

## PLANNED MAINTENANCE PROGRAMME COMPLETE!



### The recent completion of Phase 11 marks the overall completion of the Association's planned renewal phases.

Over the last 10 years we have invested £14.6M into upgrading and refurbishing 640 homes. As well as installing new kitchens, bathrooms, heating systems, we have also invested in upgrading the external fabric of the buildings. New

roofs, drains and gutters along with new double glazed windows and re-rendering have all substantially improved the insulation of our homes - making them more affordable to heat.

Due to the type of stock, we have had to "over clad" the external walls in order to ensure that these homes meet current and future standards of energy efficiency.

To celebrate this great milestone

we presented Mr. & Mrs. Ralton, tenants of Whitehill Avenue with a bouquet of flowers. Photographed with Mr and Mrs Ralton are Gail Sherriff, Property Services Agent; Claire Taylor, Chairperson; Stephen Macintyre, Director; Craig Douglas, Clerk of Works; and Paul Muldoon & Gerry Hughes of CCG Scotland Ltd with celebratory balloons marking the completion of 640 homes.

# PAYING YOUR RENT

**You should have received your rent increase letter by now. If you did not, please contact us immediately and we can issue you with one.**

Please remember that the rent increase will apply from the rent due on 28<sup>th</sup> March and that, if you have a Standing Order in place, you will need to notify your Bank or Building Society of the increased amount in good time. You can also do this online if you have online banking.

If you have lost or mislaid your letter and are unsure of what you should be paying, again please contact us.

You are now able to pay by direct debit if you would prefer, this means that we can change your rent to the new amount rather than you having to do it. If you are interested

in paying by direct debit please contact your Housing Officer who will be able to set it up for you.

May we also remind you that all the services we provide rely on rents being paid and therefore it is vital that everyone pays the rent due or provides the necessary information **on time**, to ensure that the rent is paid by Housing Benefit.

We have a whole range of support services to help you if you are struggling with any aspect of your tenancy so if you are having problems, come and speak to us and we will do our very best to help you resolve them.



# Universal Credit

**Tenants on Universal Credit are asked to seek advice and assistance with their Universal Credit claim if they are having any problems finding out about their own allowances being paid and the element of housing costs due to the Association.**

You can make an appointment to see your Housing Officer or alternatively you can make an appointment with our Housing Assistant, Kelly Wallace.

We have laptops and an Ipad that are available to use in our office, as long as prior notice is given to use them as the laptops are in the interview rooms, and they may be in use.

If you have any concerns about whether your housing costs payments are being covered it is important that you keep in contact with your Housing Officer before arrears begin to build up.

Please remember if you are in receipt of Universal Credit you should still make an application for

Council Tax reduction as this is a totally separate award. To make an application, please go to the council's website : [www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk) .



# BAG IT-TIE IT-BIN IT

**One of the things we regularly hear tenants complain about within Hillhead is dog fouling. It has an impact on people's standard of living within the community and, as we all know, dog fouling is not only unpleasant but can also pose potential health risks - particularly to children.**

We also believe that

the majority of dog owners within Hillhead are responsible and respectful and pick up after their dogs but we are working closely with East Dunbartonshire Community Wardens (pictured right) to penalise those who do not take responsibility for their pets and who fail to clean up after them.

Anyone who allows their dog to foul in a public open space - including shared back gardens, stairs, closes,

pavements and roads is committing an offence under the Dog Fouling (Scotland) Act 2003 and could receive a Fixed Penalty Fine of £80 which increases to £100 if not paid within 28 days.

We would urge anyone who sees anyone committing this act to report it to your Housing Officer or telephone the Council on 0300 1234510 and ask to be put through to the Community



Wardens.

We also keep a small supply of dog poo bags which are available from our reception to tenants.

## NEW POLICE PRESENCE IN THE HILLHEAD AREA

**We have two new Police Constables working in the Hillhead area, PC Steven Tobin and WPC Ruth Buchanan. They are both keen to make themselves available to tenants and residents of Hillhead who may have concerns about serious anti-social or criminal behaviour.**

In the past, a Police surgery has been held in the Community Centre each week but this was disbanded through lack of attendance. However this is an option that could be revisited should there be enough interest.

