



SUMMER 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](http://www.reidvale.org.uk)



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Thanks to Ernesto Vaz for supplying the photographs throughout this newsletter most of which are from our Reidvale Community Allotments.

REIDVALE HOUSING ASSOCIATION'S

# FORTY SEVENTH ANNUAL GENERAL MEETING

Will be held on

**WEDNESDAY 7th SEPTEMBER 2022 at 7.00pm**

in

**The Function Suite**

**The Reidvale Neighbourhood Centre**

**13 Whitevale Street, Dennistoun, GLASGOW G31 1QW**

As we are limiting attendance to 50 we have issued Notification of Intention to Attend forms to all shareholding members which were required to be returned to us by 24th August. If you have any questions regards attending the AGM please contact us on tele no. 0141 554 2406, email at [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk) or via our website at <https://reidvale.org.uk/contact-us/>

As an organisation we are continuing with caution and will be continuing to ensure strict hygiene measures. We would also respectfully request that if you are attending that you wear a face mask when not seated, unless you are able to demonstrate you are exempt from doing so by displaying a face covering exemption card.



# OUTCOME OF RENT REVIEW CONSULTATION 2022

Reidvale Housing Association consulted with all tenants in January 2022. The consultation was designed to enable the Association to consult about our proposal to increase rents from 28th March 2022 and seek the views of its tenants on the best use of their rent. The consultation was sent to all 897 tenanted properties with a total of 161 households responding. The consultation achieved a response rate of 17.95 %.

We always try our hardest to make the best possible use of your rent, and it's right that you should expect us to be as efficient as we can. Our aim is to keep rents affordable, while ensuring the Association remains viable.

We are pleased to share the outcome of the rent review consultation with you.

## Response:

**Having read the information on rents on the previous pages do you think our rents are:**

Too High	Just About Right	Too Low	No Comment
7.45%	86.34%	4.97%	1.24%

**Do you consider the proposed rent increase of 6% as outlined in the page over is:**

Too High	Just About Right	Too Low	No Comment
26.71%	65.22%	3.10%	4.97%

## (1) Reactive Maintenance (day to day repairs) –

**Should we maintain the current level of repairs service, increase rents to improve the service, or stop doing certain repairs to keep costs down?**

Same Service (6% increase)	78.88%
Better Service/Higher Rent (between 6.5% and 7% increase)	13.04%
No Comment	8.08%

## (2) Cyclical Maintenance –

**Should we maintain the current level of cyclical maintenance, increase rents to improve service, or stop doing certain maintenance to keep costs down?**

Same Service (6% increase)	79.50%
Better Service/Higher Rent (between 6.5% and 7% increase)	12.42%
No Comment	8.08%

## (3) Major Repairs –

**We have to concentrate on Stonework / Fabric Repairs as an ongoing priority over coming years. What other Improvements would you like to see us concentrating on:**

New Kitchens	32.30%
New Central Heating Systems	27.33%
New Bathrooms	36.02%
Close Doors/Door Entry Systems	37.27%
Backcourt/Environmental Improvements	32.92%
Other	5.59%
No Comment	13.66%

## (4) Regeneration Budget

**We are proposing to spend £48.5K on community type activities and we would like to hear your views if you agree with this level**

Yes	52.18%
No	12.42%
Don't Know	29.81%
No Comment	5.59%

## (5) Disposal of bulk refuse

**Would you like this service to continue for 2022/23?**

Yes	87.58%
No	4.97%
Don't know	6.21%
No Comment	1.24%



# HOW DID WE PERFORM IN 2021/22?

*We monitor our performance closely and would like to share with you how we are doing.*

## Stock profile

The Association had a total of 897 units as at 31st March 2022. This comprised of 172 new build properties (including 44 retirement housing units), 708 rehabilitated properties, 16 flats in a converted school building and one converted shop. The breakdown of the stock by apartment size was as follows:

2APT	3APT	4APT	5APT	TOTAL
483	309	86	19	897

## Tenant profile

The Association had a total of 892 tenants as at 31st March 2022. The overall household composition of our tenants was as follows:

DESCRIPTION	NUMBER	%
Single Persons (Non-Retired)	358	40.1%
Single Persons (Retired)	128	14.4%
Couples (Non-Retired)	40	4.5%
Couples (Retired)	29	3.2%
Families	337	37.8%
TOTAL	892	100%

## Rent Arrears

Our rent arrears have increased in 2021/22 to 3.4% from 2.5% the year before, with total arrears adding up to £109,597. Our target is 2.3% and we are working hard to meet this, whilst also supporting our tenants through difficult financial times.

## Allocation and voids

We have issued 261 new housing application forms to people looking for housing with RHA.

Number of applicants on waiting list	2020/21	2021/22
2 apt	194	194
3 apt	31	28
4apt	11	18
5 apt	4	5
Total	240	245

We let 76 properties in 2021/22 with an average time to let of 23.50 days compared to 2020/21 when we let 56 properties with an average time to let of 50.43 days.

