

SPRING CLEAN FOR HILLHEAD!

ESTATE WALKABOUT

Thursday 20th April 2023 At 11am

**Have you noticed any issues around the estate?
Can you spare an hour or two to join us?**

Estate Walkabouts give residents an opportunity to accompany Diane, our Estate Co-ordinator in highlighting issues in the local area and looking out for anything that makes the estate look untidy/unsafe. Where possible, an action plan can then be created by residents and Diane, which will determine what actions need to be taken to solve the problems, a timescale for the actions and more.

Why not come along and join us on the Estate Walkabout and have a say in how you would like your area improved? If you are unable to come along on the day, don't worry, you can still be involved by contacting us on 0141 578 0200 or emailing Diane at diane@hillheadhousing.org. You can highlight any improvements you think would enhance your estate and have an influence in any decisions we make.

If you have any questions about the estate walkabout or would like to confirm you can join in, please contact Diane on **0141 578 0200**. We look forward to hearing from you!



Our Community litter pick is taking place on Wednesday 3 May 2023, and everyone is welcome!

We will be meeting at our office (2 Meiklehill Road) at 2pm and then we will head off to help make the area nice and tidy. Even if you only have half an hour to spare, all efforts will be much appreciated.

Let's see how many bags we can collect!

Please contact Diane on **0141 578 0200** or at diane@hillheadhousing.org to let her know if you can make it. This will help us ensure we have enough litter pickers and bags.

Rent Increase – Changes you may need to make

Everyone will now have received their rent increase letter informing them of how much rent is due to be paid from 28 March 2023.

If your rent is paid by Universal Credit please check your journal as the Department of Work & Pensions (DWP) will set a 'To-Do' for you in your journal about your rent increase. You should receive this around 1st-3rd April. It is extremely important that you update your journal with the new rent amount as soon as possible. If you don't change your rent figure Universal Credit will continue to pay at the old rate and you will need to pay the shortfall.

For those tenants on Universal Credit and whose assessment period is 28th-31st month please report your rent increase by selecting the change of circumstances option. Again, it is vital that you do so straight away. Failure to do this will mean that your rent will not be increased leaving you to pay any shortfall - Universal Credit will not backdate any shortfall in rent. If



you need any help amending your rent figure please get in touch and we will assist you.

If your rent is paid by Housing Benefit you do not need to do anything, as we advise East Dunbartonshire Council of your new rent figure.

If you pay by standing order you will need to contact your bank and increase your payment or if you have on-line banking you can log on and update the figure yourself.

For those tenants paying by direct debit, we will amend the payment accordingly. If you are interested in changing your payment to a direct debit please contact your Housing Officer who will be able to set this up for you. Once set up you never need to worry about having to update your rent figure again.

Finally if you have lost your letter and are not sure what to pay please contact us and we can let you know.

New Allocations Policy

We are getting ready to switch over to our new Allocations Policy. Everybody who is an existing applicant, whether a current tenant looking for a transfer or a waiting list applicant has been contacted and asked to update their information. We now have the facility for this to be done online via our website making the process faster and more convenient for applicants. Of course, we still have a paper form for those who do not have internet access. If you need any help with providing the required information please contact the office and ask to speak to Lorna or Kelly.

Once we have updated all the information we will

contact applicants by email (or letter if you don't have an email address) to confirm your updated application number and the amount of points you have based on our new policy. Applicants will hear from us over the coming 6-8 weeks.

Unfortunately, we have many more people looking for housing than we have properties becoming available. This is particularly true for 3 bedroom and larger properties. This mismatch between demand and supply means that it is very difficult to estimate how long applicants need to wait for an offer of housing. All offers are made on the basis of housing need and we usually let around 45 properties per year. The majority of these are flats or 4 in a block properties rather than houses. Our properties are let unfurnished and provide a home for life (subject to the terms of the tenancy agreement).

Spring Clean Time & Housekeeping

It's been a tough winter for us all especially with increased fuel costs and the cold weather but it looks and feels like spring is finally on its way. The clocks spring forward as we welcome the sunnier days of spring and summer and it's time to get your home and garden looking their best.

