

# A CLEAN AND TIDY HILLHEAD!

**GARDEN  
COMPETITION  
2024**

**As Summer is almost here, we are seeking nominations for our annual garden competition. If you know someone who should be included in this competition, or if you would like to nominate yourself, you could –**

- fill in the enclosed form and hand it in to the office during office hours or
- drop it in the postbox next to our front door or
- phone the office on **0141 578 0200** and speak to Diane
- email **admin@hillheadhousing.org**

The closing date for nominations is Friday 9<sup>th</sup> August 2024. Members of Association staff will visit the gardens the following week, 12<sup>th</sup>-16<sup>th</sup> August, to judge the nominated gardens.

## Summer Litter Pick/ Estate Walkabout

**Thursday  
27<sup>th</sup> June**

If you are interested in helping tidy up your area or are aware of a litter hotspot area in Hillhead, please meet Diane at the office at 2pm on Thursday 27<sup>th</sup> June. Children can come along and help too as long as they are accompanied by an adult. Litter pickers, gloves and bags will be provided on the day. It will only take an hour or two of your time and it's surprising how much litter can be removed in a short space of time. Community litter picks will be held on the last Thursday of every month. If a different time suits you, please contact Diane to discuss what can be arranged or to advise if there is a particular issue

at your area we could help with. While out litterpicking, it could prove useful if anyone has any ideas or suggestions to help improve the area or to highlight any issues they may have noticed.

Diane was recently involved with a community litter pick with pupils and staff from Hillhead Primary School which proved a great success. The children were all keen to help and find as much litter as possible and we managed to fill a good number of bin bags.

**Broken glass** – there has been a recent increase in the amount of broken glass throughout the area. Any broken glass Association staff come across is removed as soon as possible however please contact the office if you are aware of any issues.



## REPORTING ANTI-SOCIAL BEHAVIOUR

**If you are experiencing anti social behaviour or see any suspicious activity in the area please report it. The quicker incidents are reported the quicker we can act.**

If you report incidents to us you can ask for your details to be kept confidential. If you would prefer to come in to the office to speak to a Housing Officer about an issue, please contact the office to arrange an appointment.

If you witness a crime please contact the Police on 101 or you can report anonymously via Crimestoppers on **0800 555111**.

## LETS KEEP IN TOUCH

**Keeping in touch with your landlord and updating us when there is a change in your circumstances is important. Some examples include a change to who is living with you, starting or finishing a job, or just a new mobile number or email address.**

Please remember that we are also available to help with many issues. With most people struggling to manage the cost of living, it can be difficult to pay for everyday items such as rent, food and heating your home. If you are experiencing any difficulty, please contact us and we will provide help and assistance where we can.

## KEEPING DOGS UNDER CONTROL

General conditions which apply when you have a dog are:

- The dog is not prohibited by the Dangerous Dogs Act 1991 or by any other law.
- You are responsible for the behaviour of the dog owned by you or by anyone else living with you.
- You must take all reasonable steps to supervise and keep dogs under control, and to prevent such pet causing nuisance, annoyance or danger to your neighbours, which includes fouling or noise or smell from your domestic pet.
- You must take reasonable care to see that such pets do not foul or cause damage to the house or anything belonging to us.



## HOME CONTENTS INSURANCE – DO I NEED IT?

**As your landlord the Association insures all the buildings it owns and this includes the home you live in. However, it is important that tenants are aware that we do not insure any of your contents or personal belongings.**

Whilst you are under no obligation to have contents insurance, we would strongly advise that you consider it.

What would you do if there was a fire, theft, flood, or water damage to your home? Replacing household items and personal possessions is expensive. Contents insurance covers your furniture, carpets, clothing and electrical items and cover can be extended to include other items and accidental damage. You just need to think about the level of cover you need.

Unfortunately, accidents can happen and sometimes tenants find that they face a rechargeable repair bill from the Association. Examples would include accidental damage to fixed glass in windows and doors and damage to bathroom fittings. You may find that your contents insurance will cover the cost of this bill. You need to check the details of your cover.

Hillhead tenants can purchase cover from Thistle Insurance Scheme. The scheme which was designed for tenants, offers a number of ways to pay your premium, variations in level of cover and sum insured. The minimum level of cover is based on £9000 of contents, and costs just £1.76 per fortnight or £3.28 per month. For those aged 55 plus the minimum level of cover starts at £6000 and costs £1.33 per fortnight or £2.34 per month. These figures are based on paying by swipe card - costs are lower if you opt to pay by direct debit.

