

www.blochairn.org

AGM

On Tuesday 3rd September 2024, the Association held its 33rd AGM. This was well attended by members.

At the meeting the Chairperson gave a review of the business of the

Association over the past year and highlighted the main things we would be working on in the coming year. The audited accounts were also presented to the meeting and members present were given the opportunity to ask any questions about these. The Members were asked to approve the re-appointment of Alexander Sloan as their external auditors, and this was agreed. The election of Management Committee Members was then made.

Manal Eshelli, the chairperson at the meeting announced that she was stepping down from the Committee and everyone thanked her and wished her well. Following the AGM, a Management Committee meeting was held and at this meeting, Ady Tester was appointed as the new Chairperson of the Association. A full list of the new Management Committee is detailed below.

We would like to thank everyone who came along to the meeting.



Your new Management Committee

Ady Tester	<i>Chairperson</i>	Leanne McGowan	<i>Committee Member</i>
Martin Forrest	<i>Vice Chair</i>	Colin Turnbull	<i>Committee Member</i>
Julie Ann Cloherty	<i>Secretary</i>	Frances Tierney	<i>Committee Member</i>
Kim Stuyck	<i>Committee Member</i>	Cllr Anthony Carroll	<i>Committee Member</i>
Alexandra Lis	<i>Committee Member</i>		

There are still spaces available on the Management Committee. If you are interested, please contact the office.

Office Closure

Please note that the office will be closed on the following dates:

Friday 27th and Monday 30th September 2024

for the September weekend.

Emergency Repairs during office closures

During public holidays only emergency repairs will be carried out. If you have an emergency please call:

Central Heating Faults

James Frew

01294 468 113/0870 242 5037

All other repairs

City Building - **0800 595 595**

The emergency repairs service will be available 24 hours a day. You will get these emergency repair line numbers on the office answer machine.

Tel: **0141 553 1601**

Will you lose your winter fuel payment?

We may be able to help you.

Please get in touch with the office and we will arrange for you to speak to a member of Staff.





Dog Fouling

We have received an increase in complaints about dog fouling in the area.

Dog fouling in a public place is when an owner fails to remove their dog's mess.

If your dog fouls in an open space, you **must clean it up**.

If you do not dispose of this type of waste in the correct way and are caught by the Dog Wardens, you could receive a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if not paid within 28 days.

Allowing your Dog to foul in the area is also a breach of your tenancy agreement and the Association may take action against your tenancy if you continue to fail to clean up dog fouling.



Suspicious Activity?

We have been contacted about damage being done to cars in the local area. If you see anything suspicious, please call the police on 999 or 101.

Report dog fouling in a public place

If you witness dog fouling you can report it anonymously via the Glasgow City Council website www.glasgow.gov.uk or call **0141 287 2000**.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Children's Competition

Colours Wordsearch

PURPLE • BROWN • GREEN • WHITE
BLACK • PINK • ORANGE • YELLOW
BLUE • RED

Answers may run horizontally, vertically or diagonally, and may even be backwards!

Can you find all of the colours in the grid?

Find the words listed in the grid and circle them.

Send us your answers by Friday 11th October to be in with a chance to win a prize.

Good Luck! 😊



Name:

Contact number/ Email:

Age:

Address:

Repairs & Maintenance Policy

Following a tenant consultation process, we have reviewed our Repairs and Maintenance Policy.

Below shows how we will categorise repairs. It also shows how quickly we will respond. We will always arrange a suitable access time with you at point of report. The policy is available from our website or on request from the office. The insert in this newsletter outlines repair responsibilities of both the landlord and tenant.

Reactive repair reports	Response
Emergency reactive repairs – Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupiers property. Includes right to repair one day response repairs. Emergency repairs may require additional follow up work once the initial emergency is safe.	4 hours (available 24/7)
Urgent reactive repairs – These are repairs that require quick completion but there is no immediate danger. Includes right to repair cases with a 3 day response.	2 working days
Routine reactive repairs – These are repairs for which there is no requirement to complete under either the emergency or urgent category. Includes right to repair cases with a 7 day response.	5 working days
Extended repairs – Repairs that require multiple visits or the manufacturing of components.	30 working days

Complaints and serious concerns

Information for tenants and service users of social landlords:

The Role of the Scottish Housing Regulator

Complaints about your social landlord

We expect social landlords to make it easy for tenants and other service users to talk to them and get the information they need about the service they provide and decisions they make.

Sometimes you might have a problem with a social landlord. Our role does not allow us to deal with individual complaints. So, if you have a complaint about a social landlord that relates to you or your home, you should:

Step 1: Follow the social landlord's complaints procedure in full – this will be available on its website or by contacting them; and

Step 2: If the complaints procedure ends and you are unhappy with how it dealt with it, you can contact the Scottish Public Services Ombudsman (SPSO).

Scottish Public Services Ombudsman (SPSO)
Bridgeside House • 99 McDonald Road
Edinburgh EH7 4NS
0800 377 7330 • www.spsso.org.uk

The SPSO's website also has information on ways for people to complain about care services and factoring services provided by social landlords. If your complaint is upheld by the SPSO, we will be made aware of this and we will speak with the social landlord about this.

However, if you are a tenant of a social landlord, and the specific complaint affects a group of social landlord tenants; you can also take a third step.

Step 3: You can report the issue to us.

Tenants can contact us where their social landlord regularly and repeatedly fails to achieve the regulatory requirements for social housing; and this failure affects a group of the social landlord tenants.

You can find out more information about this here:

<https://www.housingregulator.gov.scot/for-tenants/read-our-factsheets-for-tenants/complaints-and-serious-concerns-information-for-tenants-and-service-users-of-social-landlords/#section-1>

Feedback required

We want to know what you think about the information you receive from us. Is it too much? Is it not enough? Are you happy with the format of reports?

If you have any feedback for us, please complete and return the box or email us at admin@blochairn.org. Thanks in advance.

Name:

Address:

(You can submit the information anonymously if you prefer).

Feedback:



Blochairn Housing Association • 1 Blochairn Road • Glasgow G21 2ED
Tel: **0141 553 1601** • Email: admin@blochairn.org • Website: www.blochairn.org

Office opening hours:

Monday, Tuesday, Wednesday, Thursday – 9am to 5pm • Friday – 9am to 3.30pm
Closed for lunch 1pm-1.45pm (Thursday 1pm-4pm for lunch and training)

Registered Scottish Charity No. SC040816 • Registered Property Factor No. PF000257 • Registered with the Scottish Housing Regulator No. HAC223