



Yoker Housing Newsletter

December 2021

Seasons Greetings from YHA



The Management Committee
and Staff at Yoker Housing
Association Ltd wish you and your
families a safe and
happy holiday. We look forward to
seeing you in 2022!



0141 950 9050



housing@yokerha.org.uk



www.yokerha.org.uk

Festive opening hours: Friday 24th December 2021 - office closes at 1 p.m. and will
re-open on Tuesday 4th January 2022 at 9 a.m.

Featured in this issue ...

Tips for Staying Safe This Festive Period	Page 1
Tenant Reward Scheme	Page 2
Maintenance Information	Page 3 - 5
Blawarthill Hospital Development Update	Page 6 - 7
Festive Crossword	Page 8
Policy Reviews for 2022	Page 9
Rent Consultation 2022/2023	Page 10
Housing Services Information	Page 11
Money Advice and Foodbank Information	Page 12
Festive Wordsearch	Page 13
Emergency Contacts	Page 14



Welcome to Yoker!

The Association welcomed four new staff members this year. Pictured from right to left - Aimee Crews, Sophie Morrison, Sinead Reid and Callum Wynd all joined in the autumn and have settled in well.

In September, we saw Ann Wilkinson retire after 40 years of service within housing. The Association is very grateful to Ann for her service over the years and wish her a happy retirement.

Festive Tips

- Don't place your Christmas tree up next to a radiator.
- Putting up decorations? Make sure to use appropriate ladders or tools.
- Do not overload your plug sockets or extension cables.
- Test your smoke alarm. Can you hear it clearly?
- Got pets? Keep sweets and chocolate out of reach.
- Don't have a kitchen calamity! Cook your turkey as per its instructions. Don't get your meats and veggies cross contaminated.
- If you're feeling stressed or overwhelmed, here are some relaxation tips you could try: *deep breathing, meditation, music and art therapy, yoga, get outside and enjoy the fresh air, or talk to someone.*
- Only spread festive cheer! If you have Covid-19 symptoms follow Government guidelines.

Owners Tips...

Do you know you can save £15 off you next your quarterly management fee by:

- Paying within 14 days of the issue date and
- Keeping your account clear of arrears

Don't miss out!

Your festive checklist

- Stay safe
- Pay your rent
- Have fun
- Listen to festive music
- Keep up traditions
- Make new traditions





Tenant Reward Scheme

Association: “Did you know that the Association has rewarded tenants with over £450,000 since 2011 through our **Tenant Reward Scheme**? Last year the average payment was £195.10”.

Tenant: “How do I qualify?”

Association: “To qualify you must take **full** responsibility and ensure your rent account is maintained monthly.”

Tenant: “How do I do this?”

You **MUST**:

- Pay your full rent **on/before** the 1st of each month.
- **Not** pay by cash or cheque at the office.
- Have **no** rent arrears during the qualifying period.
- **Adhere** to an arrangement to pay any other outstanding debts.
- **Not** give notice to terminate your tenancy prior to 15 Dec 2022.
- Pay **only** by bank transfer; Allpay rent card; Standing order or Direct debit.

Remember ...

- Any rechargeable repairs **must** be paid in full by the end of the month following issue by the Association or have a repayment plan in place for the outstanding balance that is maintained monthly.
- Have enough money in your bank account. If your bank rejects your payment, **you will lose your reward!**

Tenant “What are the qualifying dates for 2022?”

Association: “The reward scheme for 2022 will run from 01/03/22 - 01/12/22”.

Tenant: “How much is the reward?”

Association: “Your reward payment is based on the **difference** between your annual rent on **31 March 2022** and your annual rent on **31 March 2019**.”

For full details, you can contact a member of staff on 0141 950 9052; email: housing@yokerha.org.uk or find a full copy of the policy online at www.yokerha.org.uk