There are of course other insurance providers but it is always worth considering whether Thistle can meet your needs.

Leaflets and further information can be obtained from our office.

# CLOSES AND CELLARS

**We want to ensure that all stairwells are clean, secure and safe. As part of this, we would like to remind residents and owners that all areas of the close should be completely clear and not treated like they are an extension of your property. If you are getting rid of items from your home, please place them outwith the close in a safe place to prevent trip and fire hazards to yourself and anyone visiting the properties.**

A stairwell obstructed by items stored in the close may prevent safe exit from stairwells in case of an emergency, become the source of a fire, especially items such as prams or other combustible items and hinder the work of firefighters in your property. Scottish Fire Brigade flyers are in placed in closes for your information and safety.

If you have access to a cellar door within your close, please ensure it is fitted with a lock and kept locked at all times. This will reduce the risk of theft and fire. Any



items stored within the close are done so at the owners risk.

The Association ensures that closes/stairwells have adequate lighting. Proper lighting is crucial for quick evacuation during an emergency. Please contact this office if any close lighting repairs are required.

# Gardening

**If you have a garden or section of a shared garden, please remember that it is your responsibility to keep this area clean and tidy. Weeds, grass and hedges can very quickly become overgrown and therefore more difficult to manage. Overgrown hedges can block pathways and make it difficult for people to walk safely around the neighbourhood. We understand that you may be busy, but it is important to take some time to maintain your garden.**

Here are a few simple tips to help you get started:

- Cut your grass regularly
- Weed all areas of your garden and driveway (if you have one)
- Trim your hedges
- Pick up any litter
- Rake leaves

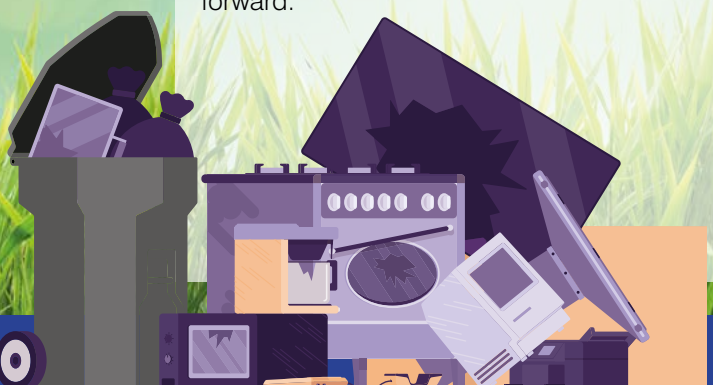
If you are unable to maintain your garden yourself, you can hire a gardener to help you or contact East Dunbartonshire Council who provide the Care of Gardens scheme.

We appreciate your help in keeping our community clean and tidy

## UPLIFTS/ REMOVAL OF UNWANTED HOUSEHOLD/ GARDEN ITEMS

**As you will be aware, there are numerous ways of getting rid of items you no longer require, eg phoning East Dunbartonshire Council to arrange a special uplift, or if you are able to, take items to Mavis Valley Recycling Centre in Bishopbriggs (please be aware this is still a booking system where you book your appointment online)**

However, if you are having difficulty with this, please contact Diane to have a chat about how best to deal with the issue going forward.



# ELECTRICAL SAFETY CHECKS

It is a legal requirement for all properties to have an electrical safety check carried out every 5 years. This check is carried out within your home 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 Pat Coll, Property Services Assistant on **0141 776 8625** to arrange an appointment. We operate a flexible appointment system.

**Test your smoke alarms**

Regularly checking the smoke alarms throughout your property helps keep you and your family safe. Test them today!



# Gas Safety Annual Check

**We have a legal responsibility to ensure that all our properties which contain a gas appliance or pipework, are serviced on an annual basis. This is required by law and is for the safety of both the tenant and their neighbours.**



When you receive an appointment letter it is essential that you check this date is suitable for you to give our contractor James Frew access to your property. If the appointment is inconvenient, please call our Property Services Assistant Pat Coll on 0141 776 8625 to arrange an alternative appointment.

Where we have taken reasonable steps to gain access to your property and have failed to do so, we will take the appropriate measures to potentially force access to your home or cap the gas supply. If we are required to forced access to your property you will be liable for all costs associated with the required works.

