



DECEMBER 2022

R E I D V A L E
H O U S I N G A S S O C I A T I O N

REIDVALE NEWS

THE NEWSLETTER OF REIDVALE HOUSING ASSOCIATION



www.reidvale.org.uk

Reidvale Housing Association, 13 Whitevale Street,
Dennistoun, Glasgow G31 1QW

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R E I D V A L E

H O U S I N G A S S O C I A T I O N

MAIN OFFICE

13 Whitevale Street, Dennistoun Glasgow G31 1QW

T: 0141 554 2406

E: a.dundas@reidvale.org.uk

www.reidvale.org.uk

Property Factor Reg. Number PF000099

Registered Scottish Charity No. SCO44023

OPENING HOURS

MONDAY TO THURSDAY: 9am - 5pm

FRIDAY: 9am - 4pm

INTERIM DIRECTOR UPDATE

It's hard to believe that we are approaching Christmas 2022 already! This year seems to have gone very quickly and has brought with it a series of challenges not least of all the cost of living increases that we have all had to deal with. These increases show little sign of slowing down and I would urge anyone who is worried about paying for their rent or feel that they are getting into difficulty to speak to a member of our team who will be able to help. There are more details on the services we provide later on in this newsletter.

The year has been busy for Reidvale Housing Association as we have continued to work through the improvements to our organisation and at the same time work has started to seek a suitable partner for a transfer of engagements. We are currently out to advert for expressions of interest from Housing Associations that believe they could meet requirements and over the coming months we will be working with tenants to make sure we can offer the best possible outcomes. We have also completed a stock condition survey and a stonework survey to help us understand better the investment needed in your homes and we have been working on our budgets to ensure that we are making best use of our funds.

We have been working hard to catch up with services following the disruption caused by the Coronavirus pandemic and we have been pleased to finally get contracts up and running for starting to repair the stonework on our sandstone tenements and to upgrade boilers in John Butterly House.

Our Annual Return on the Charter was submitted to the Scottish Housing Regulator in May and we were pleased to see that our performance remains good across many areas of our service. We know, however, from our Tenant Satisfaction Survey that many of our tenants are unhappy with our repairs service and the level of investment in their homes. We have to make improvements to our void turnaround times and the numbers of offers we have refused on our properties, and we are working hard to improve the number of repairs that we get right first time. We have listened to our tenants and their concerns over the level of service we can offer, and in particular the state of the environment. We have replaced the removal of bulk uplift services by Glasgow City Council with our own service, and we have reinstated estate management walkabouts with our partners from the Council to pick up on issues relating to roads, bins and street lighting in an effort to ensure we are reporting issues quickly and seeing some faster results. We would also hope to bring forward further service improvements in the New Year.

As you know our office re-opened to the public at the end of the summer and our team has been delighted to welcome people back in. We know that not everyone has the time to visit the office in person and so we continue to offer many ways of contacting us, including by zoom, email and telephone as well as office or in-home appointments.

I hope that you find the articles in this newsletter interesting and helpful, and I would like to take the opportunity to wish you all a very Merry Christmas and Happy New Year for 2023 when it comes.

AGM

COMMITTEE MEMBERS

We would like to thank everyone who attended our forty seventh AGM on 7th September 2022 at Reidvale Neighbourhood Centre. The meeting heard a report presented by our Chair, Eddie Marley, and a report from our Finance Agent, Graeme Bruce and our external auditors Chiene and Tait. It was approved that Chiene and Tait would remain our external auditors for 2023. At the end of the AGM we held what turned out to be a lively question and answer session covering everything from concerns about the decision to seek a partner for a transfer of engagements to dissatisfaction with some of our environmental services and the level of anti-social behaviour being experienced recently. We have responded and resolved a number of the issues raised and are working with tenants and our partners to improve other aspects of our service raised at the meeting.

We have been sorry to see the standing down of our longest serving Committee Member, Irene McInnes, at our AGM this year. Irene has been one of the strongest supporters of Reidvale Housing Association and we would like to send our sincere thanks to her for everything she has done over the last 37 years both for the housing association and also the wider community. We are incredibly grateful to her for her dedication and she will be missed greatly.



