

Barrhead MATTERS

Barrhead Housing Association



Barrhead Housing Association
Limited
SCOTTISH CHARITY NO. SC 036265

At the heart of our community – investing in your future

AUTUMN 2019

30 Year Investment Plan

Barrhead Housing Association (BHA) are developing a new Asset Management Strategy (AMS) that will shape our planned investment in our stock over the next 30 years. The AMS considers all aspects of the services provided by BHA including repairs, investment, development, estate management, community regeneration, waiting list and stock condition. Each of these elements is considered when ensuring that our investment in our existing properties and future developments are meeting the needs of our current tenants and the needs of potential new tenants on our waiting list.

The scheduled Planned and Cyclical programmes will represent a total investment of **£1,447,120** for 2019-20. This doesn't include the continued investment we will make in delivering a comprehensive repairs and void maintenance service to all of our properties which will account for approximately **£375,000** in 2019-20.

In addition, we are committed to making further investments of **£1,058,920** in our properties. Together this totals **£2,881,040** investment in our stock during 2019-20. The major programmes for the current year are Bathrooms, Medical Adaptations and the Fire Safety programme to bring properties up to the required standards introduced by the Scottish Government through new legislation.

Planned Investment	Location	Value
Replacement Bathrooms	75 properties at Southpark Avenue, Northpark Avenue and Centre Way	£165,000
Medical Adaptations (General)	Various Locations	£126,000
Medical Adaptations (Major)	Sheltered Accommodation	£246,300
Fire Safety	All Locations – 467 properties	£280,000
Windows and Doors	Various Locations	£66,500
Boilers	Various Locations	£30,000
Kitchens	Various Locations	£23,875
Roof and Render	Thornliebank – 7 locations	£30,825
Small Capital Programmes	All Locations	£20,000
Revenue Investment Programmes	All Locations	£70,420.00
Total Capital and Revenue Investment 2019-20		£1,058,920

The Cyclical Maintenance Investment programme incorporates services which are provided each year to our tenants accounts, with **£388,200** being spent this year on:

Cyclical Investment	Location	Value
Landscaping	Various	£58,000
Gas Maintenance and Servicing	All Properties	£130,000
Legionella	Various	£7,000
Asbestos (Testing and Removal)	Various	£5,000
Roof Anchor Testing	Various	£3,000
Energy Performance Certificates	Various	£4,200
Painterwork	Various	£115,000
Gutter Cleaning	Various	£25,000
Electrical Installations Certificates	Various	£20,000
Health and Safety Inspections	Various	£21,000
Total Cyclical Investment 2019-20		£388,200

The Association's Chair, David McCready.



AGM News

The Association held its 33rd AGM at the Barrhead Foundry on Tuesday 3rd September 2019. Members were updated by the Association's Chair David McCready (pictured) and Shirley Robison, Chief Executive, as well as the Association's External Auditors Chiene + Tait.

The Chairperson spoke about the Association's strong performance during the year, and gave detail of changes to the Scottish Housing Regulators governance framework, including the introduction of new "Annual Assurance Statements" which are intended to signify to the regulator that the Association is compliant in meeting all regulatory standards and legislative requirements. A copy of the Association's draft Annual Assurance Statement is available in the "useful documents" section of the Association's website, for those tenants who might be interested. The Report is due to be finalised and submitted early October 2019.

At the conclusion of the AGM, the following Office Bearers were elected for a second year:

- Chairperson: **David McCready**
- Vice Chair: **John Hamilton**
- Conveners of sub-groups:
Chris Baird, Tommy Reilly and Drew McKinney

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





Cash for Kids 2019

This year the Association hopes to increase the number of applications made to Radio Clyde's Cash for Kids Scheme.

Last year we submitted 109 applications and raised £2725.00. We are hoping to be as successful this year with our bid as we have in previous years. With nearly 4 million children across the UK currently living in poverty and the roll out of Universal Credit last September, Cash for Kids provides much needed support to the families who need it most.

This year the Association have taken part in the Clyde Radio Cash for Kids Mission Christmas campaign, which helps families living in difficult circumstances with support for Christmas gifts.

If you would like your family to be included in our application, please contact our Welfare Rights Officer, **Vivien Betteridge** on **0141 881 0638** or by email **vivienb@barrheadha.org**. Applications can be made for £25.00 per child that is under 16 by **24th December 2019** – All applications will be considered based on each families' individual circumstances and need to be submitted by **11th October 2019**.

Community Chest Fund

Barrhead Housing Association were delighted to launch a new Barrhead Housing Association Community Chest for our Tenants earlier this year.

The BHA Community Chest gives access to grants of up to £250 to pay for training courses, clothing and membership that might not be affordable otherwise which supports BHA's Community Regeneration Objective: Tenancy Sustainability: Support People into Employment.

