

Barrhead MATTERS

Barrhead Housing Association



Barrhead Housing Association
Limited
SCOTTISH CHARITY NO. SC 036265

At the heart of our community – investing in your future

SUMMER 2018

New Single Term Contractor



From left to right: James Ward – Director of Asset Management, Brian Miller – Multi Trade Operative and Gareth Thomson – Contracts Manager.

Further to our article in the Spring Edition, we are delighted to announce that we have entered into a new responsive repair and void management contract with Turner Property Services. Under the initial one year contract, Turners will be providing day to day repairs in all of our areas.

We will continue to provide a range of minor works through our recently introduced but highly successful in-house Repairs Operative service, and the feedback we are continuing to get from residents is very positive.

Our new repairs contract has been designed to deliver a first class service to ensure that you continue to receive a

consistently high standard of responsive repairs. We have also introduced a Community Benefits clause as part of the contract commitment and we will be working very closely with Turners to look at possible employment apprenticeship opportunities for all our local residents, through this clause.

The existing contract with Atlas Maintenance will therefore come to an end and you will see Turners in all our areas undertaking day to day repairs from Monday 2nd July. So, if you have asked for a repair, please remember to provide our new contractor, Turners, access to your home.

Annual General Meeting (AGM)

Our AGM will be held on **Tuesday 28th August 2018** from **7pm** in the **Barrhead Foundry at Main Street**. All members are invited to join us where you will hear from our Chairperson, our Chief Executive and our Auditors on our work during 2017/18. At the AGM we also elect new Board members and approve the appointment of our auditors.

We would love to see younger people getting more involved to become members

and join our Governing Board.

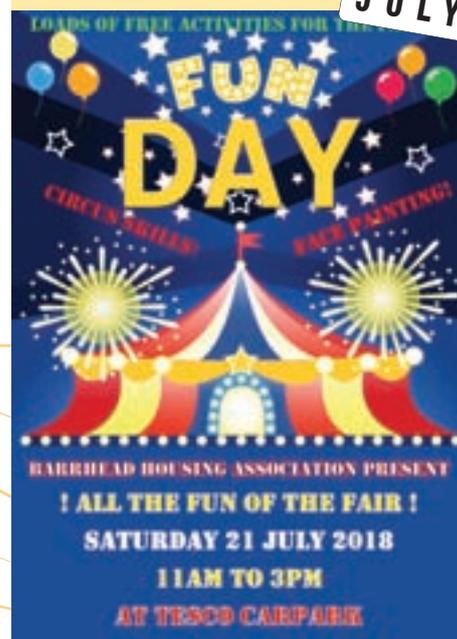
This can range from coming along to a board meeting as an observer to see what goes on, to a structured training and induction programme to help equip you with the skills needed to join in and have your say in the running of Barrhead Housing Association.

Get in touch with us if you are interested in finding out more.

Save the Day – Saturday 21st July 2018

We are in the process of arranging a fun day which will be held at the Tesco car park. Full details will be available on our website once all the fun and free activities are agreed.

21st
JULY



Notice of Photography

Throughout the fun day, there may be photography and the photos will be used for Barrhead HA promotion and publicity and on social media. By your attendance at the fun day, you acknowledge that you have been informed that you may be photographed as part of the release of promotional material. If you do not wish to be photographed as part of this event, you should inform Barrhead HA staff immediately. Thank you for your cooperation.

IN THIS ISSUE COMMUNITY CHOICES EVENT • MAJOR REPAIRS 2018 • GARDEN COMPETITION • GOOD NEIGHBOUR 'JOHN MCINTYRE' TROPHY

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





Community Choices Event



Groups receiving their cheques from Annette Ireland.



Children enjoying the arts and crafts activities.



The community passing through the market place.

Barrhead Housing Association hosted its first Community Choices Event at The Foundry, Barrhead on Saturday 17th March 2018.

The event was part of a commitment to engage the community through Participatory Budgeting (funded by the Scottish Government) and what a wonderful response we got from the residents of Barrhead, Neilston, and the wider community of East Renfrewshire.

22 fantastic projects were shortlisted and represented on the day in an Easter themed market place and competed for the votes of the community. In two and a half hours, 2,586 votes were cast and approximately 700 members of the community passed through the market place.



Staff collecting votes.

This is an exceptional attendance by the community to support all these worthwhile projects. With match funding from the Association, the total pot of £30,000 was awarded on the day to seven successful projects – the Barrhead Men's Shed, Lavern Valley Brass Band, Neilston Wasps Football Club, Neilston Scout Group,

Include Me2Club, East Renfrewshire Good Causes and Yoga Untangled.

