

Emergency Cover over the Holidays



We will be closed Wednesday 25 to Monday 30 December and Wednesday 1 to Monday 6 January. Tradesmen are on holiday 25 December to 6 January. In an emergency, call James Frew Ltd (for heating/hot water) or City Building (for all other repairs). An 'Emergency' is when there is a risk to health and safety or to prevent serious damage, e.g. burst pipes. We will respond within 4 hours. After the emergency other work might be dealt with after 6 January. No heating or hot water is not an emergency. But James Frew Ltd. will respond, within reason. If you call before 19.00 they will try to come out. Otherwise, they will come the following day. Our Staff are on call if you need to speak to us in an emergency. Hopefully, you won't need them! (Two questions to ask yourself. 1) Do you know how to turn the water off if there is a burst? 2) Do you have house contents insurance?)

Cleansing Department at Christmas

Bins will be emptied as normal over the holidays but the **last Bulk Uplift** before Christmas is on **Thursday 19 December**. The **next after Christmas** is on **Thursday 16 January**. If you put out bulk items make sure they remain neat & tidy until they're collected. It only take a few minutes to flatten cardboard boxes! Don't dump stuff at the statue in Cloverbank Street! To report illegal dumping call Clean Glasgow or use the 'My Glasgow' App on your mobile phone. Over the holidays you can take bulk or excess waste to any recycling centre. The nearest is at Easter Queenslie, 90 Easter Queenslie Road, Glasgow G33 4UL. It's open 7 days a week, 8am to 8pm (last entry at 7.45pm). Centres are closed on Christmas Day and New Year's Day and close at 6pm (last entry at 5.45pm) on Christmas Eve and New Year's Eve. Let's look after our area during the holidays!



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

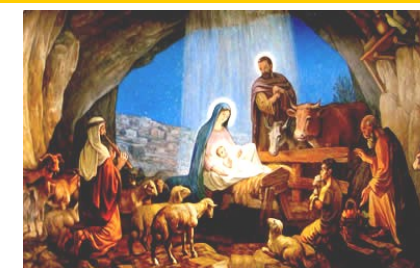


Useful Phone Numbers

Heating/Hot Water Emergencies (James Frew Ltd)	01294 468 113 or 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	0800 027 0072
Scottish Power Emergencies	0800 092 92 90
Scottish Gas Emergencies	0800 111 999
Clean Glasgow	0300 343 7027
City Council - Pest Control and Cleansing	287 9700
City Council - Council Tax	0845 600 8040
Police SCOTLAND	101 (or, 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



Blochairn Housing Association Newsletter



As we celebrate the birth of Jesus of Nazareth the Committee and Staff of Blochairn Housing Association wish you a Happy Christmas and a Peaceful New Year in 2020

Happy Holiday!



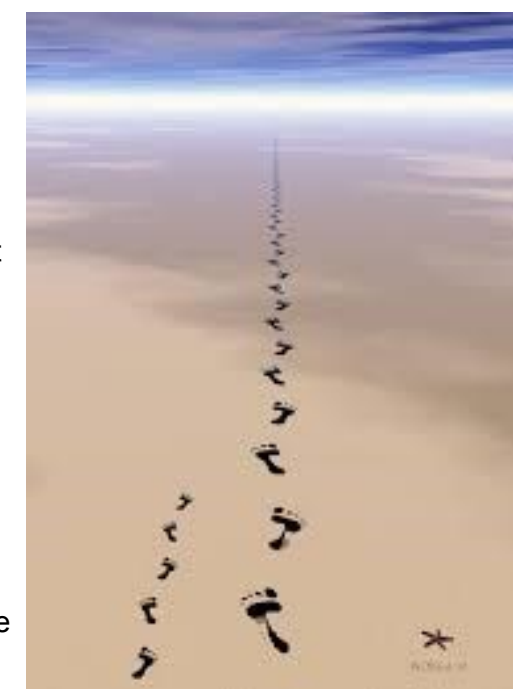
We are giving a small Christmas gift to residents over 60 and under 16 years and we will deliver a 2020 calendar to every house. Just small tokens to wish folk a happy time over the holidays.



