

Building on progress for a brighter Hillhead

A RECOGNISED SCOTTISH CHARITY SCO29998

New Site Start

We are delighted to see progress being made on our 41 unit New Build development at Fauldhead Road, Kirkintilloch. The site is a mixture of flatted accommodation, cottage flats and terrace houses, which will bring much needed affordable homes to the area.

The development makes up part of the larger Cala Homes, Weavers Brae site, near the old Waterside Social Club.

The Developing contractor McTaggart Construction invited representatives from the Association along to the site to view progress so far, with all piling now completed and foundation works on schedule, the properties are due to be handed over in August 2025.

The Development will see a total investment of £7.3m and will be partly funded by Scottish Government Grant, via an Allia Charitable Bond.



Ending your tenancy

If you would like to end your tenancy you need to complete a termination form. This can be picked up from the office or you can call reception, and we can post the form out to you.

You are required to give at least 28 days notice when ending your tenancy. Once we have received the signed termination form the 28 days will commence.

During this period a pre termination inspection will be carried out in your property. This is to determine any outstanding repairs that we will ask you to complete before returning the keys to us. You will be required to make good any damage to the property and its fixtures and fittings. You are also expected to remove all items from the house and garden prior to returning the keys.

The outstanding rent up to the date of termination will also be calculated and provided to you.

If you do not follow the process above for ending your tenancy, this could lead to us having to serve an 'abandonment notice' to end your tenancy and this could have an impact on future tenancy references we provide.

If you need to extend the date of the termination it is important to contact the office and let us know as soon as possible.



PAYING YOUR RENT



The Association has several ways in which tenants can pay their rent so everyone should be able to find a way that suits them.

Direct Debit/ Standing Order

Lots of our tenants now take the option to pay by direct debit. This is set up by the Association



and as long as you ensure you have enough money in your account to cover the payment, it should all go smoothly. We can set this up on a date and frequency to suit you. For many tenants, a monthly direct debit works best but it is possible to set it up weekly, fortnightly or 4 weekly. Another advantage of direct debits is that you don't need to worry about increasing your payment when the rent increase comes, the Association arranges this. Of course, no change is made to your payment without your knowledge and payments are covered by the direct debit guarantee.

Standing order payments are also possible, but unlike direct debits tenants need to set this up themselves and when the rent increases each year, you need to contact your bank to amend the payment. Please make sure you quote your tenant reference so we can identify your payment. Our bank account details are:

Hillhead Housing 2000 Rent Account, Sort Code 83-24-05, Account no 00690899

Office Payments

Payment can be made by either telephoning our office or calling in with your debit card. Please note we do not accept cash or credit card payments.



Online Banking

You can set up a regular payment from your bank account - just use our account details above and quote your tenant reference.



Online Payments

These payments can be made via Allpay, see our website for details and click on the link.



Paypoint

If you have a rent card, you can pay by cash or card at any shop displaying the Paypoint logo or any Post Office. If you would like any further information on paying your rent, or would like to set up a direct debit or request a rent card please contact the Association.



MEDIATION SERVICES

If you have a complaint about nuisance, annoyance or harassment caused by a neighbour, you can report this to our Housing staff. We will then take reasonable steps to resolve the situation.

However, in some cases, neighbour disputes are better resolved by mediation services to help prevent the situation happening again. Your Housing Officer can make a referral to an independent mediation service where skilled, professional mediators work with people to help them find their own solutions.

Mediation is a flexible and effective way of finding solutions to all sorts of

conflicts and disagreements. Unlike many other ways of dealing with conflict, mediation is quick, private, free, and helps find solutions everyone can live with.

Mediation has to be entered into voluntarily by all parties and then mediators will work with those involved in a conflict to help them build agreement and/or improve understanding.

If parties are unwilling to take part in a constructive mediation to resolve the issues, legal action may then need to be considered.

If you are having ongoing neighbour issues and would like more information on mediation, please contact your Housing Officer.



Tenant Satisfaction Survey 2024

Every three years we carry out a survey of all of our tenants to find out what you think about the services we provide and how these might be improved in the future. We are now due to carry this survey out again and so are working with Knowledge Partnership, who are independent market researchers, to carry out a Tenant Satisfaction Survey on our behalf.

