

Christmas Competitions

Congratulations to **William Morrison** of Cloverbank Street who won the Christmas "Catchphrase" competition. In some cases there were different answers accepted but this is what we were looking for: "Steptoe & Son" - "You Dirty Old Man"; "Southpark" - "My God, they've killed Kenny!"; "Only Fools and Horses" - "This time next year we'll be millionaires" or "Lovely Jubbly"; "One Foot in the Grave" - "I don't believe it!"; "Are You Being Served" - "I'm Free!"; "The Generation Game" - "Nice to see you....To see you nice!"; "The Fast Show" - "Suits you, Sir!"; "Mastermind" - "I've started so I'll finish"; "Who Wants To Be A Millionaire?" - "We don't want to give you that" or "Final answer?"; "Boys From The Black Stuff" - "Geeza job?"; "The Apprentice" - "You're Fired!"; "Little Britain" - "Yeah, but, no, but, yeah, but, no, but!"; "The Weakest Link" - "You are the weakest link, Goodbye!"; "Da Ali G Show" - "Booyakasha"; "Kojak" - "Who loves ya', baby?"; "The Flintstones" - "Yabaddabadoo!"; "The Simpsons" - "Doh!"; "Happy Days" - "Aaaayh!"; "Chewin' The Fat" - "You've taken that too far!"; "Blue Peter" - "Here's one I made earlier".

"INSURANCE!!!!"

Every year, all over Scotland, housing officers and tenants have a discussion that goes something like: "Who's going to fix my ceiling? You'll need to claim on your contents insurance". "But, I'm not insured". And: "But it wasn't my fault!". "It wasn't really anyone's fault. That's is why people need insurance". The most common problems include being flooded from above because of faulty washing machine valves, baths overflowing, etc. Decoration is often damaged and dealing with damaged decoration is not your landlord's responsibility. **YOU NEED TO BE INSURED!!** Why not get a couple of quotes? Jardine Lloyd Thomson provide insurance for tenants through the Scottish Federation of Housing Associations. They have the "Crystal Insurance Scheme" which you could have a look at. Why not give them a call on 0845 601 7007.



LifeLink

Self harming and thoughts of suicide are more common than you think. You are not alone. Contact Lifelink at the Millburn Centre 221 Millburn Street. Tel 548 1515. log on at www.lifelink.org.uk.




Useful Phone Numbers

Lifelink
 Heating & Hot Water Emergencies (James Frew Ltd)
 All Other Emergencies (City Building)
 Blochairn Housing Co-operative (Staff on Call)
 Blochairn Housing Co-operative (Staff on Call)
 Scottish Power
 Scottish Gas
 Scottish Gas (Escapes)
 City Council (Pest Control)
 City Council (Council Tax)
 Police / CCTV Cameras (Baird Street)
 Social Work Services Emergencies

548 1515
 01294 468 113
 0800 595 595
 07976 569 939
 553 1601
 0845 272 7111
 0845 609 1122
 0800 111 999
 287 4210
 0845 600 8040
 532 4100
 0800 811 505

January 2007

Blochairn Housing Cooperative Newsletter

Good Neighbour Fund

Since 2001 the Co-operative has had a Tenant Bonus Scheme which is an opportunity to thank tenants who have helped to make the area better. It also helps to remind those who could help a wee bit more how important it is that they play their part. Every resident, both young and old, can make a difference to their community. The dramatic improvements in the area in recent years are due to the support and cooperation of residents. In 1999 our Tenant Satisfaction Survey showed that 58% of tenants felt a sense of community in the area. By 2004 this had increased to 82% and the "Good Neighbour Fund" helps to achieve this.



In 2006 the £52 "Christmas Bonus" was paid to 84% of tenants. Those who didn't get it had problems with rent arrears (15); outstanding debts like rechargeable repairs (15); the condition of stairs (5), front garden (5), bin store or backcourt (2); refusal to sign a Scottish Secure Tenancy Agreement (3) or nuisance behaviour (1). New tenants join the scheme on 1 January.