Our void loss represented 0.5% of our annual rent debit which is improved performance from the year before when it represented 0.99%.



## Factoring

We factor 231 properties and provide services including building insurance, common repairs and close cleaning. A total of £134,527 for common repairs, cyclical maintenance, major repairs, property insurance and management fees was invoiced to owners in the past year. At 31 March our factoring arrears stood at £16,588 which is a decrease from £18,553 in 2020/21.

## Overview of Anti Social Behaviour

We received 39 complaints of ASB in 2021/22, all of which were resolved within our locally agreed targets. We continue to work with Glasgow City Council to provide support for community safety and reassurance in the area, and to ensure complaints are resolved quickly.

## Complaints

We received 28 complaints during the year. 26 of the 28 complaints were resolved within timescale. We received complaints in relation to the delivery of repairs, removal of bulk refuse and the management of the local area. 38.46% of the complaints received were upheld. Where our service has not been up to scratch, we endeavour to learn from our mistakes and to make changes and improvements where we can.

We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us. Our complaints handling procedure can be obtained by contacting the Association's office or accessing the Association's website at <https://reidvale.org.uk/make-a-complaint/>

## Equalities

The Association strives to ensure that all applicants for housing are treated, in a fair and equitable manner. An analysis of the housing list at 31st March 2022 shows that of 245 applicants on our housing list 201 described themselves as white Scottish and 44 from other ethnic backgrounds. In addition, of the 245 applicants, 92 declared that they had some form of disability, 64 applicants had a physical disability, 25 mental health issues, and 3 had learning difficulties.

Of the 76 allocations made during the year 53 were white Scottish applications and 23 from other ethnic backgrounds.

60 of the new tenants declared they had no disability, with another 14 declaring a physical disability and 2 having mental health issues.

## How Your Rent Is Spent

The average annual rent charge by the Association in 2021/22 was £3468

This was spent in the following way

Staff and Office Overheads	1486
Day to Day Maintenance	675
Cyclical Maintenance	488
Major Repairs	442
Sundry Housing Costs	78
Property Insurance	76
Voids & Bad Debts	95
Community Regeneration	105
Funded from other sources	-67
Contribution to/(from) reserves	90
<b>Total Expenditure</b>	<b>3468</b>

# Telling us about changes to your household

To ensure that your tenancy rights are protected it is very important to ensure that you advise us of any changes to your household.

If anyone moves into your home to live with you, or moves out of your home you must let us know.

This includes telling us about anyone who has previously moved in with you who you haven't already told us about.

If you are unsure about whether you have told us about anyone who has moved into your home please contact us and we will check our records.

You can do this by: **Writing to or calling into our office at:**  
**Reidvale Housing Association, 13 Whitevale Street, Dennistoun, Glasgow G31 1QW**  
**Calling us on : 0141 554 2406**  
**Emailing us on: [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk)**

We will acknowledge receipt of your notification

## Subletting, Assignment and Joint Tenancy

If you want to sublet all or part of your house to someone else; if you want to assign your tenancy (pass on the tenancy to someone else) or want another person to be included with you as a joint tenant, then please read the following:

### **Subletting**

If you want to sublet all or part of your tenancy, this needs our consent as your landlord. Section 12(2) of the Housing (Scotland) 2014 Act refers to:

- you must have been the tenant of the house throughout the 12 months immediately before you apply for written permission to sublet your home, or
- if you were not the tenant throughout the whole of that period, the house must have been your only or principal home during those 12 months; and the tenant must have told us that you were living there prior to the start of those 12 months.

If the tenant has already told us that you are living there then no further notification is needed. Before you can sublet your home you must ensure that you apply to us for permission.

## Assignment (passing your tenancy to someone else)

If you want to assign your tenancy (pass the tenancy to someone else), this needs our consent as your landlord. Section 12(2) of the Housing (Scotland) 2014 Act refers to:

- the house must have been your only or principal home during the 12 months immediately before you apply for written permission to pass your tenancy to someone else; and
- the person you wish to pass your tenancy to must have lived at the property as their only or principal home for the 12 months before you apply; and
- the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person you now wish to pass the tenancy to. If we have already been told that the person is living in the property we do not have to be notified again.

We can refuse permission to assign a tenancy if it is reasonable for us to do that.

Before you can assign (pass) your home to someone else you must ensure that you apply to us for permission.



## Joint Tenancy

If you want to add a joint tenant to your tenancy agreement, this needs our consent as your landlord. Section 12(1) of the Housing (Scotland) 2014 Act refers to:

- the proposed joint tenant must have lived at the property as their only or principal home for the 12 months before you apply for them to become a joint tenant; and
- the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person you now wish to become a joint tenant. If we have already been told that the person is living in the property we do not have to be notified again.

Before you can add a joint tenant to your tenancy agreement, you must ensure that you apply to us for permission. The person you wish to add as joint tenant, and any existing joint tenants, must apply along with you.