The Police call into our office on a regular basis for community updates so a message can be left asking them to get in touch. The non emergency number for the Police is 101 and the emergency number is still 999. Their e-mail address for this area is [KirkintillochEastTwecharCPT@scotland.pnn.police.uk](mailto:KirkintillochEastTwecharCPT@scotland.pnn.police.uk).

**Please remember that their Twitter and Facebook sites are not for reporting crime and they are not monitored 24/7.**



## PET CHECK

**“PetCheck is PDSA’s community programme in which our specially adapted vehicles tour the UK offering free wellbeing checks to dogs and advice on the care of other popular pets such as cats and small furrries. Our vet nurse will give a full wellbeing check chatting to owners about their dog’s five welfare needs in accordance with the Animal Welfare Act (2006).**

### We can help

Owners will receive advice on the health, diet, behaviour, environment and companionship of their beloved pooch and can help reduce health issues by educating about the importance of neutering, vaccinating, regular flea and worming treatment.

In addition to the free wellbeing check, we offer a range of preventive services including nail clipping, ear cleaning, anal gland emptying and microchipping (the microchipping of pets will only cost £10.00).

### Is it just for dogs?

As it’s a mobile service, for health and safety reasons we only see dogs for the wellbeing checks. In addition to the advice given on other popular pets, we also distribute Cats Protection neutering vouchers.

The event will take place at the Hillhead Community Centre, 169 Meiklehill Road on the following dates:

**Initial Visit Monday 10th April 2017 11:00 - 18:00**  
**Return Visit Friday 21st July 2017 09:00 - 16:00**

# Happy Birthday Suzanne



In February, one of our Housing Officers Suzanne McGraw, celebrated a significant birthday. She decided to take some time off on the actual day but staff at Hillhead were determined to help her celebrate in style and so surprised her on her first day back at the office.

Whilst we wouldn't like to comment on how old she is, on closer inspection of this picture you should be able to guess. For the record, we should say that this picture has not been enhanced/improved and Suzanne assures us that she doesn't feel a day over (??) !!



## Customer Care Working Group

Last week our Customer Care Group hosted a visit from Scottish Fire & Rescue fire safety officers Iain Hunter & Louise Teo. To book a free Home Fire Safety Visit call 0800 0731 999 or Text "FIRE" to 80800 or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk) Or pick up a leaflet from our reception.

Remember, if you are interested in joining our Customer Care Working Group, please get in touch with the office and we can invite you to our next meeting.



# BRAES O' YETTS

## Discussions are ongoing with Barratts regarding a joint venture at this location.

Planning consent has now been received for the development and the Association has submitted a tender application to Scottish Government for funding. We are still proposing to acquire 30 properties from Barratts, which will predominantly include semi-detached and terraced houses and 6 flats. The flats will include 2 x wheelchair, 2

bedroom properties and the remainder will be 1 bedroom properties. As highlighted in the previous newsletter, the Association is also proposing that 8 of the properties will be sold on as shared equity units. Please keep an eye on our website, Facebook page and Mobile App for information relating to these units, including selling prices. Barratts are continuing to work towards a site start in Spring 2017.

# SERVICE IMPROVEMENT PANEL

The members of the above Panel have now visited 3 separate empty properties (voids) to help them understand the condition in which some of the properties are being

returned to the Association and the subsequent expenditure in making them fit for relet. The visits have included the panel members familiarising themselves with the

processes and procedures in terms of reletting the properties. Some voids are proving very costly to the Association as can be demonstrated by the photos below:



The work by the panel in this regard is ongoing.

# GAS CONTRACT

The Association's existing gas servicing and repairs contract is due to end on 31 March 2017. As such, a procurement exercise has been carried out to identify a contractor for the new contract to commence on 1 April 2017. The contract was advertised on Public Contracts Scotland and following a fair and open competition, James Frew (Gas Sure) was identified as the successful bidder once both quality and price had been considered by the tender panel.



