

*Seasons greetings to all  
and best wishes for 2025 from the  
Management Committee and Staff  
of Blochairn Housing Association.*



## Christmas Arrangements

The office will close at **5pm on Monday 23rd December 2024** and will re-open on **Monday 6th January 2025 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**



# Transfer of Engagements

We advised all tenants some time ago that the Association would be looking to transfer all of its houses to another Landlord. This process has been delayed due to other ongoing issues we have had to address. These issues had to be addressed to enable the work on the transfer to proceed.

We are now looking to proceed with this process. Unfortunately the transfer will no longer be with Spireview HA, so we are therefore looking at other Landlords. There is no timescale in place for this at the moment. More information will be issued as and when it is available.

# Staff Changes

We would like to welcome Tracy McLaughlin as our new Housing Services Officer.



Tracy McLaughlin

Tracy will take over the role previously done by Angela MacDonald. Angela has moved into the position of Interim Operations Manager, taking on this role after the departure of Diane Hendry who has moved onto a role within another Housing Association.



# 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.

# Children's Competition



## Can you make your way through the maze?

Have a go and send us your picture to be in with a chance to win a prize of your choice.

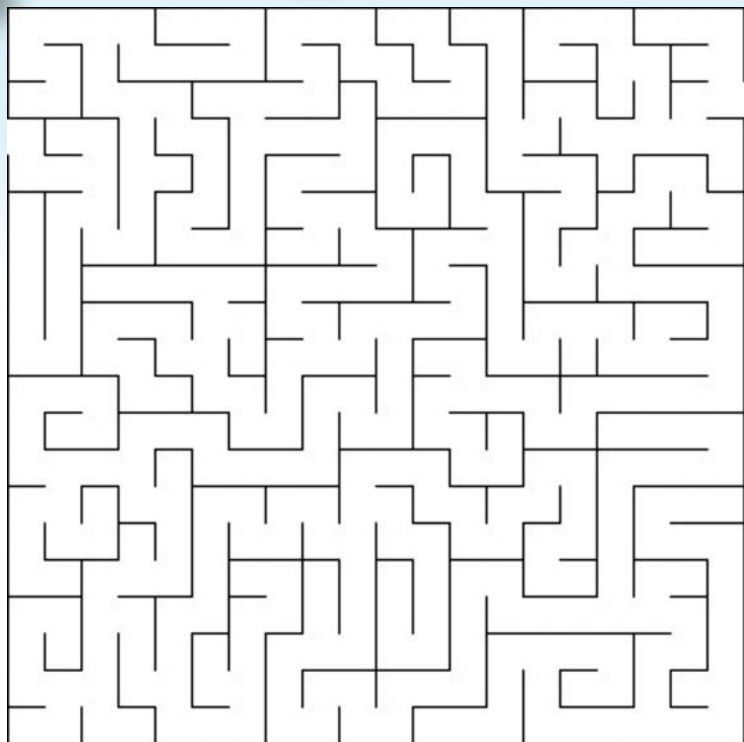
Entries close Friday 10th January 2025.

Child's Name:

Address:

Telephone:

Age:



## Struggling to pay your Gas or Electricity Bill?

Anyone who needs support with their energy-related issues should contact their supplier first, but if this proves ineffective or getting through to them impossible, contact Energy Advice Scotland who provide free, practical advice and information on energy-related matters.

They can be contacted on **0808 196 8660** (Monday to Friday 9am to 5pm) or online <https://www.energyadvice.scot/>

Another place that can help is Home Energy Scotland. They offer free and impartial energy efficiency advice to householders across Scotland. Advisors can direct you to grants and other support that you might be eligible for and can provide advice on being energy efficient. Their phone line is **0808 808 2282** (Monday to Friday 8am to 8pm, Saturdays and bank holidays 9am to 5pm) or online <https://www.homeenergyscotland.org/contact-us>

We may also be able to help you in the office. You can call us on **0141 553 1601**, at [admin@blochairn.org](mailto:admin@blochairn.org) or pop into the office.



## Rent Management Policy

The Association is currently reviewing its rent management policy. This policy lays out how the Association's Staff will deal with Tenants when their rent account goes into arrears. If you would like a copy of the policy or would like to discuss it with a member of Staff, please contact Andy at the office.





# Festive Support Resources

Please find below details of Festive Support resources. The resource highlight support services including food, meals, warm spaces and gifts over the Christmas period.

## Wood Social Club

15 Wood Street, Glasgow G31 3BZ, contact Jimmy on **07588 134409** or Kim on **07902 527249** for a Christmas Lunch on 22/12/2024.

## Partick Thistle Charitable Trust

Petershill Park, 30 Adamswell Street Glasgow G21 4DD Christmas lunch on 25/12/24 to book contact email [contact@ptct.org.uk](mailto:contact@ptct.org.uk) or visit Patrick Thistle Charitable Trust Facebook or call **0141 487 6886**.

## Bluevale Community Club

The Reidvale Neighbourhood Centre, 13 Whitevale Street, G31 1 QW. Christmas dinner on the 25/12/24, to book contact [liam@bluevale.cc](mailto:liam@bluevale.cc) or visit Bluevale Facebook for more information.

## North East Glasgow Food Bank

142 Helenvale Street, Glasgow G31 4NA **07951 749373** Food bank available.

For anyone who  
needs some  
support  
right now



CALM - 0800585858  
Mind - 03001233393  
No Panic - 08449674848  
Bereavement - 08088081677  
PAPYRUS - 08000684141  
Samaritans - 116 123  
SHOUT - Text SHOUT to 85258  
Abuse - 0808 2000 247  
Refuge - 020 7395 7700

Stay safe this Christmas.

## Christmas Gifts



The Association has small gifts available for all tenants over 65 years and all children in the area (under 16 years). If you have not yet collected yours, or need us to drop it off to you, please pop into the office or phone us to make arrangements.

## Christmas Bonus

We would like to remind everyone that - as advised to everyone earlier in the year - there will be no Christmas bonuses being given out this year.

We consulted on this during the rent increase consultation earlier in the year, and the majority of people who responded stated they did not want to continue with the scheme - due to the impact it would have on the rent increase.



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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