

# A MERRY CHRISTMAS AND A HAPPY NEW YEAR TO ALL!

We hope you all have a lovely time over the festive period and stay safe. Our staff will finish up for the Christmas holidays at 12.30pm on Wednesday 24 December. Business will resume at 9am on Tuesday 6 January 2026.



**Emergency  
Repairs  
Service**



During the Christmas and New Year period, our contractors will be providing an Emergency Repairs Service. If you have an emergency repair during the days our office is closed, please refer to the contact telephone numbers on the back page.

# Keeping Your Rent on Track This Festive Season

**The holiday period can be busy - and costly. Between buying gifts, hosting family, and enjoying a few well-deserved treats, it's easy for budgets to stretch further than planned. But if you have a Scottish Secure Tenancy, it is important to remember that paying your rent on time is one of your key responsibilities.**

Rent payments don't take a holiday, and falling behind can cause stress long after the decorations come down. Missing payments can lead to arrears, which may put your tenancy at risk. Staying on top of your rent is one of the simplest ways to protect your home and give yourself peace of mind heading into the new year.

A few helpful tips for staying in control:

- Plan ahead: Set aside your rent money before festive spending begins.
- Use direct debit or automated payments if possible - this helps avoid missed dates.

- Check your benefit payments and make sure everything is up to date if you receive support.
- Speak to your Housing Officer early if you're worried - they may be able to offer advice before arrears build up.

Also, our Welfare Rights Officer and Income Maximisation Assistant are trained to give advice on benefit entitlement and to assist in the claims process. If you would like help with your benefits or would like advice as to whether or not you would qualify for benefits, please contact our office on **0141 578 0200** for a Welfare Rights appointment.

You can also seek advice regarding other debts from Citizens Advice Bureau at 11 Alexandra St, Kirkintilloch, Glasgow G66 1HB, telephone **0141 775 3220**.

By keeping your rent a priority, you are meeting your tenancy obligations and helping ensure a secure, stable home for you and your family. That's a gift that lasts far beyond the festive period.

## WAYS TO PAY

### Direct Debit

This is the easiest way to make payments to your rent account. To set up a direct debit, please contact our office.

### Standing Order

You can make your payments by completing a standing order form or by making a payment through online banking. You must use your **tenant key** as a payment reference – please call us to confirm this.

Our account details are:

**Bank name: Royal Bank of Scotland**

**Account no: 00690899**

**Sort code: 83-24-05**

### Paypoint

You can pay your rent using your rent card at any Pay Point outlet which has this sign. To order a new rent card, please contact our office.

### Telephone

You can also pay by card when phoning us.

### Allpay

Payments can be made on the Allpay app which you can download to your mobile phone or tablet.



(iPhone users)



(Android users)

We can also send you an Allpay payment link – this is linked to your tenancy and can be used at any time to make payments to your rent account. Please contact us for your individual payment link.

# Staying Considerate this Festive Season

During Christmas, homes can get a little louder, routines change, and visitors come and go. However everyone has different things affecting them at this time of year and that's why it is more important than ever to stay mindful of how our actions affect the community around us.

One of the key obligations of your Scottish Secure Tenancy Agreement is that you and anyone living with you or visiting you do not to engage in antisocial behaviour. This includes anything that could cause alarm, distress, or nuisance to your neighbours - things like excessive noise, late-night parties, or disturbances in shared areas. These rules aren't there to spoil the fun – they are there to help everyone enjoy a peaceful home. A few simple ways to keep things friendly this holiday season:

- Keep an eye on noise levels, especially late at night.
- Be mindful of visitors - large gatherings are best planned so that they don't disturb others.
- Use shared spaces considerately, whether that's common paths, bins, or parking areas.
- Look out for neighbours, especially those who may be elderly or alone during the holidays.

By keeping to your tenancy obligations and showing a little seasonal kindness, you can help make your community a warm and welcoming place for everyone.

*Let's all do our bit to keep our community peaceful, positive, and neighbour-friendly.*



## 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 main issues discussed with us are:

- Bin Collections
- Fly Tipping
- Dog Fouling
- Grit bin refills or new bin requests
- 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.

# Out with the old, in with the new...

With Christmas and New Year approaching, a lot of people take the opportunity to clear out old items they no longer use. We would ask that our tenants dispose of large clear-outs in the appropriate way and do not leave these in gardens or outdoor spaces.

