

BRAES O' YETTS IS NOW ON SITE!!

Work to the foundations and our first homes of this development have started. The Association's Chair, Director, and Clerk of Works made a site visit to oversee the work. Please turn to page 2 for more details.

This development is our first scheme outwith Hillhead and is located off Waterside Road across from the old St Agatha's school. The development is being built by Barratt Homes. 22 of the homes will be for rent and another 8 will be sold by the Association on a shared equity basis. The rest of the development will be all for sale directly from Barratt Homes.

The development which is costing £3.9M is partly grant funded by the Scottish Government with some private funds being financed by the Royal Bank of Scotland. Please turn to page 2 for details of the housing mix.



Braes O' Yetts Housing Mix

22 Homes for rent includes:

- 10 x 4 person 3 apartments
- 6 x 5 person 4 apartments
- 4 x 2 person 2 apartments and
- 2 x 3 person 3 apartment wheelchair homes

8 Homes for Sale includes:

- 2 x 4 person 3 apartment and 6 x 5 person 4 apartment homes
- Phase 1 due for completion - March 2019
- Phase 2 due for completion - April 2019
- Phase 3 (which includes all the shared equity homes) are due for completion April 2020

If you are interested in being considered for one of these homes please let us know and we will send you an application form to complete. If you already have a form with us, let us know so we can amend your details. The lets will be carried out in line with our new Allocations Policy.

If you are interested in the shared equity homes we can send you some information on how you can apply for one of these homes.

RECHARGEABLE REPAIRS - THE FULL COST

Please note that rechargeable repairs include material costs, labour rates, VAT and administration fees, and this all mounts up. It costs even more if you call out our contractor after hours for an emergency repair which is deemed to be rechargeable. An example being - should you lose your key and call out an Emergency joiner the labour rates alone will cost £108.00.

It is imperative therefore that you look after your keys and ensure all other fixtures and fittings within your property are not neglected.

To provide a Police Incident Number does not guarantee that a repair will not be deemed as rechargeable.

Further information regarding rechargeable repairs can be found in your tenants' handbook and tenancy agreement.

COMMUNITY GROWING PROJECT

During the summer school holidays, we held a family summer event in the Community Garden at Meiklehill Road. We were delighted that so many children came along and they enjoyed planting seeds, drawing, making face masks and trying out the fruit from the garden.

Groups regularly attend the garden weekly to take part in workshops. If you would like to get involved with this project, please contact Marie Savage at our office.

We have a dedicated Facebook page for the community growing project which can be accessed by following the link on our main Hillhead Housing Association Facebook page. Here you can find regular updates and news of any future events.



Environmental Improvements

In the next few weeks, we are due to commence the process of procuring a contractor to carry out the Environmental Improvement Works. Given the nature of this work, it is vital that we consider the potential weather conditions and any delays that may be incurred due to bad weather. Allowing 8 – 10 weeks to complete the procurement process and 4 weeks to allow the successful contractor to mobilise, it would mean that this work would commence and would be ongoing throughout the winter period. The works will predominantly consist of replacement fencing and an element of repairs/ upgrades to pathways and drying areas, poor weather conditions would obviously have a detrimental effect on how this kind of work would progress.

Taking this into account, reluctantly the decision has been taken to delay the commencement of the works until spring 2019. This will allow the works to proceed with a reduced risk of delays being caused by poor weather.

An open day will be arranged around February/March 2019 to allow residents to drop in and view the works that will take place and ask any questions they may have.

It is still our intention to complete the work over two phases, with phase 2 likely to commence in Spring 2020.

We apologise for the delay, however believe this approach to be most appropriate for these works.

