

# Barrhead MATTERS

Barrhead Housing Association



Barrhead Housing Association  
Limited  
SCOTTISH CHARITY NO. SC 036265

1986-2016: Celebrating 30 years working in the community

SPRING 2018

## Dunterlie Community Growing Consultation 23rd February

Barrhead Housing Association, the Corra Foundation and the brand new but informal Dunterlie Residents group organised and delivered two Community Drop in sessions: Green Gigglers and Growing Dunterlie. These sessions were to investigate if there was an appetite to develop green spaces for community growing and other environmental themed activities.

### Green Gigglers

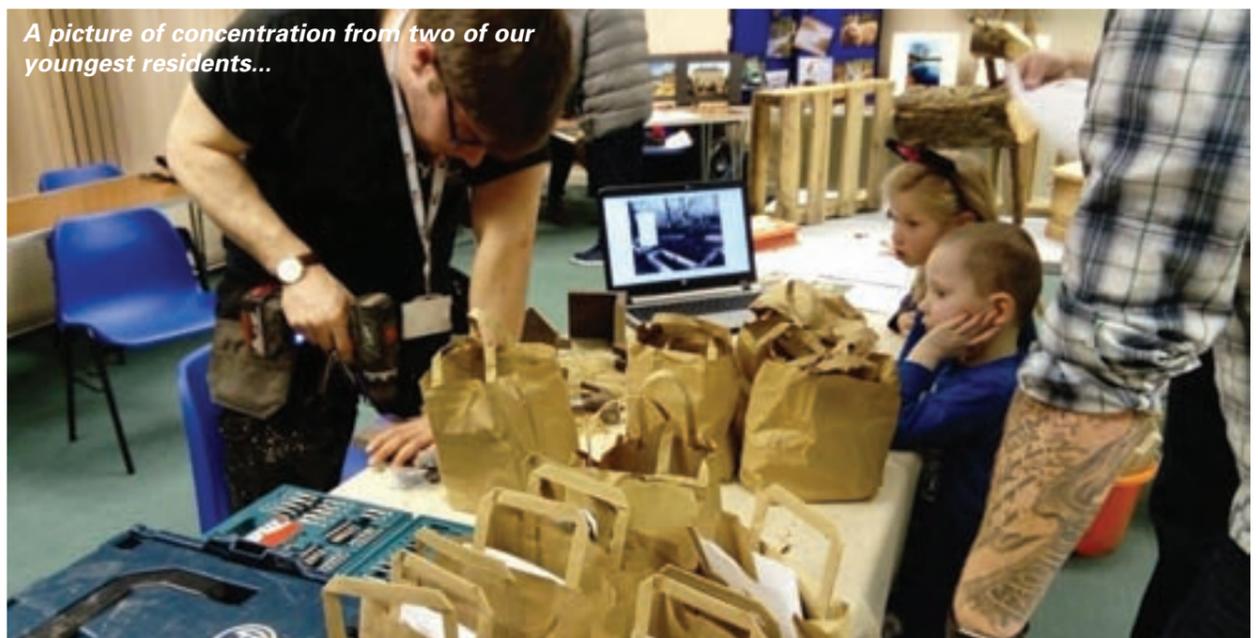
At the first of the day's events in Dunterlie Resource Centre we worked with a new informal parents and toddlers group, who had only just formed in January. At the event Barrhead Housing Association staff worked with the parents and toddlers to do seed planting (cress and lettuce) in pots; a bug hunt in the grounds of the resource centre and had a healthy vegetable wrap lunch. Whilst all of this was going on we asked parents their opinions on community growing, cooking and upcycling and recycling.

### Growing Dunterlie

At the second of the days events our project partners organised a general community drop in event and loads of local groups attended such as Dunterlie Youth Group; Dams to Darnley Rangers; Dunterlie Allotments; Barrhead Camera Club; Young Enterprise Scotland; Barrhead Men's Shed, Real Junk Food Project and Voluntary Action East Renfrewshire.

