

Building on progress for a brighter Hillhead

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# HILLHEAD COMMUNITY GALA DAY! FRIDAY 27 JUNE 2025

In our last newsletter we asked you to save the date for our Gala Day on 27 June to celebrate our 21st anniversary. Well that date is nearly here and we have been busy organising ways in which to make the day a success!

**FREE** Face Painting & Glitter Tattoos

**FREE** Sports races with prizes and medals

**FREE** Chair Yoga

**FREE** There will even be a magician stopping by to perform some magic tricks!

**FREE** Bouncy Castles

**Have you collected your kiddie's goody Bag voucher yet?**

We don't want to disappoint any kiddies on the day – so remember to collect your voucher(s) from our office. We can email this to you if that's easier – we just need to know who many you need.

**We will also have table top sales and information stalls – and prize tombolas (including one specifically for the children) – fantastic prizes to be won at both!**



# Applying for Housing

**Hillhead Housing Association owns 830 properties in the Hillhead & Braes O'Yetts areas of Kirkintilloch and a further 41 will come off-site later this year in our newbuild Fauldhead site. On average around 40-50 properties come up for allocation every year and we currently have over 700 applicant households on our housing list. This means that unfortunately we will not be able to offer everyone on our waiting list a property. We strongly recommend that all applicants apply to multiple landlords.**

East Dunbartonshire have a Common Housing Register (CHR), which is a combined single social housing list for 15 Registered Social Landlords (RSLs) in this area. They all have access to information on each other's housing stock. You can register with all the participating landlords using one CHR application form.

Please note the following information;

- You must be age 16 or over to apply for housing with us.
- The quickest and easiest way to apply is online using the link - <https://hat.hillheadhousing.org/register/>

- We have greater availability of flats and 4 in a block style properties than houses.
- Our properties are let with NO white goods, furnishings or floor coverings.

When you submit your application, you will receive an email acknowledgement and this will explain to you what happens next.

A paper application form is available on request from our office if you are unable to use the online application.

Your housing need will be assessed based on the information you provide within your application and on any support information/documents provided as proof of your circumstances. If you fail to supply support documents, this may impact on the points you are awarded.

Full information and frequently asked questions can be found on our website.



## House Visit Programme

**Our Housing Team are making preparations to begin rolling out a programme of visits to each of our properties. This will be an opportunity for tenants to meet their Housing Officer and discuss their ongoing housing needs.**

We will also ensure we have all of your information up to date, make you aware of all of the services of the Association

and to offer any additional support you may require.

Initially we will tie in with those tenants who are having a survey carried out for planned maintenance works but as we roll this out to more tenants, please look out for your letter advising the time and date we will visit.

If you would like further information, please contact our office and ask to speak to your Housing Officer



# Meet the Customer Care Working Group

**Our Customer Care Working Group have been busy over the past nine months reviewing our tenant feedback from multiple survey and consultation exercises and shaping our new Tenant Participation Strategy.**

As well as this, they have worked with an artist to create a stencil representing Hillhead to be sprayed on the canal path using removable chalk spray as part of a community art project later this year.

Most recently, they met to discuss our repairs and maintenance service, tenant feedback on the service and spoke with Greg from R&J contractors who gave an overview of the reactive repairs service they provide for Hillhead HA.

The group will be building on their skills and training to continue reviewing the work of the Association and shaping improvements in the services we deliver.

Each year, attendees of the Customer Care Working Group who attended at least two meetings in the year are placed into a prize draw for a £50 voucher of their choice!

You can attend as much or as little as you like and we take feedback from the group on the best times to meet based on everyone's availability.

If you would like to build your own skills, would like to be more involved in the work of the Association or share your own knowledge and experience to shape future services, please contact Paula McCann, Head of Housing Services on **0141 578 0200**.



## Keep us Up to Date

**If you change your contact details or would like us to change the way we contact you, please contact our office on 0141 578 0200 and let us know.**

We contact our tenants with important information such as when we have funding available, we consult on policies which affect tenants and we will let you know about any community events such as our 21<sup>st</sup> Birthday Summer Gala Day. Therefore, don't miss out and let us know if any of your details have changed.

