, offers a number of ways to pay your premium, variations in level of cover and sum insured. The minimum level of cover is based on £9000 of contents, and costs just £1.76 per fortnight or £3.28 per month. For those aged 55 plus the minimum level of cover starts at £6000 and costs £1.33 per fortnight or £2.34 per month. These figures are based on paying by swipe card, costs are lower if you opt to pay by direct debit.

There are of course other insurance providers but it's always considering whether Thistle can meet your needs.

Leaflets and further information can be obtained from the Association's office.



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 - 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 when you leave. The Council provide 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 1234510**. 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 tenants', private tenants' or owners' rubbish or bulky items - it is your responsibility to do so.

If you would like assistance or advice please speak to our Estate Co-ordinator Diane Bridges.

ESTATE WALKABOUT

Do you have any ideas how to improve the area? Have you noticed flytipping or other issues in your area? If you have a spare hour or two, why not come along to our next Estate Walkabout?

You can highlight any improvements you think could enhance your area and have an influence in any decisions we make. Estate Walkabouts are held every two months and any resident can come along and join in looking out for anything that might make the estate look untidy or unsafe.

On our recent estate walkabout, we noted some issues which included potholes on the roads, which were passed on to East Dunbartonshire Council Roads Department to repair, a few cases of flytipping which the



Estate Co-ordinator will deal with and some damaged fencing which the Association will repair.

Our next walkabout will be on Thursday 6th July at 2pm. If you

would like to come along, or if you are unable to come along but would still like to be involved, contact Diane on 0141 578 0200 or email us at admin@hillheadhousing.org.



We would love to hear from you if you are interested in helping make your area cleaner and safer for everyone. The litter picks will be held every two months and anyone can help. We provide litter pickers, bin bags and gloves so you only need to bring yourself.

On the last litter pick, we collected enough litter to fill ten bin bags in the space of just over an hour! Please contact Diane on **0141 578 0200** or admin@hillheadhousing.org if you would like to help out at the next event which will be held on Tuesday 11th July at 11am.

YOUR GARDEN

If your property has a garden or shared garden, please trim hedges and cut the grass regularly throughout the growing season. Using weedkiller at paths and driveways will help keep weeds at bay.



General News

GARDEN COMPETITION 2023

As Summer is almost here, we are looking for nominations for our annual garden competition. If you know of someone who should be included in this competition, or you would like to nominate yourself, you could –

- fill in the enclosed form and hand it in to the office during office hours or
- drop it in the postbox next to our front door or
- phone the office on 0141 578 0200 and speak to Diane
- email admin@hillheadhousing.org

The closing date for nominations is Friday 11th August 2023. Members of Association staff will visit the gardens the following week, 14th-18th August, to judge the nominated gardens.



HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period 1 January to 31 March 2023

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.

KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

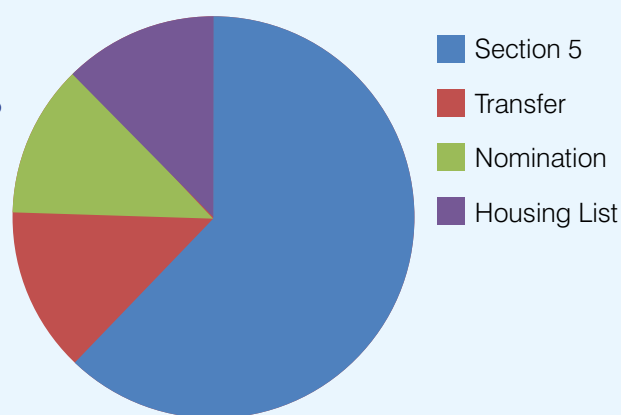
CURRENT TENANT RENT ARREARS

Month	Tenant Arrears	Level of Arrears
January	£107,746.24	2.70%
February	£113,131.00	2.84%
March	£96,892.51	2.43%

ALLOCATIONS

Month	No. of Lets
January	3
February	3
March	2

WHO WERE PROPERTIES ALLOCATED TO?