Our gas contractor is James Frew – Gas Sure and can be contacted on 01294 468113.

Following a gas safety check your property may be selected to be audited by our contractor Argon Technical, who will contact you by letter to advise of an appointment.

# LEGIONELLA REDUCE YOUR RISK

**The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:**

1. You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.
2. You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
3. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
4. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
5. Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C.



Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.

These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter please contact a member of staff at our office to discuss.

# NEW FACES AT HILLHEAD!

**We were delighted to welcome 2 new members of staff to join our team recently.**

Following our Director Stephen Macintyre's retirement and our former Depute Director/Housing Manager Catherine McKiernan taking over the role, we recruited for a Head of Housing Services. Paula McCann was the successful candidate and joined us last month. Paula has a wide range of expertise and knowledge in the housing management field, and shares our vision to serve the community and supports its aspirations.

Charlene Dupree took up the position of Property Services Officer at the end of April and we are confident that her experience and skills will allow her to help the section ensure our properties are maintained to as high a standard as possible. You are likely to see her out and about the stock carrying out inspections.



Paula McCann



Charlene Dupree

## How to check an officer's identity

If Police Scotland contact you, they will do so in person, by phone or by email.

### Contact in person

Our officers will always have their Police Scotland Warrant card with them, which you can ask to see.

### Contact by phone

Our phone number should show as 'Private', not 'Withheld'. If you are unsure, hang up.

### Email

Our email ends in '@scotland.police.uk'. Ensure you fully check the sender address.

### In every instance

An officer is formally identified by their shoulder number and is required to provide it when asked for it. If in doubt, call **101** with their shoulder number to verify their identity.

If they have called you via a landline, try to use a different phone to call **101**.

Do not let them into your home or continue the conversation until you are satisfied with their identity.



### An officer of Police Scotland will never:

- Ask for your PIN number for your bank card
- Ask you to transfer money from your account
- Ask you to withdraw cash or buy foreign currency
- Ask you to hand cash or bank cards to a courier or anyone else
- Ask you to pay a fine or fee to them or a third party over the phone or online
- Ask for remote access to your phone, computer or any other device
- Ask you for online banking login details including passwords
- Ask you to enter your personal details into an attachment they send you or a website they direct you to
- Ask you to 'assist' in an investigation by doing any of the above
- Ask you to keep their contact with you a secret and not tell anyone
- Ask you to memorise lines to say if bank staff ask you any questions
- Be threatening or abusive towards you

There are scams being reported where criminals are impersonating police officers in an attempt to get money. Often this takes the form of a phonecall.

**If you receive a phonecall and are being asked to do any of the above, stop, hang up the phone and dial 101. You are at risk of losing your money.**



**POLICE SCOTLAND**  
Keeping people safe  
**POILEAS ALBA**

@PoliceScotland

PoliceScotland

scotland.police.uk

# GRACE with GREENSPACE SCOTLAND & EDWRC

## Hillhead Community Centre



### GRACE

GRACE is a local charity that manage and operate peer led recovery aftercare groups in the towns of Kirkintilloch and Auchinairn, serving the whole of East Dunbartonshire.

Supporting people with challenges in their lives to find the coping skills to improve their health and wellbeing. This is what makes GRACE such a unique organisation, they support individuals that have experienced life trauma into a brighter future for more details visit [GRACE Website](#)



GRACE One Step At a Time & EDWRC



## REMEMBER TOGETHER EVENT

GRACE (Group Recovery Aftercare Community Enterprise) was thrilled to be invited by Greenspace Scotland and to host an event launching the Remember Together Memorial Bench, now located within Hillhead Community Centre's Garden.

Generously sponsored by Greenspace Scotland, this event marked a wonderful partnership, culminating in a fantastic day that allowed GRACE to showcase the great work done in the Hillhead and East Dunbartonshire community.

The day began with East Dunbartonshire Walk Run Cycle (EDWRC) and the GRACE 'One Step At A Time' walking group coordinating a lovely walk in remembrance of COVID-19 and the challenges everyone faced during that difficult time. Fortunately, the weather was kind, and it stayed dry.

We provided various activities throughout the day, including the Planting for Recovery project.



**Remember together project**

Remembering Together is a project by Greenspace Scotland, funded by the Scottish Government, that commissions artists in all 32 Scottish local authority areas to co-create memorials with communities. It commemorates those lost and affected by COVID-19 and celebrates community resilience.