For this year, Knowledge Partnership will be carrying out the survey using a face-to-face method. If you are visited as part of the survey, Knowledge Partnership's interviewers will come to your property and provide proof of identity before beginning the survey. It is your decision whether you want to participate or not, but we want to hear from you.

Interviews will take place over September and October. During the survey, the interviewer will ask a series of questions lasting no longer than 15 minutes. Visits will be made Monday to Friday (10 am to 7:30 pm), Saturday 11am to 6pm, and Sunday 12pm to 5pm. Knowledge Partnership will delete any personal information two months after the completion of the survey and will only pass anonymised data to the Association – we will only be given data relating to the questions answered and not your personal details.

However, if you don't want to be surveyed, or if you wish to participate but you do not want to be visited by an interviewer, please let Knowledge Partnership know by calling **0131 356 0385** or email **surveys@kpartners.co.uk**. We hope that you can help us by taking part and would encourage your participation.

THISTLE TENANT RISKS HOME CONTENTS INSURANCE

Hillhead Housing Association recommend that all our tenants take out home contents insurance. The Association does not insure your furniture, belongings or decorations against theft, fire, vandalism, burst pipes and other household risks.

Most banks provide home contents insurance, or you can look online for a provider.

We have information in our office for Thistle insurance who specialise in contents insurance for social housing tenants. You can pick up a booklet from the office or you can look them up online at **www.thistletenants-scotland.co.uk**



Hillhead Hears You – Tenant Participation Survey

We recently put out an online survey to tenants to find out what’s important to you and how we can involve you in shaping future priorities and services.

The majority of tenants were sent a text message with a link to the survey but for those tenants with no mobile telephone number noted on the system or who had opted out of text contact, a paper copy was sent out in the post.

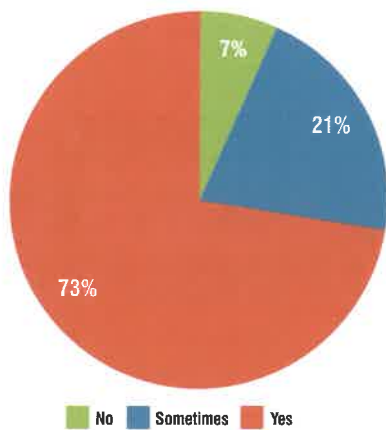
A total of 101 online responses were received and 1 paper response.

The majority of respondents chose to remain anonymous, but a number did provide details to be contacted in future when consulting on different services and activities the Association is delivering.

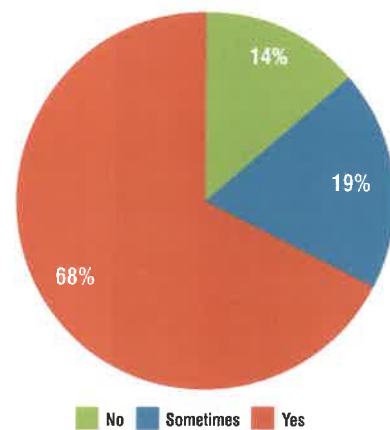
The findings of this survey will be key in shaping the Tenant Participation Strategy as well as identifying more tenants who are interested in participating in the activities of the Association.

HILLHEAD HEARS YOU SURVEY OUTCOMES:

