



NOVEMBER 2025

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

**SEE OUR
EXCITING
NEWS
IN THE
CENTRE
PAGES**

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

OPENING HOURS:

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

Reidvale Housing Association 50th AGM

The 50th Annual General Meeting (AGM) of Reidvale HA marked a significant milestone in the organisation's history, celebrating half a century of providing quality homes and community support. The Chair, Denise Dempsey, opened the meeting by welcoming attendees and reflecting on the previous year.

The Chair highlighted the Association's continued commitment to its mission of delivering affordable, safe, and sustainable housing. She highlighted many of the achievements over the past year which included:

- The continued journey to achieve compliance with the Regulatory Standards.
- The award of £1.2 million grant funding from Glasgow City Council to enable the commencement of major works to two blocks in Bellfield Street.

The Chair also acknowledged the challenges faced during the year, including rising maintenance costs, regulatory changes, and the ongoing impact of the wider economic climate.

The meeting approved the re-election of Eddie Marley; Helen Richman; Geraldine Dempsey and Carmen Rubio-Gutierrez and also welcomed Margaret McCabe, Kevin Peden and Paul Sweeney MSP to the Management Committee.

The Chair closed the meeting by thanking everyone for their participation and ongoing support. The AGM concluded with a call to continue building strong communities and providing high-quality, affordable homes for future generations.

Martin Sloan, Head of Asset Management

Martin joined Reidvale Housing Association on 27 October 2025 as our new Head of Asset Management and brings 30 years construction and asset management experience to help support our staff and work with our tenants.

Martin says "I look forward to working with our staff to build on the good work already being done at Reidvale, getting to know our tenants and explaining our plans for the future".

Martin is a keen runner, regularly travelling throughout Scotland and North England to various parkrun events. Martin recently completed the Great North Run for the second time.



DON'T AGONISE OVER CHRISTMAS!



Managing Financial Pressures During the Festive Season

As the festive season approaches, many households begin to feel the strain of financial pressures. While Christmas is often seen as a time of joy and celebration, it can also bring anxiety for those worried about making ends meet. If you're experiencing financial difficulties, it's important to know that support is available.

Talk to Your Housing Officer

Your Housing Officer is here to help. If you're concerned about paying your rent or managing other housing-related costs, please reach out as soon as possible. Early intervention can make a significant difference and help prevent issues

from escalating. Housing Officers can offer advice, assistance, and referrals to specialist support services that can help you with the costs and stresses of Christmas and other challenges.

One such service is GEMAP, which provides free welfare and money advice. GEMAP can assist with benefit claims, sanctions, appeals, and general financial guidance.

Free and Impartial Money Advice

For broader financial support, the Money Helper website (formerly the Money Advice Service) offers free, impartial advice on a wide range of money-related issues. Their Budget Planner tool is especially useful for managing your finances and planning ahead:

Money Helper Budget Planner

<https://www.moneyhelper.org.uk/en/everyday-money/budgeting/budget-planner>

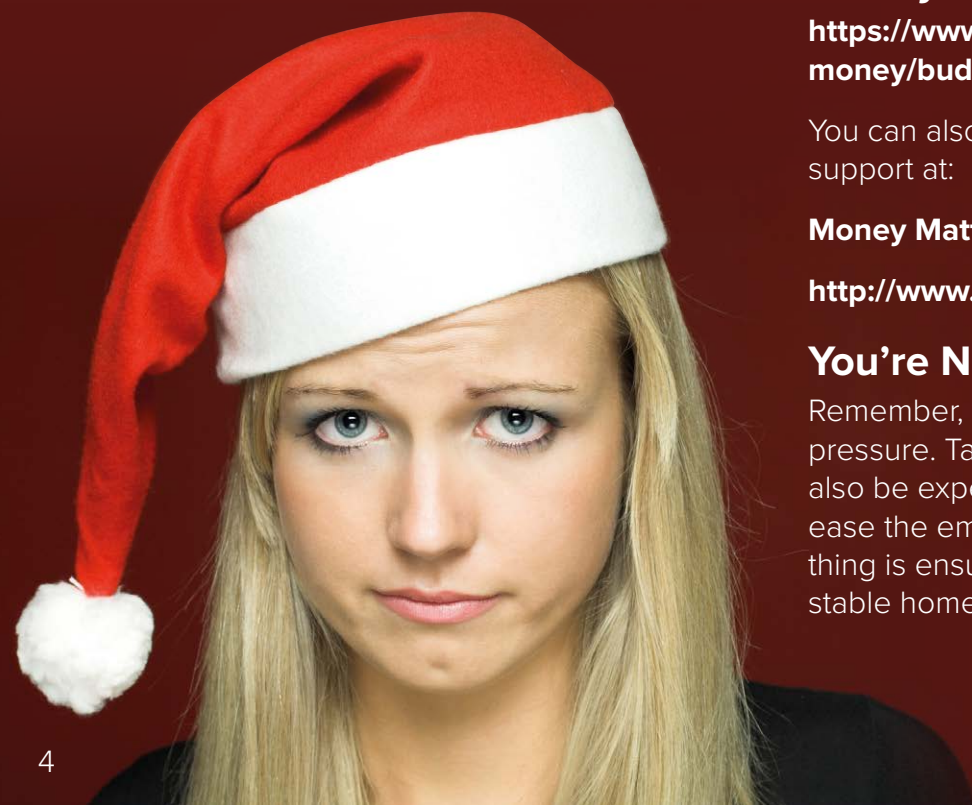
You can also find additional resources and support at:

