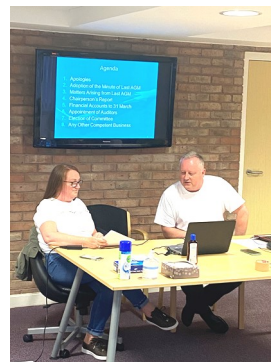


Annual General Meeting



By law, our AGM must be held before 30 September every year. We normally hold it in June but, in 2020 we held off, hoping to be able to hold it when people could meet in person. But we had to hold it in September using the Zoom conference system. This year we are aiming for 31 August. We'll keep you posted. Every year we recruit new Committee members. New members bring a welcome boost to existing members. After 18 months of the Covid 19 lockdown a boost will be even more welcome! If you are interested in becoming a committee member or just want to know more please give us a call or email michael@blochairn.org.

Tenant Bonus Scheme

At our Committee meeting every month, prize draw winners collect their cheques and make the next draw. As we can't hold meetings in person we haven't made any draws. At our AGM we will make the draw for all of the months we've missed. That means we might have 18 lucky winners of £50 each. To be in the draw all you have to do is to keep to the terms of your Tenancy Agreement and behave in a decent, reasonable way towards your neighbours. Keep your property neat and tidy and free of litter; dispose of refuse and bulk items properly - that kind of thing. You know it makes sense!



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

General Office	admin@blochairn.org	553 1601
Michael Carberry (Director)	michael@blochairn.org	553 0023
Angela MacDonald (Housing Services Officer)	angela@blochairn.org	553 0022
Stefania McGrath (Housing Services Assistant)	stefania@blochairn.org	553 0021
Carol Niven (Finance Assistant)	carol@blochairn.org	553 0020
Freedom of Information	foi@blochairn.org	553 1601
Web Site	https://blochairn.org/	

Scottish Charity No. SCO40816

Property Factor No. PF000257

June 2021

Blochairn Housing Association Newsletter

COVID 19 LOCKDOWN UPDATE

Residents can follow Scottish Government advice and check the NHS Inform web site at <https://www.nhsinform.scot/>. Even though it seems like the situation changes almost every day!



Our office remains closed. You can call us on 553 1601 or email admin@blochairn.org. (We can't discuss business at the office door). We will take longer to deal with some issues until lockdown is lifted. We are gradually carrying out home visits, using PPE and social distancing, and have restarted Estate Management visits. Please try to keep stairs, closes and bin stores as neat, clean and tidy as possible. If staff are out of the office please don't ask them to engage in discussion with you. Keep a safe distance (2 metres) from them to protect you and your family. Tell us if anyone in your household is showing symptoms of Covid 19. If you are in isolation we will not send staff or contractors to your house.

Our repairs contractors are working, using PPE and social distancing. If a contractor is in your house please make sure that everyone understands the need to stay 2 meters away.

Support Workers, Matthew (Welfare Benefits); Maureen (Financial Capability) and Geraldine (Tenancy Support) are back working from our office. They are allowed to see residents in our board room. Give us a call if you need an appointment.

You can pay rent at www.allpayments.net; download the 'ALLPAY' App or phone 0844 557 8321. Our web site has a 'Make a Payment' button or you can pay by bank transfer. You can apply for Universal Credit at <https://www.gov.uk/universal-credit>. If you receive Housing Benefit phone us or email angela@blochairn.org. If rent arrears are due to COVID 19 we will agree a reasonable plan with you but please make sure that you speak to us now.

Go to <https://blochairn.org/> and <https://www.facebook.com/blochairnha> for information updates or download the Blochairn App to your mobile phone. Our Facebook page has a mix of housing news, general information, as well as humour. It has 904 'Followers'.



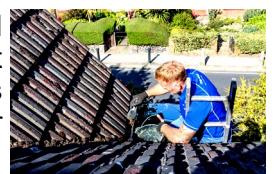
Staff Changes



Blochairn has employed 3 or 4 staff for the past 30 years; fewer than comparable organisations. Most residents recognise that our staff go above and beyond their call of duty and are committed to the wellbeing of our community. Behind the scenes, the 'red tape' and bureaucracy that housing associations must deal with now can be overwhelming. We are recruiting a Corporate Services Officer to add to our team. Housing Services Assistant, Danielle Murphy, has left and we will be recruiting a replacement soon. Meantime, Stefania McGrath will be working with us over the next few months.

Planned Maintenance

As we gradually return to normal working we will review our planned maintenance programme. Painters will continue to work on railings at Dunolly Street and then move on to Sandmill Street. Painting of closes at owners' closes at Blochairn Place will be organised soon. Gutter cleaning for all properties will begin on Monday 7 June.