We are pleased to welcome Rona Anderson to our Management Committee as a co-optee. Rona brings with her a wealth of property and asset management expertise and is already proving to be a valuable member of committee.

Angela Brown, Senior Housing Assistant Celebrates 45 Years of sterling service with Reidvale Housing Association

We would like to take this opportunity to thank Angela for her unfaltering dedication over the past 45 years and ongoing work for the Association. Angela started with the Association straight from college and was interviewed for the job of Office Junior in RHA's then office in 12 Whitevale Street but started in their new offices in what some of you might remember as the old Doctor's surgery which now has the RNC function suite on the site. Angela is a well known face throughout Reidvale and a lot of you will remember the wee lassie who started all those years ago.



FESTIVE PERIOD CLOSURE

Our offices will be closed from 5 pm on Thursday 22nd December
and will reopen at 9 am on Thursday 5th January.

Emergency Repairs Contact Details Over Festive Period

For EMERGENCY REPAIRS ONLY please telephone the normal office number
0141 554 2406 and press 1

you will then be given the option for
HEATING OR HOT WATER EMERGENCY REPAIRS ONLY press 1
or for all other EMERGENCY REPAIRS ONLY press 2.

To ensure the best possible response from the Association's trades people on call, it is important
that the following points are understood and adhered to by people using the service:

**ONLY USE THE EMERGENCY REPAIRS SERVICE IF THE SITUATION IS A REAL
EMERGENCY WHICH CANNOT WAIT UNTIL THE OFFICE IS OPEN.**

It should be noted that calls are being made to tradesmen who are not in the office but at home
enjoying the holiday like everyone else.

Examples of emergency repairs are:

- No central heating or hot water
- Unsafe power fittings, light switches or sockets
- Burst pipes and water leaks that cannot be contained
- Choked drains
- W.C.'s not flushing/choked
- Loss of electricity, gas or water supply
- Close lighting out
- Broken or insecure windows or door locks

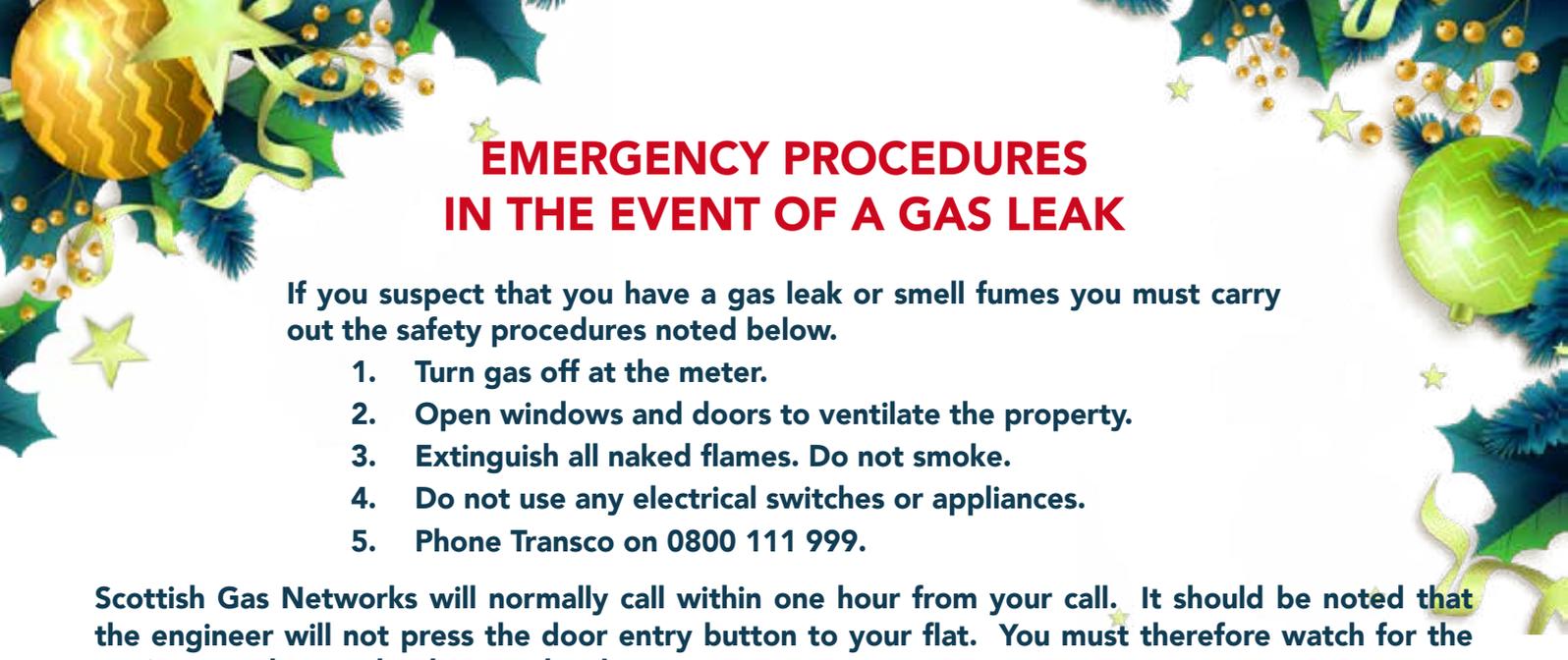
This is by no means an exhaustive list. We do not wish to deter anyone from using the service in a genuine emergency but would point out that anyone abusing the emergency repairs service will be re-charged the cost of any resulting call out.