Councillor Annette Ireland, Barrhead HA Board member and member of the Steering Group set up to oversee the project, said: "This is my first event representing the Association and I was delighted to take part in such a successful day. I look forward to hearing how the funding will be spent by the successful groups".

Each of the successful projects were presented with their cheques on 22nd March 2018 by the Steering Group. The projects will be delivered across the next 12 months and Barrhead Housing Association will work in partnership with these organisations to support the success of the individual projects and deliver the evaluation of each project.

The Easter Themed Chocolate Raffle Winner was Lorna McGuire!



Do It Yourself!

We are delighted to announce that we will be bringing a new and exciting tenancy sustainment project to Barrhead this summer called D-I-Y Dunterlie! This project has been developed to help residents develop loads of new skills and interests which can impact positively on their lives.

D-I-Y Dunterlie! will be delivered in partnership with a number of local and national organisations to encourage both young people aged 16-35 years and our tenants to participate in a variety of exciting programmes ranging from environmental design; digital skills development; interior design and creative upcycling; money management; healthy cooking (on a budget)



and a range of stress-reduction workshops – such as mindfulness and yoga. The programme and all workshops will be free to access as it is funded by the Aspiring Communities European Social Fund operated

by the Scottish Government.

Before the programme is finalised we will be testing a range of free, drop-in taster workshops during the first two weeks of August to see what appeals most to Dunterlie residents.

Please check our website, Facebook page, twitter and keep an eye out for the flyers we will be distributing in July, which will give full details of the taster programme...which will be available on a first come-first served basis.

Please contact **Dianne Miller**, D-I-Y Dunterlie Project Coordinator by email at diannem@barrheadha.org or by telephoning **0141 881 0638** if you would like any further information.



Major Repairs 2018

Kitchen Replacements

In conjunction with Mears, the Association have installed 27 kitchens in Centenary Court, Barrhead and 14 kitchens within Harelaw Avenue and Commore Place, Neilston.

The kitchen installation includes:

- New kitchen units
- Worktops
- Wall tiling
- Kitchen sink and taps
- Walls and ceilings painted
- New sockets and switches
- New extractor fan if applicable
- A one off gift of free vinyl flooring

The feedback we are receiving from residents is that they are delighted with the quality and choice of the new kitchens being offered.

Periodic Electrical Inspections and Asbestos Inspections 2018

Our contractors are currently in the area, so, if you are contacted for access to have an electrical check carried out or an asbestos survey undertaken

then it is important that you provide access.

These inspections are vitally important as any potential improvement works to your home cannot be planned or considered unless we have a valid electrical certificate and up to date asbestos information in place.

Delays to improvements in your home can include new kitchens, bathrooms or window replacements, so we hope you agree, that providing access is definitely in your own interests.

Alterations

If you are planning to carry out any alteration to your home then approval must be sought before you purchase any goods and give contractors the go-ahead to carry out works. It is not always guaranteed that permission will be granted. The most popular requests include showers, lighting, fitted wardrobes, sheds and Sky Dishes. Please contact **Janice Peters** to discuss any alterations you would like to carry out internally or externally within the boundary of your home.

Digital Participation Charter



Barrhead Housing Association has taken another step towards helping tenants get online by signing up to a national charter promoting digital participation, the Digital Participation Charter.

The Digital Participation Charter commits Barrhead to five promises, including ensuring all staff and volunteers have an opportunity to learn basic digital skills and pass these skills on to others in the local community.

Our first task under the Charter was to sign-up to Callpay, an enhanced service through Allpay which allows tenants to pay their rent account over the phone to us. This system will be available to all tenants over the coming months. It will be much quicker than the current chip and pin system we have in place. We will be able to open accounts and accept payments immediately and we can also order your new payment cards instantly online.

We will be in touch in the coming months to tell you more about the Digital Participation Charter, what the five promises are and what you would like to see develop as part of these promises.

Ways to pay your rent



Did you know that you can download the Allpay app and pay your rent through your phone? Visit our website and get to our Rent Tab for full details of how to download the app.

- Call us on 0141 881 0638 to set up a direct debit having your bank details to hand.
- Call us on 0141 881 0638 to make your payment using your debit card.
- Use your Allpay rent card to pay at the post office or at any other pay point outlet. Your nearest outlet can be found by visiting www.allpay.net/outlet.
- Visit www.allpayments.net to pay online by debit card having your allpay card details to hand.
- Download the Allpay app to make payment from your iPhone, Android phone or other devices.
- Call Allpay on 08442 255 729 to make a secure payment 24 hours a day seven days a week having your Allpay rent card number to hand.
- Get your rent paid direct to us from your credit union account on pay day, for further details visit <https://www.pioneerco.coop/>.
- Send us a cheque or postal order made payable Barrhead Housing Association along with your name, address and rent account reference number.