We are delighted to announce that four applications were received and all four applicants were awarded grants of up to £250. The applications varied in need and we are pleased to report that one of our tenants is well on her way back into employment as a dental nurse, with our funding allowing her to re-register with the General Dental Council. We would like to wish all of our applicants all the very best for the future and look forward to receiving some new applications soon.

Freedom of Information

In our last newsletter we covered the Freedom of Information legislation, which will apply to Housing Associations from 11th November 2019, which will be before our next newsletter is issued.

Freedom of Information (FOI) places a duty on us to publish a wide range of information about us, to provide advice and assistance and to respond to requests for information about us and the services we provide.

All the information we need to publish

under FOI will be available from November through the Association's website. When accessing the website from November, a new Freedom of Information section will be available, and will hold all our FOI background information, as well as a "Guide to Information" which will provide detail of and links to all the information that we publish under FOI.

We aim to be as open and transparent about our work so if there is anything you can't find on our website, please let us know.

Complaints Update 2018 – 2019

Barrhead housing Association continues to welcome feedback from all of our customers who use our services. We are always looking at ways in which our services can be improved, and the feedback our customers provide is essential to allow us to evaluate and improve the services available.

We received a total of 47 complaint in the period 1st April 2018 – 31st March 2019. There were 43 Stage 1 complaints and four Stage 2 complaints processed.

Of the 43 stage one complaints, 100 % were responded to within the agreed target date and of the four Stage 2 complaints, 75% were responded to in full within the agreed target date.

Complaint Outcomes

- 51% of Stage 1 complaints were upheld.
- 100% of Stage 2 complaints were upheld.



Some examples of complaints received and action taken

Complaint	We did
Tenant was not happy with handling of an out of hours call.	This matter was addressed with our Out of Hours call handlers, and the service provider advised that they would ensure that all operatives were made aware of how to properly deal with these issues.
Length of time to carry out a repair.	There was an issue with the contractor working at height. This was addressed with the contractor, and it was agreed that the contractor should have fixed the light without the use of a tower/scaffolding. This was dealt with by senior management at BHA and the maintenance contractor.

Landlord Report

The Association has recently received a copy of its 2018/19 Landlord Report from the Scottish Housing Regulator. A copy of this report is available on the Association's website at the following address: www.barrheadha.org/about-barrhead-housing-association/scottish-housing-regulator/

This report highlights that:

- Over 93% of our tenants are satisfied with the overall service we provide, which is over 3% higher than the Scottish average.
- 99% of our tenants feel that we are good at keeping them informed.
- The average time taken to complete both emergency and non-emergency repairs is lower than the Scottish average.
- We collected 99.8% of rent due during the year.
- Our average time taken to re-let empty homes is around half the Scottish average at only 15.6 days.

Funeral Poverty

The Scottish Government are taking action to reduce funeral poverty and help people manage funeral costs. The Funeral Support Payment is a one-off payment to help people on low income benefits with a contribution towards the cost of a funeral. You will be able to claim for funeral support payment from late September 2019 and it will replace the Department of Works and Pensions Funeral Expenses Payment in Scotland.

The new benefit makes a number of improvements compared to the current system, including:

- Helping more people due to its wider eligibility.
- Increasing the flat rate of the payment each year to take account of the impact of inflation.
- A streamlined application process to make it easier to apply.

Further information can be obtained from www.socialsecurity.gov.scot

Do It Yourself Dunterlie!

Barrhead Housing Association's DIY Dunterlie programme is an Aspiring Communities programme which is funded by the European Social Fund funded until December 2019. The programme is a partnership programme and is delivered by a series of key partners and led by Barrhead Housing Association:

- East Renfrewshire Culture & Leisure Trust
- East Renfrewshire Council
- The Conservation Volunteers
- Pioneer Credit Union
- East Renfrewshire Citizen's Advice Bureau
- Renfrewshire Action for Mental Health
- East Renfrewshire Council
- Totnosh
- Parent Network Scotland
- Prestige Analysis
- ...and local volunteers



The programme offers a range of opportunities to the Dunterlie community and the wider Barrhead area, with the following opportunities available:

Acitiv8: 10 week health and fitness programme offering coached exercise programme offered at the Foundry Barrhead with an additional subsidised gym membership for participants who complete the programme.

P.H.A.T Class (Positive Healthy and Toned): Fitness class running in the local community.

Digi Know: Digital support drop in service offering learning and troubleshooting support for all things digital.

Dine In: Family cooking programme delivered in Dunterlie catchment schools and delivered by East Renfrewshire Council catering staff in school kitchens.

Green Gym: Outdoor environmental improvement volunteering for the local community focusing on improving health and light exercise.

Totnosh: School Holiday family cooking programme delivered in the local community.