You will be asked to give your name, address, flat position, postcode and a brief description of the problem and a telephone number if possible. Missing out any of this information may result in the wrong trades people being sent or the trades people being unable to find your flat.

If you have a **GAS ESCAPE** you should phone **0800 111 999** and for **SCOTTISH POWER EMERGENCIES** you should phone **0800 092 9290** from a landline and **03301 010222** from a mobile.

NORMAL OFFICE OPENING HOURS FROM THURSDAY 5TH JANUARY

We are very much still here to assist you with all enquiries. If you need to see a member of staff please contact this office to arrange an in person appointment; Zoom or Teams appointment or telephone appointment.



EMERGENCY PROCEDURES IN THE EVENT OF A GAS LEAK

If you suspect that you have a gas leak or smell fumes you must carry out the safety procedures noted below.

1. Turn gas off at the meter.
2. Open windows and doors to ventilate the property.
3. Extinguish all naked flames. Do not smoke.
4. Do not use any electrical switches or appliances.
5. Phone Transco on 0800 111 999.

Scottish Gas Networks will normally call within one hour from your call. It should be noted that the engineer will not press the door entry button to your flat. You must therefore watch for the engineer and open the door to the close.

PRE-PAYMENT METER USERS

Please ensure that you have sufficient credit to cover your electricity and gas needs over the holiday period.

Should your quantum meter display "Call Help" please contact the emergency number on the card. The Association is unable to assist if there is a fault at the meter.

Close Security – Locking Of Backcourt Doors

We would remind residents that the security of the close can be compromised if the backcourt doors are not locked at all times as this can allow access from any of the surrounding backcourts.

If you are not in possession of a back door key you can collect one from the office.

Storage of Items on Landings

We would remind residents that the landings and common areas should not be used for storage of any items, including bikes, as this could cause an obstruction to evacuation of the property in the event of a fire.



DON'T AGONISE OVER CHRISTMAS!

People often feel under pressure at this time of year and end up spending money unnecessarily. Here are some suggestions to help alleviate those worries and avoid building up debt:

Prioritise your bills – Paying your RENT on time will safeguard your tenancy and keep a roof over your head.

Set-up a direct debit so your rent can be paid on the same day you receive your wages or benefits. This means you won't be tempted to spend it on something else first.

Have a buffer - paying extra to your rent throughout the year will help you build up sufficient credit to cover your rent at Christmas when you have other financial pressures.