ARC Mural by Creative Pathway Participants, 2017.

Creative Pathways – coming soon to Barrhead

Barrhead Housing Association are delighted to continue working in partnership with Impact Arts to provide the successful ongoing employability project which offers young people in Barrhead the chance to learn new skills through working together on arts projects.

Creative Pathways workshops are taking place four times a week at Auchenback Resource Centre (64 Aurs Drive, Barrhead). The idea is to give young people between the ages of 16 and 25 an introduction to a range of creative practices, while coming up with creative ways to improve their local environment.

As well as passing on a range of technical skills, the project aims to help those taking part to build confidence, improve their communication skills and adapt to a structured environment.

With the project kicking off in August 2018 for 12 weeks, the

young people taking part will gain hands-on experience with creative skills previously unfamiliar to them.

Previous participants on the Creative Pathways project have collaborated on a photography-based exhibition that was open to the public, while also producing a mural to be displayed permanently at the Resource Centre.

The programme is funded by the Scottish Government's People and Communities fund and the Big Lottery Fund's Our Bright Future project, which backs environmental projects for young people.

If you are between 16 and 25, live in the East Renfrewshire or Renfrewshire area and are interested in taking part, please contact **Jamie Proudfoot** on **0141 575 3001** or email **jamie.proudfoot@impactarts.co.uk**.



Full Service

Universal Credit Full Service is fast approaching and arrives in East Renfrewshire in September 2018. It will bring together a range of working-age benefits into a single streamlined payment. Universal Credit is a single monthly payment for people who are in work or looking for work and in receipt of the any of the following benefits:

- Child tax credits
- Housing benefit
- Income-related employment and support allowance
- Income-based job seekers allowance
- Income support
- Working tax credits

If you are claiming Universal Credit you should:

- Speak to your Customer Service Officer to make arrangements to pay your rent as in most cases the 'rent element' of UC will be paid direct to yourself and not your landlord.
- Contact us if you are worried about paying your rent as you can apply for the 'rent element' to be paid direct to Barrhead Housing Association.
- Make sure you are able to budget for your rent and other bills – we can refer you to our Welfare Rights Officer.
- Make sure you have a bank account that your UC can be paid into.

For more information contact our Welfare Rights Officer, **Vivien Betteridge**, by e-mail vivienb@barrheadha.org or phone **0141 811 0638**.

Levern Property Services (LPS) – Board Members Needed

LPS is a wholly owned subsidiary of Barrhead Housing Association set up in 2011. It delivers a range of services including factoring to properties within the local area, the provision of care and support to our sheltered housing complex, property services to owner occupiers and commercial businesses.

It has the potential to expand and we have already developed and implemented a property repairs service to Barrhead Housing Association's tenants.

Levern Property Services has a separate governing Board from Barrhead Housing Association where the Board is elected annually and has an independent Chairperson.

If you are interested in finding out more about becoming an LPS board member, please Shirley Robison at our offices for an informal chat.

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 draw any particular garden to our attention please do not hesitate to let us know. We would be more than happy to give any recommended garden our consideration for an award.



Resident Safety

Barrhead Housing Association have introduced a zero tolerance approach to items stored in closes and in stairwells following the tragic event at Grenfell Tower last year. Nothing should be left in communal closes as there is a risk of fire and also a risk of smoke which can be just as dangerous. Please ensure all belongings are removed as soon as possible as our Customers Services Officer will be inspecting your area soon.

We are aware that residents may be unhappy with this request however this is for health and safety reasons. We aim to ensure all our residents can live in their home and feel safe with no risk of fires in any of our common areas.

Items that cannot be stored or be present in communal spaces, closes or stairwells include DIY apparatus, tools, sports equipment (including golf clubs), recycling bins, ladders, gardening equipment, brushes, mops/pans, footwear, car parts, decorative rugs, net curtains or window covers, pots, plants, pet cages/beds and hanging baskets, however this list is not exhaustive.

Tenants will be given the opportunity to remove items within 28 days of being lettered, if however the items are not removed, the Association will take steps to remove and dispose of the items and any costs incurred will be recharged to the tenant.

Your co-operation with this matter is greatly appreciated.

Good Neighbour 'John McIntyre' Trophy

Call for entries by Friday 20th July 2018

This award is to help us recognise a customer who is a good neighbour, who takes care, attention and pride in their property, his/her neighbour or neighbourhood. It could be something as simple as washing stairs for an elderly neighbour, taking out 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 **Nicola Roy** at Reception for an application or download the application from the website – www.barrheadha.org. The winner will be announced at



our AGM and will receive a certificate, a trophy and a £50 voucher.

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