In East Dunbartonshire, artist Elena Mary Harris collaborated with local communities to design 12 memorials, each marked by a unique covered bench. These benches serve as reflective spaces and are part of a larger memorial including stories and walks. Each bench features a sound piece with local stories and music, highlighting diverse pandemic experiences.

For more details, if you would like to visit the bench, please come into Hillhead Community Centre and we can direct you. If you're a keen walker there are some lovely routes which you will find on the

**[Remember Together website](#)**

All thanks and credits to [@cherrymanmedia](#) for the beautiful photography on the day

Lunch was organised and served to approximately 80 visitors throughout the day. We lost count towards the end, so it could have been more.

The GRACE mini film festival was also prepared, showcasing the GRACE Digital Cafe, Creating Media Content, and the Art and Creative Thinking projects that we currently run. This was a tremendous success and a wonderful way to highlight the enormous talent and resilience of GRACE members. The festival featured the premiere of our latest film project, East Dunbartonshire Community TV (EDC TV). By the GRACE Collective.

Additionally, we presented an exhibition showcasing the various activities and initiatives GRACE offers, such as the Help Yourself Hub, yoga classes, Sharing Time, and more.

We also offered visitors lovely mementos from previous projects, including a book created by GRACE members and limited addition visual art, as a thank you for supporting GRACE.



# BE A WINNER – IT COULD BE YOU!

We also hold more regular prize draws for the following:

## 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 April. The lucky winner was Stephanie McKinnie from Border Way and she chose £100 Tesco voucher for her prize. The next draw takes place at the end of July.

## 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. Suzanne Scott from Redbrae Road won the April draw and also chose a £100 Tesco voucher for 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!**

# BECOME A MEMBER

Anyone 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
- Appoint the Association's Auditors
- Receive information about the Association and its works



# WIN £50!

If you become a member between now and 31 August you will be entered into a prize draw to win £50 voucher for a grocery store of your choice. Just contact us for a membership form or pop into the office with £1!



# RECIPE COMPETITION

Do you have a tasty budget family recipe that you would like to share?

Submit your recipe via or Facebook page: Hillhead Housing Association 2000 or email us [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)

The Winner will feature in our quarterly newsletter and receive a Grocery Voucher of choice worth £50.

WIN A  
**£50**  
VOUCHER

#### Terms & Conditions

\* Competition is open for tenants of Hillhead Housing Association only. \*Winners will be notified directly by us. You will not be asked to click any links or provide any bank or sensitive information. Please be aware of scammers \* The winning recipe will be published in our quarterly newsletter. \*All recipes will be posted on our Facebook page: Hillhead Housing Association 2000. \*£50 grocery voucher of choice

## Garlic Ham Pasta

#### Ingredients:

- 300g Pasta
- Garlic Mayo
- Cherry Tomatoes
- Wafer Thin Ham

**CookTime:** 20 mins

**Prep Time:** 5 mins

#### Instructions:

- Boil the pasta in a pot until soft.
- Cut the ham into small pieces and chop the cherry tomatoes in half.
- Drain the pasta and leave to cool or run it under cold water.
- Put the pasta, ham and tomatoes in a bowl and put in your desired amount of garlic mayonnaise until everything is coated.
- Serve and Enjoy
- You can substitute the ham for chicken

Congratulations  
Fiona Smith.  
A £50 grocery  
voucher is on its  
way to you



# 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 January and 31 March 2024

### CURRENT TENANT RENT ARREARS

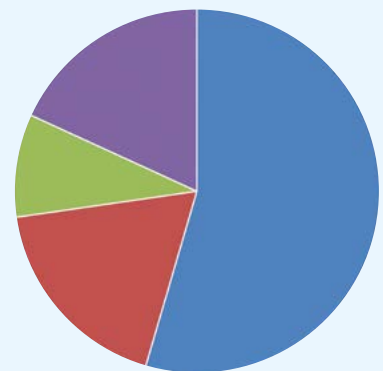
Month	Tenant Arrears	Level of Arrears
January	£117,145.11	2.74%
February	£112,448.74	2.63%
March	£104,277.13	2.44%