Apply for Housing Benefit or Universal Credit - If you are on a low income and struggling to pay your rent you may be entitled to help with the cost.

Make a Christmas list and stick to it – Don't buy on impulse for the sake of it

Can I afford it? Ask yourself before buying otherwise any pleasure will be replaced with worry about how you will pay your essential bills.

Shop Smart – see if there are cheaper alternatives available.

DON'T borrow from money lenders – excessively high rates of interest mean you will be paying back the loan for years to come and your debts will spiral out of control.

Don't get caught up in a retail festival and feel obliged to give, especially if you know you can't afford it. Be honest with family – they may feel the same.

Suggest a secret Santa with family and put a limit on spend of £5 or £10. This means you only need to buy one present instead of several.

Set-up a credit union account in January to start saving for next Christmas.

Free, impartial advice on all money related issues, including a budget planner can be found on the Money Helper website (formerly Money Advice Service):

<https://www.moneyhelper.org.uk/en/everyday-money/budgeting/budget-planner?source=mas#>

Additional information and support can also be found at <http://www.moneymattersweb.co.uk/>

Times are tough but the most important thing is being in a secure home, talking to family and friends (who may also be worrying) can help alleviate those pressures.

If you are worried about being able to pay your rent then contact your Housing Officer who can provide advice and assistance including sign-posting to other agencies if appropriate. The earlier you address your concerns, the easier they are to resolve and less likely to have an adverse effect on your health. Your Housing Officer can make a referral to **GEMAP** who provide free welfare and money advice. **GEMAP** can also assist with Benefit claims, Sanctions and Appeals.

MAKE SURE THIS CHRISTMAS IS NOT A WASHOUT!

Every year tenants suffer the devastating effects of fire, theft or flooding. Imagine if one of these happened to you Could you afford to replace all your house contents?

Reidvale Housing Association insures the structure of your home, but is not responsible for what is inside. We strongly recommend that you protect your furnishings and personal possessions with a home contents insurance policy

Reidvale tenants and owner occupiers can arrange for insurance cover for the contents of their home with a low cost insurance designed specially for housing associations.

- Sums insured start at £6000 for OAPS(£3.96 pm) and £9000(£5.95pm) for all other tenants and owner occupiers. Premiums vary depending on the sum insured and postcode.
- Accidental damage available for an additional premium.
- Easy monthly payments by Swipe Card at any Post Office or by Direct Debit.
- No need for a bank account
- Swift and fair claims service
- Cover for most household items, including TV, personal computers, DVD players.
- Cover includes freezer contents and public liability
- Cover for theft and loss of keys

If you have no insurance cover for this winter contact Sheila Rae, Housing Assistant at the office, for further information and an application form.



HELPFUL INFORMATION

You can visit the Scottish Government website costoflivingcampaign.gov.scot to access information on:

- Energy Bills – check what support you could get with energy, rent or mortgage and other bills
- Benefits and Income – check if you can get any benefits, payments or support with work
- Children and families – check what support you could get if you have children
- Debt and money – check what support you could get with debt and money advice
- Health and wellbeing- check what support you could get with healthcare costs and mental health
- Older or disabled people – check support available for older and disabled people and those who care for them

If you need Urgent help with money, food or fuel your local Council Glasgow City Council may be able to help with things like food, heating and electricity. The Article Below, "Glasgow Helps" is on the GCC website and you can access this fully by visiting glasgow.gov.uk/glasgowhelps or using the telephone number provided for more information.

Glasgow Helps

Do you live in Glasgow and need a 'wee bit of help'? Glasgow Helps is a new service set up to work directly with the people of Glasgow.

We offer free, confidential support, information and advice for citizens on a wide range of issues including:

- Fuel Support
- Food Support
- Employability
- Mental Health
- Physical Health
- Housing Issues and much more.

We'll listen to what you need, what your aims are, and work with you to help you to access the right support services at the right time in the right place.

To speak with one of the team, phone us on **0141 276 1185** or use our referral form.

We are able to make arrangements for an interpreter if required.

