

Barrhead MATTERS

Barrhead Housing Association



Barrhead Housing Association
Limited
SCOTTISH CHARITY NO. SC 036265

Celebrating over 30 years working in the community

SUMMER 2017

Fire Safety



Following the tragic fire in London recently our thoughts are with those affected. We would like to assure everyone living in a Barrhead Housing Association home that we take your safety very seriously. Although Barrhead HA does not own or manage any high-rise tower blocks, we are committed to ensuring that all of our properties comply with fire safety regulations and that BHA meets our statutory duty as a landlord. The Scottish Government and the Scottish Housing Regulator have already been in touch to ask for more information from us principally around tower blocks and over cladding systems and of course we will act on any further instructions from them. We are considering all these issues further.

We feel it is important to remind our customers to make sure you know what to do in the event of a fire. We have pulled together a leaflet, enclosed with this edition which gives some really important and helpful information from the Fire and Rescue Service about prevention. We would also urge you to keep all areas clear both in the close and in the surrounding external areas. Fires can start in a common stair and could kill you, your family and other residents. Even a small bag of rubbish can create enough smoke to fill a

whole stair and items left in common stair areas are often set on fire deliberately. For advice on uplifting items please contact this office or East Renfrewshire Council on **577 3001**.

Our staff undertake regular estate inspections of the close and surrounding areas. We will be extra vigilant in our areas in the coming months and will take appropriate action where we feel that items left in a close area; a communal area or within the boundary of your property pose a danger to you and your neighbours.

If we do make contact with you, please work with us to deal with any matter that we raise with you, as we are sure you will agree that it's better to be safe than sorry.

Failure to work with us to address fire safety issues concerns will lead to: stronger action against your tenancy; action against your Title Conditions/Occupancy agreement for owners; request that the local authority implement various regulations within their power, such as the Civic Government Scotland Act 1982; involve the Fire Services if this is needed.

If you have any concerns about fire safety or anything else please contact the office on **0141 881 0638** or see our website for further ways to contact us.

Good Neighbour 'John McIntyre' Trophy

**Call for entries – by Monday
31st July 2017**

This award is to help us recognise a Customer who is a good neighbour, who takes care, attention and pride in the property, his/her neighbour or neighbourhood. It could be something as simple as washing stairs for an elderly neighbour, taking and returning the bins for refuse collection. It could be looking after children, or an elderly person. It could be helping in a neighbour's home with housework or decoration that you don't get paid for.

Perhaps it is you, or your neighbour, or it could even be a group of neighbours who get together in the garden or help in the community. Within the Association, we often hear complaints that good neighbours are never recognised or rewarded, so don't be shy everyone knows a good neighbour. Contact Jade Watters at our office 60-70 Main Street for an application or download the application at: www.barrheadha.org.

Garden Competition

Barrhead is Blooming! Its Garden Competition time once again, and our staff will be looking out over the coming weeks for gardens which are flourishing and in bloom or equally ones that have greatly improved.

If you'd like to tell us about a garden please let us know and we will be more than happy to look at it for consideration.



IN THIS ISSUE HANDYPERSON SERVICE • CAPITAL INVESTMENT PROGRAMME • COMMUNITY REGENERATION OFFICER • DOG FOULING AND EVICTION

GOT SOMETHING TO SAY? • CONTACT US AT: Tel: 0141 881 0638 • Web: www.barrheadha.org • Email enquiries@barrheadha.org • or follow us on



Property Services Update...

Handyperson Service



Levern Property Services (LPS) which is a wholly owned subsidiary of Barrhead Housing Association

is delighted to announce that we are in the process of recruiting a Skilled Handyperson to deliver a range of services across Barrhead Housing Association properties.

We strive to ensure we deliver the best possible maintenance service to our properties and tenants. It is our belief that the introduction of this service will improve our response times to small repairs, increase visibility in the community and improve the overall service to our tenants.

Examples of the activities which will be delivered by the handyperson service include:

- Joinery
- Plumbing
- General Maintenance
- Bulb Replacement (Common Lighting)
- Replacement Locks
- Estate Management Services

It is hoped that someone will be in post from the beginning of August 2017.



James Ward (BHA), Irene Simpson, Brian & Rita Connelly and Heather Cuthbertson from the ARC Board.

Climate Challenge

BHA supported Auchenback Active in 2016 to secure over £98,000 from the Climate Challenge Fund to deliver an Energy Efficiency and Food Miles project for the people of Auchenback. The success of this project and the continued support from Barrhead HA has allowed a further £96,443 to be secured from the Climate Challenge Fund to support the Auchenback Active project for a further year.