Maintenance Information

Maintenance Performance Feedback

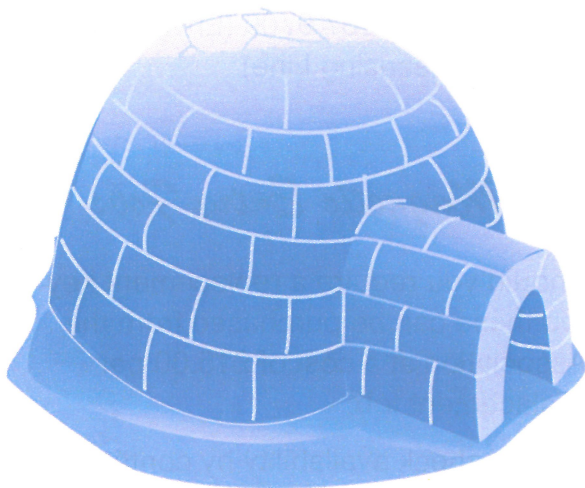
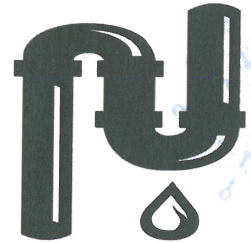
The Association continually monitors the maintenance service provided by issuing Performance Feedback Questionnaires monthly. We would be grateful if you would take the time to complete and return these questionnaires to the office .

These questionnaires can also be returned by email. Please contact the Association with your email address if you would prefer to receive it by this method.

If you wish to respond to this survey on-line using Survey Monkey then please follow the instructions enclosed within the letter accompanying the questionnaire.

Winter Weather Precautions

- To avoid burst pipes this winter, it is advisable to keep your central heating on at all times during the cold weather as it may avoid considerable damage to your home and that of your neighbours.
- If you're going away over the festive period, your radiators valves should be turned to the frost setting.
- If you notice damp patches in your property, either during the festive period or during the year, please report this to the Association immediately. Please **do not** paint over the damp patch if you think it has dried out. It must be traced and rectified, even if your neighbour has let a bath, wash hand basin or sink overflow.



Turn off Christmas tree lights at night or when no one is home. Do not overload plug sockets or extension sockets.

Satellite Systems



If you wish to receive television digital signals, **you must:**

- * Have a freeview television, freeview digibox or subscribe to Sky. This can be done through satellite or through Virgin Media (or equivalent).

It is the Association's policy to **disallow** individual satellite dishes on its buildings. If there are individual satellite dishes found, these will be removed, and **the resident charged** with the cost of the removal. If you are interested in connecting to the system, this can be done for a charge of **£70.00**. This charge is for connection only and is payable to the Association. A contract will then have to be entered and any installation charges paid to Sky (or their agents) to receive satellite television channels. Please note all tenements have only one cable per flat and therefore both Sky Plus and Sky Q are unavailable

We would remind all residents who are attached to the communal satellite that during bad weather (wind, rain or snow) it is possible that the sky dish may be damaged and you will lose your signal. Should this happen this will be repaired only when it is safe for the engineers to do so.

Bin it, don't flush it!

- Sanitary towels
- Condoms
- Face wipes
- Toilet wipes / Baby wipes
- Nappies
- Kitchen roll

Our drains **cannot** cope with these items and **you will be charged** for clearing the drains.



Cooking with oil, fat or grease? Please wipe the excess with some kitchen towel or empty it into a sealed container and place in the bin before washing your pots, frying pans and / or chip pans.

Remember all nappies, sanitary items etc. should be placed in sealed bags and binned!

Pest Control

Tenants are responsible for dealing with common household pests such as flying insects, ants, bed bugs, moths, household beetles or spiders.

Tenants are advised to report an infestation of mice/rats to Glasgow City Council on 0141 287 1059 (Council Environmental Protection Emergency Line) or 0141 287 9700 (Environmental Control Cleansing Line)

Magnetic Entry Fobs

Should you require a replacement key fob these can be purchased from the Association at a cost of £15.00 per replacement fob.

Please check availability by contacting the Association in advance.

Smoke, Heat and CO2



The Association must meet new fire safety standards set by the Scottish Government by February 2022.

Installations of smoke alarms, heat and CO2 alarms are currently ongoing. If you have not yet arranged access for these works, please contact Maintenance services as soon as possible on 0141 950 9051 or by email to maintenance@yokerha.org.uk

Gas Servicing - A Free Essential Service to Tenants

The Association's annual gas servicing is carried out over the year on a rolling programme, ensuring that each service is carried out by its anniversary date.

The Association gives 28 days notice of the anniversary date. Please contact us immediately on receipt of your letter as the service can be booked well in advance.

Also, if you know you may be going away on holiday etc. at the time it's due, please contact us well in advance to arrange to have this carried out before you go.

