

Barrhead MATTERS

Barrhead Housing Association

MERRY CHRISTMAS AND A HAPPY NEW YEAR TO ALL OUR READERS...HO...HO...HO!



Barrhead Housing Association
Limited
SCOTTISH CHARITY NO. SC 036265

WINTER 2017



More new homes for Barrhead and Neilston

Barrhead Housing Association has been working with East Renfrewshire Council on the new Plan for more affordable homes within the area. The Council is responsible for putting forward this plan to the Scottish Government and this allows the funding for grant to be committed to the projects identified. Barrhead Housing Association is therefore pleased to report that we are looking at the delivery of new affordable homes in the following areas:

Walton Street

Walton Street, a private site and Council owned site will be earmarked for transfer to Barrhead Housing Association. The site will have the capacity for approximately 50 properties and currently work is being completed to the Levern Water route which will have an impact on how the site is developed. However, it is proposed that the site will be accessed from Walton Street.

Partnership opportunities

Partnership opportunities are now also being taken forward for three sites: Taylor Wimpey site in Neilston to provide 12 affordable 2 and 3 bedroomed properties; Taylor Wimpey site in Barrhead South (top

of Auchenback) to provide 25 affordable 1, 2 and 3 bedroomed properties; Avant construction site in Barrhead South to provide 12 affordable 2 and 3 bedroomed properties. This would see almost 100 new affordable homes coming to Barrhead in the next 2-3 years. More information should be available in our next newsletter.

Of the proposal our chairperson Claire Boyd said: "This represents an exciting programme of new homes for Barrhead HA and allows us to commit to the Scottish Government's target to build 50,000 new homes during this Parliament. We hope we can get Walton Street on-site next year, subject to the usual consents being in place."

Festive Opening Hours

- Open Monday – Thursday
18th – 21st December 2017
9.00am to 5.00pm
- Open Friday 22nd December 2017
9.00am to 2.30pm
- Closed Monday – Wednesday
25th – 27th December 2017
- Open Thursday 28th December 2017
9.00am to 5.00pm
- Open Friday 29th December 2017
9.00am to 2.30pm
- Closed Monday – Wednesday
1st – 3rd January 2018
- Open Thursday 4th January 2018
9.00am to 5.00pm
- Open Friday 5th January 2018
9.00am to 4.00pm

Emergency telephone numbers during the festive period

In case of emergency, as outlined below, you should contact the Call Centre on:

0800 652 0633

An emergency is one of the following:

- Total loss of power in property.
- A burst pipe or tank which is causing flooding.
- A flat entrance door which has been broken into.
- A broken window that requires to be boarded up.
- A choked toilet which is un-useable (with no other toilets in the house).

In case of a gas heating emergency, you should contact the Call Centre on:

01294 468113



IN THIS ISSUE HALLOWEEN COMPETITION WINNERS • CASH FOR KIDS • BARRHEAD HOUSING ASSOCIATION COMMUNITY PROJECTS FUND

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





Halloween Competitions

We ran two competitions in our Autumn newsletter edition...

There was colouring in for boys and girls at primary school and the lucky winner picked out of a hat was **Julia Stegner** aged 5, pictured below left. Julia received a £50 voucher for Smiggle and was really looking forward to spending this voucher on some fun and colourful stationery items.

For the adults, we also included a Halloween themed word search and the winner was **Simon Black** and his daughter **Jenna**. As Jenna,

pictured below right, did most of the work, she received a £30 Silverburn voucher.

Well done to both winners. Look out for more competitions in our Spring edition.



Staff Competition

Staff held their own competition to create a piece of Halloween 'art' using only food. The winner, Lorraine Dallas, was selected from many amazing entries, and was chosen independently by a tenant who happily agreed to judge all entries. Who knew what could be done with mashed potatoes, eggs and food colouring!!



Cash for Kids 2017

In our last newsletter we asked residents to contact us if they wanted us to make an application on their behalf for the Cash for Kids Appeal 2017. Many households got in touch and we are delighted to announce that all 101 applications we made on behalf of residents have been successful!

Did you know that over the last four years we have secured £6,600 and helped 264 children?

We are all too aware of the cost of Christmas and we hope that through our help this may have eased the financial burden for many families over the festive period.

Each child will receive a £25 voucher to spend at Silverburn Shopping Centre. Vouchers will be available to collect from the office on Thursday 14th December between 4.00pm and 6.00pm. We have it on good authority from the North Pole that



Santa Claus will be visiting us that evening to help give out the vouchers!! If you are unable to come and meet Santa on the 14th then you will be able to collect them between 9.00am and 3.30pm on Friday 15th December. You will be issued a letter for collection and we would ask that you bring this letter with you, as identification, when collecting vouchers.



Don't forget to pay your rent!

Paying your rent over Christmas and the New Year

Christmas is fast approaching and we know that there can be a great deal of pressure to spend a lot on presents and the cost of food and drink over Christmas and New Year. However, you should prioritise your rent payments – having a home is more important than any gift.

Missing payments during December and January means that you will start the New Year with arrears and we will take action against you that may result in losing your home.

We want to make sure that you are able to enjoy Christmas without having to worry about money problems so here are some sensible steps you can take to ensure that this Christmas you stay out of debt:

- Make sure all your priority bills are being paid – including rent, gas, electricity, water and council tax.
- It is a condition of your tenancy that your rent is paid in advance and in full at all times.
- Make sure that you inform the relevant authorities such as Department of Work and Pensions and Housing Benefit department of any change in circumstances that may affect your benefit entitlement and do so promptly to avoid any overpayments which you will then need to repay.
- Decide how much you can afford to spend at Christmas in advance and stick to it – you will still then be able to make payments on essential bills such as rent.