## Taking Over a Tenancy after the Tenant's Death (known as Succession)

To ensure rights to succession are protected you must have told us that the person wishing to succeed to a tenancy has moved in with you at the time they do so.

## Unmarried Partners

Section 13(a) and 13(d) of the Housing (Scotland) 2014 Act refers to the rules on succession for unmarried partners:

- the house must have been the unmarried partner's only or principal home for 12 months before they qualify to succeed to the tenancy;

and

- the 12 month period cannot begin unless we have been told that the individual is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy.

## Family Members

Section 13(b) and 13(d) of the Housing (Scotland) 2014 Act refers to the rules on succession for family members:

- the house must have been the family member's only or principal home for 12 months before they qualify to succeed to the tenancy; and
- the 12 month period cannot begin unless we have been told that the family member is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy.

## Carers

Section 13(c) and 13(d) of the Housing (Scotland) 2014 Act refers to the rules on succession for carers:

- the house must have been the carer's only or principal home for 12 months before they qualify to succeed to the tenancy; and
- the 12 month period cannot begin unless we have been told that the carer is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the carer.

**If we have already been told by the appropriate person then we do not have to be notified again.**

***We would encourage you to contact us if you have any questions about changes to your household.***

***If you would like to discuss changes to your household, need advice or more information please contact your housing officer.***

# Ending Your Tenancy?

We would remind tenants that you are required to give the Association 28 notice of your intention to terminate your tenancy.

Contact your Housing Officer if you are thinking of ending your tenancy. A date of termination of tenancy will be agreed and your housing officer will arrange to carry out a property inspection. The purpose being to enable the Association to plan for any required renewals/maintenance work.

Your flat should be cleared of all personal items and left in a clean condition. This includes the removal of carpets, laminate flooring, fridge/freezers, cookers etc.

# Selling Your Property

Selling your home can be a stressful time. We will work with your solicitor to ensure that our involvement in the process is as smooth as possible.

Please ask your solicitor to contact us as soon as possible in advance of the sale proceeding. We will need them to provide us with the following information: the property address; the date of sale, the purchaser's name(s) and details of the purchaser's

We will provide your solicitor with the following: current outstanding balance; details of any repairs reported but not yet billed; details of any planned investment work under consideration and estimated costs if available; buildings insurance information and an estimate of the retention to be held by your solicitor to clear your factoring account.

We will apportion all common charges and bills outstanding and issue the final account to the solicitor once we have been made aware of the actual date of sale to settle the outstanding balance. If your account is in credit after all final charges have been applied then we will issue a refund.

If you have any questions or need further information regarding your property sale, please contact ourselves on 0141 554 2406 option 3 or via Contact Us on our website [www.reidvale.org.uk](http://www.reidvale.org.uk).

## Owner Information

We would like to ask all owners to keep their contact details up to date. It is important that we are able to contact you, particularly in the case of emergencies.

# HELP US TO HELP YOU

It is important that we have up to date and correct information about you.

If there have been any updates to your circumstances or changes to information about other members of your household (e.g. changes of phone number or email address of household members); or any change in circumstances (e.g. employment or income); please let us know.

You can contact us with any updates on 0141 554 2406 option 3 or email [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk). You can also use the Contact Us page on our website at [www.reidvale.org.uk](http://www.reidvale.org.uk).



# Making Payment To Your Rent, Rechargeable Repair Account Or Factoring Account

We continue to collect payment as we normally do, but it is vitally important that you let us know as soon as possible if you are struggling to pay or are worried about meeting future payments.

We will work with you to establish an affordable repayment plan, taking into account individual circumstances. We want to work with you, so please get in touch with your Housing Officer if you need to talk to us. If you need advice on benefit entitlement or money advice, please get in touch and we can arrange an appointment for you with GEMAP.

There are a number of alternative ways to make rent payments that we have outlined here:

- Callpay - by contacting Reidvale Housing Association. A member of staff will take payment from you, using your debit or credit card.
- Direct Debit – call Reidvale Housing Association. A member of staff will take the instruction from you.
- Standing Order – please contact your bank to set this up.
- Allpay card at various pay-points and post offices displaying the PayPoint logo. Replacement cards can be ordered by contacting the Association's office.
- Via the internet at [www.allpayments.net](http://www.allpayments.net) and selecting "Make a Payment".
- By telephone – call 03300416497, enter the reference number from your allpay card and follow the instructions. This service is available 24 hours a day 7 days a week.
- Internet Banking: Reidvale Housing Association For Rent Accounts and Rechargeable Repairs Sort Code: 30 00 02 / Account Number 01689261

For Factoring Accounts

Sort Code: 30 00 02 / Account Number 01688958

- Allpay App – The app is available to download for free from Apple or Android smartphones. Visit [www.allpay.net/app](http://www.allpay.net/app) for more information.
- Text Messaging – Use your Allpay card and Debit card to register at [www.allpayments.net/textpay/login.aspx](http://www.allpayments.net/textpay/login.aspx)

If you are in receipt of Income Support / Job Seekers Allowance / Employment Support Allowance and in receipt of full housing benefit you may qualify for an arrears direct payment from DWP.

