

Building on progress for a brighter Hillhead

A RECOGNISED SCOTTISH CHARITY SCO29998



FIRST TENANTS MOVE INTO FINDLAY DRIVE!

There were smiles all around recently as the first tenants received the keys to their brand new homes built by Hillhead Housing Association.

The 41-unit development at Fauldhead, near Kirkintilloch High School, will deliver 28 flats and 13 terrace houses and is due to be completed later this year.

The first handovers of this much anticipated development marks a major milestone in the Association's commitment to delivering high-quality, affordable housing in the community.



See inside for what some of the new tenants think of their new homes

Our Happy Tenants!



New tenant Mr Chorny who is moving with his father said: "When we first started this journey, we were very anxious about whether we would be able to find a home and settle in. It was an uncertain time, and we could only hope that everything would work out. Now, looking back, we are beyond grateful and truly happy.

When the Association offered us this opportunity, I immediately remembered how kind and pleasant people were during our interview. When we left the interview, we carried with us only the warmest

and most positive memories.

This home is not just a place to live — it is a new beginning for us. We feel safe, comfortable, and hopeful for the future. I am truly grateful to Scotland for this opportunity, and I am eager to integrate into society, become part of the community, and contribute as much as I can in the future.

Once again, thank you for everything. Your help and understanding have changed our lives, and we will always remember this kindness with deep gratitude."



Ms Barr who moved in with her partner and young daughter said: "When we received the offer, we couldn't believe it. We were incredibly thankful as we knew it would be life changing for us and our little girl. The houses are fantastic, more than we could have wished for. The care and thought that have been put into these houses is astounding, including the safety aspects, which especially with having a child, was a bonus.

We couldn't wait to get our keys and start to build our new life closer to our family, in a lovely community".



Mr Livingstone, who moved in with his daughter Eva, said "I was absolutely delighted to be offered a house at Findlay drive. Me and my daughter are so happy in our beautiful new home and are really grateful and thankful to make new happy memories now and in the future. It's a dream come true."

Listening and Improving: How Tenant Feedback is Shaping Better Services

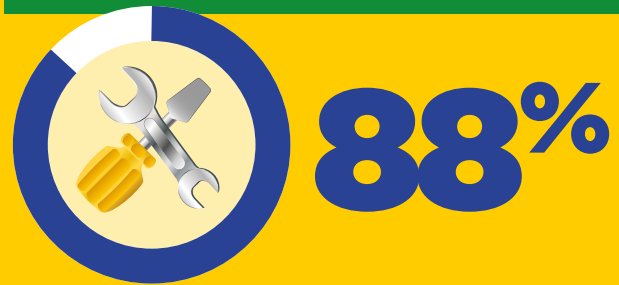
Tenant Satisfaction Survey

In Autumn 2024, our tri-annual Tenant Satisfaction Survey was carried out by professional market research company Knowledge Partnership. Some of the questions we ask in this survey are questions required by the Scottish Housing Regulator and other questions we ask to find out more about the services we are providing for our tenants.

OVERALL SATISFACTION



REPAIRS



HOUSING



NEIGHBOURHOOD



VALUE FOR MONEY



INFORMATION



Overall, the results were positive with an increase in satisfaction in five of the seven key questions we report to the Scottish Housing Regulator.

Once we received all of the data, we looked at themes and suggestions and tried to understand how we can improve based on tenant feedback. Knowledge Partnership also hosted tenant workshops on our behalf so that the key themes and suggestions can be explained and explored fully.

TENANT PARTICIPATION



We have prepared a document to provide responses to the main topics raised within the survey and the workshops as well as provide an action plan for improvements and recommendations. This can be found on our website - www.hillheadhousing.org/tenant-satisfaction-survey - or hard copies are available upon request, please just call our office on **0141 578 0200**.



ALLOCATIONS POLICY CONSULTATION

We recently invited tenants and waiting list applicants to provide feedback on our Allocations Policy which was due for review by August 2025.

We received 266 responses and would like to thank all who took the time to complete the survey - comments made by respondents provided useful and constructive feedback to help shape our policy.

