



SEPTEMBER 2021

REIDVALE  
HOUSING ASSOCIATION

# REIDVALE NEWS

THE NEWSLETTER OF REIDVALE HOUSING ASSOCIATION

VISIT OUR  
**NEW**  
WEBSITE

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

The screenshot shows the Reidvale Housing Association website. At the top, there are navigation links: CONTACT NUMBERS, LISTEN TO WEBSITE, TRANSLATE, and SEARCH. Below these are social media icons for Facebook and YouTube. The main header features the Reidvale Housing Association logo and a navigation menu with links: HOME, MY HOME, COMMUNITY, FACTORING, PERFORMANCE, NEWS, DOCUMENTS, and CONTACT US. Below the menu are five prominent blue buttons: APPLY FOR A HOUSE, PAY YOUR RENT, GET INVOLVED, REPORT A REPAIR, and MAKE A COMPLAINT. A secondary navigation bar contains links for RHA AGM 14.09.21 - 7.00 PM - RNC - Read More >, Jul 14 Tales Fae the East Podcast Featuring Irene McInnes - Read More >, and SEE NOTICEBOARD. The main content area features a large blue banner with the text 'REIDVALE HOUSING' and the tagline 'Creating a community for our community', accompanied by an image of a multi-story brick building.

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

# IMPORTANT PHONE NUMBERS

## PLEASE KEEP IN TOUCH WITH US.

As you know, our office has been closed to the public during the pandemic, however we are still here for you. You can easily reach us by phone, email or text message.  
To contact us about anything you can reach us as follows.

### REIDVALE HOUSING ASSOCIATION - 0141 554 2406

For Repairs & Maintenance press 1    General Enquiries press 2    To Make A Payment press 3

Monday - Thursday 9.00am—5.00pm

Friday 9.00am—4.00pm

### REIDVALE EMERGENCY REPAIRS:

OUTWITH NORMAL OFFICE HOURS

0141 554 2406 and press 1

(you should no longer phone the previous number of 0141 554 2528)

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

### FORTHCOMING PUBLIC HOLIDAYS

Reidvale Housing Association will be closed from 4.00 pm on

Thursday 24th September and will reopen at 9.00 am on Tuesday 27th September.

In the case of an emergency repair only during these times please phone 0141 554 2406 and press 1

### Other important telephone numbers to keep on hand

**JAMES FREW: CENTRAL HEATING, HOT WATER & GAS REPAIRS 01294 468 113**

**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?

During the pandemic there has been a greater need to contact residents using phone numbers, to call and using text messaging, and email addresses.

Please ensure that we have your up to date telephone number and email address so we can reach you quickly and easily.  
You can reach us on any of the contact details above to provide this information.  
You can also use the change of contact form on back page of this newsletter.

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# NEW WEBSITE

**On Friday 27th August 2021, the new website for Reidvale Housing Association [www.reidvale.org.uk](http://www.reidvale.org.uk) went live.**

There are various sections and in each you will find links on how to pay your rent; report a repair; welfare benefits advice and much much more. We would ask that if you are reporting an emergency repair outwith normal working hours that you do not use the website but phone 0141 554 2406 and press 1.

There is a Noticeboard which will give up to date information on any events; latest newsletters etc.

We are also in the process of building a document library where you can read our latest rules and policies; newsletters ; annual accounts and reports. In this section you will also be able to download housing application forms and transfer forms.

We would welcome any feedback on our website and the services we provide and you will find a general contact form which can be used for this purpose on the website. You can also email ourselves at [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk).

## GOVERNANCE IMPROVEMENT

We have been continuing to work on improving our Governance and over the last few months even more progress has been made to bring us closer to compliance with the Scottish Housing Regulator's Regulatory Standards.

The Options Appraisal should be carried out during September and this will consider all of the options available to us going forward to ensure we have a viable long term future. We will keep you updated on the progress of the Options Appraisal via our website and future newsletters.

We will be reporting to you all on our performance against the Scottish Social Housing Charter in a separate report towards the end of this year. This will cover the main areas which we believe are important to tenants – repairs, estate management and tenant services – and will show how we have performed compared to last year but also against the Scottish national average.

## NEW RULES AND COMMITTEE MEMBERS

I am pleased to let you all know that our New Rules - which set out how the Association is run – have now been registered with the Financial Conduct Authority. You can download a copy of the new Rules on our website or request a copy to be sent out to you.

