

The Management Committee and Staff of Blochairn Housing Association wish all of our Tenants and residents a Merry Christmas and best wishes for 2024.



Christmas Arrangements

The office will close at 12.30pm on Friday 22nd December 2023 and will re-open on Thursday 4th January 2024 at 9am.

Emergency Repairs over Christmas

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**

Christmas Bonus Payments

Thank you to all of you who returned the form.

Payments to those eligible have been sent out. If you have not received your payment, please let us know. It is also not too late to apply, so please get in touch immediately if you forgot to hand in your form.



Repair Satisfaction Survey

From now on you will receive a text message following on from a repair being completed asking that you let us know if you are satisfied with the work carried out, or not.

All you need to do is text back **1** if you are satisfied and **2** if you are not. We will then be able to gather statistical information on the number of repairs completed to our tenants' satisfaction.

Thanks for your co-operation with this matter.



Independent Advisor News 2

The future of Blochairn HA

As you know, Blochairn HA (BHA) is considering a transfer of engagements to Spireview HA.

Survey Results

Many thanks to everyone who filled in the survey, contacted me or came along to the Pop in. The winner of the £50 prize draw is a resident in Cloverbank Street.

What you said:

- ✓ The majority of folk taking part scored BHA either 9 or 10 out of 10.
- ✓ Staff followed by repairs are the best things about being a BHA tenant.
- ✓ Folk said anti-social behaviour, followed by dog fouling and the recycling centre were things that were not so good.
- ✓ The bins area and close cleaning were the most popular responses on housing service improvements.
- ✓ For improvements to your homes, kitchens was the most popular answer, followed by radiators and bathrooms.
- ✓ The most popular response for improvement to the community/environment was play areas, far behind is the environment (shrubs etc), parking and shops.
- ✓ A small majority of tenants said they did not support BHA becoming part of another association.

Your comments have been reported to BHA, and will be taken into account in the process.

The next stages

Part of my team is a financial and business expert who will independently investigate all aspects of the plans including financial, future rents and investments.

It's our role to make sure that we are satisfied that any proposals are financially sound and affordable.

The formal process

When all the background work has been done and the Committee of Blochairn is satisfied that the proposed transfer is in the best interest of tenants, the formal process begins. This process is laid down in guidance from the Scottish Housing Regulator and must be followed.

When the formal process starts every tenant and joint tenant will be sent a formal "offer" document called the stage one notice. This will tell you what will change and what will stay the same if tenants vote to join Spireview HA, it will cover for example, rents and investment in your homes. You have 28 days to comment on this offer. You can comment to Blochairn or to me.

I will be holding more pop in sessions to chat to you, get your views and answer any questions. Or you can ask for a phone/video call.

At the end of the 28 days Blochairn will look at all your comments. You will then receive the Stage 2 Notice, which will outline any changes to the First Stage notice.

If the Committee of Blochairn are happy the proposal has tenant support there will be a secret ballot. The ballot will be conducted by an independent organisation called Civica electoral services. You will be able to vote by post, text, on line etc. Your vote is secret, Blochairn will never know how you have voted. The ballot is open for 28 days. There must be a majority of tenants voting who vote yes for any change to happen.



If tenants vote no to joining with Spireview HA, it is likely that Blochairn will seek another housing organisation to join.

Please get in touch with any questions, for more information or if you want to get more involved in the process.

Lesley Baird

Your Independent Advisor

Email:

lesleytembybaird@gmail.com

Phone: **07768 583885**

Fire Safety Reminder!

Please remember that items should not be left out on the landing or in the common close area as this presents a fire hazard.

We know that Santa will be good to you all and you may struggle to find space for his gifts, but please do not put yourselves and everyone else at risk by using the close/stairwell as a storage area.

Play Area Upgrade

We are pleased to tell you that in January 2024, new play equipment will be being installed in the play area in Blochairn Place.

The play area will be closed while the equipment is being installed and until it is signed off as safe for use. We appreciate your co-operation during this time and look forward to seeing everyone enjoying the new facilities.

The pictures will give you an idea of the new equipment. The design is largely based on the comments and feedback you gave us during the consultation on the work.

We would like to thank FCC Communities Foundation and Grantscape for the funding to do this work.



Winter Advice

Heating not working?

Before you call for a repair, please check:

- 1 You have credit in your gas/electric meter.
- 2 The wall thermostat has not been set at too low a temperature for the heating to come on.
- 3 The thermostatic control valve (TRV - on the side of the gas central heating radiator) on the radiators has not been set at too low a number for the heating to come on.

What to do if a pipe bursts

If the worst happens and a pipe bursts, please follow these simple do's and don'ts to reduce damage.

Do

- Turn off the water supply. The tap is usually under the sink or in the hall cupboard.
- Switch off the electricity at the mains.
- Switch off the boiler at the wall switch.
- Use a bucket or basin to catch any water leaking from the burst.
- Open all taps to the sink and bath. If possible collect the water in the bath for flushing the WC and washing.
- Call the Association on **0141 553 1601**, or the emergency City Building number **0800 595 595** to report the repair.

Don't

- Ignore it, a small leak may be okay overnight, but if left for several days could cause major damage in your and your neighbour's home.