It is also important to let us know if anything in your household changes, such

as anyone moving in or out or changes to anyone's employment. Our Housing and Welfare Rights Team can advise you if any changes may affect your income or contribution towards Housing Costs and make sure you are not paying too much or too little to your rent account.

Let us know of any ways in which you would like to be contacted/kept up to date which we are not doing already (e.g. neighbourhood app or different social media platforms.)



# Planned Maintenance 25/26

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

## Kitchen replacement programme

The association will be installing **178 new kitchens** as part of this year's replacement programme. It is anticipated that the works will commence in August 2025.



The programme includes renewing kitchen's at some addresses in Banks Road, Fernlea Road, Highfield Crescent, Hillhead Road, John Street, Langmuir Avenue, Meiklehill Avenue, Meiklehill Road, Newdyke Road, Shells Road and Waterloo Gardens.

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 **121 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.



# LITTERPICKING WITH LOCAL PRIMARY SCHOOLS



Great effort from the pupils at Oxgang Primary (see photo) and Holy Trinity Primary who joined in a litter pick recently with Diane,

Estate Co-ordinator, helping to improve our area. Well done to all involved, it's amazing how much can be collected in an hour or two!

## New team member

John McAlaney took up the position of Property Services Officer at the beginning of March and we are confident that his experience and skills will allow him to help the section ensure our properties are maintained to as high a standard as possible. You are likely to see John out and about carrying out inspections.



## Litterpicking and Estate Walkabouts

You may have received a text recently from the Association to find out your thoughts and opinions on joining in community litter picks and estate walkabouts. If anyone is interested in finding out more about this or wish to be a part of helping improve your area, please contact Diane.



# Garden Competition

As summer is now here, we are looking for nominations for our annual garden competition. If you know of any tenants' gardens who should be included in this competition, or you would like to nominate yourself, you could –

- fill in the form below 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](mailto:admin@hillheadhousing.org)

The closing date for nominations is **Thursday 31<sup>st</sup> July 2025**. Members of Association staff will visit the gardens the following week to judge the nominated gardens.

## GARDEN COMPETITION NOMINATION FORM

**Nominations must be received by Thursday 31st July 2025**

Tenant's Name .....

Nominator's Name .....

Address .....

Nominator's Address .....

Reason for Nomination .....

Tel. No. ....

## 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 your grass regularly
- Weed all areas of your garden and driveway (if you have one)
- Trim your hedges
- Pick up any litter
- Rake leaves

If you are unable to maintain your garden yourself, you can hire a gardener to help you or contact East Dunbartonshire Council who provide the Care of Gardens scheme.

# 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 place 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](http://www.firescotland.gov.uk)



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

# GOOD NEIGHBOUR AWARD 2025

## We are seeking Nominations for the Good Neighbour Award for 2025

Do you know someone in the Hillhead community\* who really goes out of their way to help their neighbours? If so, we are encouraging local residents to nominate any tenants they know who fit this category. Please contact the office on **0141 578 0200** or email **admin@hillheadhousing.org** to pass on your details and the name and address of who you would like to nominate and your reason for nominating them.

The Good Neighbour Award will be announced on Wednesday 17th September to coincide with Scottish Housing Day's 10th Anniversary which recognises and appreciates the importance good neighbours are to the community and peoples' well being. **The prize is a £50 supermarket voucher of the winner's choice.**

\* Please note that the Award can only go to a Hillhead tenant or a member of their household.



## BE A WINNER – IT COULD BE YOU!

You might already be aware of the prize draws 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:

## REPAIRS SATISFACTION SURVEYS

Whenever you report a repair, this generates a text message asking if you wish a satisfaction form to be sent to you. Once you receive this form all you need to do is answer a few brief questions, return them to us in the reply-paid envelope provided, and you will be entered into a prize draw.

These prize draws take place on a quarterly basis, In March 2025 Mrs Lloyd of Newdyke Road was the lucky prize winner and she chose for her prize a £100 Tesco shopping voucher. The next draw will take place at the end of June.



## 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 2024 Ms.Kelly of Highfield Road won the tenant loyalty scheme and she chose a £100 Caudlers shopping voucher as her prize.

## 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!**

# 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](mailto:admin@hillheadhousing.org)

Web: [www.hillheadhousing.org](http://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:

- Friday 18 & Monday 21 July 2025

**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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