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TENANT SCRUTINY

What is Tenant Scrutiny?

Tenant scrutiny involves the critical examination of services by evaluating performance information specific to an area of service delivery. Tenant scrutiny aims to improve organisational performance and the standard of service that is being delivered.

What can be scrutinised?

Scrutiny activities can include service-specific examination, where a particular service or policy is scrutinised. Alternatively, it can cover a range of activities, where the Association's performance is scrutinised on a regular or systematic basis.



Who benefits?

Ultimately, it is residents who are the main beneficiaries of successful scrutiny. Scrutiny allows residents to question the Association on issues such as why a service is delivered in a particular way, or whether costs can be reduced while continuing to provide a good level of service. The answers to these questions may lead to recommendations being presented to the Association, which could result in changes to how services are being delivered.

Do you want to be part of future Scrutiny activities?

If you would like more information on how to participate, or wish to offer suggestions on areas of service delivery that you think should be subject to scrutiny, please contact Housing Services.

ANNUAL ASSURANCE STATEMENT & ANNUAL PERFORMANCE REPORT

Annual Assurance Statement

By the 31st of October each year, the Association is required to submit an Annual Assurance Statement (AAS) to the Scottish Housing Regulator (SHR). The AAS is a method for the Management Committee to declare that they are assured that the Association complies with regulatory requirements set out within the SHR's Regulatory Framework.

It is the Management Committee's view that the Association is meeting both its obligations in relation to tenant and resident safety and the requirements set out within Chapter 3 of the SHR's Regulatory Framework.

The AAS that was submitted to the SHR during October 2024 can be viewed at:

https://www.yokerha.org.uk/upload/download_document/b6c75885-92da-11ef-a695-005056a3/file.pdf

Annual Performance Report

By the 31st of October each year, the Association is required to report its performance to tenants and other service users. The Association's Performance Report 2024 can be viewed at:

https://www.yokerha.org.uk/upload/download_document/ac9169fb-92da-11ef-a695-005056a3/file.pdf

If you have any suggestions about how the layout of the report can be improved, or other suggestions about what information should be contained within the report, please share your feedback by contacting a member of Housing Services staff.

RENT CONSULTATION 2025 / 2026

During early 2025, the Association's Management Committee will be making a decision regarding the level of rent increase that should be applied from 1 April 2025. When considering 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 considers the views of tenants. In order to collect feedback and opinions, the Association consulted with 630 tenants during December 2024. The Association explained that the individual rent increases applied between 2019 and 2023 totalled 16.3%, which is 3.1% less than the lowest inflationary (CPIH) increase for the same period.

Despite increasing rent by less than inflation, the Association's long-term assumption is that rents keep pace with inflation. This position has been seriously eroded and to help redress this imbalance, the Association applied a rent increase of CPIH plus 1.6% from 1 April 2024.

In order to maintain current levels of service provision, and ensure ongoing planned maintenance and investment in properties, the Association considers it necessary to continue to redress this imbalance. The Association therefore sought tenant feedback on a proposed rent increase of 4.7% (CPIH plus 1.5%).

At the date of publication, the Association had received responses from 112 tenants, representing a response rate of 17.8%. The results of the tenant consultation are shown below:

How affordable do you consider your current rent?		
	Responses	%
Very affordable	27	24.1
Fairly affordable	60	53.6
Neither affordable nor unaffordable	16	14.3
Fairly unaffordable	7	6.2
Very unaffordable	2	1.8
Question not answered	-	-
Total	112	100

What do you think of the proposal to increase rents by 4.7 (CPIH plus 1.5%) next year		
	Responses	%
An increase of 4.7% is reasonable	58	51.8
An increase of 4.7% is too low	1	0.9
An increase of 4.7 is too high	53	47.3
Question not answered	-	-
Total	112	100



SCAN ME



The Association wishes to encourage as many tenants as possible to give their opinion. This can be done by completing the questionnaire and returning it to the Association's office, or online at: <https://uk.surveymonkey.com/r/202526>

Alternatively, you can access the survey by scanning the QR code opposite.

TENANT REWARD SCHEME

Did you know that the Association has rewarded tenants with over £600,000 since 2011 through our **Tenant Reward Scheme?**

This year, the average tenant reward payment was **£395.48**

How do you qualify?