All groups present provided information and environmental themed demonstrations and activities, which included: Planter building demonstrations, give away Soup Packs, Camera demos, Wild flower Seed bomb building, Free soup from Food Waste. We had over 71 people attend both events (including children and young people) From these events and getting people's opinions, we found out that:

- 84.2% are interested in learning to cook fruit and vegetables



*A picture of concentration from two of our youngest residents...*



*Seed planting...*



*...then some bug hunting...*



*...followed by a healthy vegetable wrap lunch!*

- 73.7% are interested in learning about how to use and cook potential food waste
- 89.4% are supportive of developing community growing spaces
- 84.2% are interested in learning how to upcycle clothing

- 89.4% are interested in learning how to make household craft from clothing

Other ideas people told us they are interested in, includes:

- Share and sell on vegetable store
- Vegetable show
- Green baby and toddler group

**IN THIS ISSUE** 2018/19 RENT CONSULTATION • REPAIRS • CREATIVE PATHWAYS – RUNNER UP • OUR POWER • ASDA WINNER • RENT INCREASE

GOT SOMETHING TO SAY? • CONTACT US AT: Tel: 0141 881 0638 • Web: [www.barrheadha.org](http://www.barrheadha.org) • Email [enquiries@barrheadha.org](mailto:enquiries@barrheadha.org) • or follow us on



## 2018/19 Rent Consultation Outcome

The Association went out to consultation on a proposed 3.6% increase.

However, we are delighted to confirm that following a further review of our budgetary process and after carefully listening to what you said to us, that the Association were able to reduce the increase from 3.6% to 2.9%.

Thank you to all 56 tenants who made the time to respond to us and for all the detailed feedback that you provided to us on our proposals.

There were various approaches to consultation with you, which included:

- Our newly developed consultation leaflet which was issued to all tenants in January 2018 and offered a number of ways you could respond to us.
- Consultation with the Tenant Scrutiny Panel in January 2018.
- Consultation with Sheltered Tenants in February 2018.
- Staff undertook telephone surveys in January/February 2018.
- Views were obtained when tenants came into the office and when staff undertook home visits.
- Info was posted on our website, on Facebook and via Barrhead TV.



## Reactive and Void Repair Contract

The Association have recently posted a PIN (Prior Information Notice) confirming our intention to go out to tender for the new reactive and void repairs contract.

The publication of the full Contract Notice is due out at the beginning of April, with an anticipated commencement date of the new contract by July. This therefore means Atlas Maintenance will continue to be in place until the new contract has been awarded.

We are also holding a 'Meet the Buyer' event in April. This event is opened up to interested Contractors and highlights our requirements and how to complete the Tender Documentation. The event will also provide an opportunity for interested parties to ask questions of the buyer face-to-face.

# Repairs

## Important – Toilet and Cistern Cleaners

We have responded to a number of emergency calls due to blocked toilets and found that some of these calls have been due to the use of cleaning products that you fit to your W.C. bowl. We would ask that you avoid using any product that fit round your toilet bowl that can become detached and may cause blockages.

Did you know that cleaning products that you put inside the W.C. Cistern are causing some of the parts inside your cistern to corrode over a period of time?

This can result in faults within your cistern resulting in the toilet being unable to flush. Again, we would ask that you avoid the use of cleaning products that are put within your toilet cistern.

## Gas Boiler Filling Loop

The filling loop is not fully connected to the boiler for health and safety reasons which include possible contamination of the water supply. It is therefore important that tenants do not reinstate the filling loop even if the boiler requires to be topped up due to low pressure. This should always be carried out by a gas engineer.

If your boiler requires to be topped up regularly then this is highlighting a problem either within the boiler or within the pipework. Please contact GasSure on **01294 468 113** if the boiler pressure drops. By doing so this ensures a true record of all boiler faults is recorded against your property.

## Carrying out alterations to your home

If you wish to carry out any alterations to your home you must request permission and receive written confirmation before you proceed with any work. You will be required to supply Information regarding the work being requested which will include items such as the product you will be using, the contractor who will be

carrying out the work and a copy of their public liability insurance.

Unfortunately not all alteration requests can be granted. Recently it has come to the Association's attention that tenants' have carried out alterations without first seeking approval. This can result in the resident being instructed to reinstate the area back to its original condition within a specific time period. The most common alteration requests received by tenants include showers, sheds, decking, oven and hob, new worktops and flooring. If in doubt please contact Janice Peters, Property Services Manager.

