

HILLHEAD IN FULL BLOOM!



Mr Quinn of Meiklehill Avenue



Mr Warren of Newdyke Road

With the weather being fairly poor throughout most of the summer, we had to defer judging this year's Garden Competition until we received a few dry days.

So, on Thursday 10th August our Housing Manager, Elspeth Sharkey set off with one of our tenants and Customer Care Working Group Members, Yvonne Finnegan, to visit all the nominees' gardens.

As always, difficult decisions had to be made by our judging panel but eventually the panel agreed that we would again award joint winners

for two very different but equally spectacular gardens. The winners were Mr Quinn of Meiklehill Avenue and Mr Warren of Newdyke Road. Each received £50 of vouchers and were presented with a prize certificate.

The runner up was Mr O'Meara of Ivanhoe Drive who was also presented with a certificate, and he received £30 in vouchers.

Whilst these were judged to be the best gardens, we were privileged to see a number of other lovely gardens and Commendations have been sent to those residents.

Many congratulations to our worthy

winners and to others we visited which made our task in judging so difficult.

So if you were not a winner this year but you take pride in keeping a lovely garden, we offer our thanks on behalf of the whole community of Hillhead.



Mr O'Meara of Ivanhoe Drive

And remember, if you see a lovely garden in Hillhead and would like to nominate it next year, please let us know by the end of June 2018.

ALLOCATIONS POLICY REVIEW

The Association has an Allocations policy for letting its houses which become vacant. The Policy was developed for the Common Housing Register (CHR) with East Dunbartonshire Council and Antonine Housing Association.

However, with our withdrawal from the CHR last year, we are now considering making some changes to the Policy and have set up a Working Group of tenants and others who have an interest in allocations, to make recommendations on what changes they would like to see.

We now have a draft Policy which will soon be going to the Working Group and to our Management Committee for consideration, however there is still an opportunity for others to make comments before it is finally approved.

If you are interested in how we let our houses and would like to find out more about the proposed changes, please contact Elspeth Sharkey, Housing Manager no later than Friday 22nd September 2017.

Please note however, that we cannot enter into discussions about individual cases as part of this process. Therefore, if you would like to discuss your own Housing Application, you should contact the Housing Management Team to arrange an appointment.

Household Rubbish

It is up to tenants and residents to make sure that their garden area is kept clear, and that any unwanted household items have been properly disposed of.

If there are bulky items, or if there is simply too much to go into the general waste bin, you need to either take them to the Transfer Station in Balmuildy Road, Bishopbriggs, or telephone the Special Uplift Service of East Dunbartonshire Council on 0300 1234510. With the exception of large furniture, items should be put into bags and left in a neat pile for uplifting. Furniture should also be stacked neatly.

If any items put out do not come under what is considered to be a standard uplift, then an inspector will visit and advise of the cost of a **non standard uplift**. The inspector will give an estimate for the items to be uplifted but only after payment has been received.

PEST CONTROL

We would like to remind tenants that they should report all cases of pest infestation and vermin (such as ants, mice etc) immediately to Environmental Health.

The management of pest control is an issue for tenants to resolve following guidance given by Environmental Health, Pest Control department.

HILLHEAD COMMUNITY GROWING PROJECT

HALLOWEEN EVENT

FRIDAY THE 27TH OF OCTOBER 2017
FROM 3.30 - 4.30PM

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 WILDE-SAC)

A new face in the team!

We were pleased to welcome a new member to the Property Services team on 1 September when Gary Lauriston was appointed as Estates Officer.

We hope this appointment will further enhance the service already being provided by Tom Brunton, whose role is now that of Estates Inspector. You will no doubt regularly see Gary, who lives locally, driving around the estate in our pick-up truck.



Gary Lauriston, Estates Officer



Gary and Tom with their Estates Vehicles

Braes O'Yetts

Following on from the last newsletter, we have received tender approval from Scottish Government regarding development of the 30 new housing units.

A meeting was recently held with Barratts who have confirmed that works are now not due to commence until later in the year. We are currently awaiting a detailed programme which will include details of when the Association can expect its units to be completed. As soon as this information becomes available we will confirm details in the next available newsletter and on our Facebook page.

Play Park, Highfield Crescent

Unfortunately, due to further vandalism, we have had no option but to close this play area again.

It will remain closed until further notice while the Association considers options for the longer term.

