

Dolly Parton



Imagination Library

We have recently registered for a new and exciting scheme called the Dolly Parton Imagination Library. This scheme is being sponsored by our Repairs Contractor Rodgers & Johnston Ltd.

Dolly Parton's Imagination Library is a 60 volume set of books beginning with the children's classic *The Tale of Peter Rabbit* for children aged 0-5 years old. Each month a new, carefully selected book will arrive by mail in your child's name and will be delivered directly to your home.

Best of all - this is free. There is no cost or obligation to your family.



Who Is Eligible?

All children of Hillhead Housing Association tenants under the age of five.

How do I register my child/children?

A parent or guardian should contact the association and request a registration form which should be completed and returned to our office.

When Will I Receive Books?

Once we receive the completed registration form we will post you the first welcome book. Six to eight weeks after your registration form has been received, books will begin arriving from the Imagination Library to your home and will continue until your child turns five or you move out of the area.

Since launching in 1995, Dolly Parton's Imagination Library has become the preeminent early childhood book gifting program in the world. The flagship program of The Dollywood Foundation has gifted well over 150 million free books in Australia, Canada, The Republic of Ireland, United Kingdom and the United States. The Imagination Library mails more than 1.8 million high-quality, age-appropriate books each month to registered children from birth to age five.

Dolly envisioned creating a lifelong love of reading, inspiring them to dream. The impact of the program has been widely researched and results suggest positive increases in key early childhood literacy metrics.

Penguin Random House UK is the exclusive publisher for Dolly Parton's Imagination Library. For more information, please visit imaginationlibrary.com.

If you require any further information please contact Marie Savage on 0141 776 8623.

Universal Credit - Update Housing Costs

As you will be aware, the rent increase was applied on 28 March 2021.

If you are in receipt of Universal Credit, you will need to update your housing costs on your journal. This will allow us to confirm your address and housing costs liability.

We can then submit the information that is required to allow the correct amount of rent to be paid.

If you have not already done so, please update your housing costs at your earliest convenience. If you need any assistance with this, please contact your Housing Officer.



Dog Fouling

Our estates staff have a very difficult job to do and have worked hard throughout the pandemic to look after Hillhead and its residents. Their duties do include aspects of ground maintenance but do not include cleaning up dog foul.

Dog fouling is an act of anti-social behaviour and a breach of tenancy conditions. Tenants who fail to pick up after their dog have a total disregard for their neighbours, public health and their community. Furthermore, failing to pick up after your dog is an offence under the Dog Fouling (Scotland) Act 2003.

Our position on dog fouling is clear - dog fouling is unacceptable and will not be tolerated within our community. If you own a dog it is your duty to be a responsible dog owner and to clean up after it.

Our staff will continue to work closely on this issue with East Dunbartonshire Council's Community Safety Team.



Gardening Times...

Many of us have spent more time in our gardens over the last year than we would ever have thought possible. Maybe you made some improvements, planted new flowers or made a nice area to sit in? All these improvements help to make Hillhead a nicer place to live in and we would like to keep it like that.

So once again, despite the changeable weather, it is that time of year for those of us lucky enough to have gardens to make the extra effort to keep them

neat and tidy. Please continue to cut the grass, weed areas and cut back any shrubs and hedges that are your responsibility. It is an obligation of your tenancy agreement to attend to these issues.

Garden waste is being uplifted by the Council free of charge, please only use the green bin for garden refuse which gets collected every second week. If you need a garden bin please call the Council free of charge on 0300 12345 10.

As restrictions ease gardens will be inspected on a regular basis and hopefully the sun will be shining.

Routine Repairs

As tenants will be aware, we had only been able to carry out emergency works and repairs during the latest lockdown. From Monday 26 April 2021 that all changed and we are now able to carry out non-emergency repairs.

Staff will be in contact with tenants to organise access arrangements for

any outstanding repairs that we are aware of. However if you have any repairs that you have not reported to our office, please contact a member of the property services team to arrange these works or inspections. Contact details are included with this newsletter.

Once again, we would like to thank everyone for their patience during the lockdown restrictions.



HOUSE KEYS

When you sign up for your new home, you will receive two full sets of house keys. If you do not think you have received all the keys you should have, please contact your Housing Officer.