One of the main changes was to allow Members to join from outwith the Reidvale area. We do not expect to see a large number of new Members joining but it will allow us to recruit new Members to the Management Committee who have the skills, experience and interest in joining us. This will allow us to strengthen our current Committee and help us meet future challenges.

We will be looking for applications from anyone with a genuine interest in social housing and an appreciation of the role that local housing associations can play in the community but also from people with skills and experience in –

- Asset management
- Finance and Audit
- Human Resources
- Governance
- Community Development/Community Involvement
- Housing Management & Support

Of greatest importance is that applicants share our values and a commitment to supporting our local community.

If you feel you have the appropriate skills, knowledge and experience to become a Member of the Management Committee please get in touch and we can provide you with an application form and some additional information.

# ALLOCATIONS & FACTORING CONSULTATION 2021

Reminder that we are currently carrying out a consultation on our  
Allocations Policy and Factoring Services

Just in case you missed our notifications that we are currently carrying out a review of our Allocations Policy and Factoring Services and we would like to invite you to take part in the consultation.

It is important that you have the opportunity to take part and influence the services provided by the Association as we continuously strive to improve our performance. You can become involved by reviewing the Association's

policies and services and help deliver benefits to residents and your community.

If you are interested contact Jacqui Anderson, housing manager at [j.anderson@reidvale.org.uk](mailto:j.anderson@reidvale.org.uk); at Reidvale Housing Association, 13 Whitevale Street, Dennistoun. Glasgow G31 1QW; calling the office on tele no. **0141 554 2406** or going to our website at [www.reidvale.org.uk](http://www.reidvale.org.uk) and completing the contact form.

## REIDVALE HOUSING ASSOCIATION AGM

All shareholding members should now have received notification of our AGM being held on Tuesday 14th September at 7pm in the Reidvale Neighbourhood Centre.

We are pleased that we are able to hold this event in person again rather than virtually but we are still being cautious even though many restrictions have now been lifted. Our priority is still the health & safety of our tenants and staff so we are still limiting the numbers to 50 and putting in place appropriate measures such as social distancing and wearing of masks.

Whilst normally at the AGM we would have an open forum for discussions and present various awards this year we are just going to do the formal business which is required at the AGM which includes approval of previous minutes, the statutory accounts and election of committee members.

We hope to hold an open event later on in the year when people may be more comfortable with meeting in larger numbers in public.

If there are any issues you would have liked to raise at the AGM then please contact our office so these can be passed to the correct staff member as it will not be possible to discuss these at the meeting this year.

## Return to the Office

Whilst Scotland has now gone beyond Level 0 and it is possible for offices to reopen we remain cautious and due to the layout of our office and the lack of accessible, ventilated meeting rooms our office remains closed to the public at this time.

Whilst our offices are closed, our service remains open with staff contactable via phone and email and, from 23 August 2021 we have increased the number of staff who are back in the office. This is not yet a full return to the office but this will allow our staff to adjust to being back in the office whilst also retaining appropriate safety measures.

We intend to review these arrangements at the start of October and we at this time we will also look to see if we are in a position to reopen our offices to the public.

# DISPOSAL OF BULK REFUSE

Glasgow City Council have introduced charges for the uplift of bulk from 5th July 2021.

Anyone who has bulk to dispose of should contact the Council either by logging on to the Council website [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste) or, if you are unable to access the internet, by telephoning 0141 287 9700 between 11 am and 3pm on Tuesday, Wednesday or Thursday. (The Council will review the opening times of the phone lines and may amend these).

*The charges advised on the website are: Up to 10 standard items £35 Large electrical items £35 each.*

Please refer to the website for details of standard and non-standard items and for terms and conditions for uplift. This information will be crucial in ensuring that your uplift is made.

Payment must be made by credit or debit card prior to collection.

Should you be able to do so, you may still dispose of bulk free of charge at the Waste and Re-Cycling Centres at:

**Dawsholm Recycling Centre**

75 Dalsholm Road  
Glasgow G20 0TB

*Note - does not accept residential vans or vehicles exceeding 1.8m or weighing more than 3.5 tonnes.*

**Easter Queenslie Recycling Centre**

90 Easter Queenslie Road  
Glasgow G33 4UL

**Polmadie Recycling Centre**

425 Polmadie Road  
Glasgow G42 0PJ

*Note - does not accept residential vans or vehicles exceeding 1.8m or weighing more than 3.5 tonnes.*

**Shieldhall Recycling Centre**

Renfrew Road  
Glasgow G51

All Household Waste Recycling Centres are open Monday - Sunday, 08:00 - 18:00 (last entry 17:45):

Please refer to the Glasgow City Council at [www.glasgow.gov.uk](http://www.glasgow.gov.uk) to keep up to date with any changes to the services provided by Glasgow City Council.