The project is delivered by project partners: Auchenback Active, Young Enterprise Scotland and VAER. The project will create market gardens at Springhill / Auchenback Primary, St Marks Primary, St Luke's High School and also create a community garden at the new Family Centre in Auchenback which will open in Autumn 2017. Pop down to the ARC or contact us at the office if you want to get involved or find out more about this project.

Capital Investment Programme

At Barrhead HA we are committed to delivering a rolling capital investment programme to maintain the quality of accommodation offered to all of our residents. As part of this commitment we have both delivered and have scheduled the following works across 2017-18.

Boiler Replacement Programme

(various properties)

We will invest £180,000 in a boiler replacement programme which commenced in January 2017 and will run until March 2018. This is part of our ongoing commitment to improve the energy efficiency of our homes whilst working towards the EESSH targets set by the Scottish Government for 2020.

Kitchen Replacement Programme

(Barrhead Centre)

We have invested £200,000 in completing a kitchen

replacement programme across a number of properties in the Barrhead Centre between February and April 2017.

Kitchen Replacement Programme

(Rankin Way, Barrhead)

A further investment of £160,000 is underway in a kitchen replacement contract which will be delivered by Mears in August – October 2017. At the planning stage, kitchen selections and measurements have been undertaken with residents in June 2017.

Kitchen Replacement Programme (Centenary Court, Barrhead and various properties in Neilston)

We will be investing £180,000 in a kitchen replacement contract which will be delivered by Mears in April – June 2018. At the planning stage, kitchen selections and measurements will be undertaken with residents in early 2018.

When will I get a new kitchen/bathroom/boiler?

Based on the information gained from our Stock Condition Survey we are now working on providing all our residents with

much more detailed information on what is planned to your property and when.

Watch this space within our next newsletter for further information.



Improvements/Investment at BHA Sheltered Accommodation Complex

Over the last six months Barrhead HA has undertaken a review of the facilities within the Sheltered Accommodation and have delivered a programme of improvements to the site. This has included the introduction of new Health & Safety measures to improve the safety environment for our tenants.

Over £10,000 was invested in transforming the communal gardens at the Sheltered Accommodation to create a more user friendly environment which could be used all year round.

This included :

- A new patio area which allowed more seating to be made available for all residents to enjoy.
- Removal of overgrown hedges, shrubs and planted areas to improve the overall appearance.

- Removal of lawned areas and introduction of new artificial grassed areas to reduce maintenance costs in the future.
- Drainage works to reduce issue on the path networks at all entrances.
- New entrance pathway and handrails on the Glen Street entrance.

Additionally we have supported the residents of the Sheltered Accommodation to secure £2,000 from the Greggs Foundation to purchase new garden furniture and equipment.

Braehead Shopping Centre (INTU) also made a contribution of £2,000 in materials to the overall works and committed 10 members of staff to volunteer on a Community Regeneration day at the complex which created the new patio area.



Lintel Trust/Scottish Procurement Alliance



As a founder member of the Scottish Procurement Alliance, Barrhead HA was able

to secure £10,000 of funding to support a new Digital Project that will be launched in August 2017. This project will be open to all residents and the wider community of Barrhead. More details to follow in the Autumn newsletter and on the website.



James Ward receiving a cheque from Kate Christie of the Lintel Trust and Clive Feeney SPA.

Stock Condition Survey

We have recently completed a stock condition survey of all our properties in February 2017



and this was only possible with the co-operation of all of our residents. This information is crucial to help plan ahead over the next 30 years to renew our structured capital investment programme to maintain the quality standards within our homes.

This survey has included 100% inspection of all external areas and a 30% inspection of internal components within our properties. Things that the survey looked at have included roofs, windows, doors, kitchens, bathrooms, wiring and boilers.

Once we have collated all the information, we will be in a much better position to let you know what investments are planned in your homes and when.

Community Regeneration Officer

We are delighted to announce the appointment of **Bryan Dando** as Community Regeneration Officer from April 2017. Bryan will be responsible for delivering the Community Regeneration Strategy for Barrhead HA in the community and we are already seeing positive signs of how crucial this role can be in supporting community organisations to secure funding to support their activities. He will also work with our FLAIR partners.



New Contracts

Landscaping

We tendered the landscaping contract in February 2017 and we are delighted to confirm the appointment of McDermott's as the new contractor until 2020.

