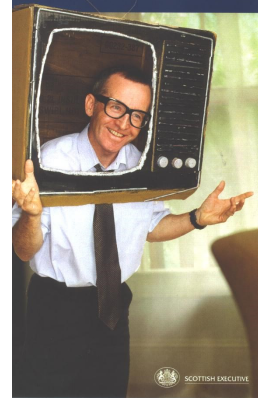


## CONTENTS INSURANCE

In our recent Tenant Satisfaction Survey 75% of tenants did not have Contents Insurance. A few folk said that they just hadn't got round to it; 44% said that they couldn't afford it but we were amazed to learn that 44% said they hadn't thought about it!

We regularly remind people that the Scottish Federation of Housing Associations (SFHA) has a Contents Insurance Policy especially for tenants of housing associations & cooperatives. Why not give them a call? Tel. 0845 601 6006.

FIRE, FLOOD, THEFT, ACCIDENT?  
**IF YOU LOST YOUR TELLY WOULD YOUR LANDLORD REPLACE IT?**



We often answer queries with—"Your Household Contents Insurance will cover that", only to hear "But I'm not insured". Please don't wait until something happens—by then it will be too late—

call the SFHA now!

## Are You The Weakest Link?

Below are 4 questions. Answer them instantly. You can't take your time. Answer them immediately. No pencil or paper! OK? Let's find out just how smart and clever you really are. Ready? ... GO!!!

1. You are running in a race. You overtake the second person. What position are you in?

(Don't take as much time as you took for the first question. You know you took too much time!)

2. If you overtake the last person, what position are you in?

(The next question is a tricky maths question— BUT it must be done in your head. Do NOT use paper and pencil or a calculator. Try it).

3. Take 1000 and add 40 to it. Now add another 1000. Now add 30. Add another 1000. Now add 20. Now add another 1000. Now add 10. What is the total?

Last question.

4. Mary's father has five daughters: Nana, Nene, Nini, Nono.

What is the name of the fifth daughter? (Answers are on Page 3).

## USEFUL PHONE NO'S

Heating & Plumbing Emergencies (James Frew Ltd)	01294 468 113
All Other Emergencies (City Building)	0800 595 595
Blochairn Housing Co-operative	553 1601
Blochairn Housing Co-operative (Staff on Call)	07976 569 939
Royston Primary School	552 2872
Saint Roch's Primary School	552 0100
Saint Roch's Secondary School	582 0270
Scottish Power	0845 272 7111
Scottish Gas	0845 609 1122
Scottish Gas (Escapes)	0800 111 999
City Council (Pest Control)	287 4210
Police / CCTV Cameras (Baird Street)	532 4100
Social Work Services Emergencies	0800 811 505
West of Scotland Water	0808 100 533

FEBRUARY 2005

## BLOCHAIRN HOUSING CO-OPERATIVE NEWSLETTER

### Tenant Satisfaction Survey

The Co-operative carried out a Tenant Satisfaction Survey in November 2004. We used an independent company called TL Dempster to do this for us and 76 tenants filled in and returned the survey form. This represents 35% of our tenants and we are assured that this is a fairly good response for a postal survey. We will be looking at the survey results over the next few weeks and will make this the main feature of our next newsletter. We can tell you that **97% of tenants think that we are doing a pretty good job!** When asked: What is your view of the quality of services provided by the Co-operative?, 69% said "Very Good" and 28% said "Good". We are really quite chuffed by that! We are also pleased to see that 82% think that there is a sense of community in the Blochairn area. This is an increase from 58% in

our 1999 survey. Thank You to everyone who took the time to fill in and return the survey form. TL Dempster used their computer to randomly select Prize Draw winners and these were **Elizabeth Bleakley (£100)**; **Esmee McGee (£50)** and **Harry & Frances Reid (£25)**. Congratulations!

Just before Christmas we had a real flurry of activity on the prize winning front. **Walter McKay** won the Tenants Incentive Fund £100 Prize Draw for December and the Christmas goodies from "Stappit Fu" were won by **Yvonne Morrison, Marie Moorehead, Mary Ann McLaughlin, Angela Nicol and Tracy McLeish**. The winner of the Billy McNeill autobiography, "Hail Cesar", was **Dean Morrison**. Pretty impressive since he's only 10 years old! Well Done, Dean!



### Happy Birthday to the INTERNET ROOM

The **Internet Room** is **2 years old on 14 February 2005** and it is still very popular! We are open until 8pm on Monday, Wednesday and Thursday of each week. More than **300 visitors** have spent an amazing **5000 hours** using computers. More males (56%) use the Room than females (43%). The majority of visitors are Under 12 (48%) or 12–15 years (34%) which means that **82% are Under 16 years**. Most visitors (52%) live outwith the Blochairn area so we are obviously **providing a service to the wider community**. It is nice to see more visits (10%) by Young People from **asylum seeker or refugee families**. We are **happy to welcome them into our community**. The Internet Room is usually quiet up to 3 pm. Why not drop in and have a look?