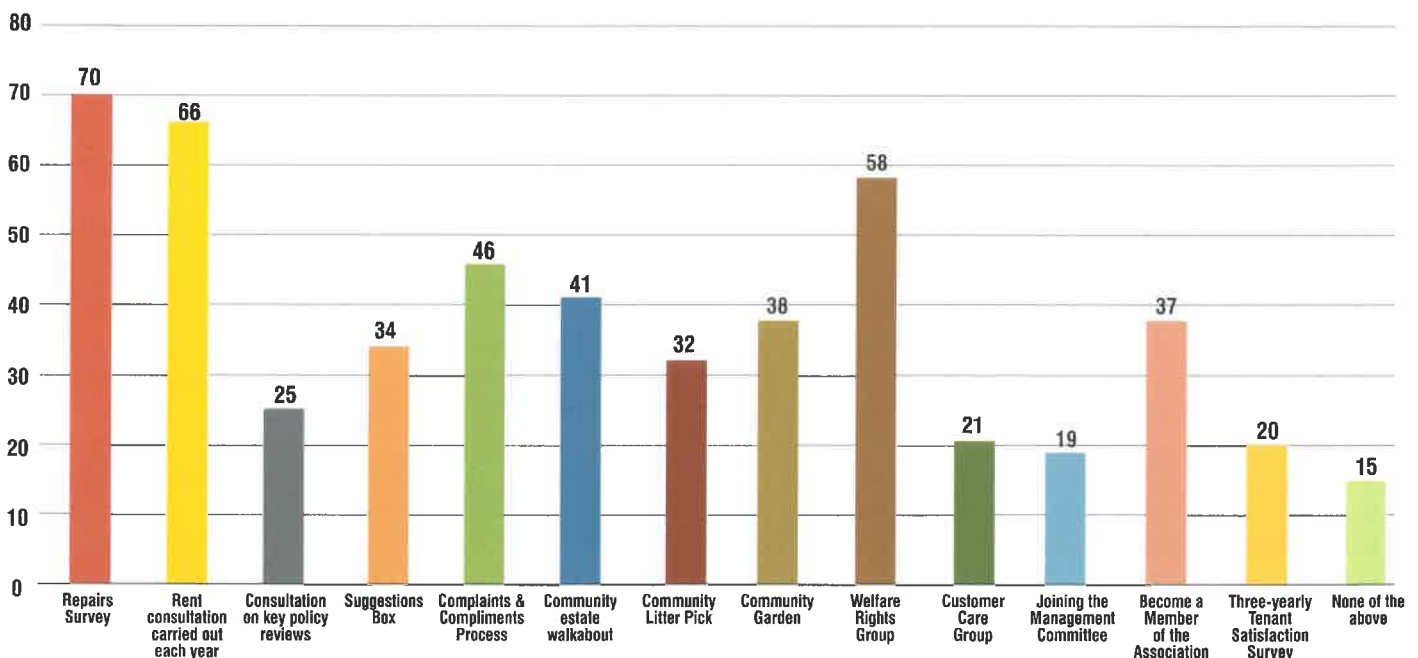
Do you feel Hillhead HA provide you with opportunities to have your say on issues which affect you as a tenant?



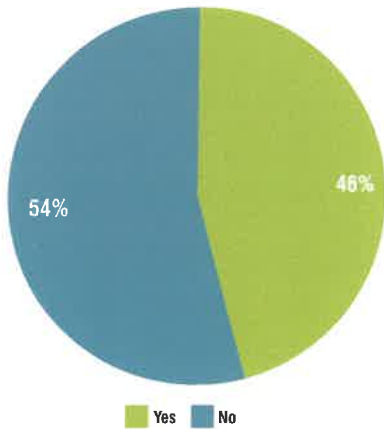
Do you feel Hillhead HA provide you with enough information on opportunities for becoming involved with the association?



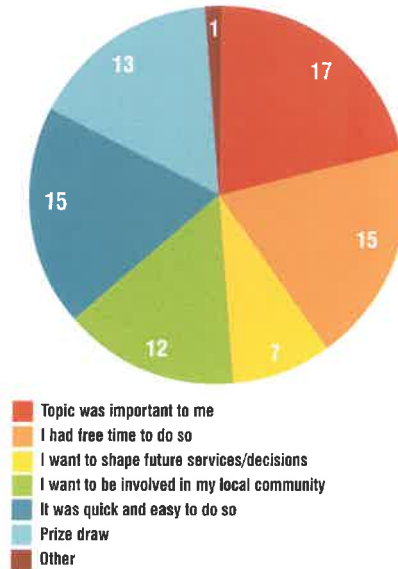
Did you know about the following ways you can provide feedback/get involved which are in place currently?



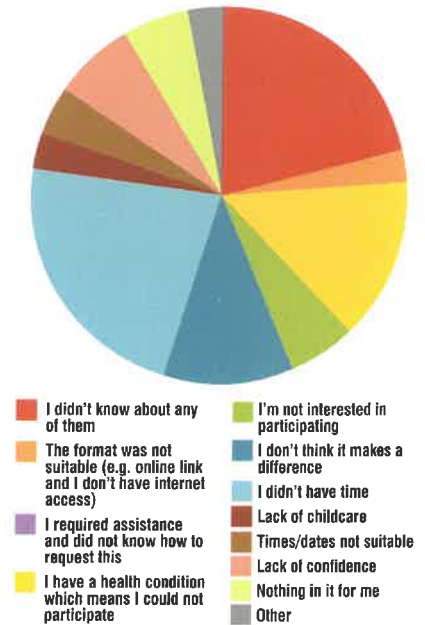
Have you participated in any of the these methods?