We will also be making it easier for you to pay your rent with the free Allpay app. This will be launched early in the new year and details will be provided to you in our next edition.

Meantime, please see our website for all the ways you can pay your rent.

Complaints Update: April 2017 – September 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 in total 32 complaints over the period 1st Apr 2017 to 30th Sep 2017

During this period there were 28 Stage 1 complaints and 4 Stage 2 complaints processed.

In the above period referred to overall, we successfully completed our investigations in to 88 % of Stage 1 complaints within the 5 day target date.

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

Resolved Complaints

- 44% of the Stage 1 complaints were upheld.
- 66% of customers said they were satisfied or very satisfied with the outcome of the complaint.
- 34% of customers said they were dissatisfied with the outcome of the complaint made.

Examples of the main theme complaints

Complaint Area	You said	We did
Kitchen Installation Contractor	That the contractor had not fitted the pipework correctly as there was a small leak under the kitchen sink	We arranged for the contractor to return as a matter of urgency and fixed the leak the same day.
Gas Maintenance Contractor	That sometimes when it rains that water comes in through the Gas flue	Arranged for the contractor to change to a different type of flue which prevents water ingress.
Gas Maintenance Contractor	You were unhappy as the gas engineer has condemned your gas cooker and disconnected it	We checked and confirmed that the cooker was disconnected because it was unsafe to continue to use it under gas regulations and for Health and Safety Purposes.

How well are we performing?



Here are some results from 1st April to 30th September 2017

Charter Indicator	Actual Performance to 30/09/2017	Target	Trend
Current rent arrears – Indicator 31	2.43%	1.8%	Up
Former tenant arrears – Indicator 31	1.09%	1.0%	Up
Rent loss from void properties – Indicator 34	0.18%	0.25%	Level
Average days to re-let – Indicator 35	21.4 days	12 days	Down
Percentage of complaints received about anti-social behaviour and resolved within locally agreed targets – Indicator 19	100%	99%	Level
Average time taken to complete emergency repairs – Indicator 15	2.6 hours	2.2 days	Up
Average time taken to complete non-emergency repairs – Indicator 12	5.4 days	4.5 days	Down
Percentage of properties that require a gas safety record which has had a gas safety check by anniversary - Indicator 15	100%	100%	Level
Repairs right first time – Indicator 13	78.02%	85%	Up
Appointments kept – Indicator 14	97.8%	93%	Up



Douglas is leaving...

We are sad to see Douglas Wilson, our Customer & Quality Services Manager, leave Barrhead Housing Association.

Douglas, better known as Santa at this time of year, has been with us for over six years and has made an outstanding contribution to Barrhead and he leaves us with our very best wishes.

We are currently recruiting for his replacement and will keep you informed when the vacancy has been filled.



Electrical Condition Reports

We need to carry out Electrical Condition Reports to ensure that all electrical wiring to your property is safe and fit for purpose. We are updating our records and carrying out inspections in the majority of homes and have contracted GD Chalmers to do these reports.

It is vitally important that you provide the contractors; Optimum Technical Services and GD Chalmers with access to your property, if you receive correspondence from them, on the agreed appointment date or call them to arrange a more suitable date. **Electrical Condition Reports and EPCs are both a legal requirement. If you do not provide access then we may need to force access to your property. This would result in your locks being changed and a re-charge on your rent account.**

Remember: all contractors should carry photographic ID cards.

If you have any questions, please contact **Emily emilyc@barrheadha.org** or **Amanda amandak@barrheadha.org** or call **0141 881 0638**.

Energy Performance Certificates (EPCs)

An EPC lets both you and the Association know how energy efficient your home is. It tells us if your property currently meets Energy Efficiency Standards for Social Housing (ESSH) or if improvements will be required to make your home warmer and easier to heat. Optimum Technical Services have been contracted to update existing EPCs that are out of date.



Aspiring Communities Fund (ACF) – exciting new project for Dunterlie, Barrhead

Barrhead Housing Association is delighted to have secured £189,890 from the Aspiring Communities Fund operated by the Scottish Government to deliver a tenancy sustainment project called **'Make It Your Own'** within Dunterlie, Barrhead.

'Make It Your Own' will bring a creative approach to tenancy sustainment to the most vulnerable tenants in Dunterlie, Barrhead. The project will support tenants in a range of meaningful opportunities, which include: setting up, sustaining and maintaining their own home; increase their employability skills by developing and delivering a local environmental enhanced project; and learn and enhance digital skills through a number of different Information Technology, Computing and Online engagement events and workshops.

A number of established third sector partners will be involved in the delivery of the project and further information along with recruitment of staff will be available on our website shortly.

The Barrhead Housing Association Community Projects Fund (BHACPF)



We are also delighted to have successfully secured £18,000 from the Community Choices Fund operated by the Scottish Government. This fund aims to support and expand opportunities for local people to make decisions on spending priorities in their area. First launched by the Scottish Government in 2016/17, the Community Choices Fund is a new fund to support participatory budgeting (PB) in Scotland. PB is recognised internationally as a way for local people to have a direct say in how public funds can be used to address local needs, particularly for deprived areas.

Our Community Projects Fund will demonstrate how working closely, with communities and partners, we can support local projects and initiatives to help make a positive impact in our communities. We are fully committed to this and have also made a commitment to contribute a further £12,000 to the £18,000 secured from Community Choices to create a total fund value of £30,000.

Applications will be invited for projects which address the following key objectives in Barrhead Housing Association's Community Regeneration Strategy.

- Support people into employment
- Improve local environments
- Recognise and reduce social isolation in our communities
- Reduce food and energy poverty in our communities
- Increase digital inclusion
- Support people with welfare advice
- Improve Health and Wellbeing

Further information on the application process and the fund will be available on our website in the coming weeks.

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