## RENTS 2005/2006

Every year the Co-operative has to set a budget to manage and maintain its houses, run the office, pay for the bank loans that funded improvement contracts, set aside money for future Major Repairs and maintain the area and environment generally. We try to provide a first class service. We try to do more than traditional housing management and maintenance. We want only the best for our community.

- We provide an extensive landscape maintenance service.
- We have a member of staff on call to speak to tenants in an emergency.
- We work with younger residents, providing a Youth Newsletter, the "Wee Issue", which helps to involve young people in the community.
- We have strong links with local schools.
- We promote services for residents, such as, the Royston Stress Centre.
- We have brought Art and Technology to the area with a sculpture at Cloverbank Street and an Internet Room which provides free public access to the Internet.
- Since 2001 we have had a bonus scheme for tenants who keep to their tenancy conditions. In 2004 we introduced a £100 Monthly Prize Draw to the scheme.

To pay for all of this in 2005/2006 we expected a rent rise of between 4% & 5%. But we decided to take a close, in depth look at how our rents are calculated and we will do this in August. So, we have kept this year's rent increase to the rate of inflation, which is 3.5%. The table opposite shows the increase per week for some rents as a guide.

You have a right to tell us what you think about rents and how they are calculated.

**We would really like to hear your comments.** Is 3.5% reasonable, taking account of the service provided? Are there things that you would rather we did not do? Is the standard of service too high or too low? Should we cut back on community activities? Are there things that we should be doing that we don't do at the moment? **Let us know what you think.** You can use the enclosed form if that would be easier.

Please return this before 5.00pm on Monday 14 February 2005.

House Size	House Type	Current Monthly Rent	Incr per wk at 3.5%
2apt	Rehab	156.87	1.26
	New Build	173.54	1.40
3apt	Rehab	181.01	1.46
	New Build	206.76	1.67
4apt	Rehab	193.24	1.56
	New Build	273.64	2.21

Proposed Spending 2005/2006	£	
Management Expenses	225,000	This runs the organisation.
Property Maintenance	87,000	E.g. day to day repairs, landscaping, etc.
Planned Maintenance	143,000	E.g. external decoration & gas safety checks.
Community Fund	11,000	E.g. Tenants' Bonuses, children's trips, etc.
Property Insurance	15,000	This insures our properties (not contents)
Loan Repayments	121,000	This covers bank loans for all properties.
Contingency	3,000	This is for unknown items that may occur.
<b>TOTAL</b>	<b>605,000</b>	

## No Help From Above

A man walking along a beach was deep in prayer. All of a sudden he said out loud, "Lord, grant me one wish". Suddenly the sky clouded above his head and in a booming voice the Lord said, "Because you have been faithful to me in all ways, I will grant you one wish". The man said, "Build me a bridge to America, so I can drive over anytime I want to. I can charge a toll to other drivers and be a wealthy man". The Lord said, "Your request is very materialistic. Think of the logistics of that kind of job. Think about the supports required to reach the bottom of the ocean! The concrete and steel it would take! Of course, I can do it, but it is hard for me to justify your desire for worldly things. Take a little more time and think of another wish"

The man thought about it for a long time. Finally he said, "Lord, I have been trying to get a house from a housing association and I have been on lots of waiting lists for years and years. I still don't have a house and I don't know why. I have been interviewed by umpteen housing professionals who talk in riddles. I have tried to understand the letters that they send me. They all seem to doing the same job but they all have their own strange little ways of doing it. I have appealed to Communities Scotland and the Scottish Federation of Housing Associations and asked them to explain these mysteries to me. But they seem to be in ivory towers which are nearer to you than to me. I just can't understand how these people make decisions about who gets a house. Lord, can you grant me this wish? Can you help me to understand how Points Systems and Allocation Policies work?"



After a few minutes God said, "I'll get started on that bridge. Do you want two lanes or four?"

### Before you read this see the questions on the back page.

Question 1: If you answered that you are first, then you are absolutely wrong! If you overtake the second person and you take their place, you are second!

Question 2: If you answered that you are second to last, then you are wrong again. How can you overtake the LAST person?!

Question 3: Did you get 5000? The correct answer is actually 4100. Don't believe it? Check with your calculator! (Today is definitely not your day. Maybe you will get the last question right!)

Question 4: Did you say Nunu? Wrong again! The fifth daughter's name is Mary. Read the question again!

You ARE the WEAKEST LINK!! Goodbye!!