If you wish to discuss these options further or require your tenant or allpay reference number to set your preferred method of payment please call us on 0141 554 2406.



# EVERYONE'S FEELING THE PINCH



Everyone is aware of the Cost of Living Crisis – do you need advice on meeting your day to day costs ie food bills; energy bills; benefit advice? Please reach out. Coping with money and financial issues can be bewildering and complicated, or at least it seems that way – contact us we are here to help. We offer the services of GEMAP.



GEMAP can help you with the following:

## **Fighting Sanctions**

**Claiming illness related benefits for adults and children**

**The Scottish Welfare Fund**

**Council Tax Reduction**

**Universal credit**

**Living with debt**

**Manage money**

**Debt Management Plan**

**Bankruptcy (sequestration)**

**Minimum Assets Process**

**Temporary Payment Plans**

**Cost of Living**

**Fuel Costs**

**Issuing Food Bank Vouchers**

## **Write offs**

**Negotiated settlements**

**Debt Arrangement Scheme**

**Trust deeds**

**Financial inclusion, Financial what?**

**Budgeting and Financial Planning**

**Saving**

**Bank accounts**

**Credit Union accounts**

If you would like to make an appointment with GEMAP please contact Reidvale Housing Association  
0141 554 2406

Further advice can also be found at

<https://www.gov.uk/guidance/cost-of-living-payment>







# INTERNAL STOCK CONDITION SURVEYS

We are currently working on our cost projections for the organisation and we anticipate that we will require to carry out internal surveys in the coming months. We will be looking at the condition of kitchens, bathroom and windows etc. If you are contacted and asked to give access that you work with us in order to allow ourselves to complete this scope of works. We would really appreciate your co-operation.

## DO YOU RECOGNISE THIS LOGO



You may recognise this as the company currently removing the bulk refuse and tidying the backcourts in our area.

Due to the overwhelming "YES" received in the survey from local residents we were delighted to continue the service for 2022/23. Hopefully everyone has noticed the improvement in the condition of the backcourts and we would like to thank you all in helping to maintain this.

The service includes the following;

Monthly visits to remove bulk and litter from the backcourts and bin areas, this will prevent any build up of rubbish which could prevent access to the bin area.

Monthly visits happen within the first two weeks of every month as follows;

Week 1 - Bellgrove St, Annbank St, Annbank Place, Sword St, Thomson St, Bellfield St and any sections of Reidvale St /Duke St included in these blocks.

Week 2 – Garfield St, Bathgate St, Whitevale St, Bluevale St, Millerston St and any sections of Reidvale St /Duke St included in these blocks

- The Contractor will remove all bulk and litter and safely transport it to the local Glasgow City Council waste transfer station for safe disposal. The contractor is a SEPA registered waste carrier.
- As part of the service the contractor will remove any needles or sharps found in the backcourts, these will be removed and safely disposed of by fully trained staff.
- Backcourts including bin areas will be cleared up of any loose litter, burst bin bags and spillages and disinfected if required.

We would remind you that you continue to have access to the facilities offered from Glasgow City Council. If you have access to transport we would ask that you take any bulk items to your local Glasgow City Household Waste and Recycling Centre in the first instance which is free of charge. You can find further information on this service by accessing the Glasgow City Council website on [www.Glasgow.gov.uk/recycling](http://www.Glasgow.gov.uk/recycling).

## IMPACT OF INFLATION ON MAINTENANCE COSTS

Prices in the UK are rising at their fastest rate for over 30 years, with inflation at the end of June 2022 reaching 9.4%. Businesses are being affected by the same price increases that you as a consumer will be facing in relation to a whole range of products, including energy, petrol and transport costs and as a result we are seeing the prices charged by contractors rise. The impact of Covid, Brexit and now the war in Ukraine have all caused supply chain problems and a shortage of lorry drivers has resulted in increased haulage costs – the cost of raw materials used by contractors have therefore in many cases increased by more than the average inflation rate. Although we encourage our contractors to be as cost effective as possible, we are likely to continue to see higher costs for day to day repairs on properties for the remainder of this calendar year.



## Right to Repair

Under the Housing (Scotland) Act 2001 tenants have the right to carry out certain types repairs if the Association has not carried out this work within a given timescale. This is called the Right to Repair scheme. If you wish to find out more information you may wish to read the Right to Repair leaflet, available in our office reception areas or speak to Maintenance staff on 0141 554 2406 option 1.

## Right to Compensation for Improvements

Under the Housing (Scotland) Act 2001 tenants have the right to compensation for certain improvements they have made to their home. You can only apply for compensation when your tenancy has ended. If you wish to find out more information you may wish to read the Right to Compensation Leaflet, which is available in our office reception areas or speak to Maintenance staff on 0141 554 2406 option 1.