In 2006 we will look closely at legal costs. If a tenant does not co-operate with the Co-operative and an expensive Court action is necessary we will not pay the Christmas Bonus or enter the tenant in the £100 Monthly Prize Draw. We will continue to look at the usual things mentioned above and things like: Do tenants leave bags of rubbish outside their door? Do they leave bikes, scooters, shoes, etc lying around? Do tenants report repairs and do they give reasonable access to tradesmen? Do tenants clean any graffiti or report it to us? Do young people cause problems for other residents? Are the young people helpful, thoughtful and considerate towards their neighbours? Do they drop litter (ask them!)? Are there any other general issues? For example, do tenants deal with Co-operative's staff in a reasonable manner?

Since April 2004, there have been **34 lucky winners** in the £100 Monthly Prize Draw for tenants who are keeping to their Tenancy Agreement. In 2007 it could be you!



Rents for 2007/2008

Every year the Co-operative sets a budget to manage and maintain its houses, run the office, pay for the bank loans that funded improvement contracts, put 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 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 added a £100 Monthly Prize Draw to the scheme.
- We highlight health issues and sponsored membership of Scottish Slimmers and the ARC gym at Caledonian University.
- We promote services for residents at the Royston Stress Centre.

Our rents compare well with other housing associations but our new build rents are still quite high. We were forced to set them high originally to get grant from Communities Scotland to build them in 2002. Last year we did not increase new build rents. This year we propose to increase new build rents by 3% and to increase other rents by 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 worked out and we would really like to hear what you think. Are our proposals reasonable, taking account of our service? Are there things that we should not do? Are there things that we should be doing that we don't do at the moment? Is the standard of service too high or too low? Should we cut back on community activities? Let us know what you think before Tuesday 20 February (you can use the enclosed form).

House Size	House Type	Current Monthly Rent	Proposed Weekly Increase
2apt	Improved	168.04	1.94
	New Build	179.61	1.23
3apt	Improved	193.91	2.24
	New Build	214.00	1.48
4apt	Improved	207.00	2.39
	New Build	283.22	1.96

Proposed Spending 2007/2008

£

Management Expenses	214,000	This runs the organisation.
Property Maintenance	100,000	E.g. day to day repairs, landscaping, etc.
Planned Maintenance	26,000	E.g. external decoration & gas safety checks.
Community Fund	11,000	E.g. Tenants' Bonuses, children's trips, etc.
Buildings Insurance	16,000	This insures our properties (<u>not contents</u>).
Loan Repayments	124,000	This covers bank loans for all properties.
Contingency	3,000	This is for unknown items that may occur.
TOTAL	494,000	

Jeanie Morgan

Happy Birthday to Jeanie Morgan who celebrates her "80th" on 6 February! Jeannie has lived in Blochairn for 72 years!! You know, sometimes people don't realise what our older residents have seen in their lives and what a wealth of experience that they have. The changes over the past 80 years have been almost miraculous. Did you know that in 1927 the first transatlantic flight happened? A man stepped on the moon just 42 years later! The first film with sound (a "talkie"!) was released. George V was King; Stanley Baldwin was Prime Minister; Calvin Coolidge was the President of the USA and Joseph Stalin took control in Russia. The last Model T Ford was produced. Our elders have also seen more than their fair share of conflict, particularly World War II. So, in one word, what should we say to our elders? "**RESPECT**"!!



Worth an "A+?"

Students in a college class had to write a short story. The instructions were that it had to contain 1. Religion, 2. Sexuality and 3. Mystery. And the students were told they had to use as few words as possible. The highest mark and the only "A+" went to the student whose story was: "Good God, I'm pregnant; I wonder who did it!"



Valentine's Cooking Course

Roses are red, Violets are blue.
Stappit Fu' can teach you, how to cook for two!



Surprise your loved one with a sumptuous 3-course meal.
Stappit Fu' will show you how - all in just 2 hours!

Menu

Prawn and Melon Cocktail
Tomato and Red Pepper Soup with heart croutons
Oven-roasted Breast of Chicken stuffed with mushrooms and shallots in a white wine sauce
Poached Fillet of Scottish Salmon with a white wine sauce
Meringue Nest with whipped cream, banana and sticky toffee sauce
Strawberries dipped in chocolate

Dates: Monday 5th; Tuesday 6th; Wednesday 7th February at 5.30pm - 7.30pm
Saturday 10th February at 12noon - 2pm

Cost: £30 per person (includes all ingredients).

To book a place call Stappit Fu' on 552-0052

To win a free place just tell us which celebrity chef challenged the Government over the poor quality of school dinners in England?
Get you entry in by Monday 5 February.