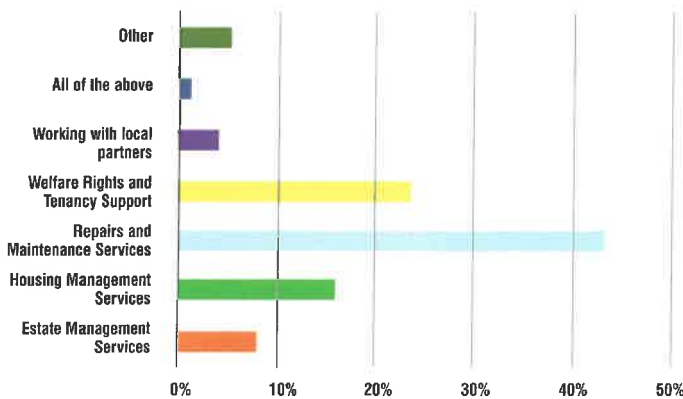
If yes, why did you participate (select all that apply)?



If no, what stopped you participating (select all that apply)?



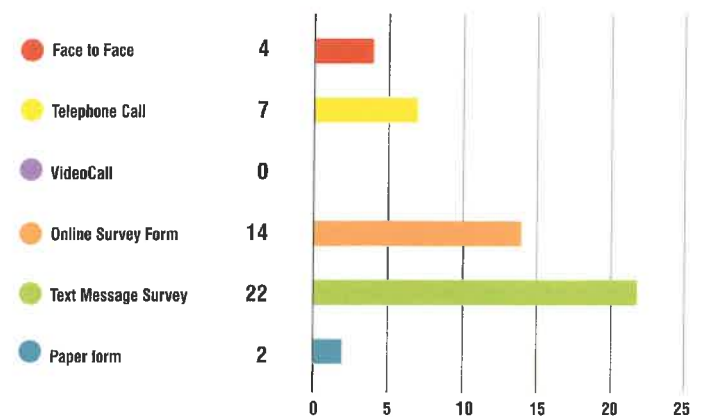
What is the most important service to you that Hillhead HA provides or is involved with?



We had 49 people say they would like to be involved in giving us feedback on our main organizational activities.

Of these, 74% would prefer to give feedback digitally (by text or online survey), 14% would prefer a telephone call, 8% prefer face to face and 4% would like a paper form:

49 Responses



For those who responded with their interest in certain activities, we have saved their details and can contact them when consultation is required in this area.

31 people said they would be interested or would like more information on joining our Customer Care Working Group and will be contacted to discuss this further.

CUSTOMER CARE WORKING GROUP – WE NEED YOU!

Our Customer Care Working Group (CCWG) is a group of tenants and residents of Hillhead Housing Association who meet when required to review and provide input to policy, processes and general service delivery of the Association.

As part of our adherence to the Scottish Social Housing Charter, Hillhead Housing Association promotes greater involvement of tenants and residents in decision making and scrutiny of service delivery that will lead to greater customer satisfaction. We are therefore looking to increase

the pool of tenants and residents who currently take part in CCWG meetings.

Following the Tenant Participation Survey we will soon be in touch with anyone who indicated an interest in joining the Customer Care Working Group in their responses to this survey. However, if you did not complete the survey and would like more information about the CCWG or would like to join, please contact Paula McCann, Head of Housing Services by calling **0141 587 0200** or emailing paula@hillheadhousing.org.

HOW WELL ARE WE DOING?

The tables below show some key areas of performance within both Housing Management and Property Services, this includes Current Tenant Rent Arrears, Number of Property Allocations and Repair Performance information.

We always encourage feedback from our tenants and customers, this helps us improve our service. Please get in touch and take part in our regular surveys that are issued.