Rosemount Development Trust



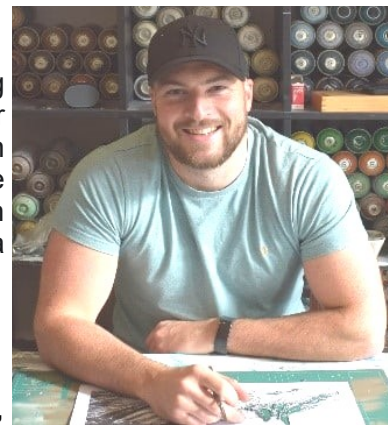
Rosemount Development Trust (RDT) is delighted to have secured £40,000 from Glasgow City Council's 'Vacant and Derelict Land' Fund.



The funds, awarded by the Scottish Government, and administered by Glasgow City Council's will be used to carry out a feasibility study and site investigation into short, medium, and longer-term use of the Provanhill Street site, where the building once stood behind Royston Road. This gives the Royston community the opportunity to explore the long-term ambition for this area, and to think about what uses they would like to see, alongside any development. RDT commissioned Kevin Murray Associates (KMA) to lead this work. Recently KMA carried out a

survey asking the community for ideas for the site. The results of the survey are currently being analysed. Alongside this, RDT is also funding a study for Royston Road.

Earlier this year RDT received funding community Development Officer. Gregor post and is working with the Royston number of projects, including the and Royston Road consultation with out for Gregor in the community (he's a can't miss him!)



to employ a Com-Henderson is now in Strategy Group on a Provanhill Street KMA. Keep your eye big bloke - you

St Roch's S2 Secondary School Pupil, Rosemount Development Trust's Jim -2021. Ben is the youngest pupil to be nominated by St Rochs Secondary School for the award. He completed a sponsored climb of Ben Lomond to raise £1500 to buy an outdoor defibrillator and equipment. He did so in memory of his grandad, Billy. He has generously donated the lifesaving equipment to Spire View Housing Association and is now installed at the community hub on Roystonhill. RDT Director, Maureen Flynn, was delighted to present Ben with his award, and a cheque for £100, along with St Roch's Senior Deputy Head, Tommy Donnelly. Mr Donnelly said Ben was a "really worthy recipient".

(The Jim Conway Award was created in recognition of RDT's former Director on his retirement in 2009. It recognises his leadership and achievement and building confidence in Voluntary Directors to develop and manage Rosemount Business Park, enabling commercial businesses to locate in Royston, presenting residents opportunity for local jobs and training).



Bulk Uplift



Glasgow City Council suspended its Bulk Uplift service in March 2020. It will not be reinstated. You can find City Council recycling centres on the Council web site. Our contractor will collect bulk items from the front of your property on a Wednesday. Please do not put items out before Tuesday night and make sure that it remains neat and tidy and doesn't affect your neighbours. Residents in Cloverbank Gardens should put items outside of their own house — not at the tree at the entrance to the street. The City Council are monitoring this area for fly tipping, including taking still photographs from the CCTV camera. You risk the possibility of receiving a fine.

Landscape Gardening

We introduced a basic gardening service 25 years ago, recognising that many people don't know about gardening and are not inclined to spend time on it. We saw streets in other areas where unruly, overgrown gardens detracted from everything else around them. Gardening is expensive and can be a luxury that many people can't afford and have nowhere to store equipment. So, we decided to do what we could to try to make the area, generally, look as good as it could, within the constraints of offering a basic service.

The nature of the landscape gardening business is that workers are not well paid. It's not an attractive job. It's seasonal and it is insecure. There is a high turnover of staff. The quality of the service can be erratic. When a problem arises, we deal with it. But there's not a queue of exceptional companies waiting to step in. Every housing association encounters the same problems. Bigger associations might employ their own in-house tradesmen, including gardeners. But they encounter the same issues.

The work has become more difficult. Our climate has changed and we can no longer predict our weather pattern. We can have torrential rain in June and mild temperatures in November. Often torrential rain is followed by hot, humid weather. Things grow quicker and thicker. If the weather is horrendous on the day that the gardeners are due in Blochairn they can't return the following day. They have to be on site at their next customer.

When the COVID 19 pandemic lockdown hit; the landscape gardeners were the first contractor to come back. They did this to help us keep the area in some sort of order. They did it with half their staff in isolation. When Blochairn Place was hit with a serious rat infestation, the landscape gardeners pulled out all the stops to help us to locate rat burrows. They did this at short notice and whilst operating at half strength.

Everything we do is paid for through rents and factoring charges. When we first started the service the Housing Benefit Office tried to force us to identify the specific cost so that it could be deducted from our tenants' Housing Benefit. We refused to do that because tenants can't opt out. Also, it's a basic service. Residents are still responsible for taking reasonable care of their own garden. That's covered by our Tenancy Agreement and Tenant Handbook. Some residents do spend time on their garden and do a fantastic job. We are grateful to them for enhancing the area.

The bottom line is that we provide a basic service and don't claim to be trying to create immaculate lawns and gardens. If that were the case, costs would be unaffordable. We will be reviewing and monitoring our gardening service over the next few months. If you have any comments you want to share please give us a call or email admin@blochairn.org