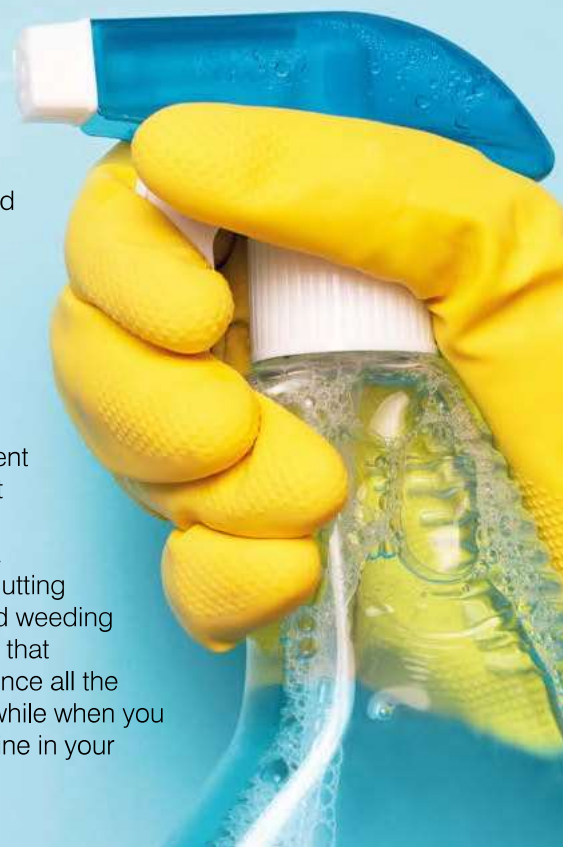
March and April are 'spring cleaning months' and many use this as an opportunity to get the inside and the outside of their homes looking cleaner and tidier.

As a tenant it is important to keep your home as clean and tidy as possible and, with the weather getting warmer, opening your windows to let the fresh air in also helps to ventilate your home.

Those living in flatted properties with a

shared close and garden should all take turns with the other tenants sharing the common parts, in keeping them clean and tidy. Wipe down the doors, give the windows a clean and sweep and mop the floors on a regular basis.

As per your tenancy agreement you should take care to prevent your garden from becoming overgrown, untidy, or causing a nuisance to your neighbours. Cutting the grass, trimming hedges and weeding are some of the responsibilities that comes with having a garden. Once all the work is done it will all be worthwhile when you are sitting relaxing in the sunshine in your lovely garden.



Keeping of Pets

Unless you live in a flatted property with a common entrance you are normally allowed to keep one common household pet in your property. You are required to seek the Association's permission which will be granted unless there is a good reason why it should not be.

General conditions which apply to the keeping of all pets are that your pet is not prohibited by the Dangerous Dogs Act 1991, or by any other law, and you are responsible for the behaviour of any pets owned by you or by anyone living with you. You must take reasonable steps to supervise and keep such pets under control and prevent pets causing nuisance, annoyance or danger to your neighbours and visitors.



Refuse/ Food Bins

East Dunbartonshire Council collects waste and recycling seven days a week and food waste may be collected on a different day from your recycling or general waste.

You must put all your household rubbish for collection in the bin store or other proper place allocated for it and you must take reasonable care to see that your rubbish is properly bagged.

If rubbish is normally collected from the street, it should not be put out any earlier than the evening before the day of collection. ***Rubbish containers should be returned to their normal storage places as soon as possible*** after the rubbish has been collected.

You must comply with the local arrangements for the disposal of large items (such as large electrical items, settees, beds etc).





Electrical Safety Checks

It is a legal requirement for every property to have an electrical safety check carried out every 5 years. This check is carried out within your property and seeks to identify any faults that may be present. These faults are rectified to ensure the property is safe. AC Gold are working with us to ensure we are

100% compliant throughout all our properties. If you have received a missed call, text, or have been carded at your property, please contact Michele Stirling, Property Services Assistant on **0141 776 8625** to arrange an appointment. We operate a flexible appointment system.