### ALLOCATIONS

Month	No. of Lets
January	7
February	2
March	2

### WHO WERE PROPERTIES ALLOCATED TO?

- Waiting List
- Nomination
- Section 5
- Transfer



### REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	January	February	March
Emergency (24hours)	97.97%	98.91%	97.89%
Urgent ( 3 days)	97.36%	96.66%	100%
Routine (10 days)	99.00%	95.06%	97.10%
Voids (7 days)	95.65%	100%	100%
All Repairs - HHA 2000	97.72%	97.36%	98.05%

## 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.

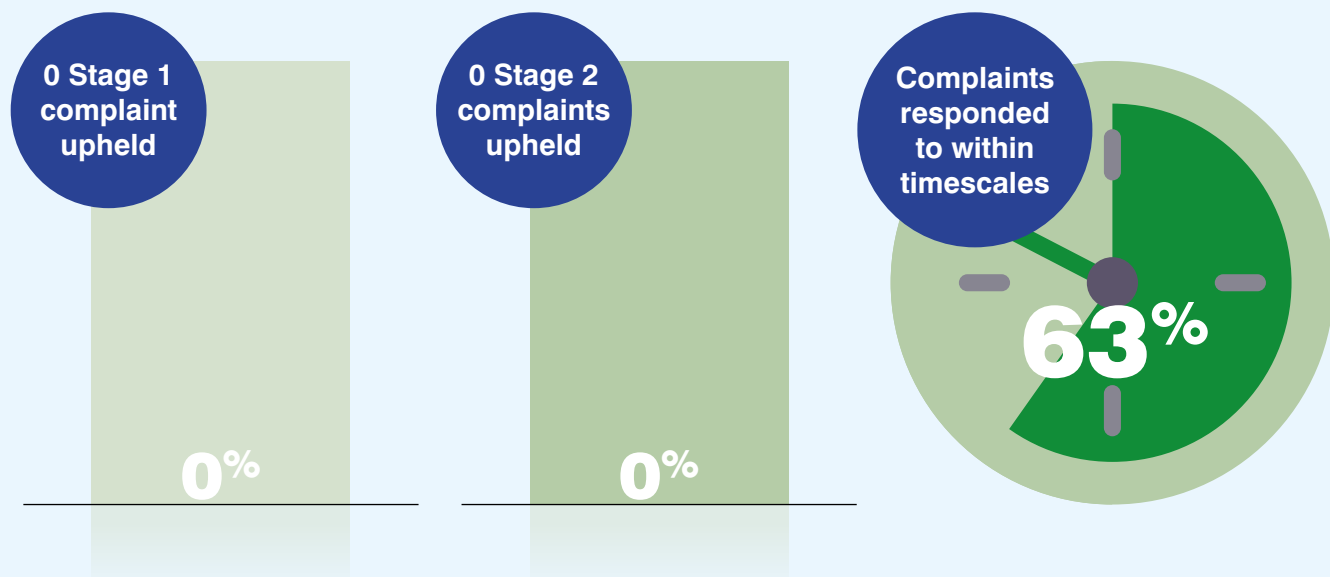
As shown in the table below, our performance remains favourable, with Hillhead’s current tenant rent arrears and empty house/flat rent loss only slightly above the SHN average. In relation to relet times and average number of days to complete non emergency repairs, our timescales are significantly better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

Performance Area	Hillhead	Scotland Housing Network
Rent Arrears	2.44%	2.35%
Rent Loss for empty houses/flats	0.67%	0.60%
Average time taken to re-let a house	24 days	26.65 days
Average number of days to complete non emergency repairs	2.67 days	6.79 days

# COMPLAINTS

Between 1 January and 31 March 2024, the Association received 8 Stage 1 complaints and 3 Stage 2 complaints

## COMPLAINTS RESULTS



## COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance	8
Access to Housing and Support	2
Customer / Landlord Relationship	0
Getting good value from rents & service charges	0
Complaints relating to equalities	0

## ACTION TAKEN TO IMPROVE SERVICES

No complaints were upheld during this period.

# 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

**Local MP, Stuart McDonald MP**  
01236 453 969

**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](mailto:admin@hillheadhousing.org)

Web: [www.hillheadhousing.org](http://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 Monday to Thursday  
between 9.00AM and 12.30PM and from 1.30PM  
to 5.00PM and Friday between 9.00AM and  
12.30PM and from 1.30PM to 4.00PM.

## 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 12 July
- Monday 15 July

**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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