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	January	February	March
Emergency (24hours)	99.16%	100%	98.88%
Urgent (3 days)	95.55%	100%	97.05%
Routine (10 days)	91.48%	97.46%	90.36%
Voids (7 days)	92.30%	100%	82.35%
All Repairs - HHA 2000	95.58%	98.88%	95.02%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against those of other housing association members of Scotland's Housing Networks every quarter.

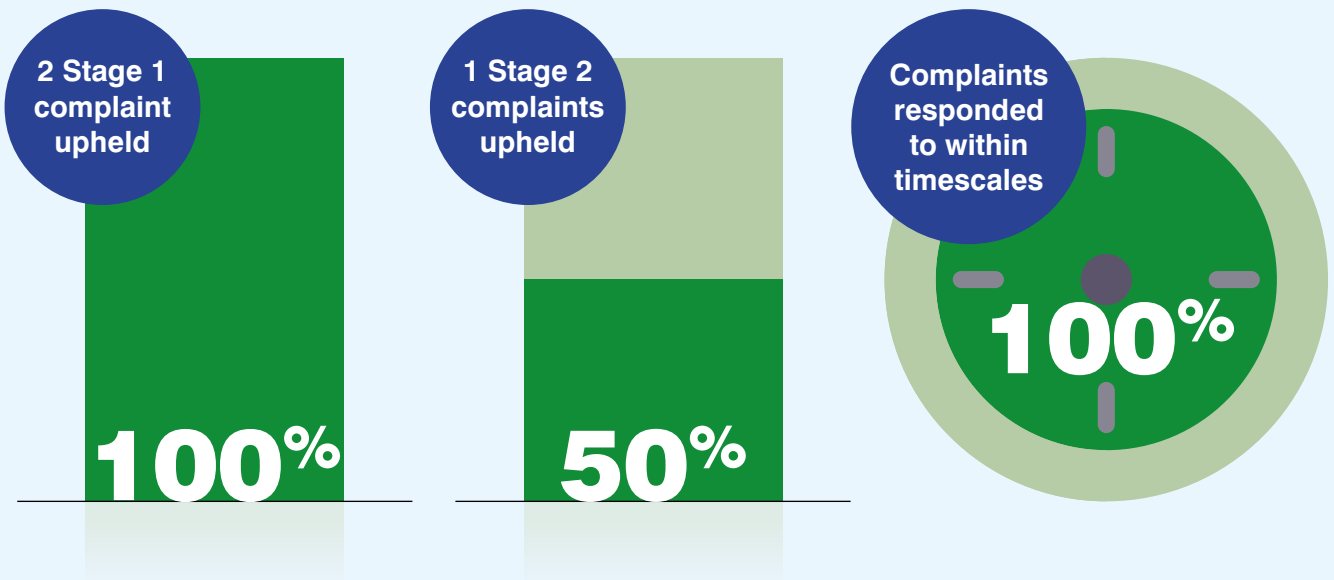
The table below lets you see how are performing against the average of this group at the end of March 2023.

Performance Area	Hillhead	Scotland Housing Network
Rent Arrears	2.43	2.48
Rent Loss for empty houses/flats	0.46	0.76
Average time taken to re-let a house	26.51	30.07
Average number of days to complete non emergency repairs	3.09	6.85

COMPLAINTS

Between 1 January and 31 March 2023, the Association received 2 Stage 1 complaints and 2 Stage 2 complaints.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance	4
Access to Housing and Support	0
Customer / Landlord Relationship	0
Getting good value from rents & service charges	0
Neighbourhood and community	0
Complaints relating to equalities	0

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaints were due to delays by contractors. Property Services Staff continue to liaise with contractors in these situations and monitor work until resolution.

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.



OUT OF HOURS EMERGENCY REPAIRS CONTACT NUMBERS:

(Gas Heating repairs–James Frew Ltd)	01294 468 113
(all other repairs–Rodgers & Johnston)	0800 999 2520
For tenants of new build properties built within 1 year call NPA	0345 6016 084

PUBLIC HOLIDAYS - OFFICE HOURS

Our office will be closed on the following dates:
Friday 14 July and Monday 17 July

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