To qualify you **MUST:**



- * **Accept full responsibility** for ensuring your rent is paid on time
- * Pay your rent in full **on or before** the 1st of each month.
- * **NOT** pay by cash or cheque at the office.
- * Have **no** rent arrears during the qualifying period (**1st of March to the 1st December**).
- * **Adhere** to an arrangement to pay any other outstanding tenancy debts.
- * **Not** give notice to terminate your tenancy prior to the 15th of December.
- * **Pay** by bank transfer; Allpay rent card; standing order or Direct Debit.

Don't **FORGET:**



- * Any rechargeable repairs **must** be paid in full by the end of the month following issue by the Association, or an agreed repayment plan is being maintained.
- * You need to have enough money in your bank account. If your bank rejects your payment, **you may lose your reward!**
- * Next year's reward payment will be based on the **difference** between your annual rent on the **31st of March 2025** and your annual rent on the **31st of March 2022** (or your tenancy start date if you signed up after the 31st of March 2022).

Are you an Owner?

You can qualify for a £20.00 reduction on your next quarterly management fee by paying your invoice within 14 days of the issue date and by keeping your account clear of arrears.



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

WINTER WEATHER ADVICE

Tackling Condensation This Winter

Condensation occurs when properties are not properly heated or ventilated, and where warm air hits cold surfaces such as window panes. As a tenant, you are expected to ventilate and heat your home properly so that damp or condensation does not develop.

Activities such as cooking, showering, washing and drying clothes creates extra moisture in your home.

To reduce condensation, you can:

- * Cover pans when cooking.
- * Use extractor fans in kitchens and bathrooms.
- * Close internal doors when you cook or shower.
- * Where possible, dry clothes outdoors and keep the house well ventilated if drying clothes indoors.
- * Open your bedroom windows for 5 to 10 minutes after getting up in the morning.
- * Heating your home daily on a low temperature, such as 15°C (18°C is the Government's recommendation) can prevent damp and mould.



If you still have issues with condensation and require further advice or assistance, please contact Maintenance Services on 0141 950 9051 or by emailing maintenance@yokerha.org.uk

Proper Planning Prevents Poor Performing Pipes

Avoid burst pipes this winter.

Keep your central heating on **at all times** during the cold weather (the recommendation from the Government is to set your thermostat to 18°C). This will prevent considerable damage to your home.



Are you going away over winter? If you are **switching off** your central heating, turn your radiator valves to the frost setting to prevent frozen and burst pipes.

Avoid Dampness Despair

If you notice any damp patches in your home, report these to the Association as soon as possible for investigation.

Do not paint over damp patches, even if you think they have dried out. Painting over patches may prevent us from being able to trace and rectify the problem.

Stay Safe this Winter

Keep warm. Wear more than one layer of clothing.

Be prepared. Check your GP's festive opening hours and ensure all of your prescriptions are ordered on time. When invited, go for your flu jab.

Drink up. Be sure to drink at least one hot drink each day.

Don't sit still. Moving around every hour or so, even when indoors, will keep you warm and healthy.

Leave draughts, cold and flu at the door. Close all doors behind you and make sure your cupboards are stocked with cold and flu remedies.

Are you going out? Watch out for the ice! Make sure you wear shoes with a good grip.

COMMUNITY INFORMATION

The North West Community Pantry has been opened to create a more sustainable approach to providing food for those in need. It is open every Tuesday between 1 p.m. and 4 p.m. and every Thursday between 12 p.m. and 3 p.m.

With the cost of living crisis, it is acknowledged that people are struggling to afford groceries but do not wish to attend a foodbank.

The community pantry provides an alternative where you pay £3 and receive a minimum of ten items equivalent to the value of £15.



The address of the Pantry is:

North West Community Pantry
2344 Dumbarton Road
Yoker
Glasgow
G14 0JX



The Pantry can also offer upskilling opportunities for local residents and will provide tailored services for local needs.

For further information about their services, please ask a member of staff at the Pantry.

ADDITIONAL HELP

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 is a free of charge service and 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*

Glasgow NW Foodbank

The Association acts as a referring agency for Glasgow NW Foodbank.

The foodbank opening times are:

Tuesday 24th, Friday 27th and Tuesday 31st of December 2024 between 12 p.m. and 2 p.m.