This exercise was not intended to introduce a large

number of changes as a major review was carried out at the last anniversary date of the policy in 2022. However, we have implemented some changes to the policy as a result of both staff input and the review responses we received to the consultation. You can find more information about this on our website –

www.hillheadhousing.org/tenant-consultation/ or by contacting Paula McCann, Head of Housing Services on **0141 578 0200**.

Tenant Scrutiny Group

Hillhead Housing Association is looking for tenants to join its new Tenant Scrutiny Group. This is a great opportunity to have your voice heard, review how services are performed, and recommend ways to make them better for everyone.

What is Tenant Scrutiny?

Tenant scrutiny is about working with the Housing Association to review services using evidence and data. As a member of the group, you will:

- Explore how key services like repairs, complaints, and communications are performing.
- Identify what's working well and highlight areas for improvement.
- Share your insights and experience with staff and other tenants.
- Make recommendations that can lead to better services across Hillhead Housing Association.

What Will You Do?

As a member of the Tenant Scrutiny Group, you'll:

- Take part in focused reviews of key services.
- Suggest changes that could make services more responsive, efficient, and tenant-focused.

- Work with other tenants to agree priorities and review evidence.
- Give as much or as little time as you're able – the role is flexible, and you can get involved in a way that suits you.

No experience is necessary – just a willingness to take part. Support and training will be available to help you gain the confidence and skills you need.

Independent Support from TIS

The Tenant Scrutiny Group is fully supported by the Tenants Information Service (TIS) – Scotland's national tenant participation organisation.

TIS provides:

- Independent advice and guidance.
- Training and confidencebuilding sessions.
- Ongoing support to help you take part fully and meaningfully.

If you're interested in finding out more about joining the Hillhead Housing Association Tenant Scrutiny Group, get in touch:

Pedro Cameron Tenant Information Service
pcameron@tis.org.uk 07950 158 621

Changes In East Dunbartonshire Council's Bin Collections

You will have been notified by East Dunbartonshire Council (EDC) that there has been a change in how often certain bins will be emptied.

For example, your general waste bin will now be collected once every 21 days.

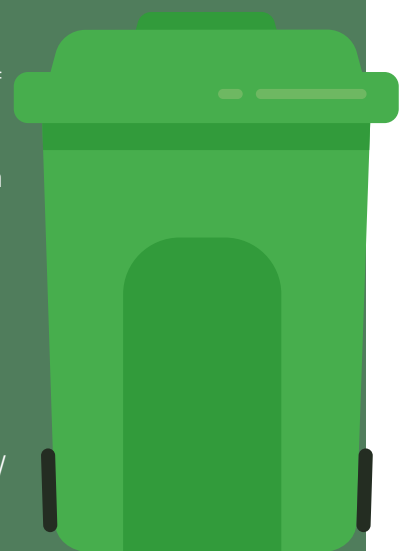
You should ensure you put the correct items in the correct bins, the lid must be fully closed and the bin should be placed at the kerbside or collection point by 7am to make sure they are emptied as scheduled.

Since 7 July 2024 there is a charge of £50 per green bin for the collection of garden waste.

If you have extra or additional waste that will not fit in your bin you can arrange for a Special Uplift or dispose of this yourself at Mavis Valley recycling centre.

The EDC website has a tool for searching your postcode to find out when your next bin collection date is. A list of street names and new collection dates have also been printed into booklets that can be viewed at any EDC Community Hub.

For more information on any of the above, visit <https://www.eastdunbarton.gov.uk/services/a-z-of-services/bins-waste-and-recycling/bins-and-recycling/> or contact EDC Customer Services on **0300 123 4510**.



RIGHT BIN? PUT IT IN

GENERAL WASTE

All household waste (rubbish) that cannot be recycled.



