

The paomnehil pweor of the hmuan mnid.

We will get through this Covid 19 madness and things will return to normal. Because we are a remarkable species. The power of the human mind is incredible.

Can you read the messages below and opposite?

Aoccdnig to a rscheearch at Cmabrigde Uinervtisy, it deosn't mttar in waht oredr the ltteers in a wrod are, the olny iprmo-etnt tihng is taht the frist and lsat ltteer be at the rghit pclae.

The rset can be a total mses and you can sitll raed it wouthit porbelm. Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe. Amzanig huh?

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H0W 0UR M1ND5 C4N
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7H1NK1NG 4B0U7 17,
B3 PROUD! 0NLY
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R3AD 7H15.

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



Contact Details

Web Site	https://blochairn.org/	
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
Carol Niven (Finance Assistant)	carol@blochairn.org	553 0020
General	admin@blochairn.org	553 1601
Freedom of Information	foi@blochairn.org	553 1601

Scottish Charity No. SCO40816

Property Factor No. PF000257

3 April 2020

Blochairn Housing Association Newsletter

Covid 19 - update

Office

* The office reception is closed. Staff are working, communicating by telephone and email. Only essential home visits will be carried out

* We rely on you to tell us if anyone in your household is showing symptoms or suffering from the effects of the virus. We will record your isolation and when the isolation will end Whilst you are in isolation we will not send staff or tradesmen to your house

* If you want to post documents for us, the letterbox is at back door (car park area)



Support Services

* Patrick Hannon (Welfare Benefits Advisor) and Maureen McGowan (Financial Capability Officer) are working but will communicate by telephone and email from the GEMAP office*

* Geraldine Burgess (Tenancy Support Officer) is working from the Community Hub on Roystonhill

Rent

* If your income is affected you should contact DWP. You can apply for Universal Credit on line at <https://www.gov.uk/universal-credit>

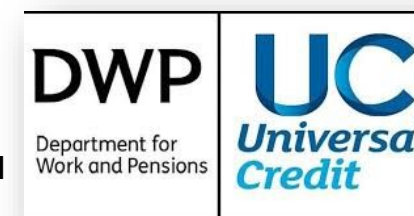
* If you receive UC now please **update your Journal** to let DWP know about your **new monthly rent**

* If your income is affected and you already receive Housing Benefit let us know. You can phone us or email angela@blochairn.org

* If rent arrears are due to the Coronavirus affecting your income we will agree a reasonable plan with you when the situation is back to normal. But speak to us now if you are affected

Web Site & Facebook Page

* Please check our web site (<https://blochairn.org/>) and Facebook page (<https://www.facebook.com/>) regularly for information updates



Any questions? Please give us a call or send us an email to michael@blochairn.org. Meantime, thank you for your co-operation at this difficult time.

Facebook

Our Facebook page has 820 "Followers". There's a mix of serious stuff but general interest and humour as well. Why not "Follow" us?