## Annual Gas Safety Visit

Carrying out gas safety inspections is a legal requirement, so we again ask for your assistance in the coming year to ensure all appliances are tested and are safe. Where access is not provided, the Association is required to take action to gain entry, which will result in all costs incurred being recharged to the tenant.

## Access for essential electrical testing

As the Government has updated legislation around electrical testing, Reidvale Housing Association has a statutory responsibility to ensure that all electrical installations it provides for tenants' use are maintained in a safe condition and checked for safety every five years by an approved electrician.

We are committed to adhering to these responsibilities in accordance with British Standard BS7671 (the Institute of Engineering and Technology's wiring regulations). Under the regulations, the Association must ensure for all its properties that the installations for the supply of electricity, electrical fixtures and fittings and, any appliances provided under the tenancy are in a reasonable state of repair and in proper working order.

To meet our statutory requirements, we have implemented a procedure similar to that of our gas servicing procedure, to ensure we can gain access to each home every five years for this essential inspection. You will receive an initial letter from us introducing the contractor, followed by a first appointment letter from the contractor. Please contact the contractor to rearrange this appointment if it does not suit you. We will follow up with two further appointment letters if you do not grant access for the first appointment. Again, please contact us to re-schedule if any dates are not suitable. Where tenants fail to grant access and do not contact us to re-arrange a visit, we may force access to complete this vital safety inspection.





# WHO IS HOME ENERGY SCOTLAND?



Home Energy Scotland is a network of local advice centres covering all of Scotland. They have expert advisors who offer free, impartial advice on energy saving, keeping warm at home, renewable energy, greener travel, cutting water waste and more. Home Energy Scotland are funded by the Scottish Government and managed by Energy Saving Trust and their mission is to help people in Scotland create warmer homes, reduce their bills and help tackle climate change.

**You can contact Home Energy Scotland for advice on 0808 808 2282  
Monday to Friday 8 am – 8 pm or on a Saturday from 9 am – 5 pm.  
You can also email them through their website at  
<https://homeenergyscotland-advice.est.org.uk/>  
or at [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org)  
and an advisor will call you back.**

Here are some simple ways that Home Energy Scotland suggest could help you save money:

## Heating

Manage your heating controls – correctly using your programmer, room thermostat and thermostatic radiator valves.

Use the Timer – most heating systems have the options to be programmed to times that suit you.

Turn it Down – Turning your central heating thermostat down by one degree.

Also, do you know that taking a quick shower instead of a bath uses less water and energy than a bath and will also save you money.

Full details for Home Energy Scotland and their services can be found at

**[www.homeenergyscotland.org](http://www.homeenergyscotland.org)**

## Lights

Switch to energy efficient lights bulbs – LEDs are the most energy efficient bulbs you can get, following by the regular energy saving bulbs.

Turn them off – Turn your lights off when you're not using them. If you switch a light off for just a few seconds, you will save more energy than it takes for the light to start up again, regardless of the type of light.



# Repair Response Times

Following a review of our current repair response times the Association has introduced new repair categories and response times which are listed below.

## Emergency Repairs

Our objective is that any hazard must be made safe within 4 hours.

*Examples of emergency repairs;*

*Loss of power or electrical faults endangering life or the property.*

*Water ingress - e.g. flooding to flat below*

*Burst Pipes and water tanks*

*Break-in*

*Loss of Keys*

*Securing flat after Police attendance*

*Gain Access inc failure of door entry system e.g. fob failure*

*Lack of heating and hot water*

*Unusable toilet facilities*

*Choked drains up-surgung within flat*

*Glazing if dangerous i.e. close door, single glazed stair head windows*

*Falling masonry or structural problems causing a danger to tenants and the general public*

*Fires*

*Loss of water supply*

## Urgent Repairs

Urgent repairs would be those that are required to protect both the internal and external fabric of the building. We aim to ensure that Urgent Repairs are attended within 2 working days, some examples of urgent repairs are listed below;

*Repairs to locks*

*Door entry Repairs*

*Close door repairs*

*Electrical socket/lamp holder repairs and renewals*

*Repairs to Kitchen units and handles*

*Repairs to windows e.g. locks, hinges etc,*

*Veranda door repairs*

*Choked sinks W.H.B or bath*

*Overflows*

*Extractor Fan repairs*

*Smoke alarm repairs/renewals*

*Choked drains causing sewage problems*

*Loss of heating*

*Loss of hot water*

*Containable water leaks*

## Routine Repairs

All other repairs that do not represent a danger to either the tenant or the property would be classed as routine repair. Our target time for completing Routine Repairs is 8 working days, some examples of routine repairs are listed below;

*Plasterwork*

*Dripping taps*

*Internal door repairs*

*Creaking floorboards*

*Fencing repairs*

*Bin shed repairs*

*Renew broken double glazed units*

If parts and/or materials are required to carry out a repair, the work might not be completed within the stated timescales as these often have to be ordered. In such cases, a temporary repair will be carried out until the materials required are available.