## DONATE

If the item you are clearing out is in good condition and safe to re-use, you may consider donating it. The Circular Communities Scotland website lets you find local organisations which may accept your pre-loved items - <https://www.circularcommunities.scot/map/>

## RECYCLING CENTRE

If you are able to transport your goods, you can dispose of them at the Mavis Valley Household Waste Recycling Centre (HWRC). The Mavis Valley Household Waste Recycling Centre operates on an appointment only basis for cars and vans. If you visit the HWRC without an appointment you will not be able to enter. You can book an appointment online at <https://www.eastdunbarton.gov.uk/services/a-z-of-services/bins-waste-and-recycling/household-waste-and-recycling-centres-tipsdumps/>.

The site is for East Dunbartonshire residents and you will be asked for proof of address and photographic identification when you visit. Commercial waste is not accepted.

## SPECIAL UPLIFT

East Dunbartonshire Council offers a chargeable Special Uplift Service to collect bulk household items that are too big to fit into a wheeled bin and cannot be transported to Recycling Centres or donated through Circular Communities Scotland Donate.

To request a special uplift, you can complete the online form at <https://www.eastdunbarton.gov.uk/services/a-z-of-services/bins-waste-and-recycling/special-uplift/>. Once the form has been submitted, you will need to pay for the uplift to allow it to be scheduled. A non-standard or large uplift will be subject to an inspector advising you of the cost of removal.

Please note it is an obligation of your tenancy agreement to keep outdoor and communal areas attached to your property clean and tidy. If you put items outside and do not arrange for uplift, this could result in action against your tenancy. If you are struggling to make arrangements to have items removed, please give us a call on **0141 578 0200**.

## CHRISTMAS CLEAROUTS

This time of year can be a good time to clear out old toys etc. Please bear in mind local charities and organisations that might be glad of donations. If you are looking to get rid of items from your property, please place items outside if you live in a close and away from property walls to help prevent any issues. If you are contacting East Dunbartonshire Council to arrange a special uplift, please be aware that they currently have a backlog.



# Get Ready... Be Prepared for Winter!

Forecasters are again predicting a long winter ahead so it's time to prepare for the worst! Here are some practical suggestions to help prepare for the months ahead:

## Tips To Prevent Frost Damage

There are some simple steps to take to help prevent your pipes from freezing:

- Leave the central heating on for short periods of time throughout the day.
- Let warm air into your roof space by keeping the trap door open.
- Keep the cupboard door under the sink open, this will let warm air move around the pipes.
- Keep room doors slightly open to allow warm air to move around the house.
- Know where your stopcock is so that you can switch off your water if there is a burst. Most frozen pipes occur in the roof space and below sink units and can cause considerable damage if they burst.
- Ensure that you have insurance for your contents and personal belongings.

## If You Have A Burst Pipe

Turn off the mains water supply immediately by turning the stopcock clockwise. This will stop any more water getting into the water pipes. If the burst pipe is on the main water system the rush of water will stop after a short while. You should immediately contact our Property Services Team in the event of a burst pipe within office hours only, or call our out of hours number in an emergency.



## If You Have A Frozen Pipe

Thaw it out slowly by using hot water bottles or towels soaked in warm water. Do not use direct heat such

as blowtorches as this may cause permanent damage to the pipes. The use of blowtorches could also lead to a fire in the home. If in any doubt please contact our office to report the fault.

## Going Away From Your Home While The Weather Is Cold

- If you are likely to be away for a short period please leave your heating on.
- If you are likely to be away for a long period, your house will be safer if you drain down the water pipes and switch off your heating and water. Please contact a reputable plumber or our Property Services team if you require advice about this.
- Ask a friend or neighbour to check the house and leave a spare key.

## Structures

Be aware that snow or ice could fall from roofs suddenly. Be prepared and predict where it might fall and don't park your car, bikes or garden furniture in its path.

# WINTER GRIT BIN LOCATIONS

During the winter months, we have grit bins located in various locations on non adopted roads. Other grit bins are located throughout the area by East Dunbartonshire Council.

## Locations of Hillhead Housing Association Grit Bins:

- Ivanhoe Drive
- Border Way
- Mitchell Gardens
- Meiklehill Avenue
- Hardmuir Gardens
- Waterloo Gardens



# CX Feedback Repairs Tenant Satisfaction Survey

Please remember to complete our new electronic Repairs Tenant Satisfaction Survey for the chance for a chance to win one of the following prizes-

- An air fryer
- A slow cooker
- Large George Foreman grill
- £100 shopping voucher for the grocery store of your choice.

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 you receive a request to complete a survey by text message the sender's name on the message will appear as **HillheadHA**

If you receive a request to complete a survey by email the sender's name on the message will appear as **Hillhead Housing Association**

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

### TEST IT TUESDAY!



## Test it Tuesday

We provide smoke alarms in all our houses, and they are also subject to annual checks. However, you should test these weekly to make sure that they are always working. (TEST IT TUESDAY) If there appears to be a fault, you should report this to our Property Services Team.