Reduce the risk of Legionella!

If you are returning to your property after more than a 7 day break we recommend that you slow run all of your taps and shower for at least 2 minutes, and flush the toilet with the lid down. This will help reduce the risk of legionella. If you would like any further information, please contact a member of the Property Services Team.

Lost Keys



Hillhead Housing Association DO NOT hold keys to any of our properties and recommend that all tenants leave a spare key with a trusted friend or family member. If you lose the keys to your property, you will be recharged the cost of materials and labour.

Report a Repair

There are many ways you can report a repair to the Association:

- Call the dedicated repairs number on **0141 776 8625** to speak to a member of staff.
- The website has a Report a Repair section with guidance on how to complete the repair request. www.hillheadhousing.org
- E-mail your repair including any relevant photos to repairs@hillheadhousing.org
- Come into the office directly and a member of the reception team will assist you.



Access for Repairs



It is essential that all appointments for any repair or services within your property are given access at the agreed time. Please ensure that you update your contact details with us and let us know if you have changed your telephone number. If for any reason you are not going to be available, please contact the office with as much notice as possible to allow the service to be allocated to another property.

Alterations/Improvements - Permissions

If you are looking to carry out works within your property you must complete an Alterations/Improvements Form. This can be requested at reception or by calling the office. The form should be completed in full and then handed into our office to be evaluated before a decision is taken on the alteration/improvement.



Fly-Tipping

We aim to keep our estate looking its best and to ensure Hillhead is a place that residents are proud to call home. Unfortunately, we continue to see an increased level of fly-tipping in various areas throughout the estate. These have either been highlighted by staff out and about in the area or by residents who have contacted us directly. If you are aware of anyone dumping rubbish, you can report this to us in confidence and we will take appropriate action as required. This will assist us in keeping the area looking good and will also prevent potential trip and fire hazards.



Test your smoke alarms



Regularly checking the smoke alarms throughout your property helps keep you and your family safe. Test them today!

Disposal of Household Items

It is the responsibility of tenants to arrange the safe disposal of their own household rubbish either in the bins provided or at East Dunbartonshire Council's recycling centre if you have the means to do so yourself. Please be aware that you will require to book an appointment to go to the Recycling Centre online via the Council's website.

Alternatively, you can arrange for a special uplift from East Dunbartonshire Council on 0300 1234510.



Fire Safety

All residents are reminded that the common close is not an extension of your home to store items. Please ensure that bikes, prams, household rubbish and any other items are not stored within the close. Primarily this is to ensure a clear escape route in the event of a fire for anyone living in or visiting your property (see Fire Safety Guidance below) If you have use of a cellar within your close, please ensure that it is kept locked and secure.

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



SCOTTISH
 FIRE AND RESCUE SERVICE
 Working together for a safer Scotland

HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period 1 October to 31 December 2022

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

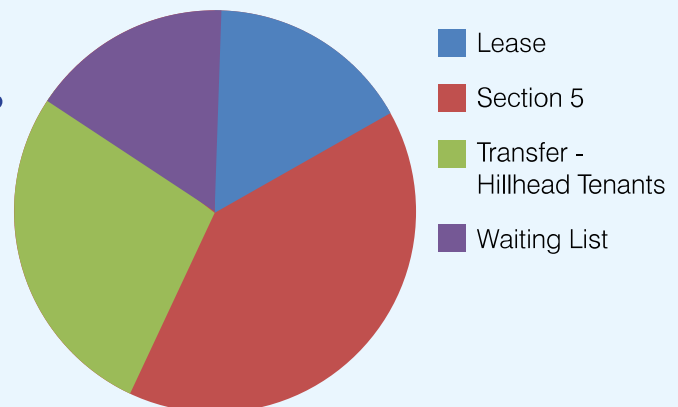
Month	Tenant Arrears	Level of Arrears
October	£105,215.36	2.64%
November	£110,308.03	2.77%
December	£117,290.99	2.94%

Arrears have since come back down and were 2.70% at the end of January 2023.