If there is no response from our initial letter a reminder letter is sent 7 days later. Should there still be no response after a further 7 days a letter will be sent out with an arranged appointment. If there is no access and still no response the Association will have no choice but to force access on an arranged date with all costs being recharged to the tenant.

This is an important service the Association is required to carry out under Gas Regulations. Access must be gained prior to the anniversary date ensuring the continued safety of you and your neighbours. Access not given is a breach of your tenancy terms and forced access is carried out as a last resort.

Rechargeable Repairs

There are some repairs that are considered rechargeable as they are not the responsibility of the Association. These include:

- Damage has occurred as a result of neglect or abuse on the part of a Tenant, a member of the Tenant's household, or visitors to a Tenant's home.
- The Emergency Services have forced entry.
- The Tenant has requested that the work be carried out and the Housing Association is not responsible for the cost (e.g. where a Tenant wishes locks to be changed; installation of electrical appliances, white goods etc).
- The repair is the Tenant's responsibility under the terms of their Tenancy.
- The tenant is locked out and a forced entry is carried out.



Blawarthill Hospital Listed Building Conversion

In September 2021, slightly later than anticipated because of the pandemic, the Association was delighted to accept the hand over of four flats within the Category “C” listed former administration building on the Blawarthill Hospital site.

The contractor, Community Workforce Partnership, completed the works to an exceptionally high standard. The Association is proud to have been able to bring life back to a crumbling building and to save a small part of our built heritage in Yoker.



Blawarthill Hospital Site New Build



We are finally able to report that construction work on the new build development at the Blawarthill Hospital site will start in the coming weeks.

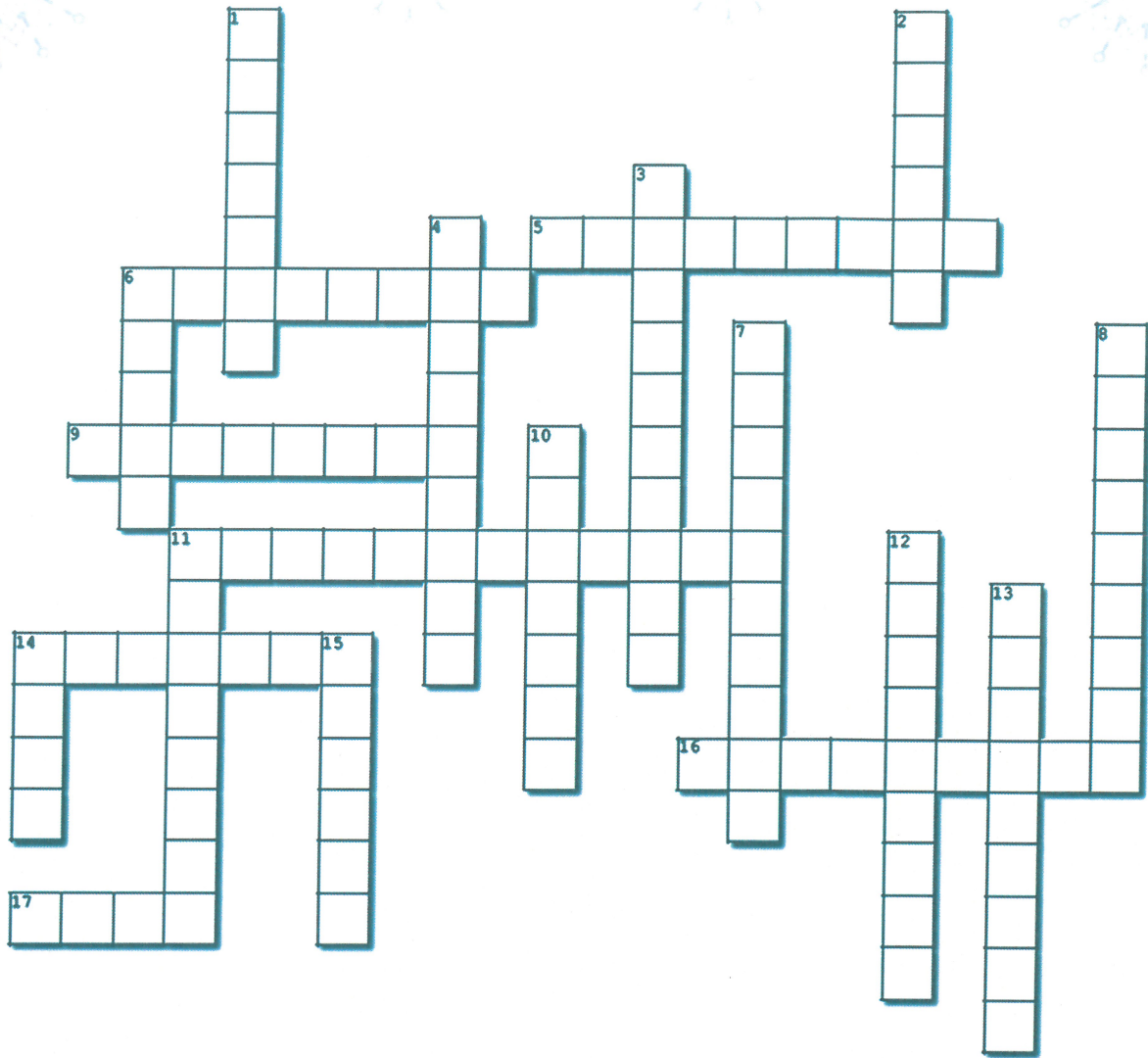
The energy efficient bungalows and cottage flats will be built to “Passive House” standards, with high levels of insulation, good indoor air quality and a low carbon footprint.



