

Good Neighbour Award 2018



This year we received five nominations for the "John McIntyre" Good Neighbour Award.

The winner (picked from a hat) was **Mr William McKenzie** (pictured above) of Barnes Street Barrhead. Mr McKenzie was nominated for taking the time to keep the close neat and tidy, for maintaining the back garden and for being a kind and thoughtful neighbour!! We were honoured to present Mr McKenzie with the "John McIntyre" trophy, certificate and £50 shopping voucher.

The runner up this year was **Mr Eamonn Quail** also of Barnes Street Barrhead. Mr Quail was nominated for helping his neighbours take out the bins, keeping the close tidy and generally being a good neighbour!! Mr Quail received a certificate and a £25 voucher in recognition of his efforts.

Allpay APP



Did you know you can pay your rent using the Allpay app on your mobile? The app is available to download

from the Apple App Store and Google. You need your rent card number to make the payment. This is the long number on the front of your rent card. If you require a new rent card please contact Customer Services on **0141 881 0638**.



Garden Competition 2018

Barrhead is Blooming!

We certainly have some talented gardeners amongst our tenants and we had a record number of nominations this year!! This year's judging took place at the beginning of August and we were fortunate that Councillor Annette Ireland was able to assist with the judging. It was evident from the beautiful blooms and amazing array of flowers that our tenants are truly passionate about their gardens. Amongst the winners were **Lowndes Court** for Best Kept Development in Barrhead and **McCulloch Way** for the Best Kept Development in Neilston. The sunshine this year certainly made for a spectacular summer!! Well done to all of those who were nominated and to our runners up and of course to our winners. We were delighted that local MP, Paul Masterton, attended our AGM and was able to assist with the presentation of the awards/prizes to all the winners on the night. Below are just a few of the winning entries.



Mrs Sweeney accepting the Best Kept Development at Lowndes court on behalf of all the residents.



Best Kept Development – Barrhead: Lowndes Court.



Best Kept Garden Front and Back – Auchinback.



Best Kept Garden – Barrhead Centre.



Best Kept Garden – Dunterlie.



Best Kept Veranda – Thornliebank.



Best Kept Garden – Auchinback.



Best Kept Garden – Neilston.

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



Barrhead MATTERS

Barrhead Housing Association



Barrhead Housing Association
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SCOTTISH CHARITY NO. SC 036265

At the heart of our community – investing in your future

AUTUMN 2018

Universal Credit is coming to East Renfrewshire on 26th September 2018



Universal Credit "Full Service" is coming to East

Renfrewshire on Wednesday 26th September. Universal Credit will replace the following benefits:

- Income Based Job Seekers Allowance
- Income Based Employment and Support Allowance
- Income Support
- Housing Benefit
- Child Tax Credits
- Working Tax Credits
- Housing Benefit

If you are of working age and claiming for the first time, or have certain changes in circumstances to an existing claim to one of the listed benefits above, then you will need to apply for Universal Credit. If you are in receipt of ANY of these benefits or you are in receipt of UNIVERSAL CREDIT please get in touch with us NOW and we can answer any questions that you may have about Universal Credit. We can carry out a benefit check for you and help you make a new claim if it is needed. For further advice or assistance contact our Welfare Rights Service on **0141 881 0638** or email **enquiries@barrheadha.org**

New Office Bearers, following a successful AGM

The Association held its 32nd AGM at the Foundry on Tuesday 28th August 2018. Members were updated by the Chairperson, Chief Executive, Director of Corporate Services and external auditors Chiene + Tait on the activities from the year ending March 2018. As well as the good financial performance, the Chairperson spoke of the independent governance review completed in the last year which concluded that: "There was a high level of competence among the governing body members and an

impressive commitment to making a meaningful and positive contribution to the organisation. A clear succession plan emerged during the process."

The succession plan was approved ahead of the AGM and the following new Office Bearers elected:

- Chairperson: David McCready
- Vice chairperson: John Hamilton
- Conveners of Sub-Groups: Tommy Reilly, Drew McKinney and Chris Baird



Mrs Carroll receiving her winning garden prize from Paul Masterton MP.

Laura Hendry retires from Barrhead HA Board



After almost 22 years, Laura Hendry has decided to retire from the Governing Board of Barrhead Housing Association. Laura

is Barrhead's only tenant member so has had much to offer over the years but with increasing family commitments, Laura believes it's time for some younger people to come forward to take her place. Laura said: "I've enjoyed my many years with the Board but its time I spent more time with my family". Laura has seen many changes over the years on the Board and has acted as a tenant ambassador for the organisation. She leaves with the Association's best wishes and has already decided to support the Association's Tenant Scrutiny Panel so will remain connected to our services in her capacity as a tenant.

It's important that we continue to have tenants' voices on our Board and we would welcome any new tenant member wishing to come forward to take Laura's place. If you are interested then please contact the office for an informal chat.

Halloween Competition

We had loads of very good entries last year, so, back by popular demand is our annual Halloween Competition.

We have two competitions for this edition of the newsletter. Colouring-in for children at primary school and a Halloween crossword for teenagers and adults. Prizes will be £50 Silverburn Vouchers for the adults and either Softplay or Cinema vouchers for the kids. All entries should be returned in the pre-paid envelope by Friday 26th October.