# ESTATE WALKABOUT

**Diane was recently accompanied by one of our tenants, Karen McKillop, on an estate walkabout. A few issues were identified while out and about such as flytipping, broken glass, litter and overgrown hedges and tree branches. Some of these issues are already in hand and work orders have been raised to address the tree branches.**

Other areas highlighted such as litter and flytipping are a work in progress. Flytipping incidents can be reported to East Dunbartonshire Council on **0300 1234510** or phone this office if it takes place on our land.

We would really welcome other tenants coming along to estate walkabouts. This gives an opportunity to have direct input into how we can improve the neighbourhood. Thanks to Karen for giving her time.



## LITTER PICKING

You may see our committee member Claire out and about always picking up litter wherever she goes. She recently joined Diane in a litter pick around Meiklehill Road, Shells and Cleddans Road and between them, they gathered 6 black bags of rubbish. Tom, our Estate Officer also accompanied Diane and litter picked around Highfield Road and Highfield Crescent, again, lots of rubbish collected. Please contact the office if you are interested in helping out in your area, our Estate Co-ordinator is happy to help out in your street. If you would like a hand, we can provide litter pickers, black bags and disposable gloves too.



# 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**



## 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](http://www.firescotland.gov.uk)**



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

# 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 in our activities.

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 Ms McGregor won the tenant loyalty scheme and she chose a £100 Tesco shopping voucher as her prize.



Irene Cowie

We held our Annual General Meeting in September and all members who attended were entered into a prize raffle. Irene Cowie's ticket was drawn at the end of the meeting and won a £50 Tesco Shopping.

## REPAIRS SATISFACTION SURVEYS

When any repair you report has been completed, a satisfaction survey will be sent to you via text or email (as highlighted on page 6). Once you complete this survey will be entered into a prize draw.

These prize draws take place on a quarterly basis. In October Ms McKillop was the lucky prize winner and she chose for her prize a £100 Sainsbury's shopping voucher. The next draw will take place at the end of January.



Ms McKillop

## 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!**

# GARAGE DEMOLITION

Demolition works started at the beginning of this month at the lockups at Whitehill Crescent. On completion of this, lockups at Marmion Drive and then Grahamsdyke Road will be demolished. Works will take approximately 12 weeks to complete.



# 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 July and 30 September 2025

### CURRENT TENANT RENT ARREARS

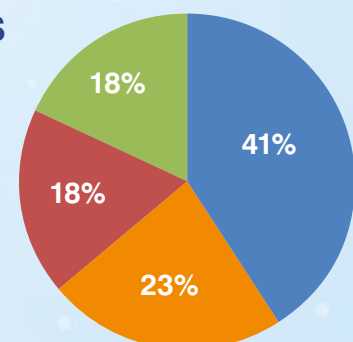
Month	Tenant Arrears	Level of Arrears
July	£91,977.67	1.94%
August	£91,376.85	1.94%
September	£92,404.94	1.94%

### ALLOCATIONS

Month	No. of Lets
July	9
August	10
September	3

### WHO WERE PROPERTIES ALLOCATED TO?

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



\*This includes new lets as the first of our newbuilds came off site in Q2

### REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	July	August	September
Emergency (24hours)	92.86	100	90.90
Urgent ( 3 days)	97.26	98.33	93.90
Routine (10 days)	97.83	91.11	95.65
Voids (7 days)	75.00	78.95	85.00
All Repairs - HHA 2000	96.03	94.00	92.94

