

Saturday Night Fever Competition



Congratulations to the winners in the Saturday Night Fever competition, Jeanette Bowers (Cloverbank Gardens) and Tracy McLeish & Fred Allison (Cloverbank Gardens). It was an amazing show!



Facebook

THANK YOU FOR Liking Us! Check out the Association's Facebook page. It has **686 "Followers"**. There's a mix of serious stuff and humour. See what you think.



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	0345 450 7286

Staff Contact Details

Michael Carberry (Director)	michael@blochairn.org	553 0023
Angela MacDonald (Housing Services Officer)	angela@blochairn.org	553 0022
Danielle Murphy (Housing Services Assistant)	danielle@blochairn.org	553 0021
Kaye McFall (Housing Services Assistant)	kaye@blochairn.org	553 0024
Carol Niven (Finance Assistant)	carol@blochairn.org	553 0020

Scottish Charity SCO40816

Property Factor PF000257

November 2018

Blochairn Housing Association Newsletter

Tenant Bonus Scheme

In September we announced a new approach to the Tenant Bonus scheme. We want tenants to become more involved and to play a part in the decision about whether the Christmas Bonus should be paid. See inside for more details.



Tenant Handbook

A guide to your tenancy



Your Tenancy Agreement is a legal contract between you and your Landlord. The Tenant Handbook is a guide to your Tenancy Agreement and a new copy is enclosed with this newsletter. It contains a lot of useful information, including on the new tenancy conditions introduced by the Scottish Government in the Housing (Scotland) Act 2014, which come into force in 2019. Please read through your new Tenant Handbook and contact us if you have any queries.

Scotland v Israel

We don't pretend to understand the new qualifying system - but it looks as though Scotland are in with a great chance of qualifying for the EURO 2020 competition. We have a tricky away tie in Albania. Then there is the BIG ONE on Tuesday 20 November at Hampden against Israel. If you would like to win a pair of top class, centre stand tickets enter our competition and get your entry to us by noon on Friday 16 November. All you have to do is to name these four Scotland players:



Smoking "Green"

In our last issue we mentioned the nuisance caused by people smoking "Green". Just to be clear, we are not commenting on whether folk should or shouldn't smoke it. Our interest is in the fact that the smell permeates through the close and affects other people's houses. So, if you smoke it, make sure it doesn't affect your neighbours. Apparently, it previously came in a block. Now it's a bit like tea leaves. And it stinks to high heaven!



Tenant Bonus Scheme



In 2000 a group of Glasgow housing associations visited Irwell Valley Housing Association (IVHA) in Manchester. IVHA wanted to tackle high rent arrears and high voids and wanted to be more connected to its tenants. So, it introduced an improved management and maintenance "Gold Service", plus additional benefits, for tenants who kept a clear rent account, kept their properties clean and tidy, etc. The Glasgow group decided to form a Working Party to consider how to introduce the "Gold Service" to their own associations. They would use IVHA as a consultant. That seemed a bit of a palaver to Blochairn. The idea was pretty straightforward.

IVHA's was offering to do repairs within 5 days on the "improved" service. Most of Blochairn's repairs are done on the day they are reported or the next day. And Blochairn didn't have the high rent arrears or voids that IVHA had. But Blochairn wanted to recognise how important it is that tenants play their part in making an area a place where people want to live and that they can be proud to say they come from. It's not "Us v Them". Blochairn is owned by its members, who live in the community and it is managed by local people who employ the staff. So, Blochairn decided to be the first housing organisation in Glasgow to offer a cash bonus to its tenants.

It was originally called the "Tenant Incentive Scheme" but people didn't connect to that name. When it became the "Good Neighbour Fund" that upset those who didn't get the Bonus because they felt they were being called "bad" neighbours. So, "Tenant Bonus Scheme" was adopted. It does what it says on the tin! The Bonus Scheme helps the Association to provide a first class service and a pleasant living environment because it encourages residents to work together.

The Bonus is not a legal right. Administering the system can be difficult. There has to be subjective assessment, which isn't 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 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 very upsetting!

We want residents to be more involved in the decision and to tell us if 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

We are confident that folk will be **honest**. And we will talk to tenants if there are any issues we need to clarify.



Tenant Bonus Scheme

The major issue for the Association is co-operation. We know that some people will struggle to pay rent. If they work with us and keep to a payment plan, that's fine. If there is a problem with nuisance to neighbours or with the stairs/close/garden/bin store and we need to visit and write over and over again, that is a problem. So, we are asking tenants to ask themselves: **Condition of Your Home.** Is my home kept in reasonable condition with a reasonable standard of hygiene and cleanliness? Is there paint on radiators, fans, light fittings or kitchen units?



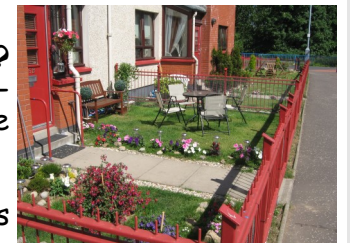
Rent Account - Is it clear? Am I keeping to an arrangement and co-operating to deal with problems?

Outstanding Debts - Are debts outstanding, e.g. rechargeable repairs, or am I 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?

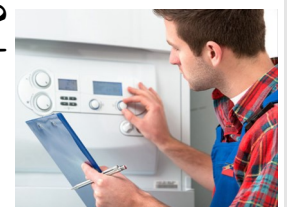
Stairs/closes - Are they clean, tidy and free of litter? Brushed and washed regularly? Are walls, banisters and windows clean? Are bags of rubbish, boots, shoes, etc. outside the door? Are prams, bikes, scooters, etc. lying around?



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

Graffiti - Is graffiti cleaned or reported?

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



Pets. Are they causing a nuisance? Fouling common areas?

Staff. Do I treat the Association's staff reasonably? Am I ever threatening or abusive?

A Christmas Bonus Form is enclosed with this newsletter. If you are not able to deliver it to our office just give us a call and we will collect it from you. We are happy to discuss with you any doubts or concerns you may have.