Fuel Support Grant

As well as providing a wider package of support and assistance, eligible citizens will be able to access the Fuel Support Grant by contacting Glasgow Helps after October 3rd 2022.

Citizens in receipt of council tax reduction who have children at home are able to access the fund.

For those citizens who may not be eligible to access the Fuel Support Grant, help, advice and assistance related to fuel is still available.

To access the Fuel Support Grant, check your eligibility or access support and advice, please call Glasgow Helps on **0141 276 1185** or use our referral form to request a call back, due to the high volume of request, our team are working through this and will get back to the citizen as soon as possible



Welcome Places

Almost 30 council and community venues have been announced as part of a network of designated welcome places for Glaswegians ahead of the onset of winter and as the cost of living and energy crisis continues to impact people of all ages.

The Council, working in partnership with Glasgow Life and voluntary sector organisations, has committed to providing as much practical support as possible over the next few months - and opening doors to anyone who needs that additional help in what is being heralded as the most challenging winter due to a range of factors.

Find out more at Welcome places announced across Glasgow ahead of winter

USEFUL CONTACTS

HEALTH & WELLBEING

NHS 24 111

Our 111 service is here to provide urgent health advice out of hours, when your GP Practice or Dentist is closed.

NHS INFORM

NHS inform provides a co-ordinated, single source of quality assured health and care information for the people of Scotland. For more information and practical advice visit: www.nhs24.scot

NHS LIVING LIFE

provides a free telephone based service for people over the age of 16 feeling low, anxious or stressed. Call **0800 328 9655** lines opened Mon-Fri 1pm -9pm. Visit the Heads Up website which host information on a range of disorders insomnia, what helps and how to support someone living with insomnia. www.headsup.scot

BREATHING SPACE

Breathing Space is for anyone in Scotland over the age of 16, feeling low, anxious or depressed. You can phone the service free on **0800 83 85 87**, Monday to Friday: 6pm to 2am and 24 hours at weekends. www.breathingspace.scot

SAMARITANS

Samaritans provide a non-judgemental listening ear for those who need someone to talk too or are struggling to cope: www.samaritans.org (24 hour helpline:116 123)

SAMH

(Scottish Association for Mental Health) www.samh.org.uk
Telephone: **0141 530 1000**
or **0141 959 911**

CLEAR YOUR HEAD: a mental health campaign to help people cope during the Coronavirus outbreak: www.clearyourhead.scot

DOMESTIC ABUSE

If you, or someone you know, is experiencing domestic abuse help is available, including information about accommodation options. Call Scotland's Domestic Abuse Helpline: **0800 027 1234** or visit www.safer.scot. Domestic abuse is a crime. Call **101** to report it or **999** in an emergency.

ALCOHOLICS ANONYMOUS

If you need help with a drinking problem www.alcoholics-anonymous.org.uk

Free confidential helpline: **0800 9177 650** or email:help@aamail.org

AL-ANON

Help for those who have been affected by someone else's drinking:

www.al-anonuk.org.uk Helpline available 10am-10 pm **0800 0086 811**

GAMBLERS ANONYMOUS

If you need help with a gambling problem www.gamblersanonymous.org.uk

National Helpline: **0330 094 0322**

NARCOTICS ANONYMOUS

If you need help with a drug problem ukna.org National Helpline: **0300 999 1212**

FOOD BANK

Glasgow North East Foodbank along with Celtic FC Foundation have launched - a free self-referral service for those financially impacted by COVID 19, it includes, people who have become recently unemployed, are working on reduced hours, or are currently applying for a new benefit claim, although is not limited to just this criteria.

Phone numbers are **07951 749363** and **07951 749373**. You can also email info@glasgowne.foodbank.org.uk or visit the website at glasgowne.foodbank.org.uk/contact-us/ - to check eligibility - this might be busy so they will respond as soon as they can.

LONE PARENT HELPLINE: 0808 801

0323 provides a range of free advice/ support to single parents; dealing with a break-up, sorting out child maintenance, understanding benefits, money when having a baby, studying or moving into work.