Do Hillhead Housing Association keep copies of keys for my house?

The Association does not keep any keys for your house. We may have

copies of keys for common areas such as close cupboards or close loft hatches.

What if I lose my keys?

If you have lost one set of keys, you should get copies made of the other set. Please note that this will be at your own expense as your keys are your responsibility. In some cases, the keys are security keys and cannot be copied at high street shops. If this is the case, please

contact a member of the Property Services team who will advise you how to get a replacement key.

What if my keys are stolen?

If all your keys have been stolen, you should report it to the police and arrange for a joiner or locksmith to change your locks. You will have to pay for this yourself.

Alternatively, you can contact the Property Services team who can arrange for our contractor to gain access and change the locks. Please note you will be charged for these works.

If you are locked out outwith opening hours, please phone the out of hours emergency repairs number on 0800 999 2520 . You will be recharged for this and also for any damage caused to the door or surrounds whilst the joiner gains access.

Can I get extra keys cut?

Yes, this will be at your own expense. We also recommend that you keep a spare set of keys with someone you trust who lives nearby in case you lose yours or you are locked out.

REMEMBER - IT IS YOUR RESPONSIBILITY TO LOOK AFTER THE KEYS WE GIVE YOU





Electrical Testing

The Association is required to carry out Periodic Electrical Inspections every 5 years and it is important that you allow access for these inspections to take place.

If you have received a letter regarding an electric inspection but, for whatever reason you have not been able to allow access, then please contact a member of the Property Services Team to discuss this further.

TEST THEM TUESDAY

It is a harsh reality that you are more than twice as likely to die in a fire at home if you haven't got a working smoke alarm. A smoke alarm is the easiest way to alert you to the danger of fire, giving you time to escape.

The more alarms you have, the safer you'll be – as long as they are working – so make sure you test them every week. Easy to remember – **Test Them Tuesday!**

Fire and rescue services also offer free home safety visits to eligible customers. This involves them visiting

your home and offering fire safety advice for you and your household.

If your home has smoke and heat detectors, it is important that you look after them and follow the manufacturer's instructions. If any are not working, please contact us immediately.

It is essential that you test the battery in your smoke and heat alarms regularly to make sure it works – only a working smoke alarm can buy you and your family the valuable time you need to get out, stay out and telephone 999.

So remember three simple words – **Test Them Tuesday.**

Community Garden

We are delighted to report that our Community Garden has reopened. If you wish to become involved with the garden and enjoy growing your own vegetables and connecting with new people then please contact our Property Services Officer Marie Savage for more information.

If you are visiting the garden at this time, please ensure that you adopt the social distancing requirements as outlined by the Scottish Government to ensure everyone's safety while in the garden. We look forward to seeing you there.

We would like to thank Scottish Gas Networks and Utilita's Community Fund who both made a contribution to the Association to purchase 2 new raised beds for the community garden. The new beds have been put to good use as we have taken delivery of the fantastic Schools Constant Garden from Rocket Garden, which includes a series of boxes brimming full of young fruit and vegetable plants ready to plant following the garden being awarded the Royal Horticultural Societies Level 3 School Gardening Award.



Environmental Works Update

Our contractor P1 solutions have been on site since August 2019 and have been progressing well with the environmental works.

Tenants will be advised by letter before any works commence. Please note that not all gardens will have identical works carried out so if you have any queries or questions about the works please do not hesitate to contact our Property Service Officer Malcolm Macdonald who will discuss the works planned for your garden.

Phase 1 includes new fences and the contractors are currently working on Newdyke Road fences. Abbotsford,

Kenilworth, Eildon and the remaining houses on Redbrae Road will be completed shortly thereafter. You will receive a letter in advance of the works with the dates and a frequently asked questions booklet.