Contact details of the local Councillors for the Calton Ward, of which we are part are as follows:

Cllr Jennifer Layden

Ward: Calton (9)

Party: Scottish National Party

Phone 0141 287 3948

Email: [Jennifer.layden@glasgow.gov.uk](mailto:Jennifer.layden@glasgow.gov.uk)

Cll Cecilia O'Lone

Ward: Calton (9)

Party: Scottish National Party

Phone 0141 287 5803

Email: [cecilia.o'lane@glasgow.gov.uk](mailto:cecilia.o'lane@glasgow.gov.uk)

Councillor Robert Connelly

Ward: Calton(9)

Party: Scottish Conservative and Unionist Party

Phone 0141 287 5618

E-mail [robert.connelly@glasgow.gov.uk](mailto:robert.connelly@glasgow.gov.uk)

Councillor Greg Hepburn

Ward: Calton (9)

Party: Scottish National Party

Phone 0141 287 5272

E-mail [greg.hepburn@glasgow.gov.uk](mailto:greg.hepburn@glasgow.gov.uk)

## KEEP YOUR BACKCOURT CLEAN & TIDY

### Resident's Responsibilities - Backcourt, Binstore and Common Areas –

Coronavirus and the lockdown has demonstrated more than ever the importance of outdoor space, particularly when people have been unable to leave their homes. We would wish that every backcourt could be a safe, clean environment to be enjoyed by all residents. Sadly this is not always the case.

We would bring to your attention resident's responsibilities to ensure communal areas are kept clean and tidy and are enjoyed by everyone.

The responsibility for the cleanliness and appearance of the stairs and common areas rests with you together with all other tenants and owner occupiers sharing the common parts. Where we employ a staircleaning contractor this is intended only to assist you in fulfilling your legal responsibility to keep the common areas clean and tidy. You must, in turn with other occupiers, sweep and clean the common parts at least on a

weekly basis, or as required. Where the common parts include a shared backcourt, the tenant will be jointly responsible for maintaining it in conjunction with other occupiers. In the event the common parts are not kept clean we will have the power to decide exactly what you should do and when. Before making our decision, we will consult with you and the others. Our decision will be binding on you - if you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. You agree to meet the costs of all work carried out by us in terms of this clause. This is in addition to any other legal remedies open to us.

While some people would not think twice about this and do try to keep the common parts of the property nice, it would appear that others do not realise that they too have a part to play in this and that sweeping out the binstore, for example, should be a shared responsibility. The staircleaning service too is there in addition to residents own cleaning.

# ELECTRICAL PERIODIC INSPECTIONS

The Scottish Government have now introduced legislation, which requires landlords to carry out an Electric Installation Condition Report (EICR) every 5 years. Our contractor Consillium have been contacting tenants to arrange a suitable appointment to carry out the inspection that should take no more than 2 hours to complete. Unfortunately, some tenants have failed to provide access so far and we would urge you to contact

either Consillium or the association to arrange the inspection.

Similar to the gas safety requirements we are legally obliged to carry these inspections out and if we are unable to arrange an appointment, we will seek to gain access to properties to carry this out. Should we need to force access to your property you will be recharged all resultant costs.



## ALARM UPGRADE WORKS

As you may be aware, the Scottish Government has introduced new fire safety legislation that will extend the existing high standard of protection from smoke and fire, currently required in private rented housing, to all homes across Scotland.

This will require the Association to extend smoke detection into living rooms, hallways and provide heat detection in kitchens. This upgrade allows the alarms to be interlinked therefore provides added fire protection for you and your family and takes less than an hour to complete.

The Association are pleased to report that we have carried out the upgrades to most of our properties however there are still some properties that have

not yet provided access. The Association are currently attempting to contact tenants to arrange a suitable appointment time.