ALLOCATIONS

Month	No. of Lets
October	4
November	5
December	2

WHO WERE PROPERTIES ALLOCATED TO?



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	October	November	December
Emergency (24hours)	96.72%	98.98%	95.12%
Urgent (3 days)	100%	100%	96.55%
Routine (10 days)	98.76%	98.95%	88.88%
Voids (7 days)	94.44%	92.86%	60.00%
All Repairs - HHA 2000	97.92%	98.78%	93.92%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

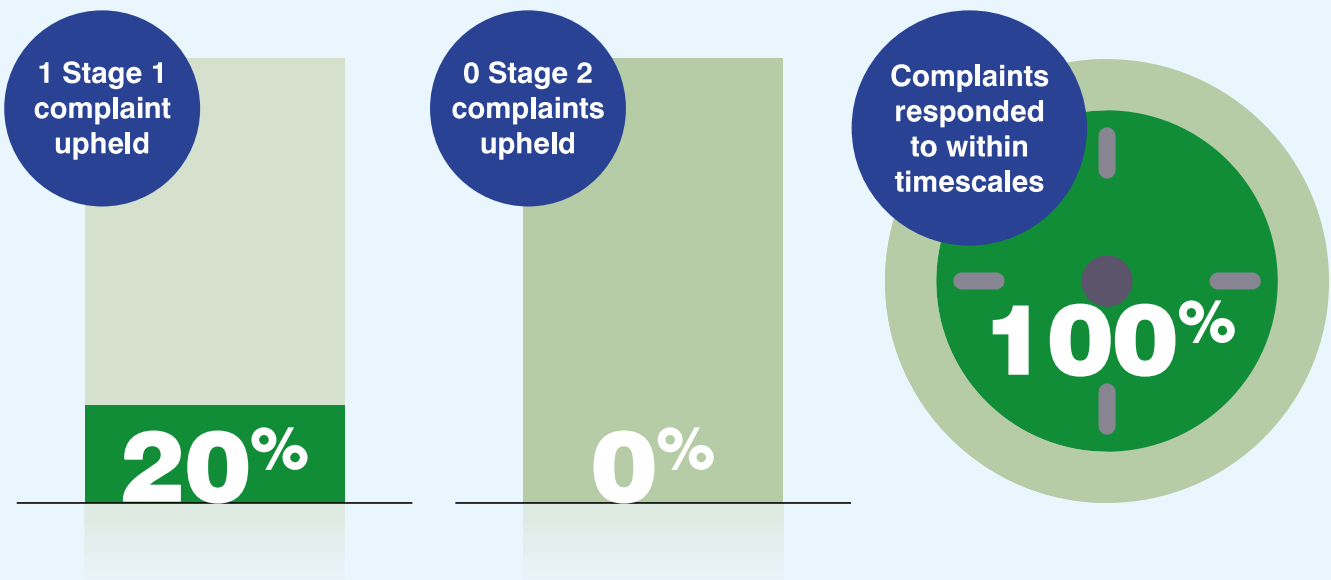
We compare our performance against those of other housing association members of Scotland's Housing Networks every quarter. The table below lets you see how we are performing against the average of this group at the end of December 2022.

Performance Area	Hillhead	Scotland Housing Network
Rent Arrears	3%	2.57%
Rent Loss for empty houses/flats	1%	0.92%
Average time taken to re-let a house	23 days	34.98 days
Average number of days to complete non emergency repairs	3 days	6.52 days

COMPLAINTS

Between 1 October and 31 December 2022, the Association received 5 Stage 1 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



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance	5
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 complaint upheld was due to delays in works being completed. Contractor informed and monitoring of works took place.

2 STARS

and a

Wish

Summary of Feedback Forms January/February 2023

You will recall that we sent out our 2 Stars and a Wish form with our Annual Performance Report in December. A big thanks to everyone who returned this and for all your positive feedback!

Congratulations to our winner Mrs Abama who won our prize draw!