Christmas and New Year Holidays - Wheeled Bin Collection Arrangements

Due to the Christmas and New Year holidays some of your bin collection dates will change. Please note your revised collection dates in the table below:



2023	Current Date	New Date	Current Date	New Date
Blue, Purple Bin	25/12/2023	27/12/2023	26/12/2023	28/12/2023
Green, Brown Bin	25/12/2023	27/12/2023	26/12/2023	28/12/2023
2024	Current Date	New Date	Current Date	New Date
Blue, Purple Bin	01/01/2024	03/01/2024	02/01/2024	04/01/2024
Green, Brown Bin	01/01/2024	03/01/2024	02/01/2024	04/01/2024

Over the holiday period it would be helpful if car owners could arrange to park their vehicles in a position which will allow bin crews safe access to your wheeled bins.

Thank you for your co-operation.

www.glasgow.gov.uk/recycling

Tenant Participation Action Plan

As a Registered Social Landlord we are required to consult with our Tenants, residents and stakeholders, and take your views into account.

The action plan below tells you how we will go about that this year. Please remember that you can contact us at any time at the office if you have any queries or concerns.

Contact us via: Popping into the office: telephone on **0141 553 1601**: email to admin@blochairn.org or via our website <https://blochairn.org/contact-us/>

Action	Aim	Dates for Completion
Newsletter	We will produce a minimum of 4 Newsletters per year - minimum	April, July, September and December
Annual Report	Will be issued in September each year	September
Annual Report on the Charter	To be issued Annually	September
Tenant Satisfaction Surveys	A full survey will be undertaken once every 3 years	Next one due 2025
Repair Satisfaction Surveys	A new system of monitoring repairs satisfaction will be introduced	Introduced September 2025
New tenant house visit	To be carried out within 8 weeks of each new tenancy	On-going
Complaints Survey	To be undertaken once every 6 months.	September and March
ASB surveys	To be undertaken once every 6 months.	September and March
Management Committee Membership	To be promoted as widely as possible	On-going
Promote Membership	This will be undertaken at all sign ups and changes of Tenancy. It will also be promoted regularly via the Newsletter and the website.	On-going
AGM	This will be held annually in line with the Rules	September
Public Meetings	One will be held annually after the AGM. Others will be held as and when required.	September
Apppointment of ITA	This will be undertaken if the Transfer of Engagements is to proceed	In place. Events will be advised as they are being held.
Use of equalities data	The Association will make use of equalities data to ensure that all Tenants are able to participate on an equal basis.	On-going
Tenant Consultations	To be carried out for significant policy reviews and any other issues as required.	As and when required
Tenant Communications	Make more use of electronic communications as was requested in the last TSS (2022)	Immediately
Annual rent increase	A full consultation will take place with Tenants annually. Net one will include questions on paying more for additional services e.g. Garden Maint. As per results of garden maint survey.	January 2024



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

Win a Family day out!

Children's Competition

To enter our Christmas competition, colour in the picture below and hand it into the office by Monday 8th January 2024.

The winner will receive a prize of their choice and a family outing - of your choice - that can be taken any time during the year. We look forwards to seeing all of your pictures.

Good luck!



Child's Name:

Telephone:

Address:

Age:



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The Opportunity

An apprenticeship with James Frew is a Modern Apprenticeship. Modern Apprenticeships are a combination of work-based training and college learning. Over the course of your 4-year apprenticeship, you will work to achieve an SVQ3 in Domestic Plumbing and Heating, an SVQ3 in Carpentry and Joinery or an SVQ3 in Electrical Installation.

Apprentices at James Frew are critical to the success of the company. They receive the very best in all aspects of on and off-the-job training in their chosen apprenticeship. They earn while they learn and are ambassadors for James Frew Ltd.

Our apprentices make the most of opportunities to develop their technical skills, their communication skills and their problem solving skills.

The apprenticeship involves off-the-job training at one of our college partner institutions and on-the-job training working on our contracts. The work experience will take place at various locations and a degree of travel will be required.

Our apprentices always act in the best interests of the company and understand that only the best will do.

Do you have what it takes to be a James Frew apprentice?

We will provide a company uniform and full PPE. You will be mentored by an experienced tradesperson to ensure that you make the most of the experience.

On completion of the programme, you will have an opportunity to join the company as a fully qualified tradesperson with great career prospects and access to career long professional learning.

As a company, we value our young workforce. 15% of our workforce are current apprentices and over a third of our people have served a recognised apprenticeship.



Entry Requirements

- All applicants will have achieved National 4 or equivalent in Maths, English, Science and/or a technical subject.
- Apprentices must also do well in the SNIPEF Entrance Selection Test (Plumbing Apprentices only).
- Must have a "Can Do" attitude and be determined to succeed.

Contact Us

Forward your CV and a cover letter detailing why you want to be a plumbing and heating apprentice to HR@jamesfrew.co.uk no later than Friday 26th April 2024.

Please note: due to the number of applications we receive, we will only respond to successful applicants.



**JAMES
FREW**

www.jamesfrew.co.uk

Further information about the Plumbing Apprenticeships scheme is available on SNIPEF website: www.snipef.org



Further info about the Carpentry and Joinery apprenticeships scheme is available on the CITB website: www.citb.co.uk



Further info about the Electrical Installation apprenticeships scheme is available on SECTT website: www.sectt.org.uk



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