GIVING UP YOUR TENANCY

Before you give up your tenancy, you should be aware that we expect you to :

- Leave the property, clean, tidy and empty of all your household furniture and other goods
- Take up laminate, carpets or other types of flooring
- Take down curtains, blinds etc.
- Repair/replace damaged items such as doors, kitchen cabinet doors, holes in plasterwork
- Replace any non-standard fittings such as decorative light fittings, with standard fittings
- Clear the garden area (if you have one) of any structures (sheds, swings etc.) and other goods
- Make arrangements for the removal of unwanted household furniture and other goods. There are two ways you can do this :
 - ▶ If you have access to transport, you can take these to the Mavis Valley Waste Recycling centre in Balmuldy Road, Bishopbriggs
 - ▶ If you don't have access to transport, you should firstly contact Zero Waste Scotland on 0800

0665 820 to find out whether the items can be recycled. For those items which cannot be recycled, you should contact East Dunbartonshire Council on 0300 1234 515 about 2 to 3 weeks before you leave. This should ensure that they are removed around the time you are leaving the property. Please note that their minimum charge is currently £22.39

- Make sure your rent is paid up to the date you are leaving

If you do not comply with the above, we will recharge any costs to you and this may affect your housing chances in the future.

For tenants who do comply, and leave the property in a fit state for re-letting, we offer a thank you of £100 in High Street vouchers once a final inspection has been carried out after you leave. But please note that this only applies to tenants who are not moving to another Hillhead Housing Association property.

Paying Your Rent if you move address

Remember that if you move address and pay your rent by Standing Order, Direct Debit or by using your rent payment card you need to make sure you are using your new tenant reference so that it gets paid into the correct rent account.

As a standing order is an instruction a bank account holder does, the Association is unable to change this for you, so you can do this on-line or by contacting your bank.

If you pay by direct debit we can change the details for you.

You should get issued a rent payment card if you become a new tenant or are transferring to a new home, this payment card will have your new tenants reference on it so remember and get rid of the old card.

If you are unsure of your new tenant reference code please contact us at the office and we will give you a note of this. Also if you are unsure about the amount you should be paying to your rent each month we can give you an up to date figure.

Your rent to the Association is due in advance on the 28th of each month for the following month.



Application to take in lodger or Partner

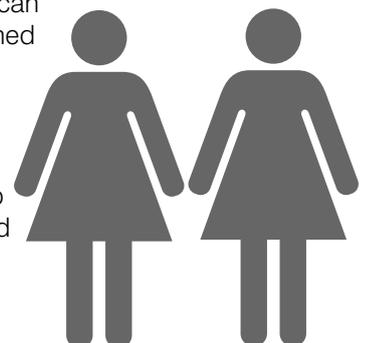
If you are thinking about having a lodger to stay with you, or considering your partner moving in to your tenancy, you must get our written permission to do this.

We will issue you with a form to be completed and returned to this office.

We will not unreasonably refuse permission to take in a lodger but if we do, we will provide grounds for refusing the permission.

If we give permission, you cannot increase the rent or other payments made to you by the other person unless we give our permission.

An application form entitled "Application to take in a lodger or partner" can be obtained from our office; or you can go on-line to download the form.



HOW WELL ARE WE DOING?

The 4 tables below let you see how we are performing against some key activities during the period to July 2018.

Remember, we always want to hear from you, whether it is good or bad. We can only improve our service if we hear from you. Please use our Comment Cards which are in our reception area.

KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
May	135,831.01	3.93	4.0%
June	135,866.81	3.93	4.0%
July	135,181.50	3.91	4.0%

RENT LOSS

Month	No. of Empty Houses/Flats	Rent Loss as a % of the Yearly Rent Roll	Target Yearly Rent Loss %
May	4	0.07	1%
June	3	0.10	1%
July	7	0.15	1%

ALLOCATIONS

Month	No. of Lets	Monthly Average No. of Days to Let a House/ Flat	Target Number of Days
May	4	17.75	5 days
June	4	36.75	5 days
July	6	13.00	5 days

REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	May	June	July
Emergency (24hours)	100%	100%	100%
Urgent (3 days)	100%	100%	100%
Routine (10 days)	100%	98%	100%
Voids (7 days)	100%	100%	100%
All Repairs - HHA 2000	100%	99%	100%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against those of 8 other housing associations across Scotland every quarter. The table below lets you see how we are performing against the average of this group at the end of June 2018.