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 2017.

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	£124,952.69	3.67%	3.75%
June	£126,650.30	3.72%	3.75%
July	£137,724.06	4.06%	3.75%

RENT LOSS

Month	No. of Empty Houses/Flats	Rent Loss as a % of the Yearly Rent Roll	Target Yearly Rent Loss %
May	3	0.10%	1%
June	7	0.14%	1%
July	1	0.18%	1%

ALLOCATIONS

Month	No. of Lets	Monthly Average No. of Days to Let a House/ Flat	Target Number of Days
May	4	3.25	5 days
June	5	1.40	5 days
July	6	3.00	5 days

REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	May	June	July
Emergency (24hours)	100%	100%	94%
Urgent (3 days)	100%	100%	90%
Routine (10 days)	100%	100%	100%
Voids (7 days)	100%	100%	100%
All Repairs - HHA 2000	100%	100%	96%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against that 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 2017.

Performance Area	Hillhead	Housing Association Group
Rent Arrears	5.18%	3.69%
Rent Loss for empty houses/flats	0.18%	3.22%
Average time taken to re-let a house	25.64 days	32.59 days
Average number of days to complete non emergency repairs	3 days	3.47 days

COMPLAINTS

The following table presents complaints resolved between 1 April and 30 June 2017.

Method of Complaint	Nature of Complaint	Complaints resolved within policy timescales?	Outcome	Service Change / Improvement required
E-mail	Issue re parking availability and impact of tenancy terms	Yes	Letter to complainant clarifying the Association's position in this regard	N/a
E-mail	Complainant wishes rehoused due to dampness	Yes	Surveys carried out – no issue of dampness. Ombudsman referral – agreed all necessary action had been taken	N/a
Office	Issue regarding how incident with another resident was investigated	No	Letter from Director confirming appropriate and satisfactory investigation had taken place regarding the incident	N/a
Office	Delay in hot water/ heating repair being completed	Yes	Repair completed (parts required) – no further contact from tenant	N/a
Phone call	Issue regarding permission to take in lodger being refused	Yes	Agreement reached with complainant regarding occupancy of property	N/a
E-mail	Issues regarding condition of neighbouring property	Yes	Response from relevant departments clarifying issues raised	N/a

Service Improvement Panel

In conjunction with TPAS (Tenant Participation Advisory Service) our panel members have recently been reviewing how we provide services relating to empty properties.

They have accompanied staff to house inspections prior to any works commencing and have also visited the properties to view them after completion of works.

Erin commented "the visit was very good – lots to think about and use"

Should you be interested in finding out more information on how we provide our services and would like to contribute ideas that could improve services by joining our Service Improvement Panel, please contact our office.



Erin and Irene meeting Forgewood Housing's Paul Lennon

TENANT SATISFACTION QUESTIONNAIRE WINNERS

Our latest winners of the monthly prize draw are;

June – Mr Bell, Hillhead Road
July – Mrs Cunningham, Banks Road
August – Miss Carrigan, Meiklehill Road

Please remember that returning your tenant satisfaction questionnaires (which are posted to you each time your 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 are Ms McArthur, Hillhead Road and Ms Alexander, Waverley Crescent.

Our congratulations go to each of them.



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

GOOD NEIGHBOUR AWARD 2017



Please read our insert sheet for details on how you can nominate someone in the community for this award.

HILLHEAD SWING BRIDGE - 80TH ANNIVERSARY



The swing bridge as it looks today



Historic pictures of the bridge

Our Customer Care Working Group recently heard a fascinating local history tour of the canal in and around Hillhead.

Following this presentation, Scottish Waterways have agreed to work with the Association in organising an event to celebrate the 80th anniversary of the Hillhead Swing Bridge which falls in November 2018.

Furthermore, as a result of the presentation, we have agreed to work with the Trust to consider ways in which we can better look after the canal - with a community litter pick, and also by considering the "Adopt a Canal" scheme that the Trust supports along several stretches of the Canal.

ANTONINE HOUSING ASSOCIATION

Unfortunately, our proposal to join together with Antonine Housing Association was not successful.

We are naturally very disappointed, not least for the tenants of Antonine who we believe have lost an opportunity to maintain local control of their housing service. Notwithstanding this, we wish Antonine well as it starts a new course for its future.



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 22nd & Monday 25th September 2017

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



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