IN THIS ISSUE DO IT YOURSELF DUNTERLIE! • IMPORTANT GAS SAFETY INFORMATION • GOOD NEIGHBOUR AWARD 2018 • GARDEN COMPETITION 2018

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



Do It Yourself Dunterlie!

Barrhead Housing Association were delighted to launch an exciting new tenancy sustainment project called DIY Dunterlie on Saturday 8th September.

There was a great turn-out on the day and the children had lots of fun learning circus skills with Kath from Circus Sensible; seed bombing with Ali and Dave from The Conservation Volunteers (TCV). Adults and children alike took full advantage of the highly successful Forever FacePainting who, true to their name, had a queue around the block waiting for Debbie's fantastic facial artwork.

Cycle for Good were also there and provided free cycle check-ups and maintenance with their Dr Bike service.

On the day local tenants were able to access a full range of taster sessions on:

- personal/career development
- money management/welfare rights
- a range of skills-based workshops in cooking, digital, interior design and creative upcycling and sewing skills

Specialist staff and partners on the day included Voluntary Action East Renfrewshire (VAER) East Renfrewshire Culture and Leisure (ERCL), RAMH (Recovery Across Mental Health) and Pioneer Mutual Credit Union. Advisors from Our Power and Home Energy

Scotland were also on hand to provide advice to tenants and staff on energy saving schemes.

Pulse FM broadcast live from the event whilst our street food vendor – Food in the Hood served up a delicious range of free Barrhead burgers, hot dogs and Halloumi wraps!

Despite it being drizzly and overcast we were delighted that over one hundred and

fifty local residents made the time to come along on the day to support the launch and found out a bit more about what's in store for the programme over the next year.

Rena McGuire of Dunterlie Tenants & Residents group came to support the event and felt *"Overall there was a steady flow of people over the day with useful stalls to interest everyone who came along, kids lined up for face painting, good food tasting was plentiful over the day, with many services offering advice and a free burger to finish off."*

The DIY Dunterlie project is supported by the Aspiring Communities European Social Fund operated by the Scottish Government.

For further information on the programme of workshops, activities and events planned during 2018/19 which will be free for local residents to access then please do not hesitate to contact Dianne Miller our Project Coordinator at enquiries@barrheadha.org or telephone 0141 881 0638.



Photographer: Lesley Roberts – Barrhead News.



Important Gas Safety Information

Boiler System

You must not touch the filling loop cap on your boiler system. These have been removed by our Contractor for health and safety reasons. Tampering with your boiler system is dangerous and could cause injury to persons within the household and also damage the boiler.



We have been dealing with a range of issues recently due to residents tampering with loops which have included:

- Significant leaks to boilers.
- Damage to internal pressure valves within the boiler.
- Contamination of your drinking water supply.
- Leaks and bursts causing significant damage to belongings and that of downstairs neighbours' because pipework under floors had been leaking.

Did you know that continuous topping up of system will cause future corrosion to radiators and boiler?

You should be aware that if our Gas Contractor advises us that you have tampered with the filling loop then we may consider recharging you if you to carry out any works as a result.

Also, If your radiators are not fully heating up – please don't try and bleed them yourselves and contact our Contractor – details below.

Please note that any issues with your boiler, heating or hot water should be reported direct to Gas Sure on **01294 468 113**.

Gas Cookers

If you are changing your gas cooker it is vitally important that it is installed by a registered Gas Safe Engineer who will ensure it is fitted in line with current gas regulations. This also includes fitting a stability bracket and chain. The bracket gets fitted to the wall and the attached chain is fitted to your cooker to ensure it is stable and will not topple over.

New Customer Services Manager



Following the departure of Douglas Wilson late last year we are delighted to announce that we have now recruited our new Customer Services Manager, **Jennifer McCann**. Many of you will know Jennifer from the excellent work she has done with a large number of residents in her previous role as Welfare rights officer. Jennifer has been working temporarily in a manager role since 18th January and has already made a very positive impact on our Customer Services Team.



New Single Term Contractor

Our new Contractor Turners have now been working in your area since the beginning of July and we are receiving positive feedback from residents about the services you are receiving from them.

We continue to be committed to providing you with a comprehensive repairs service however, if we don't know about the repair we cannot fix it so make sure you let us know as soon as you become aware of them. Tenants can contact our designated repair line us on **0141 881 0638** and select option 1 for repairs.

Alterations

If you are planning to carry out any alteration or improvement to your home then you must get our permission first and especially before you purchase any goods or proceed with alteration. It is not always guaranteed that permission will be granted. The most popular requests include showers, lighting, fitted wardrobes, sheds and Sky Dish. Please contact Janice Peters to discuss any alterations you would like to carry out internally or externally within the boundary of your home. Please note that permission will not be granted to have a power supply running from your home to a shed.





Dance Café
Free dance workshops
for people aged 60+

Free dance workshops for those aged 60+ are coming to Barrhead! Open to all, including those with longterm health conditions such as COPD and Arthritis.
Tea/Coffee and refreshments will be served.

Drop-in is available although advanced booking is preferred.

Every Monday 9.30am - 11.30am 26 October - 18th December 2018 26 January - 14th January 2019	Anchenback Resource Centre 54 East Drive Barrhead G12 11W	Contact Jenny Conn on 0141 878 5001 / artscafe@ impactarts.co.uk
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www.impactarts.co.uk

Impact Arts is a registered charity, no SC023485.