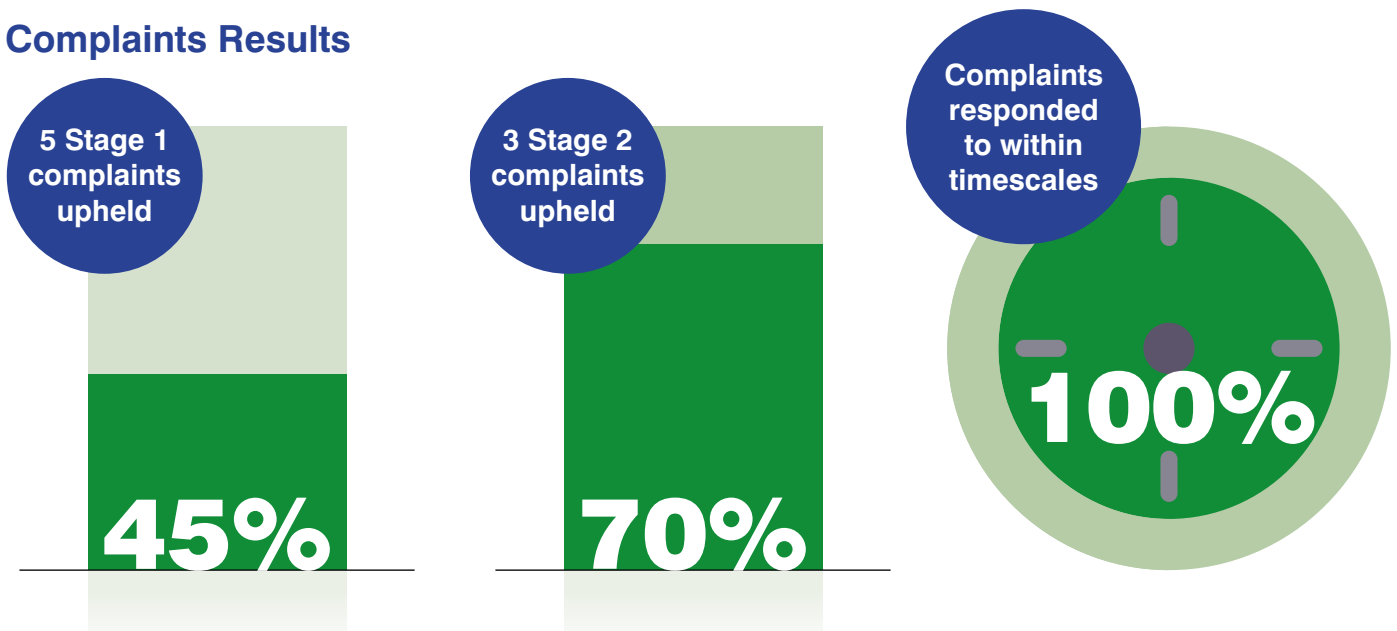
Phase 2 involves groundworks, which will deal with path repairs and clothes poles where/if required. The contractors are currently working at the lower end of Meiklehill and Highfield Roads, following which works will take place at Waverley Crescent. And then the remaining addresses will receive letters with dates for works to start at their property.

Performance

COMPLAINTS

Between 1 January and 31 March 2021, we received 11 Stage 1 complaints and 4 Stage 2 complaints. When you complain, we always aim to resolve the issue as soon as possible and within 5 working days. However some complaints are more complex and require detailed investigation, meaning they are treated as Stage 2 complaints which we aim to respond within 20 working days.

Complaints Results



HILLHEAD HOUSING ASSOCIATION 2000

BUSINESS OBJECTIVES FOR THE YEAR 2020/2021

Each year the Management Committee agrees a number of Business Objectives that it wishes to see carried out over the course of the year. For the year April 2020 to March 2021 our staff team worked across 16 wide ranging Objectives.

Unfortunately some of these were impacted on by the Pandemic and the restrictions that were placed on most organisations. Throughout the pandemic our focus has remained on supporting and helping the local community and protecting the assets and finances of the Association.

Although restrictions are still in place we are hopeful that we can catch up on delayed investment and work to improve our service delivery response times.

We continue to plan for the re-opening of our office later in the summer but we anticipate some of our staff will continue to be working from home beyond this.