PAPER AND CARDBOARD

Paper
Newspaper
Cardboard
Junk Mail
Magazines
Catalogues
Telephone Directories



PLASTIC, GLASS AND CANS



Glass jars
Glass bottles
Aerosol cans
Food tins
Drink cans
Tin foil
Plastic bags
Plastic bottles
Plastic trays
Plastic pots
Plastic tubs



GARDEN WASTE

Flowers
Plants
Grass cuttings
Shrub/Hedge clippings
Leaves
Weeds (not invasive plants like Japanese Knotweed)
Twigs/Branches
Straw or animal bedding

FOOD WASTE

ALL food waste
Cooked food
Raw food
Bones
Shells
No liquids



TACKLING ANTISOCIAL BEHAVIOUR



At Hillhead Housing Association, we are committed to ensuring all tenants can enjoy peace and safety in their homes. Antisocial behaviour (ASB) can have a serious impact on individuals and communities, and we take all reports seriously.

What is Antisocial Behaviour?

ASB includes actions like:

- Harassment or verbal abuse
- Persistent unreasonable noise (e.g. loud music or dog barking)
- Drug-related activity or vandalism
- Estate issues such as overgrown gardens or dog fouling in common areas

What is not Antisocial Behaviour?

There are certain actions which we cannot take action for and would not class as ASB like:

- Everyday living noise such as footsteps or closing doors.
- Reasonable levels of noise between 8am-10pm.
- Children playing

Our Approach

We aim to prevent ASB, support tenants, and resolve issues quickly. Most cases are resolved within 20 working days, though complex cases may take longer. We aim to resolve issues early to stop them escalating.

Reporting ASB

If you are experiencing antisocial behaviour or see any suspicious activity in the area please report it (you can do so anonymously if preferred). The quicker incidents are reported the quicker we can act.

If you witness a crime please contact the Police on 101 or you can report anonymously via Crimestoppers on **0800 555 111**.

In order to take action for ASB, we require a great volume of evidence and/or information which supports individual complaints. Therefore, it is vital that reports are made to us each time an incident occurs and if appropriate, a report is also made to Police Scotland.

Working with Others

We work closely with Police Scotland & East Dunbartonshire Council in tackling ASB. Mediation is also offered where appropriate and this is carried out by a professional mediator, external to Hillhead HA.

What happens next?

If the complaint is of a minor nature, we may encourage residents to resolve the problem themselves without the formal involvement of the Association. However, if required, we will use the range of measures available such as Acceptable Behaviour Contracts (ABCs), Unacceptable Behaviour Notices (UBNs) and Anti-Social Behaviour Orders (ASBOs). In serious cases eviction action based on breach of tenancy conditions may be considered.

Support for Complainants

All complaints are treated confidentially and with respect. You'll be assigned a named staff member and receive regular updates.

A Fair and Safe Community

We're committed to equal treatment for all tenants and welcome feedback to help improve our services. If you're affected by antisocial behaviour or want to know more, please contact us directly on **0141 578 0200**.



IMPORTANT: ACCESS REQUIRED FOR ANNUAL GAS SAFETY CHECKS

As part of our legal obligations, we must carry out an annual gas safety check at your property. This is a legislative requirement, and access must be provided to ensure compliance and the continued safety of your home.

We've found that around 10% of tenants delay providing access until the final week before the legal deadline. Unfortunately, this creates significant risk and operational challenges, and may leave us with no option but to arrange forced entry if access is not granted in time.

To avoid this, we kindly ask that you respond promptly to arrange access at the earliest opportunity. Your

cooperation helps us meet our legal duties safely and without disruption.

It is also important that we have your up-to-date contact details. Please let us know if your phone number, email address, or any other contact information has recently changed.

You can contact us during normal working hours in any of the following ways:

- **In person** at our office
- **By phone** on **0141 578 0200**
- **By email** at **repairs@hillheadhousing.org**

Thank you for your attention to this important matter.

WEBSITE - DAMP AND MOULD

We now have a dedicated section on our website to report any Damp and Mould issues that you may be experiencing in your home. If you wish to report an issue through our website please select the option to report Damp and Mould on the home page Noticeboard. You will be

asked to provide details of the areas affected by damp and mould and provide photographs if possible.

