

## Rats

Many of you will be aware of the ongoing rat and fly problem in the area. The Association has been arranging meetings with your local politicians and representatives from Glasgow City Council to discuss and address this issue.

The last meeting was held on Tuesday 4th April 2023. At this meeting we were advised that equipment has been installed at the Blochairn facility that should reduce the number of flies in the area over the summer. This will be reviewed at the next meeting in June.

With regard to the rats, a fortnightly visit by pest control was requested and discussions have to be

arranged with Network Rail about cutting back vegetation at the side of the railway that may be making the problem worse. We will keep residents informed about any updates we receive about these.

The Association is currently arranging cleaning of bin areas and cutting back some vegetation. We would ask all residents to ensure that all rubbish is carefully put inside the bins.

When we have a date of the next meeting, we will let you know.



## Wider Role

Along with our neighbouring organisations Spire View Housing Association and Copperworks Housing Association we managed to secure funding to help our tenants with the cost of living crisis.

We managed to get £27,000 from Social Housing Fuel Support Fund split between the 3 organisations. £17,000 was spent on gas and electric vouchers which were distributed by the Fuel Advisors and staff in the Roystonhill Hub. £10,000 was also spent on slow cookers, air fryers, electric blankets and other energy efficiency products.

We also secured £15,500 from the Winter Hardship Fund which again was split between the 3 organisations.

£9,400 went to Pantry Membership Cost

£700 to Community Meals

£1,400 Community Café Vouchers

£3,200 to Food Vouchers

£800 cash to spend

Blochairn were able to distribute 35 £10 vouchers to residents to spend in the Community Café and 40 £20 vouchers to residents to spend at Asda. Two payments of £100 were also given to tenants in need.

We also had some money left over from the Cost of Living Support Grant Fund that enabled us to purchase 15 more Chocolate Lovers Hampers from Marks and Spences at a cost of £525 which have been distributed to residents.

Watch out for news on more funding becoming available soon to help all residents with the cost of living crisis.

## Office Closure

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

- Friday 7th and Monday 10th April** - Easter weekend holiday
- Monday 1st May** - May Day
- Monday 8th May** - King's Coronation
- Friday 26th and Monday 29th May** - Spring holiday

## Emergency Repairs during office closures

During this time 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 • **0141 553 1601**

You may already be aware that GEMAP is a money advice charity working in partnership with Blochairn Housing Association.

We provide benefits, debt, and financial capability advice to Blochairn tenants.

*We wanted to give you some information to let you know how easy it is to get help.*

**GEMAP Scotland** - where advice is **always free, always confidential.**

## How We Can Help

At GEMAP Scotland we see first-hand the **challenges** that people are facing with the **rising cost of living, difficulty paying bills and struggles to afford essentials.**

We **understand** that this can cause worry and stress, but we want you to know that you're **not alone** and that we can help.

### GEMAP can help by:

- Communicating with creditors on your behalf
- Applying breathing space to accounts for you to get advice
- Negotiating reduced repayments to creditors
- Asking creditors to freeze interest and recovery action on debts
- Supporting you with your budget
- Advising on debt options specific to your circumstances and supporting you to put these in place
- Supporting you to open credit union and bank accounts
- Applying for grant assistance
- Claiming and appealing benefit decisions
- Supporting parents to claim Free School Meals and clothing grant entitlements
- Helping with energy costs
- Providing benefit checks
- Assist with claiming any benefits

We provide appointments to deal with a wide range of money issues through our partnership with Blochairn Housing Association. With the difficult times people are facing at the moment please don't suffer in silence. Reach out for free, confidential advice from our experienced advisers.

**Contacting Us:**  
If you are a Blochairn tenant, please call the housing office on 0141 553 1601 and ask for an appointment with GEMAP.

# WHAT'S ON

AT ROYSTONHILL COMMUNITY HUB

● FREE
 ● PAID
 ● MEMBERSHIP

**MONDAY:**

- 12pm - 1pm Community Meals F
- 2pm - 5pm Royston Community Pantry M
- 4pm - 5pm Kickboxing P
- 5pm - 9pm MM Dance P
- 7pm - 9pm Karate 18+ P

**TUESDAY:**

- 10am - 1pm Energy Advice Drop-In F
- 1pm - 4pm Crafts for Laffs M
- 5pm - 8pm Dance Generation P

**WEDNESDAY:**

- 1pm - 4.30pm Digital Qualification course F
- 4pm - 5pm Kickboxing P
- 6pm - 7pm Karate (kids) P

**THURSDAY:**

- 9am - 3pm Young At Heart 50+ M
- 10am - 12pm Digital Drop-In F
- 10am - 2pm People Plus Employment Advice F
- 4pm - 7pm Royston Community Pantry M
- 5.45pm - 8.45pm Dance Energy P
- 6.30pm - 7.30pm Guitar Lessons F

**FRIDAY:**

- 10am - 1pm Royston Community Pantry M
- 10.30am - 11.30am Book Club (monthly) F
- 5pm - 6pm Karate (Kids) P
- 6.30pm - 8.30pm Bingo P

0141 212 7386

@RoystonhillCommunityHub

174 Roystonhill, G21 2LG

communityhub@spireview.org.uk

## Check if you are entitled to Pension Credit

**Pension Credit is currently one of the most underclaimed benefits**

It is a weekly benefit to boost your income. It's based on how much money you have coming in.

There are two parts to Pension Credit, called Guarantee Credit and Savings Credit. You might get one or both parts.

