

Keep Your Building Safe!

We have enclosed a leaflet from Scottish Fire and Rescue Service which tells you what to do in the event of a fire. Have a Fire Escape Plan. It also tells you not to leave refuse bags or other things in the common areas. Common areas are not for storage. Imagine a smoke filled close. You can't see in front of you. You don't want to be tripping over bags or bikes or scooters or prams. And fire fighters need to get into the building quickly, without having to clear things out of their way. Please keep your own belongings in your own house. Keep common areas clear of clutter. Keep your building safe!



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



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

Scottish Charity No. SCO40816

Property Factor No. PF000257

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Blochairn Housing Association Newsletter

Covid 19 - update

Scottish Government

- Please follow the guidance and advice issued by the Scottish Government. There is a daily bulletin on TV and radio. You can also check the NHS Inform web site at <https://www.nhsinform.scot/>

Office

- The office reception remains closed. It will open to the public when the Scottish Government advises that it is safe to do so. This is unlikely to be before January
- Staff are working in the office, communicating by telephone and email. Only essential home visits are being carried out
- Tell us if anyone in your household is showing symptoms or suffering from the effects of Coronavirus. We will record your isolation and when it will end. Whilst in isolation we will not send staff or tradesmen to your house
- If you want to post documents for us, the letterbox is at the back door (car park area)

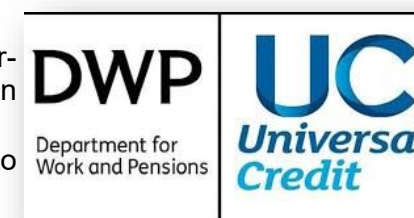


Support Services

- Patrick Hannon (Welfare Benefits Advisor) and Maureen McGowan (Financial Capability Officer) are seeing people in the board room of our office which allows social/physical distancing. Geraldine Burgess (Tenancy Support Officer) is working from the Community Hub on Roystonhill. Contact us if you want to book an appointment

Rent

- Contact DWP if your income is affected by the current situation. You can apply for Universal Credit on line at <https://www.gov.uk/universal-credit>
- If you receive UC now please keep your journal up to date
- If you receive Housing Benefit let us know if your income is affected. Phone 553 1601 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

Check our web site (<https://blochairn.org/>) and Facebook page for information updates.



Facebook



Our Facebook page has 858 "Followers". There's a mix of serious stuff but also general interest and humour as well. Why not 'Like' and 'Follow' us?



Bulk Uplift - Note New Arrangements

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Repairs and Maintenance

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COVID 19 — the story so far

What about the elderly and vulnerable in our community? We called a meeting of neighbouring housing associations and other local organisations and the Royston Coronavirus Response Group was born. The Group operated from the Community Huub at the Spire and delivered hundreds of food parcels and hot meals for six months. Staff and volunteers even collected prescriptions and made hundreds of calls, to make sure people were OK.



As we tried to work with only two people in the office, every other organisation was working at a reduced capacity as well, including maintenance contractors. People were isolating or shielding or on furlough. We couldn't provide the level of service that we normally would. Our landscape gardeners were amongst the first to return to work but they were severely understaffed. They have battled away, doing their best in difficult circumstances.

We asked for patience and understanding from our community. And 90% of residents have been magnificent. Sadly, some folk seemed oblivious to what was going on (all over the world!) and to expect that things would run as normal. But they can't!