Period between 1 April and 30 June 2024

CURRENT TENANT RENT ARREARS

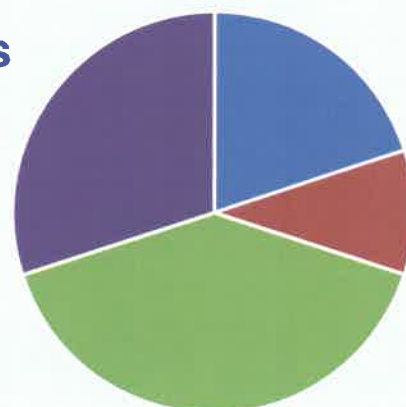
Month	Tenant Arrears	Level of Arrears
April	£103,277.31	2.27%
May	£94,388.11	2.08%
June	£365,707.59	2.15%

ALLOCATIONS

Month	No. of Lets
April	4
May	4
June	2

WHO WERE PROPERTIES ALLOCATED TO?

- Transfer - Hillhead Tenants
- Waiting List
- Section 5
- Nomination



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	April	May	June
Emergency (24hours)	98.43%	100%	98.30%
Urgent (3 days)	100%	94.59%	100%
Routine (10 days)	96.92%	97.96%	95.00%
Voids (7 days)	100%	100%	100%
All Repairs - HHA 2000	98.27%	98.28%	97.56%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

As a member of Scottish Housing Networks, we take the opportunity to compare our performance against other Housing Association members.

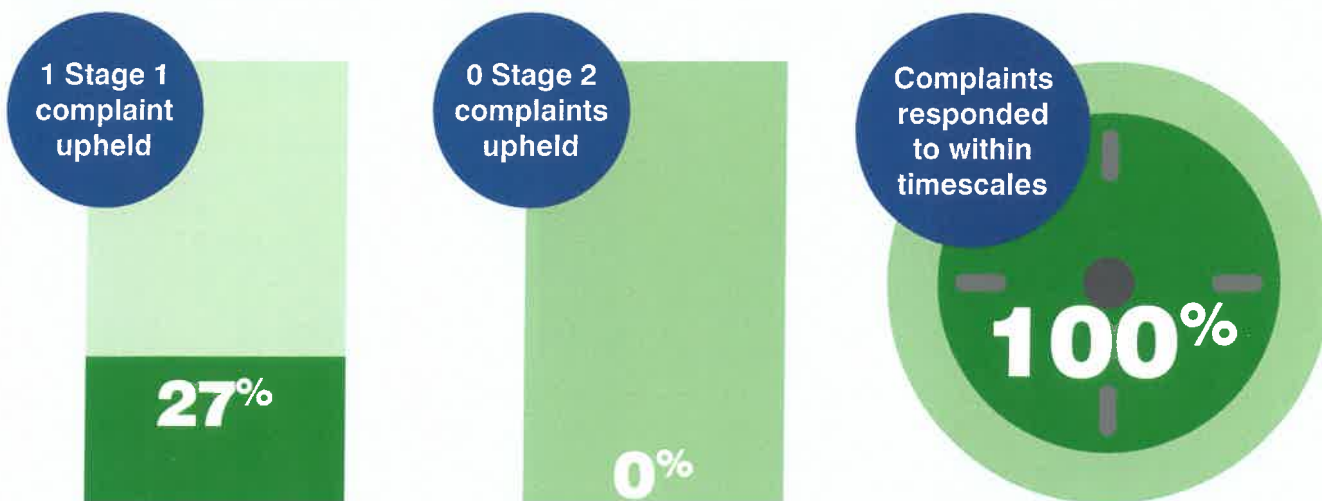
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non emergency repairs, our timescales are significantly better than the SHN average.

Performance Area	Hillhead	Scotland Housing Network
Rent Arrears	2.15%	2.97%
Rent Loss for empty houses/flats	0.09%	0.49%
Average time taken to re-let a house	28.60 days	28.90 days
Average number of days to complete non emergency repairs	2.58 days	6.02 days

COMPLAINTS

Between 1 April and 30 June 2024, the Association received 15 Stage 1 complaints and 1 Stage 2 complaint.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance	10
Access to Housing and Support	3
Customer / Landlord Relationship	3
Getting good value from rents & service charges	0
Neighbourhood and community	1
Complaints relating to equalities	0

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaints related to some minor issues with repairs which were rectified. Works continue to be monitored.



We provide smoke alarms in all our houses, and they are also subject to annual checks. However, you should test these weekly to make sure that they are always working. (TEST IT TUESDAY) If there appears to be a fault, you should report this to our Property Services Team.