Yoker Primary School Site

We reported last year that the tender costs for this proposed development were high and we were uncertain if the project would be approved. Unfortunately, this has proven to be the case. The high cost of piled foundations, together with spiralling construction costs have meant that the project has had to be shelved, despite having received Planning Approval in March 2021.

**You don't always have to buy
a present for someone. Being
present is the best gift you
can give someone.**



DOWN

1. You'll find us hanging outside on your window ledge when it's ice cold (7)
2. You use me to scoop up snow (6)
3. Winter _____ (Scene) (10)
4. If you shake me snow will fall around your picture (9)
6. Wrap me around you to keep your neck warm (5)
7. Festive drink (6, 4)
8. You'll hang your present stockings on me (4, 5)
10. Look out your carrots, I need my nose (7)
11. Warm Scottish drink made with Whiskey, honey and lemon juice (3, 5)
12. Be careful or he'll bite your nose (4, 5)
13. I sleep in the snow and live in the Arctic (5, 4)
14. I am soft and fluffy but always cold (4)
15. You wear these to keep your hands warm (6)



ACROSS

5. A design, made in fresh snow, by lying on your back and moving your arms and legs (4, 5)
6. Grab your sledge, meet your friends, go to a hill and go _____ (8)
9. Scottish weather all year round (8)
11. A warm drink you have topped with cream and marshmallows (3, 9)
14. You go ice _____ on the rink (7)
16. You'll find me outside but no two are the same (9)
17. A feeling of warmth, comfort and relaxation (4)

Policy Reviews 2022

Tenants have a right to be consulted on any proposals that affect them significantly. The Association both welcomes and encourages the constructive views of tenants and other service users. During the course of 2022, the following policies will be reviewed by the Association:

<u>Housing Services</u> Residents Handbook Rent Setting Policy Scottish Secure Tenancy Agreement Short Scottish Secure Tenancy Agreement Minute of Agreement Anti-social Behaviour & Neighbour Nuisance Policy Housing Application Suspension and Cancellation Policy Dealing with Death Policy Void Management Policy	Health & Safety Control Manual Sub-letting Policy Joint Tenancy Policy Succession Policy Assignment Policy Letting Policy Harassment Policy Abandonment Policy
<u>Development</u> Policy on Contractor Insolvency Development Contract Control Policy Standard Housing Brief for Technical Consultants	Development Policy Defects Policy
<u>Maintenance Services</u> Maintenance Policy Minimum Lettable Standard Policy Void Management Policy Selection & Performance of Maintenance Contractors Right to Compensation for Improvements Policy	Stage 3 Adaptation Policy Reactive Repairs Policy Rechargeable Repairs Policy
<u>Finance</u> Tenant Reward Scheme Policy Committee Members Expenses Policy Treasury Management Policy	Fraud Policy Financial Regulations Policy Risk Management Policy
<u>Corporate Governance</u> Business Plan Review	

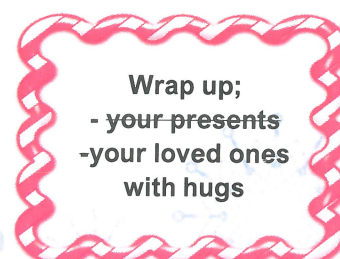
If you wish to request a copy of the policy, discuss the policies or provide feedback or suggestions, please do so by contacting a member of the relevant team:

Maintenance Services: call **0141 950 9051** or e-mail your comments to maintenance@yokerha.org.uk.