## Out of Hours

### Emergency Repairs

We are continuing to experience a marked increase in the number of emergency repairs reported to our out of hours service a large proportion of which are not classed as emergency repairs.

Please consider if the repair is actually a genuine emergency before contacting our out of hours service. If it can wait until the next working day please wait and report it then. This will allow the contractor to focus on the genuine emergencies and will enable us to keep our costs down and your rent affordable.

#### What is an emergency repair?

This class of repair is intended to deal with emergencies, which are likely to cause injury or death or substantial property damage. The response target time to attend and make safe is within 4 hours to make safe the follow on repair will be completed the next working day.

Examples of emergency repairs are fire, flooding/water ingress that cannot be contained, break-in, no heating, no hot water, blocked toilet if only one in house, vandalised/broken glazing.

If you do use the emergency repairs service for routine repairs you may be recharged the costs incurred by the association.

#### Emergency Out of Hours Telephone Numbers

For all heating and hot water repairs call James Frew Gasure on **01294 468113**

For any other emergency call our out of hours contractor on **0141 554 2406** option 1.



# MAINTENANCE REPORT

As we continue to recover from the effects of the Covid 19 Pandemic, the Association has continued to provide a high quality maintenance service to our tenants. Over the year, the Association spent over £620K on routine repairs, £436K on cyclical maintenance and £212K on major repairs.

An analysis of our complete maintenance programme for 2021/22 is noted below.

## DAY TO DAY REPAIRS

The Association continued to ensure our maintenance service to residents was the standard they have come to expect and this was demonstrated by a spend of over £620K being spent on day-to-day repairs. During the year, we carried out a total of 2962 reactive and emergency repairs. Our performance in emergency repairs was not as good as the previous year however, our performance in non-emergency repairs was better than the previous year. Details of our response times are outlined in the table below.

Category	Repairs Completed		Total time taken to complete repair		Average length of time taken to complete repairs	
	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22
Emergency	325	553	559	1827 hours	1.72 hours	3.30 hours
Non- Emergency	1577	2409	4443 working days	2758 working days	2.82 working days	1.14 working days

## REPAIRS COMPLETED RIGHT FIRST TIME

The Tenant's Charter requires landlords to publish information on the number of repairs that are carried out Right First Time our performance in this category has improved from the previous year. Detailed below are the Association's figures.

No. of Repairs		No. Repairs completed Right First Time		Total No. of Repairs not completed Right First Time		% Repairs Completed Right First Time	
2020/21	2021/22	2020/21	2021/21	2020/21	2021/22	2020/21	2021/22
1577	2409	1475	2333	102	76	93.53	96.85

# Gas Safety Inspections and Servicing

The Association are legally obliged to carry out a Landlords Gas Safety inspection to all properties that have gas within a calendar year of the previous inspection. You will note from the table below that 1 of our properties had their gas service carried out late mainly as a result of Coronavirus related issues.

How many times in the reporting year did you not meet your statutory duty to complete a gas safety check (Indicator 11).	
2020/21	10
2021/22	1

## REPAIRS SATISFACTION

It is important for the Association to measure what our tenants think about the quality of our repairs service including the helpfulness of staff and the conduct of our contractors. Consequently, we instructed an independent consultant to carry out a telephone survey to tenants who had a repair carried out between 1 April 2021 and 31 March 2022. They interviewed 252 tenants who had a repair carried out.

The table below summarises tenants' satisfaction with the service.

Very Satisfied	74.2%
Fairly Satisfied	20.2%
Neither Satisfied or Dissatisfied	2.0%
Fairly Dissatisfied	2.4%
Very Dissatisfied	1.2%

## MAJOR REPAIRS

Unfortunately, ongoing Covid 19 issues prevented us from completing our Major Repairs programme this year however all outstanding work will be completed in the coming years. Details of works we did complete are listed below and shows how it was spent.

• Central Heating Renewal	£ 83,763
• Kitchen Renewal	£ 93,808
• Bathroom Renewal	£ 23,804
• Consumer Unit Renewal	£ 32,738

## CYCLICAL MAINTENANCE

As part of the Association's ongoing commitment to maintaining its properties to the highest standard we invested over £436K on our cyclical maintenance programmes. Details of the programmes and their value are noted below.

Painting	£ 88,955
Central Heating Servicing	£ 122,614
Close Lighting Maintenance	£ 32,107
Landlord Electricity Supply	£ 8,774
Backcourt Maintenance	£ 31,411
Gutter Cleaning	£ 30,168
Window Cleaning	£ 8,554
Stair Cleaning	£ 76,565
Electrical Testing (EICR)	£ 28,329
Communal Extract Fan Servicing	£ 9,020





# REIDVALE HOUSING ASSOCIATION FURTHER EDUCATION AWARD

Reidvale Housing Association will make up to 2 awards each year to people resident in Reidvale who obtain a place at a University or Further Education College to undertake a course eligible for an award from the Student Award Agency of Scotland (SAAS). Applicants must have been resident in Reidvale for at least one year prior to the commencement of their course.

