



Hillhead

HOUSING ASSOCIATION

Building on progress for a brighter Hillhead

NEWS

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SAVE THE DATE!



HILLHEAD COMMUNITY GALA DAY RETURNS! FRIDAY 27 JUNE 2025

Some of you will remember us holding a Community Gala Day in 2014 to celebrate our 10th anniversary. Well, in June this year we will have reached our milestone anniversary of 21 years, and we think that deserves a bit of a celebration. And what better way than to celebrate with the Hillhead community – so we decided to hold another gala day!

Everyone who attended the 2014 Gala Day thoroughly enjoyed themselves and found it to be a huge success so we are hoping this year's event will be similar.

Staff are getting preparations underway – but you can expect the likes of prize raffles, sports games, bouncy castle, face painting and hopefully lots more!

We also intend to have tabletop sales on the day – so if anyone has any talents like jewellery making, painting

or any other arts and crafts – you might be interested in displaying them and selling them! For a small charge you can hire a table from us and then it is up to you how much you sell items for. Or you might just want to hire a table to provide information on any services you are involved in.

Look out for more information coming your way in the coming months – but in the meantime remember to save that date!

HILLHEAD HOUSING

TENANT SATISFACTION SURVEY 2024

During September and October 2024, the Association invited Knowledge Partnership, an independent market research company, to carry out a tenant satisfaction survey to establish how tenants feel about our services and where we might be able to do better. A total of 475 tenants from all housing areas were interviewed, and as the survey analysis is now complete, Knowledge Partnership has prepared the following results summary.

OVERALL SATISFACTION

89%



REPAIRS

88%



HOUSING

90%



NEIGHBOURHOOD

91%



VALUE FOR MONEY

74%



INFORMATION

91%



TENANT PARTICIPATION

82%



NEXT STEPS

Hillhead Housing's Management Team is currently reviewing the tenant survey report. We will use the information it contains, along with the feedback from two tenant focus groups, to assess our performance overall including identifying areas for improvement across key services such as repairs, and housing quality.

Prepared by Knowledge Partnership

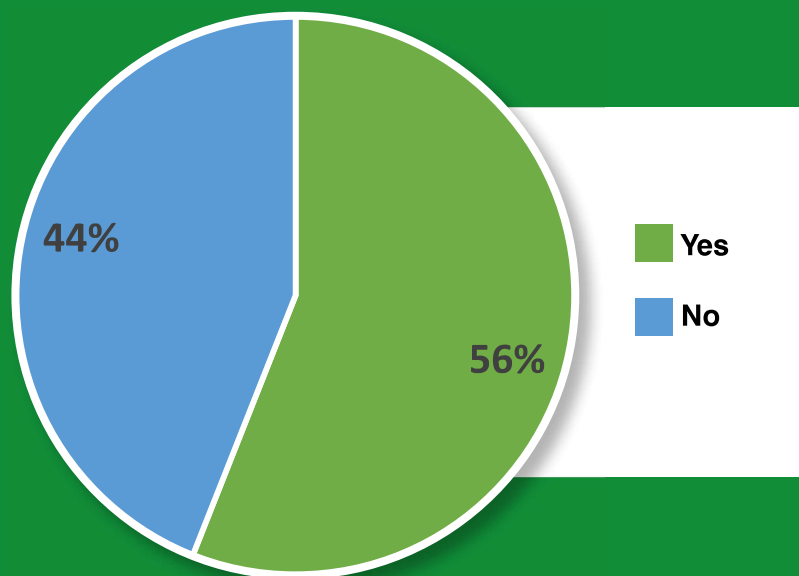
www.kpartners.co.uk

Rent Consultation 25/26

Our 25/26 Rent Consultation was open from 6th December 2024 – 13th January 2025. We received 106 responses (12.8% of all tenants) with 56% agreeing with the rent increase of 3.3% and 44% disagreeing. Thank you to everyone who responded.

We want to let tenants know the feedback we received in this consultation, give more information on our services, and let you know what our plans are for moving forward based on the responses we received. We have created a document which gives more information on this which can be found on our website - <https://www.hillheadhousing.org/tenant-consultation/>

Consultation Responses



Paying Your Rent

The Association has a number of ways in which tenants can pay their rent so everyone should 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 increases, 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, 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 only with no additional words or numbers so we can identify your payment. Our bank account details are:

Hillhead Housing Association 2000 Rent Account
Sort code: 83-24-05,
Account Number: 00690899.