Covid 19 - update

Glasgow City Council Bulk Uplift & Refuse Collection

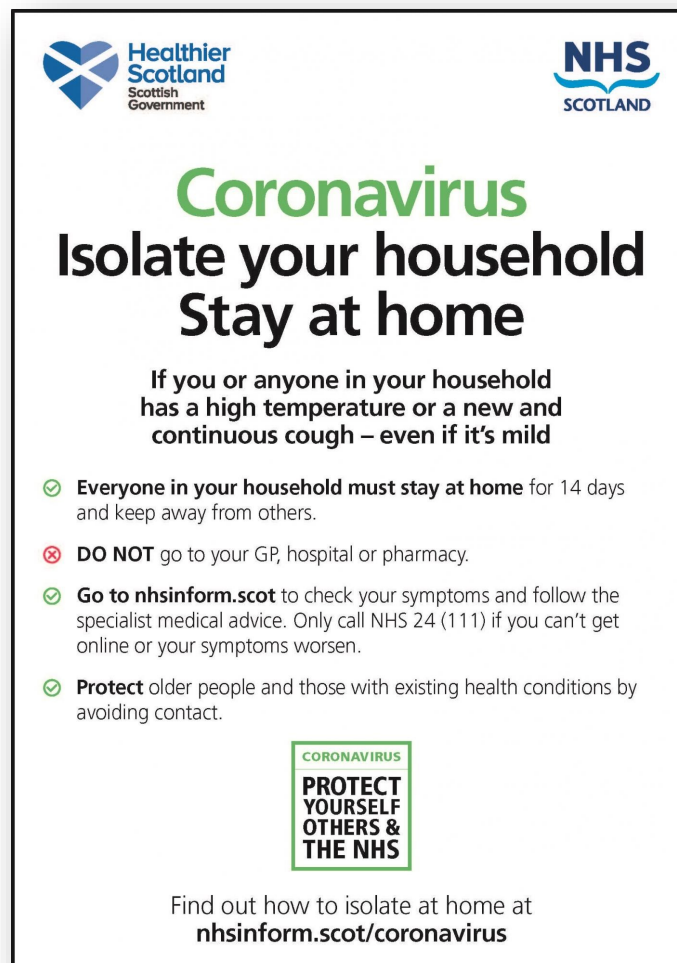
- Bulk Uplift is suspended. Do not put bulk items out until the Council reinstates its service. Keep your items in your home if you can. Otherwise put them neatly at the bin store. Check regularly to make sure your items are not causing any problems for your neighbours
- If you have already put bulk items on the pavement please remove them back to your house or put them neatly at the bin store
- The collection of other refuse will continue as normal at the moment

Repairs and Maintenance

- Our contractors will deal with emergency jobs only. Non-emergency repairs are suspended
- If a contractor comes to your home please respect the fact that he or she must exercise 'social distancing'. The contractor may wear protective clothing and will need to be 2 metres from anyone in the house

Scottish Government

- Please follow the guidance and advice issued by the Scottish Government. You can also check the NHS Inform web site at <https://www.nhsinform.scot/>
- The toddlers' play area at Blochairn Place is now closed
- Only your household should be in your house
- Do not gather in groups of more than two people
- Police in Scotland are advising people just now but will move to act soon, possibly with fines, as is happening in England. If you have concerns please call Police on 101



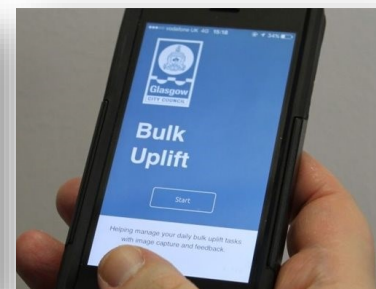
Coronavirus
Isolate your household
Stay at home

If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✓ Everyone in your household must stay at home for 14 days and keep away from others.
- ✗ DO NOT go to your GP, hospital or pharmacy.
- ✓ Go to [nhsinform.scot](https://www.nhsinform.scot/) to check your symptoms and follow the specialist medical advice. Only call NHS 24 (111) if you can't get online or your symptoms worsen.
- ✓ Protect older people and those with existing health conditions by avoiding contact.

PROTECT YOURSELF OTHERS & THE NHS

Find out how to isolate at home at [nhsinform.scot/coronavirus](https://www.nhsinform.scot/coronavirus)

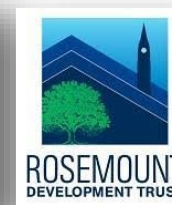


Royston Coronavirus Response Group



During these difficult times, it is heart-warming to know that we have a lot of great people both working and living in our community who are keen to make sure that others are ok.

We are delighted to let you know that we are currently receiving food packs, courtesy of North Glasgow Community Food Initiative, and these are being delivered to those who have told us that they would like a wee helping hand.



We are also delighted to let you know that funding has been secured from the National Lottery to allow us to continue to support our community through the provision of small food parcels and hot meals.

We are very grateful to the National Lottery for providing this funding to allow us to deliver this much needed resource.

We will begin the service on Monday 6 April 2020 and roll it out over the coming weeks. Our volunteers will be working hard to provide the help and assistance that people need.

A massive thanks goes to Tenant Support Officers, Geraldine Burgess and Tracy Blair, from the Simon Community for co-ordinating all the activity from the Hub.

Thanks also to Spire View who applied to the National Lottery on behalf of the Royston Coronavirus Response Group.

If you need a hot meal or a food parcel please call us on 553 1601 or email angela@blochairn.org or michael@blochairn.org.