You can also find advice on damp and mould prevention including a video about managing condensation in your home on our website in the Property Maintenance section.



The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

PLANNED MAINTENANCE 2025/26

Kitchen Replacement Programme

The next phase of the Association's kitchen replacement programme commenced in August 2025. These works are being carried out by CCG (Scotland) Ltd. The programme includes renewing kitchens at some addresses in Banks Road, Fernlea Road, Highfield Crescent, Hillhead Road, John Street, Langmuir Avenue, Meiklehill Avenue, Meiklehill Road, Newdyke Road, Shells Road and Waterloo Gardens.

If your address is included you will receive a letter in the first instance with a survey date. Tenants will be

offered the choice of colours of kitchen unit door fronts, worktops and door handles. Tenants will receive a letter from CCG (Scotland) Ltd notifying them of their planned installation date.



Boiler Replacement Programme

The Association's boiler replacement programme commenced in July 2025. This work is being carried out by James Frews. If your address is included, you will receive a letter from us informing you that the contractor will contact you directly to arrange a survey date. Once the survey has been completed the contractor will provide you with an installation date for your new boiler.

GARDEN COMPETITION

We recently asked for nominations for our annual garden competition and some staff members have also been looking out for gardens which could be considered while they have been out and about in the area. After a lot of discussion, it was agreed that the winners are as follows –

- Mr Seyf, Blackdyke Road
- Mrs Cox, Meiklehill Road
- Mr & Mrs Warren, Meiklehill Ave

Winners will receive a voucher very kindly donated by our landscape contractor, DSMcG



Litter Pick with Holy Trinity



Before the end of the school term, Holy Trinity joined in a litter pick with Diane helping to improve the local area. Well done to all involved! We collected a lot in a short space of time.

LITTER PICK/ESTATE WALKABOUT SURVEY

You may have received a text a couple of months ago asking for your thoughts and opinions about litter picking and Estate Walkabouts in the area. If you replied advising you are interested in either activity, Diane will be in contact with you soon. Mr Grundy of Hillhead Road was randomly picked from the people who replied to the survey and won a £25 shopping voucher for a supermarket of his choice.



CLOSE UPGRADES

We have recently started painting some closes in the area. The works will be carried out by Wilson Decorators. If you live in close which is included in this phase, you will receive a letter advising of when your close will be done.



Weeds, paths and driveways

Weeds seem to be growing bigger this year. If you or a family member are able to, please remove weeds from your paths within the boundary of your property and between monoblocked areas at driveways if you have one. You can either use shop bought weedkiller or use a home made solution made as follows –



- Vinegar (white or apple cider) – 1 cup
- Dish soap – 1 tablespoon
- Water – 1 cup
- Combine the vinegar, dish soap and water in a spray bottle
- Shake the mixture well to ensure dish soap is fully dissolved
- Spray the solution directly on the weeds making sure to cover all surfaces
- Repeat the process every few days to ensure weeds are fully eradicated

Bins

There is an increase in the amount of bins being kept on pavements instead of within garden areas. We would appreciate if all tenants and residents could move their bins to either their front or rear gardens making the pavements more accessible for all residents in the area.

REMOVING ITEMS FROM YOUR PROPERTY

If you are going to be removing items from your property, please ensure they are placed outside and as much as possible, keep the Association updated with your plans to remove the items. Please do not place items in a close or against property walls as these can prove to be a fire risk or cause dampness in properties if placed against walls for an extended length of time. If you have any issues or questions regarding this, please contact Diane at the office who may be able to offer some advice to help resolve any issues

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.

We also hold more regular prize draws for the following:

REPAIRS SATISFACTION SURVEYS

When any repair you report has been completed, a satisfaction survey will be sent to you (as described on page 11). Once you complete this survey you will be entered into a prize draw.

These prize draws take place on a quarterly basis. In June 2025 Ms Carrigan of Redbrae Road was the lucky prize winner and she chose for her prize a £100 Asda shopping voucher. The next draw will take place at the end of October.



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 who have had no anti-social or estate management complaints against them in that period.