Similar to the gas safety requirements we are legally obliged to carry out these electrical inspections alarm upgrades. If we are unable to arrange an appointment, we will seek to gain access to properties to carry this out. Should we need to force access to your property you will be recharged all resultant costs.

We would ask that you please allow our Contractors access to your home to carry out electrical inspections and alarm upgrade work as it could save your life.

# OUT OF HOURS EMERGENCY REPAIRS



We are experiencing a vast increase in the number of emergency repairs reported to our out of hours service of which a large proportion should not be 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 repairs 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 2 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.

## Helping you stay warm for less

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

**HOME  
ENERGY  
SCOTLAND**

## Warmer Homes Scotland

The Scottish Government's Warmer Homes Scotland scheme offers funding and support to households struggling to stay warm and keep on top of energy bills. The scheme is accessed by calling Home Energy Scotland, who will check what support is available and put eligible households in touch with Warmworks, the managing agent.

### **Speak to an advisor or make a referral**

To speak to a friendly advisor, call us free of charge on

**0808 808 2282**

or email us

**[adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org)**





# Reidvale Neighbourhood Centre

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



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

We also cater for events, including Bar Service, recommend Dj's and Entertainment.

Make an enquiry on :- **0141 554 5315** or

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

## WEEKEND PARTY!!

Friday or Saturday

7pm-12pm

Setup access from 6pm

Sunday 12noon – 5pm

Setup access from 11am

Bar Service & Staff

Only

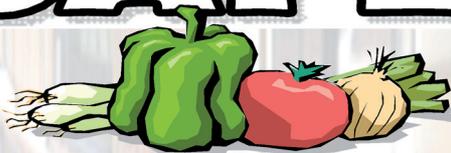
**£170.00**



Welcome back



# 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

Great Food at Great Prices!



@Reidvale Centre



Reidvale Neighbourhood Centre



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

### Tuesday's

10.30am to 11.30am

Sweaty Mama

An effective yet fun way to exercise with your child. No need to find childcare, suitable from 6 weeks

6.30pm to 7.30pm

Rainbows/Brownies

to 4 years old. Contact no: 079 3050 0890

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>

### 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

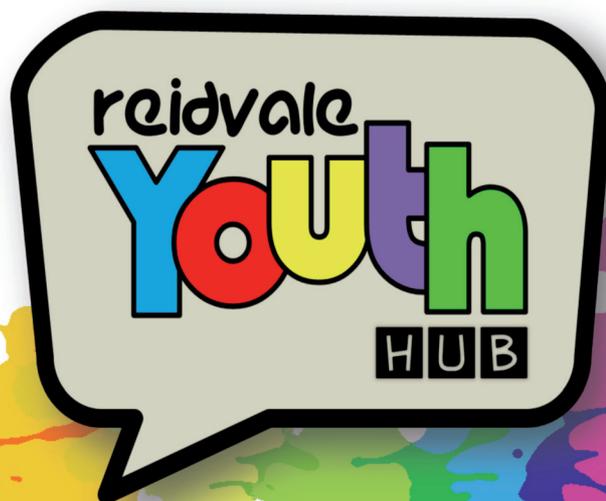
### Friday's

10.30am to 12.00

Parent & Toddlers

Parent and Toddlers Group





# 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: [joshua@reidvalecentre.org.uk](mailto:joshua@reidvalecentre.org.uk)



Find us on  
Facebook

@ReidvaleYouthHub



Follow us on  
twitter

@ReidvaleYouth

# CHANGE OF CONTACT DETAILS

Please complete this form if you wish to update the Association of a change of your contact details. The Association endeavours to have excellent communication with our residents and we would ask you to update your details to ensure that we are able to contact you without delay.

Name

Address

My Email Address is

My Telephone No is

Do you have access to video conferencing (e.g. Zoom / Teams) - Yes / No  
(If yes, please state your preferred platform)

Preferred method of contact i.e. letter / tele no / email address / text message

The Association is keen to have up to date contact details for all our residents, to enable us to communicate with you effectively and efficiently. We would appreciate if you could keep your contact details up to date with the Association at all times. You can complete the attached form and return to the Association's office, or alternatively by completing the form using the Association's website at [www.reidvale.org.uk](http://www.reidvale.org.uk) or by contacting your Housing Assistance on **0141 554 2406** or by email at **[a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk)**



**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**

Property Factor Reg. Number PF000099  
Registered Scottish Charity No. SCO44023