Performance Area	Hillhead	Housing Association Group
Rent Arrears	3.93%	3.66%
Rent Loss for empty houses/flats	0.10%	0.53%
Average time taken to re-let a house	29.8days	29.9days
Average number of days to complete non emergency repairs	2.7days	3.2days

COMPLAINTS

The following table presents complaints resolved between 1 April and 30 June 2018

Method of Complaint	Nature of Complaint	Complaints resolved within policy timescales?	Outcome	Service Change / Improvement required
3rd party	Issue re double glazed unit not being fitted	No	Damage caused by vandalism – rechargeable repair	n/a
3rd party	Issue re litter picking in open areas	No	Agreed to monitor but acknowledged issue of litter is difficult to control	n/a
3rd party	Length of time to complete repair	No	Human error – apology made to tenant	n/a
3rd party	Email intended for another recipient received by tenant	Yes	Human error – apology made and request for email to be deleted	n/a
Tenant Satisfaction form	Non attendance by contractor for repair	Yes	Contractor error – apology made and repair carried out	n/a
3rd party	Dampness issue and request to remove back board	Yes	Condensation issue and back board in good condition, no need to remove	n/a
Email	Issue regarding works carried out to neighbouring property causing water ingress	No	Although no issue caused by contractor, remedial works instructed	n/a
3rd party	Issue regarding gas supply	Yes	Tenant's responsibility to source supplier	n/a
Letter	Issue regarding electricity cut off during works causing defrosting of food	Yes	Letter had been issued to tenant informing no compensation for freezer goods would be offered	n/a
Tenant satisfaction form	Repair not completed to tenant's satisfaction	Yes	Contractor instructed to return	n/a
Tenant satisfaction repair	Delay in heating works being completed	Yes	Contractor had ordered incorrect parts. Apology made and works completed	n/a
Tenant satisfaction repair	Issue with repair not being completed properly resulting in subsequent visits	Yes	Apology made and contractor instructed to return and fit required new parts	n/a

Customer Care Group

After a break for the summer, the Group will be meeting again on 29th August at 6.30 pm and on 26th September at 1.30 pm.

Every second month the meeting will be at 1.30 pm. and every other month it will be at 6.30 pm. This is to ensure, as far as possible, that everyone has the opportunity to come along at a time which suits their circumstances.

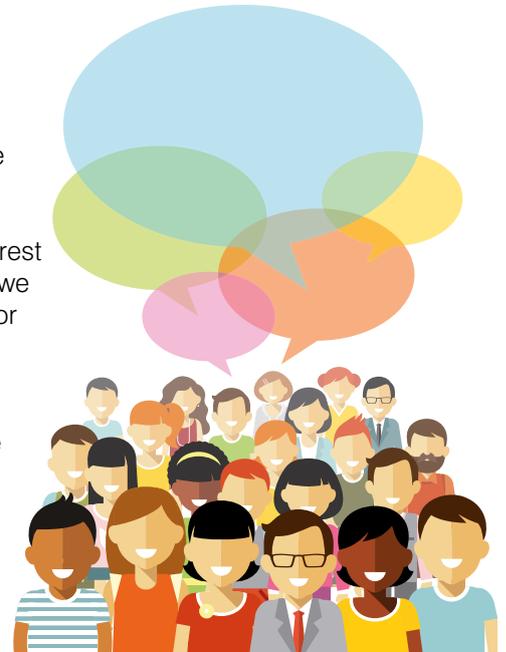
The meetings may include a presentation by Association staff or representative from other agencies working in the community.

Our local Community Police Officer is usually in attendance along with Association staff so it is an opportunity to

ask questions and find out more about what is happening locally

If you come along, you can suggest topics which are of interest to you and the community, and we are always keen to have ideas for future meetings.

Any resident of Hillhead is welcome to come along, so we hope that we will see you at one of our future meetings. If you would like to be kept informed about the timing and contents of the meetings, please get in touch with our Housing Manager, Elspeth Sharkey.