Text Link to your Phone

We can now text you a link to your mobile - just click on the link and you can make your payment. Once you have this, you can continue to use this same link at any time to make your payment. No need to remember your tenant reference either as we will put this in the link.

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 - <https://www.hillheadhousing.org/pay-your-rent/> - for details.

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.

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.

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.

Reporting to East Dunbartonshire Council

We have found that a number of our tenants speak to us about cleansing and environmental issues affecting the community. Often, these issues fall under the remit of services provided by East Dunbartonshire Council and while we can support our tenants to report these, it can be useful if tenants report these directly to resolve the issue quickly.

Some of the key issues discussed with us are:

- Bin Collections
- Fly Tipping
- Dog Fouling
- Grit bin refills or new bin requests
- Graffiti
- Street Cleansing

The easiest way to report any request or issue with East Dunbartonshire Council is to sign up to their online reporting portal 'My EDC' – once you have logged in you can report the issues



above as well as wide range of others such as animal welfare concerns, abandoned vehicles, traffic and road faults and many more. If you are unable to go online or require assistance in setting up a login for 'My EDC,' please call their Customer Services telephone number on **0300 123 4510** - Monday to Friday, from 9am to 5pm.

Mediation Referrals

We often receive reports regarding issues with neighbours and these can be complex with no easy resolution.

Whether it's noise, pets, parking or disputes over shared spaces, conflicts between neighbours can quickly escalate and cause one or both parties significant upset and disruption in their home. We will always try to work with tenants and residents to resolve the situation but in most cases, it will be one person's word against the other and these reports will not be enough to act for a breach of tenancy.

However, one powerful tool that can help resolve these issues is mediation. Mediation between neighbours offers a peaceful and constructive approach to resolving disputes, fostering a sense of mutual understanding and cooperation.

Mediation is a voluntary, non-confrontational process in which a neutral third party, the mediator, helps disputing parties come to an acceptable agreement.



The mediator's role is to facilitate communication, clarify issues, and help the parties work through their differences.

Hillhead Housing Association use SACRO conflict resolution services as an independent third-party mediator and can facilitate mediation for our tenants either in our offices or somewhere neutral in the local community.

If you would like more information on mediation, please contact your Housing Officer or call the office on **0141 578 0200**.

Planned Maintenance 2024/25

The first phase of the kitchen replacement programme was completed in February 2025 by the association's contractor CCG (Scotland) Ltd. The programme included renewing kitchens at some addresses in Crossgates, Eastside, Highfield Avenue, Kilsyth Road, Meiklehill Road, Redbrae Road, Waverley Crescent, Whitehill Avenue and Whitehill Crescent. Tenants were offered the choice of colours of kitchen unit door fronts, worktops and door handles.



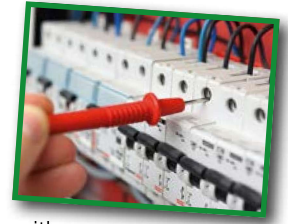
Planned Maintenance Programme Tenants Survey

57 tenants out of a possible 59 returned their survey form. The satisfaction survey returns represented 96.61% of the total number of improved properties. A summary of the main findings is noted below. The number of respondents has been translated into average percentage ratings.

Design/Specification	% Tenants satisfied
Standard of Kitchen layout and number of units provided	98.24%
Choice range of unit doors, worktops and handles	98.21%
Contractor	% Tenants satisfied
Attitude of the contractor's staff	100%
Standard of workmanship	100%
Association	% Tenants satisfied
Did you feel well-informed on the scope of the works before work started	96.42%
Was the Associations staff courteous and polite	96.42%
Defects	
If you have had to report defects, how efficiently have they been attended to	98%

Electrical Safety Checks

It is a legal requirement for every property to have an electrical safety check carried out every 5 years. This check is carried out within your property and seeks to identify any faults that may be present. These faults are rectified to ensure the property is safe. AC Gold are working with us to ensure we are 100% compliant throughout all our properties. If you have received a missed call, text, or have been carded at your property, please contact the Property Services Team on **0141 729 9666** to arrange an appointment. We operate a flexible appointment system.