Housing Services: call **0141 950 9052** or e-mail your comments to housing@yokerha.org.uk.

Finance: call **0141 950 9053** or e-mail your comments to finance@yokerha.org.uk

All of these policies can also be found on our website www.yokerha.org.uk.



Rent Consultation 2022 /2023

During early 2022 the Association's Management Committee will be making decisions regarding the level of rent increase that should be applied from 1 April 2022. When making its decision, the Management Committee considers the affordability of current rent levels, how our rents compare to those charged by other landlords and the financial viability of the Association.

As part of the review process the Management Committee also takes into account the views of tenants. In order to collect feedback and opinions, the Association consulted with 618 tenants during November and December. As part of the consultation, tenants were asked to confirm whether or not they considered their current rent charge to be affordable and to also provide their opinion on the level of rent increase that should be applied from 1 April 2022.

Of the 618 surveys issued, the Association received responses from 134 tenants representing a response rate of 21.7%. The results of the tenant consultation are shown below:

How affordable do you consider your current rent?		
	Responses	%
Very affordable	30	22.4%
Fairly affordable	78	58.2%
Neither affordable nor unaffordable	16	11.9%
Fairly unaffordable	4	3.0%
Very unaffordable	4	3.0%
Question not answered	2	1.5%
Total	134	

What rent increase should be applied next year:		
	Responses	%
No rent increase	49	36.6%
Increase of between 1.0% and 3.0%	73	54.5%
Increase of 3.8% (CPIH)	8	6.0%
Increase of 4.2% (CPI)	1	0.7%
Increase of 6.0% (RPI)	0	0.0%
Questioned not answered	3	2.2%
Total	134	



**Don't forget to check in on neighbours and spread that festive cheer,
take in some essentials,
remember its cold out there!**

The Association would encourage as many tenants as possible to respond to the survey. This can be done by completing the questionnaire and returning it to the Association's office or online at <https://www.surveymonkey.co.uk/r/YFG2G83>

Housing Services Information

Estate Management

We would like to remind all residents of their responsibilities, these include : -

- * Clean landing and stairs (everyone in the building must take their turn).
- * Keep backcourts clear (household items should not be dumped in backcourts—bulk items should be placed beside the bin areas).
- * Consider elderly / disabled neighbours and offer assistance.
- * Clean up after your pets and ensure they are kept under control when out— and dispose of any dog or cat poop correctly—bag it and bin it!
- * Ensure security of the premises (front and back doors are locked securely at all times).

We will be monitoring our common areas closely over the next 6 months and will provide an update.

Tenant Scrutiny

Scrutiny is about being able to ask your landlord questions based on clear information and data, such as: why is a service delivered in a particular way; why are particular timescales in place; how much is this costing; can costs be reduced while still providing a good level of service; and could we do this better or differently? The answers to these and similar questions could lead to recommendations that result in change and improvement.

Scrutiny activities can be service-specific, where a particular service or policy is scrutinized, or can apply to a range of activities, where performance is scrutinized on a regular and systematic basis. Ultimately, the purpose of tenant scrutiny is to improve organisational performance and the standard of services being delivered.

If you are interested in establishing a tenant scrutiny group please contact Housing Services for more information.

Tenant Groups

The Association consults with tenants on policy and services that affect their tenancy. The Association consults using a number of methods including surveys, website, questionnaires and newsletters. The Association is always keen to encourage different forms of participation and is happy to consult with tenants in group settings. If you wish to register an interest in forming a tenant group please contact Housing Services for more information.



If you're anything like me, you would like to rest those feet. But we have hope to give and joy to share, so find your loved ones and spread the festive cheer.