ENERGY ADVICE

G.HEAT (Glasgow Home Energy Advice Team)

Provide an independent, impartial advice service that helps reduce fuel bills. The team can also act on your behalf when dealing with energy providers, settling any disputes or issues that may arise. To find out how G.HEAT can help you, call **0800 092 9002** or visit; www.thewisegroup.co.uk/energy-advice/home-energy-advice/g-heat

OFGEM

OFGEM is the Office of Gas and Electricity Markets. www.ofgem.gov.uk

They are a non-ministerial government department and an independent National Regulatory Authority. Their role is to protect consumers now and in the future by working to deliver a greener, fairer energy system. New protections are coming into force this winter: www.ofgem.gov.uk/publications-and-updates/ofgem-strengthens-protections-customers-struggling-energy-bills-winter

DEBT ADVICE

GEMAP

GEMAP Scotland provide FREE, independent and confidential advice and support with welfare benefits (including sanctions/appeals) and all types of Money Advice www.gemap.co.uk. Telephone: **0141 773 5850** Or contact your Housing Officer who can arrange an appointment on your behalf to speak to a GEMAP Advisor

THE MONEY ADVICE SERVICE

A FREE and impartial money advice service set-up by the government. Telephone **0800 138 7777** or visit www.moneyadvice.service.org.uk/en
Please be cautious of using alternative money advice services who will take a fee

GENERAL ADVICE

CAB

If you require any additional advice we would encourage you to contact your local Citizen Advice Bureau at 1361 -1363 Gallowgate, Parkhead (tel. **0141 554 0004**)

EMERGENCY SERVICES

In the event of an emergency please dial **999** and request Police, Ambulance or Fire Brigade

Let's count the Christmas items and color the graph!



5				
4				
3				
2				
1				
				



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MONDAY TO THURSDAY: 9am - 5pm
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2023

Calendar

JANUARY 01							FEBRUARY 02							MARCH 03							APRIL 04							
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	
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29	30	31																										
MAY 05							JUNE 06							JULY 07							AUGUST 08							
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	
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SEPTEMBER 09							OCTOBER 10							NOVEMBER 11							DECEMBER 12							
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	
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IMPORTANT PHONE NUMBERS

REIDVALE HOUSING ASSOCIATION USEFUL TELEPHONE NUMBERS

**MAINTENANCE AND REPAIRS
0141 554 2406 - OPTION 1**

**PAYMENTS
OPTION 2**

**GENERAL ENQUIRIES
OPTION 3**

**TRANSFER ENQUIRY LINE
OPTION 4**

If you call and the phones are busy please leave a voicemail and a member of staff will return your call.

EMAIL ENQUIRIES: a.dundas@reidvale.org.uk

**MAINTENANCE AND REPAIRS OUTWITH NORMAL OFFICE HOURS
0141 554 2406 - OPTION 1
THEN CHOOSE OPTION 1 FOR NO CENTRAL HEATING OR HOT WATER
AND OPTION 2 FOR ALL OTHER EMERGENCY REPAIRS**

FORTHCOMING PUBLIC HOLIDAYS

Reidvale Housing Association will be closed from 5 pm on Thursday 22nd December and will reopen at 9.00 am on Thursday 5th January.

In the case of emergency repair only during these times please phone 0141 554 2406 - OPTION 1 THEN OPTION 1 FOR NO CENTRAL HEATING OR HOT WATER AND OPTION 2 FOR ALL OTHER EMERGENCY REPAIRS ONLY - SEE PAGE 5

Other important telephone numbers to keep on hand

IF YOU CAN SMELL GAS: 0800 111 999

POLICE SCOTLAND: 101

SCOTTISH GAS NETWORKS (QUANTUM METERS) - 0800 048 0303

SCOTTISH POWER - 0843 658 0939

STAIR LIGHTING - 0800 595 595

Please cut the above out and keep it handy

Your contact details

Do we have your telephone number and email address?

Please ensure that we have your up to date telephone numbers and email address so we can reach you quickly and easily. You can reach us on the contact details above to provide this information.