Staff Changes at Hillhead HA

During the summer there have been a number of staff changes.

Well done to Craig Douglas our Clerk of Works, who has been appointed chair of the Clerk of Works Institute Scotland. Craig is pictured below wearing his chain of office.



Craig Douglas

Gail Sherriff who was our Development Consultant since 2004 and latterly headed up the Property Services Team has also moved to another Housing Association. She has accepted the role of Deputy Chief Executive and Asset Management Director. Since April Stephen Tait has taken on the role of the Property Services Team Manager.

In the Housing Team, our temporary Housing Assistant Catherine has now finished her term with us and

has moved back to Oaktree Housing Association. Kelly Wallace who is on Maternity Leave will be returning in October.

In our Finance & Corporate Services Team Gary Watson has left to take up a promoted post at Yorkhill Housing Association. We wish him well in his new job! Here is Gary pictured with the rest of his team members. Until we have a replacement we will continue to buy in additional services from FMD Financial Services.

In August we have recruited a new Receptionist who will support the Finance & Corporate Services

Team. Her name is Tracy and she lives in Hillhead. She will be working alongside Gail and Kieran in reception as well as supporting Mandy in the main office.

Given all of these recent changes and the fact we will have 1 pending retirement next year the time is right for us to carry out an organisational review so we are best able to meet the challenges of the period ahead. We have appointed a specialist consultant experienced in this area of work to carry this out for the Association over the next couple of months.



Finance & Corporate Services Team



TENANT SATISFACTION QUESTIONNAIRE WINNERS

Our latest winners of the monthly prize draw are;

June – Bradley, Meiklehill Road

July – McLean, Hillhead Road

August – Heron, Meiklehill Road

Please remember that returning your tenant satisfaction questionnaires (which are posted to you each time you report a repair) automatically enters you in a prize draw with the chance of winning £100 in High Street Vouchers. Each questionnaire sent to you includes a reply paid envelope which means no need for stamps!

TENANTS LOYALTY SCHEME

The June and August winners of this scheme were randomly selected from those tenants who qualified and the lucky winners were Mr Travers of Hillhead Road and Miss Douglas & Mr Gillies of Whitehill Crescent. Our congratulations go to all of them.

Please note that this scheme operates a prize draw every 2 months – with the chance to win £100 in High Street Vouchers.



Garden Competition 2018



A big thanks to Priory Bridge Landscaping for sponsoring this year's garden competition. Landscape Hero presented our 3 prizes to:

- 1st Mr. Gray of Marmion Drive £50 Garden Centre Voucher
- 2nd Mrs Palade of Friars Croft £30 Garden Centre Voucher
- 3rd Ms Smith of Hardmuir Road £20 Garden Centre Voucher

HILLHEAD COMMUNITY GROWING PROJECT

HALLOWEEN EVENT MONDAY THE 15TH of OCTOBER 2018

from 1.30 - 3.00pm

JOIN IN WITH OUR CREEPY CRAFTS & SPOOKY STORIES

Come along if you dare!!!!

Bring the kids along to our creepy capers at Hillhead Community Growing Project at Meiklehill Road (entrance between 217 & 219 in the cul-de-sac)



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

Antonine 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

Tel: 0141 578 0200

Fax: 0141 578 4817

Email: admin@hillheadhousing.org

Web: www.hillheadhousing.org

Free Phone Number: 0800 0523 188

**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.



OUT OF HOURS EMERGENCY REPAIRS CONTACT NUMBERS:

(Gas Heating repairs–James Frew Ltd)	01294 468 113
(all other repairs–Rodgers & Johnston)	0844 247 2120
(planned maintenance repairs-CCG)	0141 643 3744
For tenants of new build properties built within one year	0845 6061555

Public Holidays - Office Hours

Our office will be closed on the following dates:

Friday 21st and Monday 24th September 2018

Please let us know if you require any information within this newsletter in larger print, Braille, cd/tape or in another language.