No.	Objective	Lead Team
1	To invest £500,000 in Phases 2 and 3 of wider environmental improvements by March 2021 Works are ongoing and has picked up pace following restrictions earlier in the year. Spend to date £428,418.	Development & Property Services
2	To complete painter work programme at Phase 2 and 4 newbuild All works were completed.	Development & Property Services
3	To achieve a development agreement with CALA Homes for sites at Fauldhead Road and Chryston Road by September 2020 Planning Application submitted April 2021 and site start due April 2022. Discussions on Development Agreement & Procurement at early stage.	Development & Property Services
4	To resume office based service delivery in COVID-19 compliant environment by August/ September 2020 Current government guidance states that it will be the end of June 2021 before some office based staff services can restart.	Development & Property Services
5	To complete all non-emergency repairs within 6 days. (3 for urgent and 10 for routine) Last quarter performance is 2.40 days, which compares favourably to the performance in quarter 3. COVID-19 is having an impact on some repair completions.	Development & Property Services
6	To complete smoke and heat detector upgrades by Feb 2021. We are working on a new programme due to COVID-19 with a new deadline of February 22 as announced by the Scottish Government.	Development & Property Services
7	To maintain rent arrears below 5.0% by March 2021 Current tenant arrears at end March 2021 are 3.27% - a reduction from 3.72% at the end of December. Former tenant arrears are 0.61%. Therefore, total arrears as % of Annual Gross Rent 3.88%.	Housing Management

8	To secure additional benefits income of £500,000 for Hillhead Tenants by March At 31 March 2021, we have had a client gain of £497,921.31 During the year we have secured additional grant funding of £19,532 from the Communities Recovery Fund and other funding sources.	Housing Management
9	To continue to provide Tenancy Support Services to 45 of the Association's most vulnerable tenants by March 2021 There have been 37 new referrals since April and currently there are 71 open cases.	Housing Management
10	To review Housing List by September 2020 Due to restrictions and our system is almost entirely paper based a full review will need to be deferred until we have staff back in the office. In the meantime we are reviewing applications on an ad-hoc basis.	Housing Management
11	To re-let voids within an average of 21 days Average relet time in Q4 was 38 days compared to 28 days in Q3. The year to date is 54 days and was impacted by COVID-19 restrictions on letting activities.	Housing Management/ Property Services
12	To adopt the new set of Model Rules by September 2020 New rules were registered by the FCA in December 2020.	Finance & Corporate Services
13	To complete and implement IT systems review by March 2021 Review completed and Lugo appointed in February 2021.	Finance & Corporate Services
14	To carry out a Business Planning review by September 2020 Progress has restarted following decision to defer the Stock Condition Survey to 2021.	Finance & Corporate Services
15	To increase the number of Members by 10% by March 2021 At 31 March we have 52 members, no change from December.	Finance & Corporate Services
16	To introduce a new performance management framework by November 2020 New style of Committee Reporting prepared in August 2020	Finance & Corporate Services

	Achieved		On target		Not achieved
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The Association reviews its Strategic Plan regularly and continues to think strategically in order to ensure the organisation is best placed to meet and manage the challenges of a post pandemic world.

We have learned throughout the last 15 months a lot about our community here in Hillhead and our vision actually sums this up pretty well:

Our Vision

"A great community with a strong sense of belonging"

This captures the importance we give to:

- Serving our **community**.....
- Supporting the community's **aspirations**
- Fostering a sense of **ownership**; and
- **Pride** in the local area.....

Our values

Values are important to us as they guide our behaviours and highlight where we focus our energy and commitment.

- *Going the extra mile...*
- *Thinking positively...*
- *Showing appreciation...*
- *Empowering others...*
- *Not forgetting the important things....*
- *Spending wisely....*

- **Going the extra mile**:- a key part of our customer service and one which we know is appreciated hugely
- **Thinking positively**:- we are a "can do" organisation and where we make mistakes we always learn from them
- **Showing appreciation**: - we employ over 21 members of staff and we encourage appreciation from customers and colleagues alike.
- **Empowering others**:- we believe in letting our staff get on with the job and maximising their responsibility without being micro managed
- **Not forgetting the important things**:- as a registered social landlord we must operate within a tight regulatory regime and ensure compliance and our systems of assurance are maintained at all times
- **Spending wisely**: - we are always mindful that our financial resources come almost entirely from rents our tenants pay. Capital subsidy from the government is taxpayer's money so we also have a commitment to transparency and thrift