PLANNED MAINTENANCE 2024/25



The Association has appointed CCG (Scotland) Ltd to carry out the first phase of our kitchen replacement programme. The programme includes renewing kitchens at some addresses in Crossgates, Eastside, Highfield Avenue, Kilsyth Road, Meiklehill Road, Redbrae Road, Waverley Crescent, Whitehill Avenue and Whitehill Crescent.

Our staff are in the process of carrying out joint surveys with the contractor. Tenants will be offered the choice of colours of kitchen unit door fronts, worktops and door handles. Once all surveys have been completed the contractor will provide us with a programme - it is anticipated that the works will commence in October 2024. All tenants will be notified in writing of their installation date.

PREVENTING DAMP AND MOULD

Although we all want our homes to be warm, it's important to remember that a healthy home requires adequate steps to prevent damp and mould.

Many people have experienced issues with damp and mould in their property at some point. This can occur in all types of properties, including new builds and properties that are always kept warm. Mould growth can occur in various parts of the home, especially in the colder months. Most mould growth is likely to be the result of condensation.

What is condensation?

Condensation is the process whereby water vapor becomes liquid. It happens one of two ways: Either the air is cooled to its dew point or it becomes so saturated with water vapor that it cannot hold any more water.

Condensation moisture can be created by everyday living: cooking, showering and even breathing. It is present in the air all the time but only becomes visible when it comes into contact with a cold surface and you see the water droplets.

To help prevent condensation you can:

- **Ventilate your home:** On dry days open some windows to allow humid air to ventilate out of the house. It is better to open a few windows a little throughout the whole house. This helps the air to move through the house. One window open wide in one room may not be as effective. Try to do this

as often as possible (2-3 times a week), but keep windows closed on wet days as damp air may increase indoor humidity. Use trickle vents located on windows

- **Do not seal or block extractor fans:** these quickly remove damp air from moisture-dense rooms like kitchens, bathrooms and utility rooms.
- **Try to keep your home at a healthy temperature:** On cold days try to keep indoor temperatures at least 18°C
- **Keep doors closed:** This will prevent warm moist air travelling through the house and finding the colder surfaces.
- **Keep lids on pots while cooking:** When cooking ensure that you cover your pans with a lid to reduce moisture being created from the water boiling
- **Think about the location of your furniture:** Keep furniture away from walls to allow air circulation. Cool areas behind furniture will be high humidity areas conducive to mould growth. Open wardrobe doors regularly to promote air circulation.
- **Drying Clothes:** try to avoid drying clothes in your home, if you must then do not dry over radiators, use a clothes stand, try to only dry in one room (consider the bathroom) if you can open the window and close the door to the room, this will help moisture escape outside and not into other rooms in the house.

You can also watch a video from Energy Saving Trust which can be found on the Association's website.

BE A WINNER - IT COULD BE YOU!

You might already be aware of the prize draws we run from time to time as a thank you for taking the time to take part in consultations and to give us valuable feedback on our activities.

REPAIRS SATISFACTION SURVEYS

Whenever you report a repair this generates a text message asking if you wish a satisfaction form to be sent to you. Once you receive this form all you need to do is answer a few short questions, return it to us in the reply paid envelope provided, and you will be entered into a prize draw.

These prize draws take place on a quarterly basis, the most recent one being in July. The lucky winner was Peter Loney from Lily Gardens and he chose £100 Asda voucher for his prize. The next draw takes place at the end of October.



Repairs Satisfaction Winner Peter Loney

TENANT LOYALTY SCHEME

This draw takes place every 2 months and includes all tenants who have maintained a clear rent account for a minimum of 6 months and also who have had no anti-social or estate management complaints against them in that period. Victoria Murphy from Whitehill Crescent won the June draw and also chose a £100 Asda voucher for her prize. Ms McMillan from Hardmuir Gardens won the August draw and also chose vouchers as her prize.

PRIZES

If you are lucky to have your name drawn for one of the above you could win:

- **An air fryer**
- **A slow cooker**
- **Large George Foreman grill**
- **£100 shopping voucher for the grocery store of your choice**



These prizes may change over the course of the year but there will always be a good selection to choose from!

Remember – it is important to keep us updated with your contact details – the repair texts won't get through if we have an old mobile number in our records. YOU'VE GOT TO BE IN IT TO WIN IT!