In June Mr & Mrs McManus of Redbrae Road won the tenant loyalty scheme and they chose a £100 Asda shopping voucher as their prize. Ms McMillan from Eildon Road won the August draw and chose a £100 Tesco voucher.



Mrs McManus



Mrs McMillan

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!

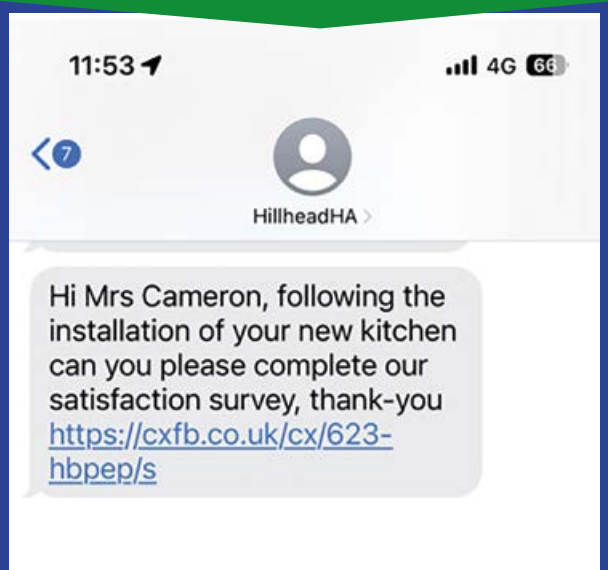
CX Feedback Tenant Surveys & messages

We are changing the way we ask you to complete surveys and how we send out information. We are now using a company called CX Feedback to send out surveys and important updates electronically. You will receive a text message or email with a link to complete a survey if we have an up to date mobile number or email address for you. If we are providing information or sending you an update you will receive a link in a text message or the information will be fully

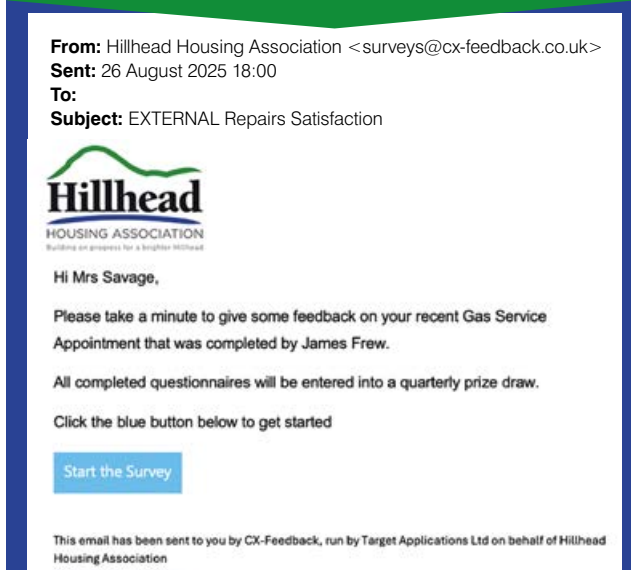
contained within an email. Listed below are a few examples of the surveys/info that you may receive –

- Repairs Satisfaction Survey
- Kitchen Replacement Satisfaction Survey
- New Tenant Survey
- Consultation Survey
- Meeting Invites
- Feedback from a consultation you have participated in
- Information about a local event

If you receive a request to complete a survey by text message the senders name on the message will appear as **HillheadHA** and the message may look this this -



If you receive a request to complete a survey by email the senders name on the message will appear as **Hillhead Housing Association** and the message may look this this -



Information/ updates sent out in an email may look like this:



If we do not have an up to date mobile number or email address we can still send you a paper copies.



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

01236 800123

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 26 & Monday 29 September 2025

**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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larger print, Braille, cd/tape
or in another language.



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this magazine please recycle it.