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 2021**

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

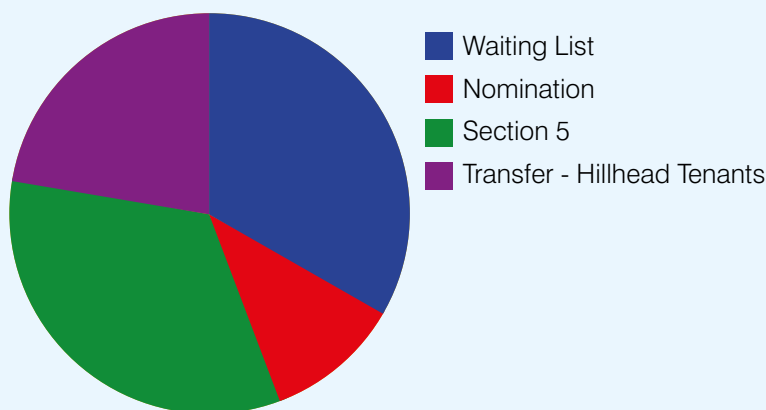
CURRENT TENANT RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
January	£142,286.35	3.75%	5.0%
February	£144,308.80	3.80%	5.0%
March	£124,153.44	3.27%	5.0%

ALLOCATIONS

Month	No. of Lets
January	3
February	4
March	2

WHO WERE PROPERTIES ALLOCATED TO?



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	January	February	March
Emergency (24hours)	100%	94.44%	100%
Urgent (3 days)	97.08%	100%	99.09%
Routine (10 days)	98.56%	93.81%	98.93%
Voids (7 days)	83.33%	100%	100%
All Repairs - HHA 2000	97.63%	97.03%	99.15%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against those of 3 other housing associations every quarter. The table below lets you see how we are performing against the average of this group at the end of March 2021

Performance Area	Hillhead	Housing Association Group
Rent Arrears	3.88%	4%
Rent Loss for empty houses/flats	0.63%	1%
Average time taken to re-let a house	38 days	20.02 days
Average number of days to complete non emergency repairs	2.76 days	3.53 days

Regulatory Matters



The Association is regulated by the Scottish Housing Regulator and each year we must submit an assurance statement and other regulatory returns. These include the following: -

- Annual Performance Return against the Scottish Government's Housing Charter - 31 May
- An annual Loan Return - 30 June
- Five Year Financial Projections - 30 June
- Annual Financial Statements - 30 September
- Annual Assurance Statement signed by the Committee confirming its compliance with the Regulatory framework - 31 October.

We are pleased to report that for the year 2020/21 the Regulator has assessed the Association as being Compliant which is the lowest level of engagement a Housing Association can have.

You can read more about the role of the Scottish Housing Regulator at <https://www.housingregulator.gov.scot/for-tenants>

Engagement plan

Hillhead Housing Association 2000

COVID-19 has significantly impacted the services provided by social landlords in 2020 and will continue to influence how services are provided in 2021. We will continue to monitor, assess and report upon how each landlord is responding and we will keep our regulatory engagement under review so that we can continue to respond to the challenges of COVID-19.

We don't require any further assurance from Hillhead at this point in time other than the annual regulatory returns required from all RSLs.

Regulatory returns

Hillhead must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

Read more about Hillhead

Our lead officer for Hillhead Housing Association 2000 is:

Name: Lynn Sweeney, Regulation Manager

Address: Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF

Telephone: 0141 242 5865

Email: Lynn.Sweeney@shr.gov.scot

New Committee Members

This is an exciting time for Hillhead as we are planning on building more new homes in 2022. Currently our focus is to support the recovery of our local community out of the Pandemic. As an organisation we are developing the greater use of technology for our customers, our employees and with our committee. We are keen to attract people who have an interest in improving the lives of local tenants, residents and other customers and making sure that we are providing the best services we can.

We advertised throughout the month of May and having received 6 expressions of interest we have invited two new members to join us.

A big welcome to Peter O'Connell and Alistair McPhee who join us at the start of June.

Peter is Project Director with Network Rail and lives locally. He has a wealth of experience in big capital projects. During the pandemic he volunteered with East Dunbartonshire Voluntary Action and got to know our area well.

Alistair has family connections with Kirkintilloch and is a Finance Assistant with Spire View Housing Association in the Royston area of Glasgow. He also volunteers for housing and homelessness charities.

If you would like to join Peter and Alistair on our Management Committee please get in touch with our Director, Stephen Macintyre for more information.

Staff Changes

After several years with very little changes to our staff team, we have certainly made up for it over the past few months!

