



*Yoker Housing Association*  
**Christmas**  
*2025*  
**Newsletter**



The Management Committee and Staff at Yoker  
Housing Association Ltd wish you and your  
family a safe and happy Christmas.



0141 950 9050



housing@yokerha.org.uk  
maintenance@yokerha.org.uk



www.yokerha.org.uk

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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 a change to how services are delivered.



## **ANNUAL ASSURANCE STATEMENT & ANNUAL PERFORMANCE REPORT**

### **Annual Assurance Statement**

Prior to 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 2025 can be viewed at:

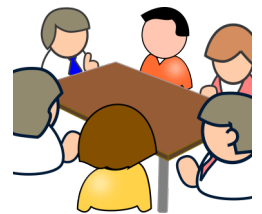
[https://www.yokerha.org.uk/upload/download\\_document/86c23695-b64a-11f0-8313-005056a3/file.pdf](https://www.yokerha.org.uk/upload/download_document/86c23695-b64a-11f0-8313-005056a3/file.pdf)

### **Annual Performance Report**

Prior to the 31st of October each year, the Association is required to report its performance to tenants and other service users. The latest Performance Report published in October 2025 can be viewed at:

[https://www.yokerha.org.uk/upload/download\\_document/93232736-b64a-11f0-8313-005056a3/file.pdf](https://www.yokerha.org.uk/upload/download_document/93232736-b64a-11f0-8313-005056a3/file.pdf)

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



### **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.

# RENT CONSULTATION 2026 / 2027

Early 2026, the Association's Management Committee will be making a decision regarding the level of rent increase that should be applied from 1 April 2026. 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, the Association consulted with 650 tenants during December 2025. The Association explained that the individual rent increases applied between 1 April 2021 and 1 April 2025 totalled 22.0%, which is 1.3% less than the lowest inflationary (CPIH) increase for the same period.

Despite increasing rent by less than inflation over the last five years, the Association's long-term assumption is that rents keep pace with inflation. In order to maintain current levels of service provision, and ensure ongoing planned maintenance and investment in properties, the Association considers it necessary to redress this imbalance. The Association therefore sought tenant feedback on a proposed rent increase of 5.1% (CPIH of 3.8% plus 1.3%).

At the date of publication, the Association had received responses from 121 tenants, representing a response rate of 18.6%. The results of the tenant consultation are shown below:

How affordable do you consider your current rent?		
	Responses	%
Very affordable	45	37.2
Fairly affordable	45	37.2
Neither affordable nor unaffordable	21	17.4
Fairly unaffordable	9	7.4
Very unaffordable	1	0.8
Question not answered	-	-
Total	121	100

What do you think of the proposal to increase rents by 5.1 (CPIH plus 1.3%) next year		
	Responses	%
An increase of 5.1% is reasonable	71	58.7
An increase of 5.1% is too low	1	0.8
An increase of 5.1% is too high	48	49.7
Question not answered	1	0.8
Total	121	100



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/202627>



# TENANT REWARD SCHEME

Did you know that the Association has rewarded tenants with over £730,000 since 2011 through our **Tenant Reward Scheme**?

This year, the average tenant reward payment was **£553.30**.

## 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.
- \* 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, direct debit or over the phone.
- \* **Direct benefit** payments may also result in qualification. (**If your account is clear or in credit on the 1st of each month**).



Don't **FORGET**:

- \* Any rechargeable repairs **must** be cleared or an agreed repayment plan is being maintained.
- \* If your bank rejects your payment, **you may lose your reward!**
- \* **You** will be subject to a rent increase as of the **1st of April 2026**. Ensure you update your payment amount to avoid losing out on tenant reward.
- \* Next year's payment will be the **difference** between your annual rent on the **31st of March 2026** on the **31st of March 2023** (or your tenancy start date if you signed up after the 31st of March 2023).
- \* You must **NOT** pay by cash or cheque at the office.



## 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.

This discount will be applied to your next invoice.

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

**The following actions can reduce condensation:**

- \* Covering pans when cooking.
- \* Using extractor fans in kitchens and bathrooms.
- \* Closing internal doors when you cook or shower.
- \* Where possible, drying clothes outdoors and keeping the house well ventilated if drying clothes indoors.
- \* Opening 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](mailto: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? be sure to leave your central heating on and 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.

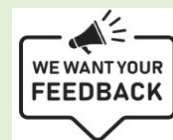
**Leave draughts, cold and flu at the door.** Close all doors behind you and make sure your cupboards are stocked with cold and flu remedies.