The foodbank will also open on Friday the 3rd of January 2025.

The address of the foodbank is:

Glasgow NW Foodbank
Blawarthill Parish Church
Millbrix Avenue
Glasgow
G14 0EP



To request a food voucher or arrange an appointment with DMAC, contact Housing Services on 0141 950 9052 who will arrange an appointment on your behalf.

MAINTENANCE INFORMATION

Maintenance Performance Feedback

The Association continually monitors the maintenance service that it provides by issuing monthly Performance Feedback Questionnaires. Please take a few minutes to complete and return these to the office. The questionnaires can also be returned by email, or completed online via the Survey Monkey web address enclosed in the questionnaire letter.



In addition to this, the Association carries out post-repair inspections which are selected at random. This allows us to quality control check any works that have been completed, and confirm that it has been done to a suitable standard. We would be grateful if you could co-operate by arranging appropriate access to your property if requested.

Thank you in advance!



Smoke, Heat and Carbon Monoxide Alarms

All properties have now been fitted with smoke, heat and carbon monoxide alarms in accordance with Scottish Government legislation.

If these are found to be disconnected within your property, this will be considered an essential repair and they must be refitted. You must **not** remove any safety alarms as the costs associated with replacing these will be recharged.

Bin it, don't flush it!

Please do not dispose of nappies, wipes, sanitary towels, chewing gum or condoms by flushing them down the toilet.

The drains cannot cope and you will be recharged for clearing the drains.



ESTATE MANAGEMENT

We need your help to keep the area clean and tidy!

Bulk Uplift

If you have large items that require disposal, the Association's contractor will still collect these on Monday the 23rd and Tuesday the 24th of December. The fortnightly service will continue as normal during the festive period.

Please ensure that bulk is stored neatly and safely adjacent to the bin store, ensuring the items do not cause a trip hazard for other residents.

Please do not leave any bulk items inside your close or adjacent to the building as this can create a trip or fire hazard. Items left inside a close will not be collected.

Backcourts

The Association asks that you dispose of general waste by placing it inside the bins located in the backcourt. Failure to dispose of general waste properly attracts vermin such as rats and foxes.

Tenants are advised to report an infestation of vermin to Glasgow City Council.

You can do so by visiting their website at <https://www.glasgow.gov.uk/article/3970/Report-a-Pest-Control-Problem>

Alternatively, you can report issues by telephone on 0141 287 1059

Refuse Collection Dates



Glasgow City Council's (GCC) bin collection dates are changing over the festive period. These changes refer to both main door properties as well as tenement / flat collections.

You can check the arrangements for bin collection during the festive period via GCC's website using the web link below.

<https://www.glasgow.gov.uk/article/11377/Festive-bin-collection-arrangements-announced>

Please note that normal service will resume in the new year.

Please clean up after your pets!



Dog fouling has been a growing problem in the area over recent years. While we appreciate that most owners clean up after their dogs, some people still fail to do so. Failure to clean up after your dog is a criminal offence.

If your dog fouls in the close and you fail to clean up after it, you will be recharged for any costs should the Association have to arrange for the area to be cleaned.

GAS SERVICING

Gas servicing is an essential yearly service that the Association is **legally** required to carry out in accordance with the Gas Installation and Use Regulations.

You must provide the Association with access to your property so that this can be carried out before the due date. This will ensure your safety and that of other residents.

The Association will write to you, giving you 28 days notice before the anniversary date of your last check. **You** should contact us **immediately** upon receipt of this letter to arrange a suitable appointment.

If you do not allow access, we will arrange a forced access for us to undertake this work. **You will be recharged for the associated costs** regardless of whether or not we force access on the day.

By working together, we will ensure the safety of all our residents. Please remember to book in your gas safety check when requested to do so.

STEP BY STEP GUIDE SHOULD YOU SMELL GAS!

- * Turn off **all** gas appliances.
- * Turn off gas supply at meter.
- * Put out all open flames (e.g., cigarettes, candles etc.).
- * **Do not** touch any electrical switches to prevent sparks / fire.
- * Open all windows and doors to let the gas out.
- * Telephone Scottish Gas Network (SGN) on **0800 111 999**.
- * Think you have a **gas leak**? **Never** attempt to deal with this yourself. Call SGN.