Tenant loyalty winner Victoria Murphy

GARDEN COMPETITION WINNERS

The latest winners of our Associations Garden Competition are Mrs Ross, Meiklehill Road, Ms Cox, Meiklehill Road and Mrs Nixon, Abbotsford Drive

The winners received a £50 voucher, thanks to our landscape contractor DSMcG for contributing to this.



Estate Walkabouts & Litter Picks

We would like to ask for your help identifying things we can do to help to improve the quality of your neighbourhood. Why not walk round with Diane, our Estate Co-ordinator so that you can point out issues that are important to you? It would be good to hear your opinions and ideas.

If you would like to join in on the next community litter pick or the next estate walkabout, could you please contact Diane on 578 0200 or email admin@hillheadhousing.org to confirm.

KIRKINTILLOCH CANAL FESTIVAL

KIRKINTILLOCH
CANAL FESTIVAL

Saturday 30th August and Sunday 1st September saw Kirkintilloch Canal Festival return with stalls from a wide range of businesses and organisations, including Hillhead Housing Association!

Thankfully the rain stayed off as Paula and Marie spoke to local tenants and residents about the services of the Association, including Dolly Parton's Imagination library, how to become more involved, how to become a member and information on our Community Garden on Meiklehill Road.

It was a great day meeting lots of you and Dolly was very popular with visitors and stall-holders alike!



TASTY RECIPES TO TRY

BROCCOLI CHEESE SOUP

Ingredients

- 1 x Large head of broccoli, chopped into florets
- 1 x small onion diced
- 2 x cloves of garlic, minced
- 4 x cup of chicken stock or vegetable stock
- 2 x cups of shredded cheddar cheese
- 1 x cup of heavy cream
- 2 x tablespoons of butter
- Salt and pepper to taste



Instructions

- Melt the butter in a large pot over medium heat. Add the onion and garlic and sauté until the onion is translucent, about 5 minutes.
- Add the broccoli and broth to the pot and bring to a boil. Reduce the heat to a simmer and let the soup cook for about 10 minutes, or until the broccoli is tender.
- Blend the soup until smooth.
- Stir in the heavy cream and cheddar cheese until the cheese is melted.
- Season with salt and pepper to taste.
- Serve the soup hot, garnished with additional cheddar cheese if desired.

Enjoy!

Useful Telephone Numbers

Below is a list of contact telephone numbers that we hope you will find useful

Advice and Response EDC
0141 775 1311

Emergency Housing EDC
0141 578 2133 / 0141 578 8000

Kirkintilloch Integrated Care Centre
0141 232 8200 /
0141 304 7400 / 0141 355 2200

EDC – The Hub
0800 901 057

Housing Benefit
0800 901057

Caledonia Housing, Kirkintilloch
0141 578 0260

Police Station, Kirkintilloch
0141 532 4400 or 101

Special Uplift
0300 1234515

Cleansing and Recycling
0300 1234514

**Environmental Protection
(including dog fouling, dog
barking, antisocial noise)**
0300 1234510

Fire Station
0141 776 6263

**National Grid (formerly Transco)
Gas Emergency**
0800 111 999

DWP (Cumbernauld)
01236 786500

Katrina Murray
Katrina.murray.mp@parliament.uk
(phone number yet to be connected)

Local MSP, Rona Mackay
0141 776 1561

Citizens Advice Bureau
0141 775 3223

Crimestoppers Scotland
0800 555111

How to contact us:

Hillhead Housing Association,
2 Meiklehill Road, Hillhead, Kirkintilloch, G66 2LA

Email: admin@hillheadhousing.org

Web: www.hillheadhousing.org

Free Phone Number: 0800 0523 188

Tel: 0141 578 0200 • Fax: 0141 578 4817

Text Number: 07491 163429

Our phone lines are open between 9.00AM
and 12.30PM and from 1.30PM to 5PM.

OUT OF HOURS EMERGENCY REPAIRS CONTACT NUMBERS:

(Gas Heating repairs–James Frew Ltd)
01294 468 113

(all other repairs–Rodgers & Johnston)
0800 999 2520

PUBLIC HOLIDAYS - OFFICE HOURS

Our office will be closed on the following dates:

- Friday 27 September and Monday 30 September

**KEEP
US UP
TO DATE!**

Please remember to let us know of any changes in your circumstances, for example change of name, change of number in household etc.



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