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 2025

CURRENT TENANT RENT ARREARS

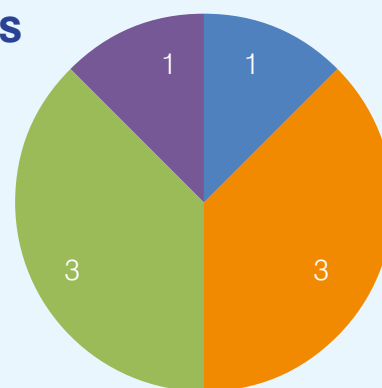
Month	Tenant Arrears	Level of Arrears
January	£99047.82	2.11%
February	£99846.87	2.12%
March	£94189.55	2.00%

ALLOCATIONS

Month	No. of Lets
April	3
May	3
June	2

WHO WERE PROPERTIES ALLOCATED TO?

- Transfers
- Waiting List
- Section 5
- Nomination (EDC Waiting List)



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	April	May	June
Emergency (24hours)	97.50%	100%	98.43%
Urgent (3 days)	100%	100%	96.29%
Routine (10 days)	94.54%	92.72%	95.23%
Voids (7 days)	92.31%	66.67%	100%
All Repairs - HHA 2000	96.45%	96.89%	97.24%

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.

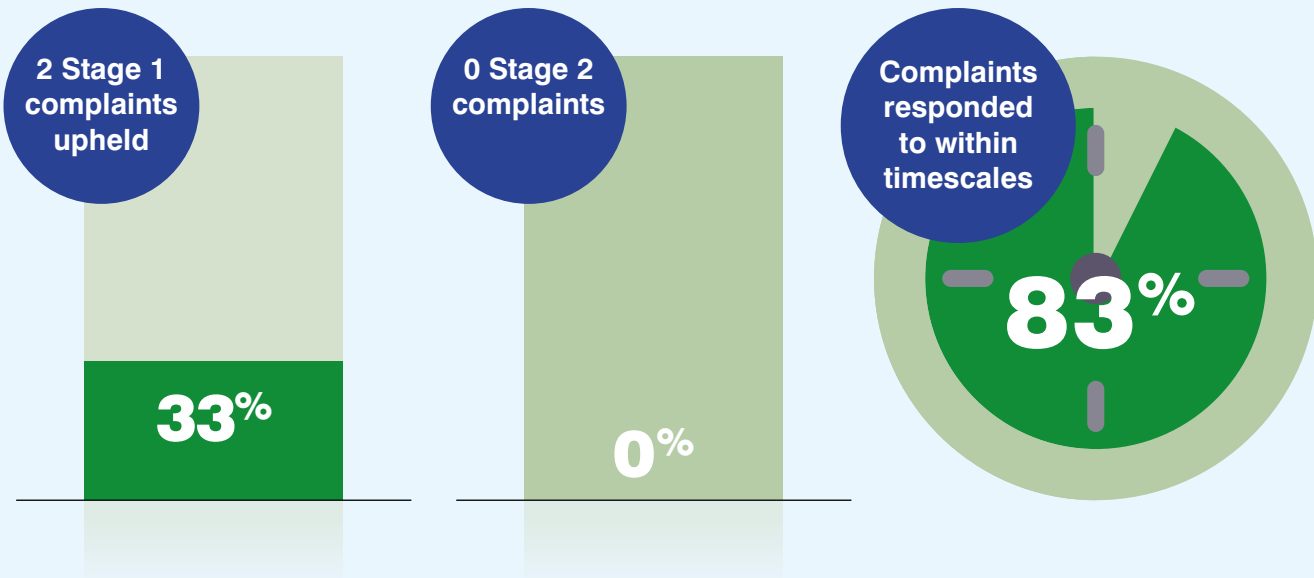
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non emergency repairs, our timescales are significantly better than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

Performance Area	Hillhead	Scotland Housing Network
Current Tenant Rent Arrears	2%	2.61%
Rent Loss for empty houses/flats	0.12%	0.71%
Average time taken to re-let a house	46.63 days	30.45 days
Average number of days to complete non emergency repairs	2.86 days	6.82 days

COMPLAINTS

Between 1 April and 30 June 2025, the Association received 6 Stage 1 complaints and no Stage 2 complaints.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

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

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaints were related to delay in updates and works. All such instances continue to be monitored.