# LANDSCAPE MAINTENANCE CONTRACT

Priory Bridge Landscapes are due to commence with works during the growing season at the beginning of April. Visits will normally take place during weeks 1 and 3 of each month (weather dependent) with private gardens being visited on Wednesdays and Thursdays. As last year, the contractor will be primarily providing a grass cutting and pruning service.

## Community Growing Project



### Do you shop in ASDA Bishopbriggs?

Our Community Growing Project has been nominated for the ASDA Green Token Scheme which runs until the end of March. We would greatly appreciate it if you could choose to use your green token for our project. The winner of the

scheme will be awarded £500 and the two runner ups will each receive £200. This money will be put to good use at our Community Garden. Remember to ask for a token at the checkout.

*Thank You!*

### Easter Family Fun Day

Come along and join the fun on Thursday 13th of April 2017 between 10am and 3pm at our Community Garden at Meiklehill Road (entrance between 217 & 219 in the cul-de-sac).

#### THANK YOU!

We would like to wish Harper Collins a big thank you for their donation of books that will be kept in our meeting hut. The children will have access to the books at all times while attending the garden.



# HOW WELL ARE WE DOING?

## KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

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

### RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
November	93,820.14	2.79%	3.25%
December	115,714.54	3.45%	3.25%
January	121,320.55	3.61%	3.25%

### RENT LOSS

Month	No. of Empty Houses/Flats	Rent Loss as a % of the Yearly Rent Roll	Target Yearly Rent Loss %
November	5	0.38%	1%
December	1	0.38%	1%
January	0	0.42%	1%

### ALLOCATIONS

Month	No. of Lets	Monthly Average No. of Days to Let a House/ Flat	Target Number of Days
November	7	3.57	5 days
December	1	4.00	5 days
January	3	0.00	5 days

### REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	November	December	January
Emergency (24hours)	100%	97%	100%
Urgent (3 days)	100%	100%	100%
Routine (10 days)	100%	100%	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 December 2016.

Performance Area	Hillhead	Housing Association Group
Rent Arrears	3.45%	3.75%
Rent Loss for empty houses/flats	0.38%	0.59%
Average time taken to re-let a house	16.39 days	32.29 days
Average number of days to complete non emergency repairs	2.52 days	3.47 days

# COMPLAINTS

The following table presents complaints resolved between 1 October and 31 December 2016.

Method of Complaint	Nature of Complaint	Complaints resolved within policy timescales?	Outcome	Service Change / Improvement required
Phone Call (3/10/16)	Cost of rechargeable repair	Yes	Breakdown of cost explained	N/a
3rd Party (6/10/16)	Water ponding issue at property	No	Remedial works instructed	N/a
3rd Party (12/10/16)	Issue re power in property	Yes	Confirmation given re situation with gas meter	N/a
Office (13/10/16)	Issue regarding information received by Housing Officer	Yes	Clarification of the situation given to tenant	N/a
Office (14/10/16)	Handling of neighbour complaint	Yes	Explanation of limits to action able to be taken	N/a
Phone Call (14/10/16)	Handling of neighbour complaint	Yes	Explanation of limits to action able to be taken	N/a
3rd Party (20/10/16)	Condition of wall at property	Yes	Confirmation no current need for repair, however agreed to make safe should condition worsen	N/a
Letter (3/11/16)	Handling of neighbour complaint	Yes	Confirmation that correct advice given in this regard	N/a
Complaint Form (10/11/16)	Communication regarding repair and completion times	Yes	Explanation given as to reason for delay	Maintain regular contact with tenants regarding progress of repairs
Phone Call (9/12/16)	Letter received regarding rubbish already removed	Yes	Explanation given regarding timing of letter issued	N/a

# TENANT SATISFACTION QUESTIONNAIRE WINNERS



January's winner Mrs Horne receives her vouchers from Diane Bridges, Property Services Assistant

## Our latest winners of the monthly prize draw are;

- December Miss Letford, Langmuir Avenue
- January Mrs Horne, McFarlane Place
- February Mr Williamson, Waverley Crescent

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 December and February winners of this scheme were randomly selected from those tenants who qualified and the lucky winners were Mr Clive & Ms Stewart of Redbrae Road, and Ms Kelly of Meiklehill Road. 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.**

Ms Stewart receives her vouchers from Betty Borland, Housing Officer



# Let's have supper!

If you would like to attend please also complete the registration form enclosed within this newsletter so that any allergies or food dislikes can be identified.