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

# MAINTENANCE INFORMATION

## Maintenance Performance Feedback

The Association monitors the maintenance service it provides using monthly Performance Feedback Questionnaires, which can be returned by post, email, or completed online via Survey Monkey. We also carry out post-repair inspections to ensure repairs meet the required standards. If you are contacted, we would appreciate your cooperation in providing access so that we can assess any repairs carried out.



## Having issues with your thermostat?

We have noticed an increase in service calls relating to thermostats malfunctioning as a result of depleted batteries, which can lead to unnecessary rechargeable repair costs.

Before contacting the Maintenance department, **please ensure that the thermostat batteries have been replaced**. Additionally, **remove the batteries for a minimum of five minutes before installing new ones** to allow the device to properly reset.



## 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 prompted to do so.

- \* Turn off **all** gas appliances.
- \* Turn off the gas supply at the meter.
- \* Extinguish all open flames (e.g., cigarettes, candles).
- \* **Do not** touch any electrical switches in order to prevent sparks / fire.

**If you smell gas, you must do the following:**



- \* Open all windows and doors to let the gas escape.
- \* Telephone Scottish Gas Network (SGN) on **0800 111 999**.
- \* Think you have a **gas leak**? **Never** attempt to deal with this yourself. Call SGN.

# WHAT IS NEW IN YOKER

## E-Scooters

### How to Prevent E-bike and E-scooter Fires

E-bike and e-scooter fires, often caused by lithium-ion batteries, are becoming more common and can lead to serious damage. The key safety tips below will help to reduce the risk of fire:

#### Buy from Trusted Retailers

Ensure you purchase from reputable sources to guarantee the product meets safety standards.

#### Avoid Modifications

Always use original parts and avoid modifying your device.

#### Charge Safely

Charge in a safe, ventilated area and never overnight. Ensure the battery is cool before charging and unplug when fully charged.

#### Store Correctly

Store e-bikes and e-scooters outside, away from flammable materials, and dispose of damaged batteries correctly.

#### Look out for Warning Signs

Excessive heat, swelling, or smoke from the battery can indicate a fire risk. In the event of fire, evacuate immediately and call 999.



## Callpay

The Association has introduced a service named Callpay, this is Allpay's cloud-based system for taking and managing telephone payments. This allows staff to process card payments using a secure line so customers can make payments quickly and safely without worrying about making payment using a rent card or via online banking.



## Community

There has been a vast increase in the services that Yoker Resource Centre have available.

They have services, events and groups in place for young people, the elderly community, single parents, families, and many more.

You can find out more about these services on page 7.



## Universal Credit

The Association is aware that many tenants have transitioned from Housing Benefit to Universal Credit within the last year. This can cause issues and we would like to offer the following advice to those who are due to transition in the future:

- \* Notify the Association **as soon as possible**.
- \* If you are in receipt of DHP you must **re-apply**.
- \* **You** will receive your first housing cost payment directly to your bank account even if you have requested for direct payment to Yoker Housing Association.
- \* You will need to wait **5 weeks** before receiving your first payment. However, you can apply for an **advance payment** via Universal Credit or a **crisis loan** via the Scottish Welfare Fund. Advance payment will be deducted from your future payment.
- \* If you have any queries, please contact **the Association** or your **local job centre**.





# COMMUNITY INFORMATION

## Support Groups

- \* **AA (Alcoholics Anonymous)** - Monday to Wednesday.
- \* **Yoker Big Book** - Every Monday at 11:00am.
- \* **Yoker Happy Hour** - Every Tuesday at 10:00am.
- \* **Daily Reflections Recovery** - Every Tuesday at 7:30pm.
- \* **Sober Sister** - Every Wednesday at 7:30pm.
- \* **NA (Narcotics Anonymous)** - Every Monday at 1:00pm.

**Yoker  
Resource  
Centre**  
**10 Kelso Place,  
Glasgow,  
G14 0LL**



## Non Native Speaking Groups

- \* **ESOL Classes** - Aimed at those with English as a second language. The classes run every Tuesday morning between 10:00am to 11:30am for those who speak Arabic, Urdu, Punjabi, French and more.
- \* **Small Talk** - A mum and toddler group for parents that don't have English as their first language. Every Tuesday between 10:00am - 11:30am.

## More

- \* **Platform** - A programme for those that have difficulty engaging in ordinary activities. They will support you in building experiences, knowledge and skills.
- \* **Pop in Carers Café** - On the first Friday of each month, between 10:30am to 12:00pm, YRC opens their doors to all carers providing them with an informal space to relax, chat, laugh and share experiences and information.
- \* **DRC Youth Project** - This group supports young people aged between 8 to 26. DRC also partner with highly successful pathfinder employment programmes. They meet on a Tuesday, Wednesday, and Thursday and can be contacted on **0141 951 8669**.