## Ring and Report your Repairs

We are committed to providing our tenants with a comprehensive repairs service however, if we don't know about the repair we cannot fix it. We are here to help and the sooner we know about a repair the sooner we can fix the problem. Unfortunately, some repairs have not been getting reported until there is extensive damage, which has led to high repair bills and a lot of repair work being carried out that could have been prevented. Please report your repairs 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**.

It is part of your tenancy agreement to report repairs, failing to report a repair could lead to you being recharged for any damage caused as a result of the repair not being carried out. Water can cause a lot of damage if left – so the sooner the better. If you have tiles loose or the seal round your bath or shower needs replaced or a tap is leaking in the kitchen please let us know straight away and we can arrange a suitable time for repair work to be carried out.

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



## East Renfrewshire Common Housing Register

The common housing register between Barrhead Housing Association, East Renfrewshire Council and Arklet Housing Association came to an end on 28th February 2018. If you are submitting a new housing application form, from the 1st March 2018 you will need to complete a form for each housing provider that you wish to apply to. Applications forms for Barrhead Housing Association are available at our office and we can also arrange for a form to be sent out by post.

We have sent out over 1500 re-registration letters to applicants on our waiting list asking if they wish to remain on our list. If you have received a letter from us and wish to remain on the waiting list it is important that you return the form so we can make sure that you stay registered. If you are registered with us for housing and you fail to return the re-registration form you will be removed from our list.

Should you wish to make an amendment to a current housing application form you should contact us on **0141 881 0638** and we can issue you with a form to update your application.

## Creative Pathways – Runner UP

Creative Pathways, a partnership between Barrhead Housing Association and Impact Arts set up to help young people into work was nominated and a runner-up for a prestigious award at the 2017's SURF Awards in the Youth Employment category. The SURF Awards, delivered in partnership with the Scottish Government, aims to highlight the best in community regeneration and how it positively affects individuals and communities.

Our joint project has been in place since 2012 and involves professional artists-in-residence working full-time with unemployed youngsters on large-scale art projects. While learning creative skills in drawing, painting, photography and digital art, the participants are also given one-to-one support with job-hunting, interviews and CV-writing. Since last summer, the project has worked with 48 unemployed young people. 35 have moved into employment, education or training, and 81% received SQA accreditation.

The project also encourages participants to reach out to their community to discover what issues are important to them, before carrying out public art projects designed to rectify these issues. Examples in the last year include the landscaping revamp of a community garden in Neilston and the design and painting of two large, colourful murals at the ARC community centre in Auchenback.

## Complaints Update: April 2017 – December 2017



Barrhead Housing Association continues to welcome feedback from all our customers who receive services from us and have also used our complaints policy, which help us make improvements in the services we provide to you.

We received in total 40 complaints over the period 1st Apr 2017 to 31st December 2017.

During this period there were 35 Stage 1 complaints and 5 Stage 2 complaints processed.

In the above period referred to overall, we successfully completed our investigations in to 90% of all complaints within our target timescales.

### Resolved Complaints

- 53 % of Stage 1 complaints were upheld.
- 80% of Stage 2 complaints were upheld

### 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 the 1st April to 31st December 2017

Charter Indicator	Actual Performance to 31/12/2017	Target	Trend
Current rent arrears – Indicator 31	2.48%	1.8%	Up
Former tenant arrears – Indicator 31	1.1%	1.0%	Up by 0.1%
Rent loss from void properties – Indicator 34	0.25%	0.25%	Level
Average days to re-let – Indicator 35	18.1 days	12 days	Up
Percentage of complaints received about anti -Social behaviour, and resolved within locally agreed targets – Indicator 19	96%	99%	Down
Average time taken to complete emergency repairs – Indicator 15	2.66 hours	2.2 days	Up
Average time taken to complete non-emergency repairs – Indicator 12	5.21 days	4.5 days	Up
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	82.18%	85%	Down
Appointments Kept – Indicator 14	97.86%	93%	Down

# Our Power

The Association has been a member of the energy supplier, Our Power for over 18 months. During this time Our Power have become the gas and electricity supplier to all of our void properties. As a not-for-profit organisation they strive to keep tariffs as low as possible and ensure that their customers receive the fairest possible price. There is always the option for new customers to switch to another supplier if they prefer.

