

## Kevin Bridges Competition

Would you like to win a pair of great tickets to see the fabulous Kevin Bridges at the SSE Hydro on Thursday 11 October? To be in the draw just answer these questions and get your entry to us by Friday 28 September.



1. What year was he born?
2. Who's autobiography inspired him?
3. Who is the main character in his "Spring Break" routine?
4. What did he give up for a year in 2014?
5. What do you have when your parents are away and leave you in the house alone?

## LifeLink (www.lifelink.org.uk) (Tel: 552 4434)

Self harming and thoughts of suicide are more common than you think.

You are not alone.  
Contact LifeLink. Phone 552 4434



## Useful Phone Numbers

Heating/Hot Water Emergencies (James Frew Ltd)	01294 468 113/0870 242 5037
All Other Emergencies (City Building)	0800 595 595
Blochairn Housing Association (Staff on Call)	07976 569 939
Housing Benefit & Council Tax Revenue Centre	287 5050
Scottish Power	0845 272 7111
Scottish Power Emergencies	0845 27 27 999
Scottish Gas (Escapes)	0845 609 1122 (0800 111 999)
Clean Glasgow	0300 343 7027
City Council - Pest Control and Cleansing	287 9700
Police SCOTLAND	101 (in an Emergency, dial 999)
CCTV Cameras - StreetWatch	287 9999
Social Work Services Emergencies	0800 811 505
Scottish Environmental Protection Agency (SEPA)	945 6350 or 0800 80 70 60
THISTLE Tenants Risks Insurance	0845 601 7007

## Staff Contact Details

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Scottish Charity No. SCO40816

Property Factor No. PF000257

Sept 2018

## Blochairn Housing Association Newsletter

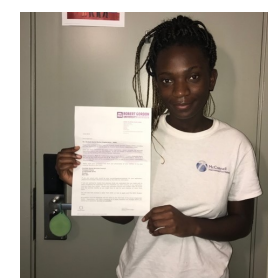
### Congratulations!

"It is with great pride that we congratulate all of our leavers this year and wish them well as they move on in the world. Over 95% of St Roch's pupils move on to positive destinations when they leave school – meaning that almost everyone finds a positive destination in employment, education or training. Three of our Roch stars this year are Blochairn Housing Association residents – Edithe Kutemba, Natalia Groszewska and Sophie Thomson. Edithe will be going on to study in Aberdeen where she will be close to her sister Noella, who started out on a similar journey last year. Natalia will be staying closer to home and will be studying at Strathclyde University – her travel will be a lot easier! Finally, Sophie will be embarking on a degree at one of the world's most prestigious universities – Cambridge. This achievement is nothing short of outstanding. These 3 girls have proved themselves to be model citizens here in St Roch's and they have set the finest possible example for our younger boys and girls. Good luck girls – and remember to help others. Alios Adiuvu!" (Stephen Stone, Head Teacher, St Roch's Secondary School)



"I am really excited to be taking my next step in life by going to University and learning about the subject that I love and enjoy. I also can't wait to meet new people, make new friends and learn new skills and gain more knowledge, as well as improving myself as a person and gain more confidence". (Natalia Groszewska. International Business. University of Strathclyde).

I want to get a Degree that will allow me to do anything I want to do later in life, particularly in the Human Rights field. I'm most looking forward to meeting and working with people I have never met before and working with world renowned lecturers and professors. I'm unsure of the fact I am moving so far away from home and that I won't know anyone in an environment that I'm not used to. But it is something that I have always wanted to do and once I achieved the grades to apply to the best universities, I knew that I wanted to do it! (Sophie Thomson. Human, Social and Political Sciences. Cambridge)



After passing my exams earlier on this year I was selected to go to Robert Gordon University in Aberdeen. I applied to study BA (HONS) Social Work. As a young child, I lost both my parents at a very young age which was understandably devastating, and I have been raised since by my Grandmother. I have first-hand experience of the importance of a strong stable home life and its importance for children and young people, this is one of the reasons why I chose to study Social Work at university. What inspired me to go to university was earlier on this year my teachers chose me to take part in a valuable and life changing experience which was a volunteering trip to Malawi. The opportunity was extremely eye opening as I seen

how people live in extreme poverty and how both primary and high school students lacked resources. As a social worker, I know that I will undoubtedly face significant challenges and encounter families from very disadvantaged backgrounds. This was not only an unforgettable experience for me and this experience has changed my views on the world in addition to this experience it made me realise that I wanted to help make a difference in the world and also how passionate I am about helping others and how determined I was to study Social Work and become one. This opportunity has helped me to develop excellent interpersonal skills, which will help me to become a successful social worker in the future. I'm looking forward to meeting and working with new people both in the University and the community, also I cannot wait to go on placement as I will be putting to use all the different types of experiences I've gained and help others by supporting them in any way that I can also, help turn their life around. Although I'm very excited I'm also very nervous because I don't know anyone on the course but I'm positive that I will make friends. (Edithe Kutemba. Social Work. Aberdeen)

## Scottish Housing Regulator's Landlord Report 2017/2018



### How your landlord told us it performed in 2017/2018

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2017/2018.