Footprints

The story of Jesus, and his message of peace and love, has inspired people for more than 2000 years. Christians believe that he was the son of God. Other religions see Him as a prophet, a messenger of God. His story has influenced the course of human history and affected the lives of billions of people. Those of no religion can respect the man who spoke for the poor and dispossessed and challenged authority. Those who find comfort in religion will appreciate this story. Maybe even those of no religion too:

'I dreamed I was walking along the beach with the Lord.
Across the sky flashed scenes from my life.
For each scene I noticed two sets of footprints in the sand; One belonged to me, and the other to the Lord.
When the last scene of my life flashed before us I looked back at the footprints in the sand. I noticed that many times along the path of my life there was only one set of footprints.
I also noticed that it happened at the very lowest and saddest times in my life
This really bothered me, and I questioned the Lord about it.
"Lord, you said that once I decided to follow you, you would walk with me all the way.
But I have noticed that during the most troublesome times in my life there is only one set of footprints.
I don't understand why, in times when I needed you the most, you should leave me.
The Lord replied, "My precious, precious child. I love you, and I would never, never leave you during your times of trial and suffering.
When you saw only one set of footprints, it was then that I carried you'.



**Our Facebook page has 778 'Followers'. Posts are a mix of serious stuff and humour.
Please check it out and 'Follow' us.**





TAP IN TO A BETTER FUTURE AS A JAMES FREW APPRENTICE...

The Opportunity

A plumbing and heating apprenticeship is a Modern Apprenticeship where apprentices receive training in all aspects of plumbing and heating. Modern Apprenticeships are a combination of work-based training and college learning. Over the course of your 4-year apprenticeship, you will work to achieve an SVQ3 in Domestic Plumbing and Heating.

Apprentices at James Frew are critical to the success of the company. They receive the very best in all aspects of on and off-the-job training in plumbing and heating. They earn while they learn and are ambassadors for James Frew Ltd.

Our apprentices make the most of opportunities to develop their technical skills, their communication skills and their problem solving skills.

The apprenticeship involves off-the-job training at one of our college partner institutions and on-the-job training working on our contracts. The work experience will take place at various locations and a degree of travel will be required.

Our apprentices always act in the best interests of the company and understand that only the best will do.

Do you have what it takes to be a James Frew apprentice?

We will provide a company uniform and full PPE. You will be mentored by an experienced plumber to ensure that you make the most of the experience.

On completion of the programme, you will have an opportunity to join the company as a fully qualified plumbing and heating engineer with great career prospects and access to career long professional learning.

As a company, we value our young workforce. 15% of our workforce are current apprentices and over a third of our people have served a recognised apprenticeship.

Entry Requirements

- All applicants will have achieved National 4 or equivalent in Maths, English, Science and/or a technical subject.
- Apprentices must also do well in the SNIPEF Entrance Selection Test.
- Must have a "Can Do" attitude and be determined to succeed.

Contact Us

Forward your CV and a cover letter detailing why you want to be a plumbing apprentice to HR@jamesfrew.co.uk no later than Friday 24th April 2020.

Please note: due to the number of applications we receive, we will only respond to successful applicants.



www.jamesfrew.co.uk



Further information about the Plumbing Apprenticeships scheme is available on SNIPEF website: www.snipef.org

James Frew Limited is an Equal Opportunities Employer and is part of the Scottish Business Pledge.

More than 500 accidental house fires were recorded across Scotland during last year's festive season, according to the latest statistics revealed today by the **Scottish Fire and Rescue Service**. Figures show the extent of seasonal dwelling fires responded to by firefighters, with a total of 509 incidents recorded between December 10 and January 14. The numbers further revealed that of the 91 people who sadly became a casualty of these fires, 37 were aged 60 or over – more than 40%.



The hard-hitting numbers were highlighted as the Scottish Fire and Rescue Service launches its winter safety campaign today, including a hard-hitting national television advert highlighting the dangers of cooking while under the influence of alcohol. The festive period is traditionally one of the busiest times of year for SFRS and its partners – with the increase in accidental house fires during the period typically caused by a higher use of heating and electrical appliances – as well as higher alcohol consumption, decorations and the traditional use of candles also playing a role.



Ross Haggart, assistant chief officer, SFRS director of prevention and protection, said: "Ultimately, we want people to remember the festive period for all the right reasons. "When our firefighters have to attend a fire in someone's house at Christmas time, and we enter a house which is burning but full of Christmas presents and decorations – it's heartbreaking. But unfortunately, the festive period sees potentially deadly combinations come together – increased use of electricity, drinking alcohol and cooking, decorations being put up near heat sources. It's all too easy to think that it will never happen to you – but it can. That's why we are appealing to communities across Scotland – don't let Christmas end, or your New Year start, with tragedy."

