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) Blochairn Housing Association (Staff on Call) Housing Benefit & Council Tax Revenue Centre Scottish Power Scottish Power Emergencies Scottish Gas Emergencies Clean Glasgow City Council - Pest Control and Cleansing City Council - Council Tax Police SCOTLAND CCTV Cameras - StreetWatch Social Work Services Emergencies Scottish Environmental Protection Agency (SEPA) **THISTLE Tenants Risks Insurance**



101 (or, in an Emergency, dial 999) 0800 811 505 945 6350 or 0800 80 70 60 0845 601 7007

Contact Details

Michael Carberry (Director) Angela MacDonald (Housing Services Of Danielle Murphy (Housing Services Assis Carol Niven (Finance Assistant) General Freedom of Information		553 0023 553 0022 553 0021 553 0020
Web Site	https://blochairn.org/	
Scottish Charity No. SCO40816	Property Factor No. PF000257	October 2020

Blochairn Housing Association Newsletter

Scottish Government

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

Support Services

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 Department for Work and Pensions 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?

Covid 19 - update

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://

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

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









Bulk Uplift - Note New Arrangements

- Glasgow City Council's Bulk Uplift service has been suspended since March. It is not likely to begin again before January
- Collecting bulk is not required by law so the City Council is concentrating on normal waste and recycling
- Rat infestation is still a worry. Managing refuse disposal is even more important just now
- DO NOT leave refuse on the ground. It provides a food source for rats
- DO NOT send small children to dispose of refuse if they will have difficulty opening the bins. They might be tempted to leave the bags on the ground or put them in the wrong bin
- Most other housing associations have been employing contractors for many months. We had a one off bulk uplift a few weeks ago. However, we will now have to do this regularly
- Please put your bulk items on the pavement outside your house for collection on Wednesdays beginning on Wednesday 21 October
- If you live in Blochairn Place continue to use your bin store
- Please note that Blue bins are for recycling only

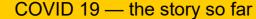
Repairs and Maintenance

- If you are in isolation we will not send staff or tradesmen to your house
- Our contractors are carrying out repairs with social/ physical distancing and appropriate PPE
- 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
- Let us know if you do not want a tradesman to come to your house because you are self isolating or shielding
- Some trades are still operating at a limited capacity due to self isolating and shielding
- Landscape gardeners have been particularly affected by reduced staff levels. The have also had to cope with the unpredictable weather we now experience in Scotland. Things grow at a much guicker rate when we have torrential

rain, followed by hot, humid weather. In addition, if there is torrential rain on the day they are in Blochairn they can't return the next day because they need to move on to the next job. Remember, although we provide more than most other associations - it is still a basic service

- Planned maintenance has been delayed. We hope to start planning for new bathrooms in Sandmill Street early in the new year
- Decoration at 7, 16.18 and 20 Blochairn Place is due and we will be in touch with owners as soon as we can. Residents should clear the common areas of bikes, prams, etc.





Our office closed to the public on 23 March 2020. When the lockdown was announced we were deemed to be a 'non essential' office! How can a community owned housing association be 'non essential'? Initially, tradesmen were not allowed into houses but we still had to deal with emergencies. How could we provide an emergency service, asking contractors to enter homes, when we were not in our office?

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.

We decided to keep staff working from our office. For five months we operated with two members of staff in the office each day. We thought that we would be allowed to open our doors in August. But that was delayed. And delayed again. And now it's looking like we will remain closed until some time in the New Year.

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.

Glasgow City Council's decision to suspend bilk uplift has been a major issue. Aside from making some areas look like dumping grounds, there was an outbreak of rat infestation all over the city. Lockdown meant empty streets, with restaurants, cafes and bars not disposing of excess food. Rats went looking for alternative food sources. They became more daring. A rat infestation in Blochairn Place saw our staff work tirelessly for weeks. With the support of the local Pest Control Officer and our landscape gardeners, we found the source of the problem and dealt with it. But it was a worrying time.

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!

Who thought that the Coronavirus pandemic would still be with us after eight months? With no sign of it ending? Is a 2nd wave coming? There is an underlying, pervasive stress and anxiety that is affecting everyone. People are exhausted. Our staff are supporting each other. But the strain is showing. We need to help and look out for each other. We look forward to the continued patience and understanding from our community.