## 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.**

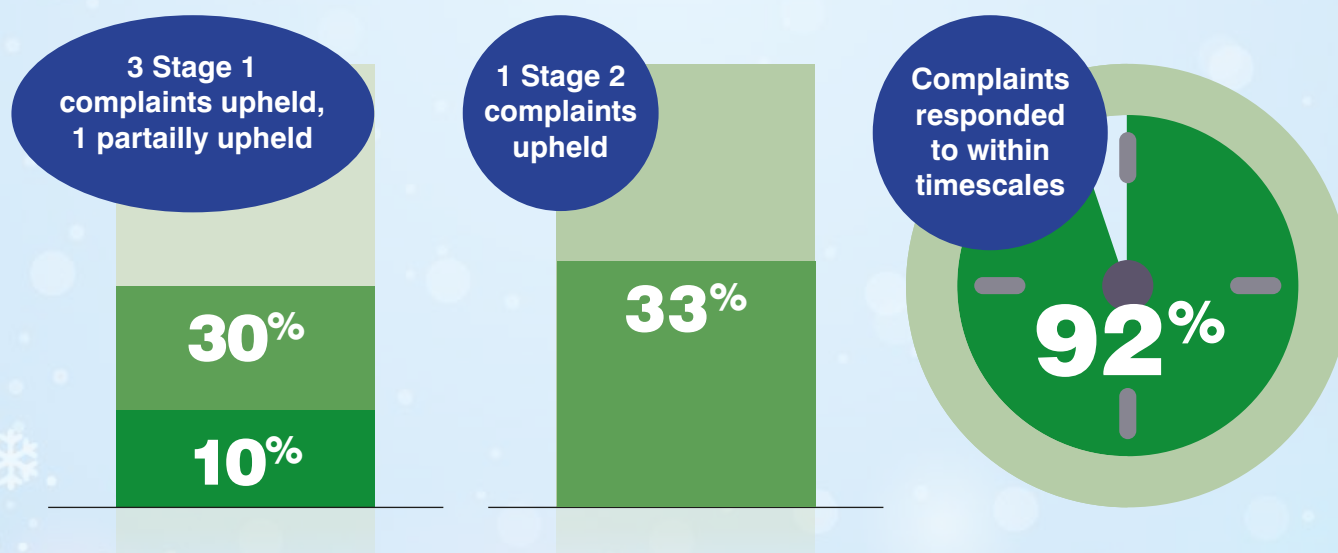
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non emergency repairs, our timescales are significantly better than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

Performance Area	Hillhead	Scotland Housing Network
Rent Arrears	1.91%	2.49%
Rent Loss for empty houses/flats	0.27%	0.59%
Average time taken to re-let a house	36.71 days	28.24 days
Average number of days to complete non emergency repairs	3.06 days	6.60 days

# COMPLAINTS

Between 1 July and 30 September 2025, the Association received ten Stage 1 complaints and three Stage 2 complaints.

## COMPLAINTS RESULTS



## COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance – disagreement with decision	1
Housing Quality & Maintenance – delay in providing service	4
Access to Housing and Support 0 delay in providing service	2
Customer / Landlord Relationship – Dissatisfaction with policy	2
Customer / Landlord Relationship – Disagreement with decision	2
Neighbourhood and community – Disagreement with decision	1
Complaints relating to equalities	0

## ACTION TAKEN TO IMPROVE SERVICES

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

# NEW FACES!

**It has been all change in our office over the past few months!**

Our Finance & Corporate Services Assistant, Kieran Tait, who started with us out at reception in 2017 was offered a position in another housing association. While Kieran was sorry to leave us – and we were sorry to see him go – it was a really good opportunity in terms of career progression. We wish him all the best.

**And....** shortly after Kieran left - Laura McDonald, Finance Officer, (who worked alongside Kieran) finished up for her maternity leave! We are all delighted for her and wish her and her husband lots of good wishes for their new arrival.

Thankfully we have filled the gaps left by Kieran and Laura with 2 great additions to the team. Joe McCann will be filling in for Laura as Finance Assistant and



Marissa Wong has taken over from Kieran. Both have settled in great and are enjoying getting to know our tenants.



We also said goodbye to one of our housing officers. Julia Howley, who job shared with Sharon Singer, was offered a position in another housing association. Julia was also sorry to leave us, but the new position was a lot closer to home for her. We wish Julia all the best too in her new role.



We were delighted to welcome Claire Cardle who is Sharon's new job share partner. Claire has over 20 years of experience working as a housing officer in other housing associations and she is also settling in great at Hillhead.



## HILLHEAD'S HEROES!

**Most of you will know our estate workers Tom and Gary – as they are always out and about carrying out inspections and repairs in the area. Both of them are always happy to help any tenants they see when they are out and have been complimented over the years for just this and for their friendliness.**

They recently went above and beyond when they saw a woman had taken a fall at the side of the road. They immediately went over and helped her up. When they found out she was on her way to visit one of our tenants, Anne Dillon, who lives on Meiklehill Road they made sure she got there safely. Later that day, Anne and her sister Alice passed on their sincere thanks to Tom and

Gary for their kindness and assistance.

Sadly, a few days after this incident, Anne contacted us again to advise that her sister had passed away peacefully at her home. Anne also told us that her rescue dog Blue had not left her sister's side and she was now calling him Hero Number 3. Our sincere condolences are with Anne and her family at this time.



# 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](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 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:

- Thursday 25 December – Monday 5 January

**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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