The contract commenced in April 2017 and over the coming months I am sure that you will become more familiar with the contractors representatives who are delivering the contract. As part of the new contract staff will be looking at areas which will require replanting and will also be pulling together a tree maintenance programme which will be implemented in late 2017.

Communal Cleaning

We recently tendered the communal cleaning contract in May 2017 and the successful contractor was Cameron Cleaning Services.

The new contractor will commence on the 3rd July 2017 and we are looking forward to developing a good working relationship which will ensure a quality service is delivered to all the properties included in the contract.



Dog fouling and eviction

Did you know that you can be evicted for persistently allowing your dog to foul in our areas?

A Scottish housing association has recently evicted a household because the tenant persistently allowed their dogs to foul the common areas of the development they lived in and did not clean up after their pets.

It is an offence under the *Dog Fouling (Scotland) Act 2003* to allow a dog to foul and not remove the faeces immediately. It is also a breach of the tenants' tenancy conditions to allow a pet to cause a nuisance.

Barrhead Housing Association would like to thank those responsible dog owners who clean up after their dogs and would urge those who don't to adjust their behaviours accordingly and be a responsible dog owner by cleaning up.

Failure to do so will result in further action being taken, and ultimately as in this case highlighted, could result in losing your tenancy if the problem persists.

If you see someone not cleaning up after their dog, please call East Renfrewshire Councils Confidential Ring and Report helpline on: **0800 013 0076**.

Be a responsible dog owner and do the right thing!



Alterations

If you are planning to carry out any alterations to your property you must contact the Association first to get permission, as permission may not always be granted. Some of the most common alteration requests we receive include the following: erecting fences; putting a shed in your garden; fitting decking; installing a new kitchen or bathroom; installing laminate flooring; fitting a new shower; putting spot lights into ceilings; changing your internal doors and handles.

Before the alteration can be considered the Association require to know things such as the make, model and manufacturer of each item; name, address and contact number of the contractor who will be carrying out the work including a copy of their public liability insurance.

Where work is taking place to the gas or electrical supply a certificate shall also be required from the contractor.

Permission will no longer be granted to install ceramic floor tiles. If you are planning to carry out any alteration please request an alteration application form from reception, or download one from our website, www.barrheadha.org.

Complaints Update: January 2017 – March 2017

Barrhead Housing Association continues to welcome feedback from all our customers who receive services from us and our Complaints Policy continues to highlight where you can help make improvements in our service to you.

We received a total of 56 complaints over the period 1st April 2016 to 31st March 2017.

During this period there were 53 Stage 1 complaints and three Stage 2 complaints processed.

In the above period referred to overall, we successfully completed our investigations into 78% of Stage 1

complaints within the five day target date.

In total to date we completed 100% of all Stage 2 complaints within the agreed target completion date.

Resolved Complaints

- 75% of the Stage 1 complaints were upheld.
- 77% of customers said they were satisfied or very satisfied with the outcome of the complaint.
- 23% of customers said they were dissatisfied with the outcome of the complaint made.

Examples of complaints made...

Complaint Area	You said	We did
Property Repairs Contractor	The contractor failed to keep to arranged appointment	We contacted the contractor and rearranged for them to return at a mutually agreed appointment time.
Gas Service and Repair Contractor	The contractor failed to attend appointment	We contacted the contractor and rearranged for a return appointment and insisted that they leave calling cards for customers, if they do not gain access to scheduled appointments.
Communal Close Cleaning Contractor	The close cleaning was not up to satisfactory standard normally provided	We arranged for the contractor to return and complete the cleaning to a satisfactory standard. We now have quality control checks in place which has helped in preventing further complaints being made.

Data Correction

Due to a problem with our IT system, the information provided for the 2015/16 Value for Money Scorecard and our Annual Performance Report for 2015/16 was incorrectly reported.

Apt Size	Published Average Weekly Rent	Revised Average Weekly Rent
1	£47.15	£44.03
2	£71.45	£69.66
3	£85.22	£83.97
4	£90.61	£88.72
5 apt +	£110.77	£108.93
Total	£82.05	£80.44

Please accept our apologies for the incorrect data and be assured our IT systems have now been amended.

If you have any comments or complaints to make about any of our services, please contact the office:
Barrhead Housing Association Ltd
 58-70 Main Street, Barrhead G78 1SB
 T: 0141 881 0638
 E: enquiries@barrheadha.org
 W: www.barrheadha.org