Landscape Maintenance Contract

The landscape maintenance contract will commence at the beginning of April 2025. Our contractor DS McG Ltd will cut the grass every 2 weeks at the open spaces and private gardens. When the contractor is working in private gardens, please ensure that all areas are free from dog fouling, garden furniture, toys etc and that access to the garden is available.



Dog fouling

Dog fouling throughout the area has increased recently. Dog fouling is not acceptable, and you can be fined if you fail to pick up after your dog.



We would encourage tenants to complete the dog fouling report form on East Dunbartonshire Council's website for problem areas at open spaces and pavements. Please contact the office if the issue is within shared gardens and playparks. If you are a dog owner or walker, please ensure you pick up after your dog/s, free dog bags can normally be collected from the Association's office. Please note that no dogs are allowed in our playparks with the exception of guide/therapy dogs. These areas are not to be used for exercising dogs or allowing them to foul within the park.

EDC Waste Collection Bins

EDC waste bin collection dates will be changing from 20th March this year and will be emptied every three weeks now instead of every fortnight. Please check the council's website for more information regarding your collection day.



BE A WINNER – IT COULD BE YOU!

We also hold more regular prize draws for the following:

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 October 2024 Ms. O'Donnell of Meiklehill Road won the tenant loyalty scheme and she chose a £100 Tesco shopping voucher as her prize. In December of 2024 Mr. Morton of Meiklehill Road was the lucky winner he also chose a £100 Tesco shopping voucher as his prize.

RENT CONSULTATION PRIZE DRAW

We regularly consult with tenants on any changes which relate to their tenancy and/or on the service they are receiving from us.

Recently, all tenants were invited to take part in our Rent Consultation (see the article in this newsletter about the responses). Anyone who took part was then entered into a prize draw for a £50 voucher of their choice and Ms. Beresford of Eildon Road was the lucky winner!

Look out for any surveys we send for your chance to have your say and you could be our next winner!



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 brief questions, return them 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, In December 2024 Ms. O'Reilly of McFarlane Place was the lucky prize winner and she chose for her prize a £100 Tesco shopping voucher. The next draw will take place at the end of March.



PLAYPARK PRIZE DRAW

We recently contacted tenants with a survey looking for ideas and suggestions on upgrading the playpark at Highfield Road. Any tenant who took part in the survey was entered into a prize draw for a £50 shopping voucher.

The lucky winner was Mrs. Smith of Highfield Crescent.



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!

Get Involved!



There are a number of ways in which tenants can participate in the activities of the Association and give us feedback and input into the topics which are important to them.

Consultation Register

If you are happy to receive surveys or information on certain topics on an occasional basis, you can add your contact details to our Consultation Register. You will only be contacted regarding the issues or events you have expressed an interest in and this will be very infrequently. This allows you to give us feedback and help shape services in a way that is based on your preferences and convenient to you.



Management Committee

The Management Committee makes all the important decisions about what the Association should be doing and how it should be done. Staff are employed by the Committee to act on these decisions and to carry out the day to day work of the Association.

To stand for election you need to be a member of the Association and fill out a Nomination Form. At our AGM your nomination will be raised and there will be a vote carried out if there is more than one nomination received to fill any available spaces.

Customer Care Working Group

Our Customer Care Working Group (CCWG) is a group of tenants and residents of Hillhead Housing Association who meet quarterly 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.



Become a Member

Anyone who has an interest in Hillhead can become a member of the Association. It costs only £1.00.



Membership entitles you to:

- Attend the Annual General Meeting
- Vote for the Management Committee
- Stand for election onto Management Committee
- Appointing the Association's Auditors
- Receive information about the Association and its works

As well as the above, there are some topics which we are legally obliged to ask all of our tenants about, such as the rent increase. Therefore you will still be contacted from time to time and have the opportunity to give us your thoughts, even if you are not involved in any of the above.

If you would like more information about becoming more involved, please visit our website <https://www.hillheadhousing.org/getting-involved/> and/or contact Paula McCann, Head of Housing Services by calling **0141 587 0200** or emailing paula@hillheadhousing.org.

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 18 & Monday 21 April 2025
- Monday 5 May 2025
- Friday 23 & Monday 26 May 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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