Employability in the Outdoors: 18 week outdoor environmental programme supporting local outdoor space improvements and offering SQA qualifications and Employability Skills.

Budgeting and Money Advice: Drop in service running in the local community and access to free credit union memberships to local families.

Starter Packs: Offering support to new or existing tenancies through kitchen, bedroom, carpeting or furniture vouchers.

Parent Support: Confidence Building and peer support for local parents and identifying needs.

Sling yer Hook: Knitting class for beginners running in the local community.

For further information on any of the DIY Dunterlie opportunities, please contact **Tracey Quinn** on **0141 881 0638** or by email at **enquiries@barrheadha.org**.



Warm Home Discount

The UK Government's Warm Home Discount scheme has opened, which means that if you are eligible, you could benefit from a one-off discount from your energy supplier of up to £140. If you have qualified in the past, now is the time to re-apply as not all energy suppliers automatically renew their customers' special discounts each year.

BHA continues to work with Home Energy Scotland who can check if you are eligible for the latest discount.

If you are eligible, a friendly advisor can help you apply, and also see if there is any other support available for you. If you're not sure if you got the discount last year, just



give Home Energy Scotland a call and they can check for you.

If your circumstances have changed, and the team find you no longer qualify for discount, there may be other ways we can help you make your home easier to heat which will reduce your bills.

To speak to a Home Energy Scotland advisor free of charge call **0808 808 2282**, or email **adviceteam@sc.homeenergy.scotland.org** and they'll call you back.

Keep cosy for less this winter – top tips

With winter just around the corner, here are a few top tips from Home Energy Scotland to help keep you cosy for less.

- Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
- By regularly bleeding your radiators you

will avoid cold spots and get the most out of your heating system.

- Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.
- Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £80 a year.
- A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.
- Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.

Good Neighbour Award 2019



This year there were three nominations for our annual "John McIntyre" Good Neighbour Award. This year's winner was **Mr Joe Connolly** of North Park Avenue Barrhead.

Mr Connolly (pictured) was nominated for taking the time to take his neighbours bins out, keeping the area clean and tidy and overall for being a kind and thoughtful neighbour!! We were honoured to present Mr Connolly with the "John McIntyre" trophy, certificate and £25 voucher.

Our runners up this year were Nicola Brook of Stewart Street, Barrhead and Mrs Dot Sweeney of Lowndes Court, Barrhead. Our runners up were both nominated for being thoughtful and helpful to their neighbours, and both received certificates in recognition of their efforts.

Repairs Satisfaction Surveys

The Association is always looking at ways to improve our repairs service, and feedback from our customers is really important to us to allow us to understand the quality of service we are providing.

A repairs satisfaction survey questionnaire is sent to our customers once a repair has been completed. Returned surveys are then entered into a prize draw for a £25 store voucher.

The most recent winner of the prize draw was Mr Forbes (pictured).



Garden Competition 2019



We certainly have some talented gardeners amongst our tenants and we had a record number of nominations this year! This year's winners and runners up were presented with their prizes at our AGM on Tuesday 3rd September (pictured). Judging took place earlier in the year at the request of last year's nominees, and this year we welcomed ERC Councillor Angela Convery on board 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 **George Street** in Barrhead for Best Communal Garden and **McCulloch Way** for the Best Kept Development in Neilston. We also

had a new category this year, Most Improved Garden which was won by one of our tenants in **North Park Avenue**. There was also a special award for **Dunterlie Community Garden** who were winners of the best Community Growing Space. The allotments have been used by some of our tenants and has been a great project to bring the community of Dunterlie together.

We had a wetter summer in comparison to last year, but the weather certainly didn't stop our green fingered tenants.

Well done to all of those who were nominated, to our runners up and of course to our winners – we are already planning for next year.



Want to know your account balance quickly?

On 1st October 2019 we will introduce our new text messaging service as a way of increasing our communication methods and interacting in more ways with our customers.

The system is really handy as it allows you to request your account balance day or night, without having to contact our offices.

If you already have your mobile number registered with us, you will automatically be registered for this service, so look out for our "Welcome Message" which you will receive shortly.

Our Texting Balance number is **07520 660755** (Please note that we are

unable to receive calls on this number).

You can text us any time – text **BALANCE** (doesn't need to be case sensitive)

to **07520 660755** and you will automatically receive a text back providing you with an up-to-date balance – see examples below.

Account is in arrears



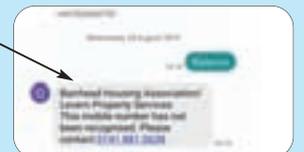
Account is in credit

If a minus is shown before the value then this means that you are in credit.



If you try this service but do not have your number registered with us you will receive the following message.

If this is the case, please contact our offices and provide us with an up-to-date number.



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