Drumchapel Money Advice Centre

Drumchapel Money Advice Centre (DMAC) is an independent money advice service who can provide assistance to tenants of the Association. DMAC holds a surgery for tenants at the Association's office on a Thursday afternoon. The service is free of charge to those attending and will be tailored to tenant's specific needs. DMAC can assist tenants with the following issues:

- Rent Arrears
- Council Tax Arrears
- Welfare Benefits entitlement
- Housing Benefit & Council Tax Benefit
- Appealing against benefit decisions
- Working Tax Credits & Family Tax Credits
- Debt Counselling
- Benefit Overpayments
- Representation at Benefit Tribunals

*Drumchapel
Money Advice
Centre*

Under the terms of your tenancy, you are required to ensure that your rent is paid to the Association. Payment is due monthly, in advance, on or before the first of each month. If you are in receipt of Housing Benefit, and payment is sent directly to the Association, it is still your responsibility to ensure that you manage the rent account in accordance with your tenancy agreement. You can request a statement of your rent account at any time.

We appreciate that people can experience difficulty in meeting their financial commitments and that rent arrears may accrue as a result of a change in circumstances, such as unemployment or a change in income. However, the implication of not paying rent has a direct impact on the Association's financial ability to maintain properties and provide services to residents.

If you require money or welfare advice then we would encourage you to seek assistance as soon as possible. You should contact Housing Services on 0141 950 9052 to discuss your circumstances and arrange a reasonable repayment plan. To arrange an appointment with a money advisor please contact DMAC on 0141 944 0507 or, alternatively, contact Housing Services who will arrange an appointment on your behalf.

The Association acts as referring agency for Glasgow NW Foodbank. The Association can issue vouchers for the foodbank to tenant's in need. To find out more information about the foodbank or to request a voucher code, please contact Housing Services on 0141 950 9052.

The address of the foodbank is:
Glasgow NW Foodbank
Blawarthill Parish Church
Millbrix Avenue
Glasgow
G14 0EP



The foodbank is open on Tuesday's and Friday's from 12.00 p.m. to 2.00 p.m.

Festive Wordsearch

O	W	I	N	T	E	R	G	D	A	B	C	A	A
O	O	O	U	L	A	T	T	A	O	R	I	U	L
S	A	N	T	A	S	L	N	E	C	L	I	L	L
P	A	R	T	Y	E	I	L	R	O	I	S	D	I
E	O	L	I	M	Y	D	T	B	C	G	N	L	C
A	W	S	H	O	V	E	L	R	D	H	O	A	E
R	E	E	D	N	I	E	R	E	R	T	W	N	S
G	L	O	V	E	S	L	Y	G	A	S	F	G	K
E	T	E	S	P	L	O	W	N	Z	R	L	S	A
G	N	I	W	O	N	S	I	I	Z	D	A	Y	T
I	C	E	R	I	N	K	A	G	I	E	K	N	I
I	C	H	S	N	O	W	F	A	L	L	E	E	N
F	R	O	S	T	B	I	T	E	B	S	L	N	G
E	R	I	F	S	T	S	H	I	V	E	R	O	F

SNOWFLAKE
MELT
REINDEER
SNOWFALL
GINGERBREAD
SHOVEL
AULD LANG SYNE

ICESKATING
SLED
SNOWING
SANTA
SHIVER
PARTY
LIGHTS

ICERINK
FROSTBITE
COCOA
GLOVES
WINTER
BLIZZARD
FIRE

Emergency Contacts

The Association's automated telephone service can be used to access emergency contractors when the office is closed. Please dial 0141 950 9050 and follow the instructions to access an emergency contractor.

This service is for emergencies only - non emergency call-outs will be recharged to tenants.

If you wish to contact an emergency contractor directly, please use the following numbers:

Gas Central Heating

HiFlow Heating & Plumbing 0141 944 6060

Joiner / General Builder

Clyde Technical Services Ltd 07947 276 328

Electrician

Clyde Electrical Solutions Ltd 07376 290 065

Close Door (No Entry / Exit Only)

Clyde Electrical Solutions Ltd 07376 290 065

Gas Leaks

Scottish Gas 0800 111 999

Loss of Power

Scottish Power 0800 092 9290

Stair & Backcourt Lighting

Glasgow City Council 0800 595 595

Loss of Water

Scottish Water 0800 731 0840

Police

Police Scotland 101

For **emergencies** dial 999

Samaritans (24hr) (From your mobile) 116 123

Office Hours during the Festive Period:

The Association's offices will close on Friday 24th December 2021 at 1 p.m. and will reopen on Tuesday 4th January 2022 at 9 a.m.