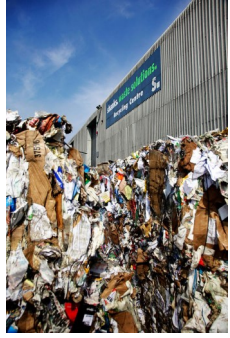
This winter SFRS will work closely with local communities and partner agencies to keep Scotland safe from fire and other emergencies. However, Mr Haggart is urging communities to play their part by ensuring that the most elderly and vulnerable members of the community are properly supported this Christmas and into 2020. He added: "I would directly appeal to people to check if their elderly relatives, neighbours or friends are in need of our support and to contact us. Home fire safety visits are a key pillar of our prevention work that help safeguard the public – especially vulnerable residents. These are free pre-arranged visits where SFRS staff identify signs to protect people and their homes. SFRS staff can also identify hazards in the home, help plan escape routes and provide information about smoke, heat and carbon monoxide alarms."

Cooking remains the number one cause of fires in the home in Scotland, with alcohol a top contributing factor. During the festive period, the SFRS traditionally sees a rise in incidents related to cooking while someone is under the influence of alcohol. ACO Haggart continued: "When it comes to celebrating and marking the occasion – please do not drink, then attempt to cook. Cooking remains the number one cause of house fires in Scotland and often alcohol is a contributing factor, especially during this period. "Consider making something beforehand and have it prepared, or wait until you are no longer affected by alcohol."

Community safety minister Ash Denham said: "While we want people to be able to celebrate and relax over the festive period, it is extremely important that they also keep themselves and others safe. For that reason I'd urge people to follow the advice of the Scottish Fire and Rescue Service and act responsibly."

Leaflets on how to prevent fires in the home and what to do if one starts in their building were distributed to residents in high-rise properties last week. Advice, produced by the **Scottish Government** and the **Scottish Fire and Rescue Service**, is being delivered to high-rise homes from this month and will also be available in libraries and community centres in all 15 local authorities with the properties. Guidance is also being published for those responsible for fire safety in high-rise buildings, including councils, housing associations, owners and private landlords.

An email from Glasgow City Council about the Blochairn Road Recycling Depot



'Due to structural damage, the council's waste transfer station at Easter Queenslie has been closed to all waste deliveries. To ensure that daily waste collection operations within the east of the city are not impacted by the closure alternative tipping and bulking locations have been created within existing council waste facilities. Due to its central position and active waste management licence Blochairn waste transfer station has been identified and used to manage agreed waste streams which would have previously been tipped at Easter Queenslie. The remaining waste materials are being sent to the council's other facilities at Shieldhall, Dawsholm & Polmadie. Materials levels within the transfer station are kept to a minimum and loaded into articulated vehicles to be transferred onto the council's waste contractors for processing. SEPA have been made aware of the changes to the operation at Blochairn and will monitor to ensure compliance with the site's waste management licence. I can fully appreciate the concerns from the local residents regarding the increased activity on site and the impact it may have however I can assure you that additional measures are being employed on site to mitigate these risks during this period. Glasgow Council's structural experts are currently reviewing Queenslie to determine options for the repair/ upgrading of the site. Once these options have been reviewed I will have a clear understanding of the future needs of Blochairn and the council's other waste facilities. Glasgow Council are committed to provide an effective waste management service to maximise recycling and recovery during this difficult period and will look to update yourself and the local residents when more information is available'.

New Web Site

At our new web site at www.blochairn.org, you'll find lots of useful information about the Association and its history and links to other organisations, such as, ALLPAY. There are links to forms you can use to contact us, for example, to report a repair. We are working on others, for example to apply for a house, and these will be available soon. You can link to our Facebook page and there is a 'Noticeboard' feature. We are developing a 'Customer Login' where you can see your rent account and repair history and an APP that you can download to your mobile phone. We hope you find the web site useful. Please let us know.



Keep Your Building Safe!

The Scottish Fire and Rescue Service urge you to think what you would do in the event of a fire - to have a **Fire Escape Plan**. You should not have anything in the common areas that would block your escape (common areas are not for storage). Imagine a smoke filled close - you can't see - you're trying to get your family out. You don't want to be tripping over bikes or scooters or prams. And fire fighters need to get into the building quickly. So, please keep your own belongings in your own house. Keep common areas clear of clutter. Keep your building safe!