All new customers are put onto Our Power's 'Our Best Dual Fuel' tariff, which is their cheapest tariff with no exit fees. All new connections are fitted with a smart meter and the benefits include:

- Ability to switch between credit and Pay As You Go (pre-payment) modes to suit customer
- Friendly credit – no disconnection between 4pm-10am if Pay As You Go customer runs out of credit
- Low credit alert for prepayment customer
- Choice of payment methods
- No estimated bills for credit customers
- In Home Display allows customer to review and monitor their energy usage
- Informs the DNO of a power outage
- Welcome credit – £5 per fuel

The 'Our Best Dual Fuel' tariff will be subject to a price increase from 4th of April due to the increase in wholesale energy prices. These changes are in line with the rest of the energy industry and we believe that Our Power are still offering a competitive rate, cheaper than the 'Big Six' suppliers.

Our Power are now on the open market and available for anyone to join. As well as the 'Our Best Dual Fuel' tariff they also offer a '+IMPACT' tariff. The '+IMPACT' tariff is unique to Our Power. It is slightly higher than their dual fuel tariff but still cheaper than most of the 'Big Six' energy suppliers. This tariff will help to keep the cost of energy down for families on a low income or living in fuel poverty.

If you have any questions or would like more information please contact our Energy Advisor, **Amanda Kean**, on **0141 881 0638** or **amandak@barrheadha.org**.

## And the Winner is...

As part of our rent consultation we entered all tenants who returned a completed survey into a prize draw with a chance to win £50 Asda Vouchers.

All returns were put into a bag and one of our Contractors picked out the lucky winner, who was a delighted Mr Daniel Bethune from Barrhead!



An article from...

## Children's Health Scotland



As a parent or carer you may have had your fair share of G.P, dental, hospital and CAMHs visits with your child. Here at Children's Health Scotland we work for children and young people to get the best standard of health care, especially when they are ill. We are Scotland's only charity dedicated to informing, promoting and campaigning on behalf of the health needs of all children and young people.

Statistically, before the age of seven 50% of all children in the UK will have a hospital admission. Most will be treated, recover and go home. For some, the illness may be more complicated and become a long term condition. This may result in a lot of visits to or stays in hospital as they grow up. Whatever the reason for using health services it can be a stressful and worrying time.

We help children, young people and their families at such times by:

- Listening to you; providing support and advice when you need it;
- Finding the right service for you;
- Providing information about your healthcare rights and responsibilities;
- Helping your children and young people cope with illness or a long term condition.

We also help children and young people learn about their healthcare rights to help with decisions about their treatment and care. All Children and Young People are protected by the EACH (European Association for Children in Hospital) Charter. This sets out ten articles that describe how children and young people can expect to be treated in hospital, and what their rights are.

Find out more about health rights, the EACH charter, support and information resources by visiting our website

<https://www.childrenshealthscotland.org>

You can also call us on: **0131 553 6553**

or email:

**enquiries@childrenshealthscotland.org**

## Garden Competition 2018

No need to enter – we will be judging the annual competition during July 2018 with prizes awarded at our AGM later in the year.



## Rent Increase

Your rent has increased by 2.9% from 1st April 2018. If you pay your rent by standing order, please get in touch with your bank to increase your payment to match the new rent charge. You will find details of your new charge on the rent increase letter which was sent to you in February 2018. Alternatively, you can contact the office and we can provide you details of this. Tel: **0141 881 0638** or email: **enquiries@barrheadha.org**

If you pay by direct debit, the Association will alter your payments for you and if you receive housing benefit the Association will notify the Council of your new rent charge.

The Association has notified the Department of Works and Pensions of the new rent charges for the tenants that we know are in receipt of Universal Credit. If, however, you have not notified us that you are in receipt of Universal Credit you should contact the Association immediately.

This will allow us to notify the DWP on your behalf, as your rent will not automatically be increased.



If you have any comments or complaints to make about any of our services, please contact the office:  
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 T: 0141 881 0638  
 E: [enquiries@barrheadha.org](mailto:enquiries@barrheadha.org)  
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