Ms Albana receives her gift vouchers from Stephen Macintyre, Director

Tell us two things that we are doing well

Helpful staff

Welfare rights support

Keep up the good work

Everything within the Association is working well

The welfare rights service providing support to tenants and helping them access benefits

Repairs especially gas safety checks, fire alarms and carbon monoxide alarms installations

Very quick response times

Keeping in contact with tenants and providing good advice

Helping regenerate the country and repairs time

New fencing being in place has improved security and look of area

New fencing, clothes poles and slabbing

Repair times

Wonderful customer service

Fair rents

Repairs are carried out promptly

Friendly and helpful staff

Repair service response time

Pleasant staff when talking over the phone

Very informative and helpful

Tell us one thing that you would like us to do better

Host more meetings allowing tenants to get together

Host more events to get tenants involved with the association and the community - fundays etc

Organising fun days, youth clubs, tea clubs for the community

Repair/replace doors to external gas and electric meters

More grit bins in cul-de-sacs

If possible, paint closes

Reduce dog fouling

More help to the welfare rights team

Improve car parking in streets



New Landscape Maintenance Contract

We are pleased to announce that DS McG Ltd are our new landscape maintenance contractor.



The new contract commences 3 April 2023 and will involve grass cutting every 2 weeks to open spaces and private gardens. When the contractor is working in private gardens, please ensure that all areas are free from dog fouling, garden furniture, toys etc and that access to the garden is available.



As you may be aware, the Association is registered with the Dolly Parton Imagination Library. The scheme is being sponsored by the association 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 be delivered directly to your home. Best of all it is free. There is no cost or obligation to your family.

All children under the age of five and are Hillhead Housing Association tenants are eligible to apply. A parent or guardian should contact the association and request a registration form, this should be complete returned to Hillhead Housing Association.

Once the association receives 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 at your home and will continue until your child turns five or you move out of the area.

For more information, please visit imaginationlibrary.com or contact Marie Savage on 0141 776 8623.

Escape of Water: What should you do?



Escape of water is when water that enters your property by the mains water supply and has at some point on its journey within your house, escaped from the pipe or tank that it was in and caused damage to your property.

Whatever the time of year, you could be at risk of escape of water. This can be caused by, blockages and overflows, faulty heating, burst pipes or even a fault washing machine.

If you have a leak, what should you do?

If you suspect escape of water and it is safe to do so, you should:

- ✓ Turn off the main water supply for your home to prevent further damage.
- ✓ Turn off the power and avoid electrical appliances. Get in touch with an electrician first if you have to stand in water to turn off the mains electricity.
- ✓ Contact your landlord as soon as possible.
- ✓ You should also move any furniture or personal items away from the water to prevent further damage being done.
- ✓ Take some photos of the damage.

The Thistle Home Contents Insurance Scheme, offers cover for damage to your home contents and belongings, caused by escape of water. Such as drenched carpets, or water from a pipe in the ceiling has come through onto your TV.

The cover does not include damage to pipes, drains or tanks as this is the responsibility of your landlord. Damage caused whilst your home is unoccupied for 60 days or more. Or cost to repair the equipment or appliance itself.

It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Thistle Home Contents Insurance Scheme was designed for tenants in social housing and cover also includes, fire,

theft, storm and flood damage, and much more. Limits and exclusions apply. A full policy wording is available on request.

To find out more about the Thistle Tenants Home Contents Insurance Scheme, where you can pay premiums by cash fortnightly or monthly using a swipecard, monthly by direct debit or annually. (Fortnightly and monthly premiums include a transaction charge).

Contact us

There are 3 ways to contact Thistle Tenant Risks Insurance.

1. Call Thistle on: **0345 450 7286**
2. Request an application pack from your local housing office
3. Visit www.thistletenants-scotland.co.uk where you can also request someone to call you back!



Easter

Colouring In



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
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(all other repairs–Rodgers & Johnston)	0800 999 2520
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For tenants of new build properties built within 1 year call NPA	0345 6016 084
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PUBLIC HOLIDAYS - OFFICE HOURS

Our office will be closed on the following dates:

Friday 7 April and Monday 10 April

Monday 1 May

Monday 8 May

Friday 26 May and Monday 29 May

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