- Guarantee Credit tops up your weekly income to a minimum amount.
- Savings Credit is a small top-up for people who have a modest amount of income or savings.

### Working out if you're eligible for Guarantee Credit

To claim Pension Credit you must:

- have reached State Pension age - check your State Pension age on GOV.UK
- not have too much income or savings
- live in the UK

You can still be working, as long as your income isn't too high. Unlike the State Pension, you don't need a national insurance record.

If you would like to check if you can claim this benefit, you can make an appointment to see the Association's Welfare Benefits Advisor, who is in the office on a Wednesday. You can also get advice from your local Citizens Advice Bureau - 3rd Floor, Mitchell Library, 201 North St, Glasgow G3 7DN.

# Children's Competition



To enter this month's competition, colour in the easter bunny and return your picture to the office by Tuesday 9th May to be in the draw for a prize of your choice.

Name:

Address:

Contact number/Email:

Age:

## Home Contents Insurance

The Thistle Home Contents Insurance Scheme is designed for tenants living in social housing. The scheme is fully administered by Thistle Tenants Risks.

### 10 reasons to choose Thistle Tenant Risks Home Contents Insurance

- 1 Apply over the telephone or complete an application form.
- 2 You don't need to have special door or window locks (just a lockable front door).
- 3 Flexible payment options (fortnightly and monthly premiums include a transaction charge).
- 4 Covers theft, water damage, fire and many more household risks.
- 5 Covers tenants' improvements (up to £2,000 or 20% of the sum insured, whichever is the greater).
- 6 Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- 7 Covers damage to external glazing which you are responsible for.
- 8 Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- 9 Loss or damage to food in a fridge/freezer (excludes damage caused if the electricity supplier deliberately cuts off the supply to your home).
- 10 Tenant's liability - Up to 35% of the contents sum insured for damage to your landlord's fixtures and fittings which you are legally liable for as a tenant (excludes loss or damage while your home is unoccupied).



## Allocations Policy Consultation

We will shortly be holding meetings in our office in relation to the review of our Allocations Policy and we want to know what residents' views are. Please watch out for information soon on when the consultation meetings will take place.



## Sim Cards

We have free mobile phone sim cards in the office for anyone who would like one. These will give you free data for 6 months. Pop into the office anytime we are open to pick one up.

**To apply for cover today, call Thistle Tenant Risks on 0345 450 7286 or visit: [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)**

Exclusions and limits apply. A copy of the policy wording is available on request.

# Electrical Safety

We need to carry out regular electrical inspections and tests because electrical installations deteriorate due to issues such as damage, wear and tear, corrosion, excessive electrical loading, ageing and environmental influences.

Electricity is a major cause of fires and electricity can cause injury such as electric shock, burns and falls.

## What Blochairn is doing to keep you safe:

- ✓ Carry out an electrical safety check every 5 years on your home and undertake any works identified during the check promptly.
- ✓ Carry out an electrical safety check every 5 years in communal area of all blocks and undertake any works identified during the check promptly.
- ✓ Carry out an electrical check after major works on your home, this includes a kitchen, bathroom, or heating replacement.
- ✓ During the empty homes process we will ensure every property has a safety check and any required works completed prior to the property being let.
- ✓ Maintain a register of all electrical checks carried out to ensure the effective management and monitoring of the electrical safety process.
- ✓ Ensure any contractor undertaking works in Blochairn homes are properly electrically qualified for the works they are undertaking.

# Gas Safety Check

## Checking your gas appliances

If you are a Blochairn tenant and have a gas appliance, each year one of our gas engineers will visit your home to carry out an annual gas safety check.

By law, we must check all fitted gas appliances that we own and are responsible for, such as central heating boilers and gas heaters. We must also check gas pipes for leaks that could cause an explosion or carbon monoxide poisoning. We carry out a gas-safety check in every rented property once a year. We also offer gas servicing to our leaseholders for a competitive fee.

Beware: If you do not allow us access to your home for your annual gas safety check, we can legally force entry to your home. It is very important to let us know if you cannot make an appointment.

It is part of your tenancy agreement that you allow us access to check your gas appliances. If you do not let us into your home to do this, you are breaking your tenancy agreement and we may charge you legal costs.

## What happens at a gas safety check?

A registered gas engineer will do the following:

- protect the area around the appliance they are working on, such as using a dust sheet;
- test the pipes between the gas meter and the boiler or heater for leaks;
- service all the gas appliances we own to the manufacturer's recommendations;
- check the flue that the appliance it is connected to;
- check that ventilation is fitted and that it is not blocked;
- put all the appliances back together and make sure everything is working and
- provide a copy of the gas safety record (LGSR) within 28 days of the check.

The gas safety check and service will usually take less than an hour, although this will depend on the number and type of gas appliances in your home.

## Gas Safety

If you smell gas inside your home, you should do the following:

- immediately turn off the gas at the meter;
- do not turn any electrical switches on or off. They can cause a spark which in turn could cause an explosion if there is a gas leak;
- do not use your phone indoors as it could cause a spark;
- do not smoke or use a naked flame;
- open all doors and windows;
- check to see if you have left any gas appliance on or if a pilot light has gone out and;
- go outside and call the National Grid's 24-hour helpline on 0800 111 999.



Blochairn Housing Association • 1 Blochairn Road • Glasgow G21 2ED  
Tel: **0141 553 1601** • Email: [admin@blochairn.org](mailto:admin@blochairn.org) • Website: [www.blochairn.org](http://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)

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