### Homes and rents

At 31 March 2018 your landlord owned 285 homes. The total rent due to your landlord for the year was £1,008,835. Your landlord increased its weekly rent on average by 5.60% from the previous year.

### Average weekly rents

Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	0		£67.44	-%
2 apartment	57	£58.31	£73.33	20.5%
3 apartment	156	£71.41	£74.94	4.7%
4 apartment	64	£79.63	£81.37	2.1%
5 apartment	8	£104.53	£90.39	15.6%

### Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

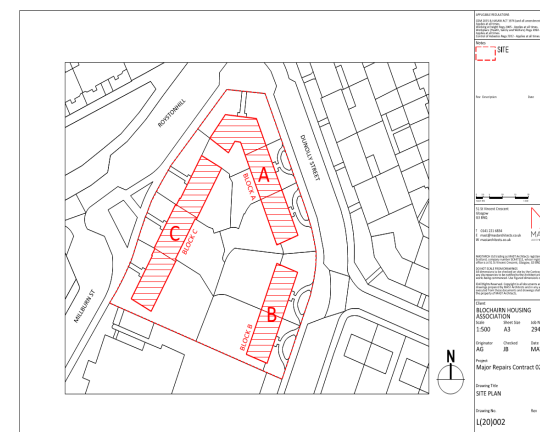
» **94.5%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 90.5%.

» **95.7%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.7%.

» **83.8%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 85.9%.



## Planned Maintenance



Major Repairs at Roystonhill are almost complete. Some slabs will be replaced to finish off the bottom of the buildings and closes and railings will be painted. Scaffolding is going up at the next phase in Dunolly St/Millburn Street. Contract 2 is 8 closes and will be on site for around 30 weeks. The contractor will follow on to Blochairn Road/Cloverbank Street. A satisfaction survey has been completed for new **kitchens and boilers** at Cloverbank Street/Gardens and a survey will be carried out for **new bathrooms** at Blochairn Road/Cloverbank Street. There will be a report in the next newsletter.



## TV Aerials

Occasionally residents enquire about new TV systems that come on to the market. The latest is SKYQ, which allows more programmes to be recorded at the same time. The common aerial has to be adjusted but our experience is that this affects the TV signal to other houses. TV engineers need to come and correct the faults and that means that you, our tenants, pay the cost. When asked for guarantees that other residents' TV signal will not be interrupted by SKYQ the TV engineers cannot give that. So, we do not allow anyone to tamper with the common aerial. Apologies if that means you can't get SKYQ.



## Royston Strategy Group

Efforts to regenerate central Roystonhill continued recently with Blochairn, Copperworks and Rosemount Development Trust meeting Glasgow City Council. The Council have agreed to fund a feasibility study into plans for the Millburn Centre and the "Triangle" site which will be bought by Copperworks using funding from the Scottish Land Fund. Blochairn and Copperworks would split equally any houses that might be built.



## Facebook



Check out the Association's Facebook page. It has **685 "Followers"**. There's a mix of serious stuff but humour as well. See what you think.



## National Accommodation Strategy for Sex Offenders (NASSO)

**Kevin Stewart MSP, Minister for Housing & Communities** will not be investigating why the recommendations in a Significant Case Review have not been implemented. Decisions made by officials impact on our communities. Our residents carry the risk. They deserve to know the answer.



In 2012, GHA tenant, George Cameron, was 68 when he **seriously sexually assaulted** his neighbour's 4 year old



son. He had "**groomed the child**" and was "**manipulative and deviant**". In 2013, a Serious Case Review recommended a review of how houses are allocated in Glasgow. There had been no checks and no communication between Police, social work and GHA staff before the victim's family were given a house next to Cameron. **There was no system in place.**

GHA has refused to say whether it has changed its allocation system.

The **Scottish Public Sector Ombudsman** decided that GHA could choose whether to answer the question or not. The **Scottish Housing Regulator** decided that it was the **Scottish Government's responsibility** as the management of sex offenders was covered by legislation. And now the **Minister** has said responsibility lies with **Glasgow City Council**.



Glasgow City Council did have a plan in 2013 to carry out the review and talk to all housing associations. But nothing was done. The Council refused to say why. A Freedom of Information request was submitted. The Council said it does not have the information. It is simply not credible that the Council decided to take action, then decided not to, but has no record of why or how these decisions were made!! An appeal is with the FOI Commissioner.