The student applying must be a tenant of RHA or reside in a RHA property as part of a household (they must be registered as living at that address on the tenancy agreement).

The sponsorship will be a maximum of £750 per year for up to a maximum of 3 years. Sponsorship for year 2 will be dependent on successful completion of year 1, and sponsorship for year 3 will be dependent on successful completion of year 2. Each award will be agreed by the Management Committee. The decision of the Association is final and no appeals will be considered.

The student must have been awarded a place at a university or college for further education beyond Highers. This can include a degree course, an apprenticeship, or an HNC / HND or similar.

You should complete an application form and/or an endorsement form if you are of school age. These forms are available by contacting Ann Dundas at the Association's offices, or by email to [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk) and they should be completed and submitted along with a photocopy of the offer, or provisional offer, of a place at University or College no later than 16 September 2022. Successful applicants will be notified by the first week in October 2022.





# REIDVALE NEIGHBOURHOOD CENTRE

## Queens Platinum Jubilee



The event was well attend, we seen around 260 people, the main seating event for adults was in the carpark and tea, coffee, sandwiches and cakes were served to everyone.

The community cafe was open for snacks, additional teas & coffees, and special coffees, soft drinks etc...

Children enjoyed street games & activities that was set up for them in the main hall.

All Children up to the age of 16 received a goodie bag and had their lunch, snack & refreshment.



## **VOLUNTEERS ALWAYS WANTED**

Reidvale Centre depends on volunteers, and if you can spare some time, and would be interested in joining us, we would be delighted to hear from you.

We have volunteer vacancies within the following areas:

- Fundraising sub-committee
- Board Member
- Café Volunteer
- Youth Volunteer
- Admin Volunteer

## **PLEASE JOIN US!**

Contact us on:  
Tel: 0141 554 5315  
Email: [richard@reidvalecentre.org.uk](mailto:richard@reidvalecentre.org.uk)





Reidvale Neighbourhood Centre

Tel: 0141 554 5315

Email: [richard@reidvalecentre.org.uk](mailto:richard@reidvalecentre.org.uk)

[www.reidvalecentre.org.uk](http://www.reidvalecentre.org.uk)



## WHAT'S ON IN THE CENTRE ?

Reidvale Neighbourhood Centre is your local community hub of activities, classes and opportunities to get involved. We provide activities and classes for children, youths and adults alike, we try to cater for every aspect of your life, from socialising, to interests, exercise, wellbeing, volunteering, placement, employment training, activities and events for the whole family to enjoy !

Its your centre, your community so when are you coming in to see us ?

If you don't see anything in our guide that interests you then pop in, phone us or email and give us your feedback or suggestion.

### Monday's

10.30am to 11.30am

Tai Chi

For Beginners

12noon to 1.00pm

Tai Chi

For experienced

1.30pm to 2.30pm

Yoga Class

Yoga for beginners and experienced Yoga Exercisers

6.00pm to 9.00pm

Reidvale Youth Hub

Youth Project Drop In

6.00pm to 9.00pm

Include Me 2 Club

Social club for adults 18yrs + with additional support needs, including physical, learning and mental health disabilities. Contact No: 0141 881 0544

6.30pm to 7.30pm

Clubbercise

Why shouldn't your workout feel like a night out?! Come join us at our Rave Cave for some calorie burning fun. Contact Denise on 079 6351 3505

### Tuesday's

3.00pm to 5.00pm

Reidvale Youth Hub

Drop In Session for 6-10yr old

6.30pm to 7.30pm

105<sup>th</sup> Glasgow Scout Group

Contact Email: [Scouts@105thglasgowscouts.org.uk](mailto:Scouts@105thglasgowscouts.org.uk)

6.30pm to 7.30pm

Rainbows/Brownies

Do you want to join Rainbows (5-7yrs) or Brownies (7-10yrs). Please register your daughter's interest by visiting: <https://www.girlguiding.org.uk>

6.00pm to 7.00pm

Clubbercise Class

Bring your night out to your workout with Clubbercise! These easy to follow routines will have you moving on the dancefloor with disco lights.