THE ASSOCIATION'S CONTRIBUTIONS

Sadly, there are families that will not be able to afford Christmas this year owing to rising bills or growing debts.

To ease the pressure on families, the Association has donated a total of 300 selection packs to three local primary schools.



Social Housing
Fuel Support
Fund



The Association has been working alongside the Social Housing Fuel Support Fund.

This has allowed us to provide payment vouchers to residents with pre-paid utility meters. Unfortunately, vouchers are not available to Scottish Power customers.

In total, £490.00 worth of fuel vouchers have been issued to tenants over the last couple of months.

This funding is only available until the end of December 2024.

POLICY UPDATES

Tenants have a right to be consulted on proposed changes to policy that affect them. The Association welcomes and encourages the views of tenants and other service users.

During 2025, we will be reviewing the following policies:

• Abandonment Policy	• Assignment Policy	• Allocations to Governing Body / Staff Members Policy
• Anti-social Behaviour & Neighbour Nuisance Policy	• Dealing With Death Policy	• Electrical Safety Policy
• Emergency Policy & Procedures	• Freedom of Information Policy	• Gas Safety Management System
• Harassment Policy	• Stage 3 Adaptations Policy	• Joint Tenancy Policy
• Void Management Policy	• List of Approved Maintenance Contractors	• Maintenance policy
• Minimum Lettable Standards Policy	• Minute of Agreement	• Rent Setting Policy
• Residents Handbook	• Repair Response Time & Categories Policy	• Right to Compensation for Improvements Policy
• Selection & Performance of Maintenance Contractors Policy	• Scottish Secure Tenancy Agreement	• Short Scottish Secure Tenancy Agreement
• Sub-letting Policy	• Succession Policy	

You can request a copy of these policies at anytime. Alternatively, these policies can also be downloaded from our website at www.yokerha.org.uk. If you wish to provide any feedback or suggestions in relation to any of these policies, please do so by contacting Housing Services on 0141 950 9052 or by e-mailing your comments to housing@yokerha.org.uk.

LETTING POLICY REVIEW

Our Letting Policy and Housing Suspension and Cancellation Policy are due for review during 2025. These policies are underpinned by Scottish Government legislation, and when reviewing these policies, the Association must take into account the legal provisions set out within the Housing (Scotland) Act 2014 and any related guidance.

As part of the review process, the Association will be focusing on the following issues:

- * Whether we should be increasing the level of points awarded to social housing tenants who under-occupy their property.
- * How we assess applicants with medical needs and whether our approach remains fit for purpose.
- * How we define and assess applicants with social needs.
- * How we assess applicants with care / support needs.
- * Whether or not home ownership should be taken into account when assessing housing need.

To help with our review process, the Association would appreciate your views on our current policies which can be accessed at <https://www.yokerha.org.uk/apply-for-housing/>

You can provide feedback and suggestions by contacting Housing Services using the contact details shown above.





The Association's automated telephone service provides access to emergency contractors when the office is closed.

Please note that non-emergency call-outs will be recharged to tenants.

Should you need to contact an emergency contractor, please use the following numbers:

Gas & Central Heating
Hi-Flow Heating & Plumbing
0141 944 6060

Joinery / Electrical / Close Door (no Entry / Exit)
Property One
0141 911 1922

Other Useful Contacts

Gas Leaks	Loss of Water	Loss of Power
Scottish Gas Networks	Scottish Water	SP Energy Networks
0800 111 999	0800 0778 778	105
Stair / Backcourt Lighting	GCC Noise Team	SAMARITANS
Glasgow City Council	5 p.m. to 3 a.m.	(From your mobile)
0800 595 595	0141 287 6688	116 123

Office Hours During The Festive Period

The Association's office will close on Tuesday the 24th of December 2024 at 1 p.m. and re-open on Monday the 6th of January 2025 at 9 a.m.



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Property One

0141 611 1922

Other Useful Contacts

Gas Leaks

Scottish Gas Networks

0800 111 999

Loss of Water

Scottish Water

0800 0778 778

Loss of Power

SP Energy Networks

105

Stair / Backcourt Lighting

Glasgow City Council

0800 595 595

GCC Noise Team

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