**Scottish Housing Regulator**



The NASSO is part of the Multi Agency Public Protection Arrangements (MAPPA). The NASSO Awareness Group (NAG) is a group of housing associations who are challenging government policy on housing sex offenders in their communities. Members are located across Glasgow and include: Blochairn; Cathcart; Craigdale; Drumchapel; Easthall Park; Elderpark; Gardeen; Kendoon; Kingsridge/Cleddens; Milnbank; Pineview; Provanhall and Ruchazie.



## Scottish Housing Regulator's Landlord Report 2017/2018

### Quality and maintenance of homes

» **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.2%.

» The average time your landlord took to complete **emergency repairs** was **0.6 hours**, compared to the Scottish average of 4.0 hours.

» The average time your landlord took to complete **non-emergency repairs** was **2.9 days**, compared to the Scottish average of 6.4 days.

» Your landlord completed **89.7%** of **reactive repairs "right first time"** compared to the Scottish average of 92.2%.

» Your landlord does operate a **repairs appointment system**. It kept **96.6%** of **appointments** compared to the Scottish average of 95.5%.

» **97.4%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 92.1%

### Neighbourhoods

For every 100 of your landlord's homes, **8.1 cases** of **anti-social behaviour** were reported in the last year.

» **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.9%.

### Value for money

» The amount of money your landlord collected for current and past rent was equal to **99.7%** of the **total rent** it was due in the year, compared to the Scottish average of 99.4%.

» It did not collect **0.0%** of rent due because **homes were empty**, compared to the Scottish average of 0.7%.

» It took an average of **3.8 days** to **re-let homes**, compared to the Scottish average of 30.7 days.

### Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services. Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and find out more about our role and how we work.

Visit our website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



## Tenant Bonus Scheme



In 2001 Blochairn became the first housing organisation in Glasgow to introduce a Bonus Scheme for tenants. It was the "Tenant Incentive Scheme" but tenants didn't connect with that name (no wonder!). It was changed to the "Good Neighbour Fund" but tenants who didn't receive the Bonus were unhappy because it implied that they were "bad" neighbours (which they weren't!). So, this year it was revamped again and called, simply, the "Tenant Bonus Scheme".

The Christmas Bonus is £75 cash and there is a Monthly Prize Draw with two £50 prizes. To get the Christmas Bonus and be in the Monthly Prize Draw tenants must be keeping to their Tenancy Agreement and otherwise be behaving reasonably.

ants must be keeping to their Tenancy Agreement and otherwise be behaving reasonably.

The Bonus Scheme helps the Association to provide a first class service and a pleasant living environment because it encourages residents to work together. It sets the scene but only residents themselves; only you and your neighbours can make the real and lasting difference to your community. We all want to live in a place that we can be happy in and proud to say we come from.

**The Bonus is not a legal right.** Administering the system can be difficult. There has to be a subjective assessment about whether someone is keeping to the terms of the Tenancy Agreement and otherwise behaving reasonably. That isn't always easy. A property might look great but only one or two people in the close are doing the work. Or, the property might look terrible but only one or two are really trying and putting the effort in.

When staff want everyone to receive a Christmas Bonus, telling someone a few weeks before Christmas that it can't be paid can be quite upsetting!

We would like to try a system where **residents tell us** in December whether they

1. have kept to the terms of their Tenancy Agreement
2. feel they have contributed to the wellbeing of their community
3. want to receive the Christmas Bonus

It might sound **radical**. But most folk will be **honest**. If there are doubts we can discuss them

**Can you tell us what you think about this proposal?** Or tell us anything else you think about the Tenant Bonus Scheme? We would love to hear from you. Give us a call or drop us an email.



## Tenant Bonus Scheme

We want tenants to consider these issues and to tell us themselves, honestly, whether they feel they should receive a Christmas Bonus. What do you think? Let us know.

**Condition of Your Home.** Is your home kept in reasonable condition with a reasonable standard of hygiene and cleanliness? Have you got paint on radiators, fans, light fittings or kitchen units?

**Rent Account** - Is it clear? Are you keeping to an arrangement and co-operating to deal with problems?

**Outstanding Debts** - Are debts outstanding, e.g. rechargeable repairs, or are you keeping to an arrangement?

**Front Gardens and Backcourts** - Are they tidy and free of litter?

**Bin Stores** - Are they clean and tidy? Refuse bagged and placed into the bins? Bulk refuse dealt with properly?

**Stairs/closes** - Are they clean, tidy and free of litter? Brushed and washed regularly? Are walls, banisters and windows clean? Are bags of rubbish, boots, shoes, etc. outside the door? Are prams, bikes, scooters, etc. lying around?

**Repairs** - Are they reported? Is access made available? Is the Gas Safety Service done on time?

**Graffiti** - Is graffiti cleaned or reported?

**Children** - Are children causing a problem for other residents? Are they helpful, thoughtful and considerate towards their neighbours? Do they drop litter?

**Pets.** Are the causing a nuisance? Fouling common areas?

**Staff.** Are our staff treated reasonably? Are they threatened or abused?