Contact Theresa on 073 7754 7518

### Wednesday's

6.00pm to 9.00pm

Reidvale Youth Hub

Youth Project Drop In

3.30pm to 9.00pm

Slimming World

Contact Samantha on 075 2366 5861

6.30pm to 7.30pm

Clubbercise

Why shouldn't your workout feel like a night out?! Come join us at our Rave Cave for some calorie burning fun. Contact Denise on 079 6351 3505

### Thursday's

2.00pm to 5.00pm

Knitting Class

Anyone with interest is welcomed to join the group

5.30pm to 8.00pm

Weight Watchers

Contact Lynn on 077 3898 1559

6.00pm to 9.00pm

Reidvale Youth Hub

Youth Project Drop In

### Friday's

10.30am to 12.00

Parent & Toddlers

Parent and Toddlers Group

3.00pm to 5.00pm

Reidvale Youth Hub

Drop In Session for 6-10yr old

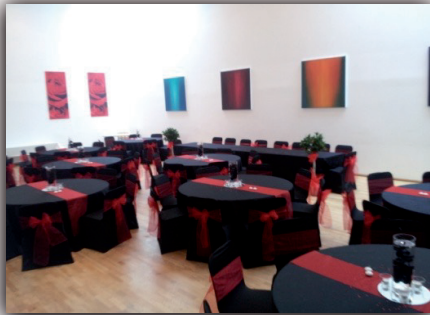






## Reidvale Neighbourhood Centre

Don't forget that the Reidvale Centre is the perfect venue for your special events and occasions including parties, 21st, retirement, communion, christening, children's parties, engagement, weddings parties, wedding meals and packages.



We also cater for events, including Bar Service.

Make an enquiry on : 0141 554 5315  
or Email: [info@reidvalecentre.org.uk](mailto:info@reidvalecentre.org.uk)

### WEEKEND PARTY!!

Friday or Saturday from 7pm-12pm

Setup access from 6pm

Sunday from 12noon - 5pm

Setup access from 11am

Bar Service & Staff

Only

**£180.00**

### CHILDRENS PARTY!!

1st Floor Hall only £30.00 per hour

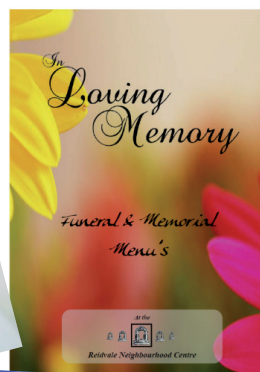
# Community CAFE



### OPEN TIMES :-

Monday	9.00 – 3.00
Tuesday	9.00 – 3.00
Wednesdays	9.00 – 3.00
Thursdays	9.00 – 3.00
Fridays	9.00 – 3.00

**Food at Great Prices !**



@Reidvale Centre



Reidvale Community Cafe





# Hub Programme OPEN FOR 11-21 YRS



&

# OPEN FOR 6-10 YRS



Reidvale Centre , 13 Whitevale Street , Dennistoun , G31 1QW

Call 0141 554 5315

Email: [james@reidvalecentre.org.uk](mailto:james@reidvalecentre.org.uk)



Find us on  
Facebook

@ReidvaleYouthHub



Follow us on  
twitter

@ReidvaleYouth





# 2022

September						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



**Our office opens to the general public on 29th August.  
Monday - Thursday 9.00 am - 1.00 pm & 2.00 pm - 5.00 pm**

**Friday 9.00 am - 1.00 pm & 2.00 pm - 4.00 pm**

Whilst our office is open to the public our staff continue to hybrid work between the office and their homes. If you require an appointment with a particular member of staff please do not hesitate to contact us on 0141 554 2406 to make an appointment and we will accommodate your needs at the earliest opportunity. If you do not wish to visit our office we are fully contactable either on the above telephone number, email at [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk) or through our website at <https://reidvale.org.uk/contact-us/> We continue to offer face to face appointments, telephone appointments or on line appointments via Zoom or Teams if this is more suitable.

## **REIDVALE HOUSING ASSOCIATION USEFUL TELEPHONE NUMBERS**

### **GENERAL ENQUIRIES**

**0141 554 2406 option 3**

**Monday - Thursday 9.00am-5.00pm**

**Friday 9.00am-4.00pm**

### **MAINTENANCE & REPAIRS**

**0141 554 2406 option 1**

**Monday - Thursday 9.00am-5.00pm**

**Friday 9.00am-4.00pm**

**EMAIL ENQUIRES: [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk)**

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

## **REIDVALE EMERGENCY REPAIRS:**

**For all heating and hot water repairs call James Frew Gasure on 01294 468113**

**For any other emergency call our out of hours service on 0141 554 2406 option 1**

### **FORTHCOMING PUBLIC HOLIDAYS**

Reidvale Housing Association will be closed from 4.00 pm on Thursday 22nd September and will reopen at 9.00 am on Tuesday 27th September.

*In the case of an emergency repair only during these times please follow the above instructions for RHA Emergency repairs*

**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 TEAR OUT THIS PAGE AND KEEP IT HANDY**



**MAIN OFFICE**  
**13 Whitevale Street, Dennistoun Glasgow G31 1QW**  
**T: 0141 554 2406**

**E: [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk)**  
**[www.reidvale.org.uk](http://www.reidvale.org.uk)**

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Registered Scottish Charity No. SCO44023

**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**

**Monday - Thursday 9.00 am - 1.00 pm & 2.00 pm - 5.00 pm; Friday 9.00 am - 1.00 pm & 2.00 pm - 4.00 pm**