Moira Escreet

Welfare Rights Officer in 2005 and quickly became a popular and highly respected member of staff amongst tenants, staff and committee. Along with her colleague Morag Bisset, she has helped many tenants over the years with benefits advice.

Although we will all miss Moira, we wish her well in her new employment with Child Poverty Action Group and are sure she will excel in this role.



Angela Taylor

Although delighted with Heather's move to our staff team, we are still keen to maintain the worthwhile tenancy support services offered by the Simon Community. Angela Taylor will now be the Tenancy Support Officer and you can contact her Monday – Thursday on 07876 077751 or by email - angela.taylor@simonscotland.org



Gail Fitzpatrick

We have already had 2 staff retirements during lockdown, and this month sees the 3rd. Our Corporate Services Assistant, Gail Fitzpatrick, has been with the Association since the stock transfer in 2004. Many of you will have chatted to her at reception or on the phone over the years. When we eventually return to the office, her presence and personality will definitely be missed! But we wish her all the best in her retirement and know that this will give her more opportunity to spend quality time with her children and grandchildren.



Heather Montgomery

As many of you may know, Heather has until recently been the Association's Tenancy Support Officer. We engage tenancy support services through Simon Community Scotland, with whom Heather was employed.

Following Moira's resignation, we assessed the needs within the support services team and considered that a new position of Income Maximisation Assistant would best serve the needs of the Association and our tenants. Heather Montgomery was the obvious choice for this role, given her existing relationship with tenants and involvement in many benefits advice. The position of Income Maximisation Assistant was therefore offered and accepted by Heather, and she officially joined our staff team last month.

This position will initially be temporary for a period of 1 year, at which time it will be reviewed. We wish Heather all the best in her new role with Hillhead.



Kelly Wallace

Our Housing Assistant Kelly Wallace had not yet started her maternity leave at the beginning of lockdown last March, but ended up spending all of her maternity leave in lockdown! She gave birth to a beautiful baby boy Callan in September, and the family are delighted with the new addition, especially big brother Jack.

Kelly returned to work last month, albeit she will still be working from home like the majority of our staff. Hopefully it will not be too long until you see her back in the office.





PLEASE TELEPHONE STAFF DIRECT FOR THE FOLLOWING SERVICES:

WHEN PHONING THE DIRECT 776 NUMBERS - THERE WILL BE A SLIGHT DELAY WHILE THE CALL DIVERTS TO THE MOBILE PHONE

To speak with a member of the repairs team:

Diane Bridges (to report repairs or for general repair enquiries)	Property Services Assistant	0141 776 8625/ 07458 301116
Malcolm Macdonald (for queries relating to fencing works)	Property Services Officer	0141 776 8627
Marie Savage (for queries relating to medical adaptation works)	Property Services Officer	0141 776 8623 (Tue-Fri)

To speak with a member of the housing team:

Elaine Scullion	Housing Officer	0141 776 8635/ 07458 300984
Sharon Singer	Housing Officer (Mon-Wed)	0141 776 8634/ 07458 309048
Suzanne McGraw	Housing Officer (Wed-Fri)	0141 776 8632/ 07458 309046
Heather Robertson	Housing Officer	0141 776 8636/ 07458 301330
Kelly Wallace	Housing Assistant	0141 776 8636/ 07458 301330

If your enquiry is related to an application for housing, please telephone 0141 776 8629 / 07458 309044.

To speak with a member of our support services team:

Morag Bisset	Welfare Rights Officer	0141 776 8631/ 07458 309043
Heather Montgomery	Maximisation Assistant	0141 776 8630/ 07458 309022
Angela Taylor	Tenancy Support Officer (Mon-Thur)	07876 077751

For General Enquiries:

Tracy McGrath	Admin Assistant (Reception)	07437 847708
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To make a payment, you can contact the main office number – 0141 578 0200 between 10am and 3pm

**Remember you can also text enquiries to 07491 163 429
or email admin@hillheadhousing.org**

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

**Please refer to Direct Dial Numbers for
all staff on enclosed Staff Contact List**

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

Due to the pandemic our main office number is only available
between 10am-3pm, however staff can be contacted on their
direct phone numbers during normal working hours

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 16 July and Monday 19 July 2021

**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.



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