## Fitness Groups

- \* **De-stress Yoga** - Somatic Yoga every Tuesday at 7:15pm, which you can book by contacting Jan at [relaxatdestress@me.com](mailto:relaxatdestress@me.com)
- \* **Slimming World** - Every Wednesday between 4:00pm to 6:00pm, which you can book by contacting Margaret-Anne on **07753 801788**
- \* **Carolyn Bowers School of Dance** - Every Thursday from 3:30pm to 7:30pm, which you can book by contacting Carolyn at [carolynbowersbennett@live.co.uk](mailto:carolynbowersbennett@live.co.uk).

## Time Well Spent - An inclusion group for the elderly (some events have transport available).

Events include:

- \* **Singing Circle** every Friday between 2:00pm to 2:45pm.
- \* **Live Music** every Friday between 12:30pm to 1:15pm.
- \* **Chair Exercises** every Monday and Friday between 11:00am to 12:15pm.
- \* **Crochet Group** every Tuesday between 1:00pm to 3:00pm.
- \* **Wellbeing Calls** is a service provided every Wednesday by a retired community nurse who volunteers with Yoker Resource Centre.
- \* **Age Scotland** is a free helpline that can provide information and advice for those over the age of 50. They will support you with matters such as money, energy, legal issues and filling out forms. They can be contacted on **0800 124 4222**. In person sessions can be booked on **0131 287 5234**.
- \* **Yoker Lunch Club** is provided for the elderly and those with a disability. YRC can provide a home pick-up and drop-off service.



# ADDITIONAL HELP

## Drumchapel Money Advice Centre

Monday to Thursday between 9:00am to 5:00pm and Fridays between 9:00am to 4:00pm (Telephone interview only).

*Drumchapel  
Money Advice  
Centre*

## The North West Community Pantry

Every Tuesday between 1.00pm to 4.00pm and every Thursday between 12:00pm to 3:00pm. £3 charge for a value of up to £15.

## The Glasgow North West Foodbank

Open every Tuesday and Friday between 12:00pm to 2:00pm.

Over the festive period the food bank at the Blawarthill Parish Church will be opened as normal.



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

# THE ASSOCIATION'S CONTRIBUTIONS

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. These vouchers are now available for most energy companies.

In total, £2,690.00 worth of fuel vouchers have been issued to Yoker Housing tenants over the last year.

If this is something you require, please contact Housing Services to find out if you qualify.



# POLICY UPDATES

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

During 2026, we will be reviewing the following policies:

- |                                 |   |                               |
|---------------------------------|---|-------------------------------|
| • Asbestos Management Policy    | • Decoration Allowance for Void Properties Policy           | • Domestic Abuse Policy       |
| • Freedom of Information Policy | • List of Approved Maintenance Contractor's                 | • Lodger Policy               |
| • Maintenance Policy            | • Reactive Repairs Policy                                   | • Rechargeable Repairs Policy |
| • Rent Setting Policy           | • Selection & Performance of Maintenance Contractors 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](http://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](mailto:housing@yokerha.org.uk).

# 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 22nd and Tuesday the 23rd of December. The fortnightly service will continue as normal during the festive period.

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

Following the festive period there will be an increase in refuse found within backcourt areas. Please ensure that cardboard is disposed of correctly **inside** the allocated (blue) bins as this **is not** considered to be a 'bulk' item. 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 will attract 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

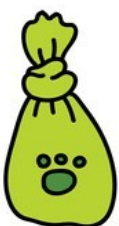


Glasgow City Council's (GCC) bin collection dates are changing over the festive period. These changes refer to both main door properties as well as tenement / flat collections.

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/festivewaste>

## 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 or backcourt area and you fail to clean up after it, you will be recharged for any costs incurred in the event that the Association has to arrange for the area to be cleaned.



**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**

**Joinery / Electrical / Close Door (no Entry / Exit)**

**Hi-Flow Heating & Plumbing**

**Property One**

**0141 944 6060**

**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**

5 p.m. to 3 a.m.

0141 287 6688

### **SAMARITANS**

(From your mobile)

116 123

## **Office Hours During The Festive Period**

**The Association's office will close on Wednesday the 24th of December 2025 at 1 p.m. and re-open on Monday the 5th of January 2026 at 9 a.m.**