**If you want to practice your cooking skills, help others to practice theirs and share a meal together we would like to invite you to our drop-in supper club at Hillhead Community Centre.**

To book your space contact George or Ashleigh on:  
 Tel: 0141 578 2142  
 Email: Ashleigh.grant-ng@eastdunbarton.gov.uk / George.burt@eastdunbarton.gov.uk  
 Only 10 spaces available per week

so get booked in early.  
 Supper club starts Thursday 2nd March 2017 3.30-5.30pm and will run every Thursday afternoon for 10 weeks, finishing on 4th May.

DATE	MAIN COURSE	PUDDING
2ND MARCH	CARROT AND CORIANDER SOUP	BANANA CAKE
9TH MARCH	CHICKEN AND VEGETABLE STIRFRY	SCONES
16TH MARCH	LEEK AND POTATO SOUP	APPLE CRUMBLE
23RD MARCH	FRITATA	BANANA AND BLUEBERRY CAKE
30TH March	MACARONI CHEESE	PLUM CRUMBLE
6TH APRIL	SPAGHETTI BOLOGNAISE	OAT AND RAISIN COOKIES
13TH APRIL	LENTIL AND VEGETABLE CASSEROLE	OATIE RASPBERRY SLICES
20TH APRIL	CHILLIE CON CARNE	BANANA MUFFINS
27TH APRIL	CHICKEN/VEG CURRY	DARK CHOCOLATE COOKIES
4TH MAY	BURGERS & SIDE SALAD	BANANA AND RAISIN CAKE

## Bowel Cancer Awareness Month - 1st-30th April 2017



**“The decision to complete the screening test was the best decision I have ever made in my life. Had I not taken that course of action, there is no doubt in my mind I would not be alive today. Just do it!” Harold (taken from Bowel Cancer UK)**

Bowel screening saves lives. The test picks up colorectal (bowel) cancers at the earliest time so that treatment can be offered quickly and more effectively.

If you are aged 50-74 years (or you know someone who is...) make sure you complete the test when it comes through your door. More than half of residents in Glasgow City and East Dunbartonshire don't take part and this can lead to later detection, more invasive treatment and lower chances of survival. Test results will be with you within two weeks of returning the kit.

Remember not all bowel cancers are picked up by the test so look out for these symptoms:

- Bleeding from your bottom and/or blood in your poo
- A change in bowel habit lasting 3 weeks or more



- Unexplained weight loss or tiredness
- A pain or lump in your tummy
- Bowel Cancer Event: Saturday 1 April 10am – 4pm, Glasgow

Bowel Cancer UK are holding an awareness raising event to kick off Bowel Cancer Awareness Month. Staff and volunteers will be in Argyle Street with a giant inflatable bowel that you can walk through and there will also be giveaways, photo booth fun and a raffle. Come along and join them on the day! For more information email ScotAdmin@bowelcanceruk.org.uk

# WE'VE GOT AN APP FOR THAT!



**PAY YOUR RENT**

**REQUEST A RENT STATEMENT**

**REPORT A REPAIR**

**BENEFITS INFORMATION**

**APPLY FOR A HOUSE**

**FIND OUT WHAT'S GOING ON**

Please remember we have a mobile app which can be downloaded onto your smartphones or tablets. This is a fast way of accessing our services as well as finding out what's happening in the area. You can also link to many other important services such as the Police, Council and Citizens Advice through the App.

**Download it now – it's FREE!**