Congratulations to Greta Thunberg - TIME Person of the Year 2019

The 16 year old Swedish schoolgirl, who inspired a global movement to fight climate change, is Time magazine's Person of the Year; the youngest person to be chosen since the award began in 1927. At a UN climate change summit in Madrid she urged world leaders to stop using "creative PR" to avoid real action. She said, the next decade would define the planet's future. Last year, Greta started an environmental strike by missing lessons most Fridays to protest outside the Swedish parliament building. It sparked a worldwide movement. Since then, she has inspired millions of students to join protests around the world as was nominated for the Nobel Peace Prize. At the UN Climate Conference in New York in September, she blasted politicians for relying on young people for answers to climate change. In a now-famous speech, she said: "You have stolen my dreams and my childhood with your empty words. We'll be watching you."



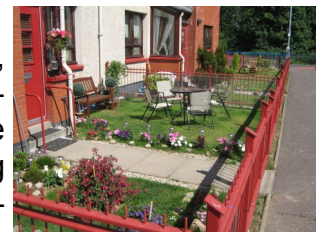
Tenant Bonus Scheme: Christmas Bonus

In 2001, Blochairn became the first housing organisation in Glasgow to offer a cash bonus to its tenants. We wanted to recognise how important it is that tenants play their part in their community; making their area a place where people want to live - a place to be proud to say they come from.

The Bonus Scheme helps us to provide a first class service and a pleasant living environment because it encourages residents to work together. It's about co-operation; working together. 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's a problem. In 2004, we introduced a monthly Prize Draw. Of course, you need to be 'in it to win it'.



The Bonus is not a legal right. And there has to be subjective assessment, which isn't easy. A great looking property might have only one or two people doing all the work. The property might look terrible but one or two are really trying. Our Staff want everyone to receive a Christmas Bonus. Telling someone a few weeks before Christmas that it can't be paid is heartbreaking.



Last year we got our tenants more involved in the decision. Our questionnaire asked whether they had kept to their Tenancy Agreement and whether they felt they had contributed to the wellbeing of their community? And

- * Is my home in reasonable condition with a reasonable standard of hygiene and cleanliness? Is there paint on radiators, fans, light fittings or kitchen units?
- * Is my rent account clear? Am I co-operating to deal with problems?
- * Do I have outstanding debts (e.g. rechargeable repairs)? Am I keeping to an arrangement?
- * Is my front garden and back court tidy and free of litter?
- * Is my bin store clean and tidy; refuse bagged and placed into the bin and bulk refuse dealt with properly?
- * Are my stairs and close 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?
- * Do I report repairs when they are needed. Do I give reasonable access to workmen? Is my Gas Safety Service done on time?
- * Do I report graffiti or clean it myself?
- * Are my children causing a problem for other residents? Are they helpful, thoughtful and considerate towards their neighbours? Do they drop litter?
- * Do my pets cause a nuisance? Do I allow them to foul any common area?
- * Do I treat the Association's staff reasonably? Am I ever threatening or abusive?



This year, of the 198 tenants who returned the questionnaire, 194 received the Christmas Bonus. We hope that we can increase this number next year. So, 68% tenants received a £75 Christmas Bonus. Thank you to them and to everyone who helps us to make Blochairn a place where people want to live and are proud to say they come from.



Christmas Competition

Here's our usual Christmas Competition - that you can't just google the answers for! Can you identify these 40 actors from their pictures? There's a £50 prize to someone who can name them all. To be in the draw get your entry to us by Friday 3 January. Email your answers to michael@blochairn. if that's easier.



Christmas Competitions



Christmas Competitions: Win Tickets to see Jimmy Carr

We have two pairs of great tickets to give away in our Christmas competition to see the hilarious Jimmy Carr at the SECC Armadillo in March 2020. Great Christmas gift for someone perhaps! To be in the draw just answer the questions below and get your answers to us by noon on Friday 20 December. Email michael@blochairn.org if that's easier.



1. What year was Jimmy born?
2. What are Jimmy's middle names?
3. What year did Jimmy take up comedy ?
4. Name a TV show Jimmy hosts?
5. Fill in the blanks of previous Jimmy Carr stand up tours:
a) 'Charm'; b) ' Technician'; c) 'Order'