

The Management Committee and Staff of Blochairn Housing Association wish all of our tenants and residents a happy and safe Christmas and best wishes for the New Year.



Christmas Arrangements

The office will close at 1pm on Friday 23rd December 2022 and will re-open on Thursday 5th January 2023 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**

Rent Increase Consultation

As you may have seen in the press, the Scottish Government has now introduced emergency legislation to bring in a cap on increases in rents at 0% until the end of March 2023 for homes provided by social and private landlords. This therefore applies to Blochairn HA.

As things stand we are able to increase rents from 1 April 2023. Any further changes being introduced by the Scottish Government for 2023/24 will not be known until the middle of January 2023.

As the process to determine rent levels, including consulting with tenants, can take a number of months. We have been advised by the Scottish Government to proceed with the work to determine what level of rent increase we require for 2023/24. This will include engaging with our tenants to ensure that we understand what is important to them and what they want, and can afford, to pay for.

We should be carrying out this rent consultation in January 2023 and would appreciate your assistance and feedback on this.

Complaints

We value complaints!

Complaints give us an opportunity to put things right when something goes wrong.

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- treatment by or attitude of a member of staff
- failure to follow proper procedure.

If you would like to make a complaint you can call us, write to us, talk to a member of staff or fill out an online form at:

<https://blochairn.org/contact-us/>

Once we've received your complaint we aim to reply within **5 working days**.

If you're not happy with our reply you can ask us to look at it again. This means we will carry out a detailed investigation into your complaint and have **20 working days** to do so.

If you are still dissatisfied with our response or the way we handled your complaint you can go to the Scottish Public Services Ombudsman (SPSO) website or contact them by emailing ask@spso.uk or call **0800 377 733**. You should only contact the SPSO after you have exhausted the Association's complaints procedure.

Medical Adaptations

Are you or a member of your family finding it difficult to get in and out of your bath? Would you benefit from additional handrails in your flat or property to help you get up and down stairs?

The Association has a fund to pay for medical adaptations in our tenants' homes.

If you think a medical adaptation would help you live more comfortably in your home please contact Health and Social Care Connect on **0141 287 0555** or go to www.yoursupportglasgow.org/connect for more information.

Alternatively, you can call our office to talk to a member of staff **0141 553 1601**.



Health and Social Care Services

Glasgow City Council Health and Social Care Services have moved to a single point of access called **Connect** – therefore if you need advice on: Children and Families, Adults and Older People and Homelessness services you should also call **0141 287 0555** or access the **Your Support Glasgow** website: www.yoursupportglasgow.org/connect for more information.

Equalities Data

The Scottish Housing Regulator has placed new requirements on Social Landlords to collect equalities data on its: tenants, waiting list applicants, staff, committee members and others.

To enable us to meet this requirement we will be sending out a survey in the New Year. All information we receive will be kept anonymous.

We want to collect this data so that we can ensure that we are meeting all of the needs of our Tenants and service users and that no-one is being prevented from accessing our services, or is receiving a poorer standard of service due to any

'protected characteristic'.

The protected characteristics are set out in the Equalities Act and cover: age, gender reassignment, sex, disability, race, religion of belief, sexual orientation, marriage and civil partnership and pregnancy and maternity. Again, we would appreciate your assistance with this survey. If you would like any further information about it, please contact the office.



Children's Competition

To enter our Christmas competition, colour in the picture below and hand it into the office by Monday 9th January 2023.

The winner will receive a prize of their choice and a family outing 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:

Bulk uplift

Good News! During the festive period the bulk uplift will continue as normal.

Please put out any items for collection on **Tuesday evenings**, for collection on Wednesday morning.

Please recycle cardboard, plastic and tins etc. in the blue bins.



Christmas Bonus Payments

Thank you to all of you who returned the form.

Payments to those eligible were sent out on the 12th of December. 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.

Royston Community Pantry

Royston Community Pantry is a membership-based shop that provides good food at a subsidised rate. The Pantry will stock fresh, nutritional food such as fruit and vegetables, store cupboard staples like pasta, rice, tinned tomatoes as well as freshly made goods in a deli counter to offer a quality shopping experience.

Anyone who lives in the G21 postcode area can become a member of Royston Community Pantry for £3. They can then do a weekly shop for £3, which will provide £20-25 worth of food. Members also have the option of paying a solidarity price of £3.50 per shop, to fund a small number of subsidised memberships.

Based in Royston Community Hub, 174 Roystonhill, Glasgow G21 2LG.

Opening hours:

Monday 14:00 - 17:00

Thursday 16:00 - 19:00

Friday 10:00 - 13:00



New Texting Service

In order to improve our communication with tenants and owners we will now be using text messages on some occasions to get information to you.

We will still send out quarterly newsletter and update our website with information, but the text facility allows us to get information to you quickly.

We did have some bounce backs on the recent texts we sent out so if you didn't put your number on your Christmas Bonus Form, please give us a call on **0141 553 1601** so we can update your details.

Most emails will be 'No Reply' required. However, we are working towards sending out repair satisfaction forms via text. Tenants who complete the repair satisfaction forms are entered into a monthly draw for a £25 cash prize so please make sure your details are up to date, so you don't miss the chance to win.



ENERGY ADVICE DROP-IN

Every Thursday from 9.30am to 12.30pm

Our new Energy Advisor Jola is offering an Energy Advice drop-in every Thursday from 9.30am to 12.30pm. If you are struggling with your energy bills and would benefit from some help and advice then come along to Blochairn Housing Association.

There are also drops in sessions at:
Spire View Housing Association offices Thursday 2-4:30
The Hub on Tuesdays 9:30-12:00

If you would like to make an appointment you can email Jola on jolantadolewska@spireview.org.uk



EVERY THURSDAY FROM 9.30AM TO 12.30PM.
1 BLOCHAIRN ROAD, G21 2ED
[JOLANTADOLEWSKA@SPIREVIEW.ORG.UK](mailto:jolantadolewska@spireview.org.uk)



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

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.