Money Matters

<http://www.moneymattersweb.co.uk/>

You're Not Alone

Remember, you're not alone in feeling the pressure. Talking to family and friends—who may also be experiencing similar worries—can help ease the emotional burden. The most important thing is ensuring you remain in a secure and stable home environment.



Independent advice from GEMAP



GEMAP are an independent advice service dedicated to supporting you with expert guidance on welfare benefits and debt management. In today's challenging times, navigating through financial uncertainties can be overwhelming. That's where GEMAP steps in as your reliable service, committed to providing clarity and assistance.

Here's what GEMAP offers:

Welfare Benefits Advice:

Our experienced advisors are here to ensure you receive the benefits you're entitled to. Whether you're unsure about eligibility criteria, need help with applications, or have questions about changes in regulations, we've got you covered.

Debt Advice: Dealing with debt can be stressful, but you don't have to face it alone. GEMAP offers tailored debt management plans and practical strategies to help you regain control of your

finances. From budgeting tips to negotiating with creditors, we're here to support you every step of the way.

Why choose GEMAP

Independence: We are not affiliated with any government agency or financial institution, ensuring unbiased advice tailored to your needs.

Expertise: Our advisors are highly knowledgeable and dedicated professionals with a wealth of experience in welfare benefits and debt management.

Confidentiality: Your privacy is our top priority. You can trust us to handle your information with the utmost confidentiality and discretion.

Empowerment: Our goal is not just to provide solutions but to empower you with the knowledge and tools to make informed decisions about your financial future.

Ready to take the first step towards financial peace of mind? Contact your housing officer who will refer you to GEMAP to schedule a consultation with one of our friendly advisors.

Remember, help is just a phone call away!



Get Involved in Shaping Your Community!



Are you a tenant who wants to make a real difference in your neighbourhood? We're looking for passionate and proactive residents to join our **Estate Management Group** and **Policy Review Group**.

Estate Management

This focuses on the day-to-day issues that matter most to tenants — from communal repairs and grounds maintenance to safety and cleanliness. As a member, you'll:

- Help identify and prioritise estate improvements
- Work with housing staff to monitor service standards
- Represent the views of your neighbours
- Take part in estate walkabouts and inspections

Policy Review

This plays a vital role in shaping the policies that affect all tenants. You'll:

- Review and provide feedback on housing policies and procedures
- Ensure tenant voices are heard in decision-making
- Help make policies clearer, fairer, and more accessible

Why Get Involved?

- **Make a difference** in your community
- **Build new skills** and gain valuable experience
- **Meet new people** and work collaboratively
- **Have your say** on the services that affect your home and neighbourhood

Who Can Join?

Any tenant who wants to contribute positively to their community. No prior experience is needed — just your time, ideas, and enthusiasm!

How to Apply

If you're interested in joining either group (or both!), please contact us at:

✉ info@reidvale.org.uk

☎ 0141 554 2406

🌐 www.reidvale.org.uk

Let's work together to make our estates better places to live — **your voice matters!**



YOUR DOG YOUR MESS?

BAG IT! BIN IT!

Dispose of your dog mess or you could be fined £80.

www.glasgow.gov.uk/dogfouling

DOG FOULING

We would like to encourage you to support Reidvale HA by reporting information about irresponsible dog owners. The information required is:

1. Name of dog owner, if known;
2. Address of dog owner, if known;
3. Time and location of offence, and
4. Description of owner and dog

You can report this by using the **MyGlasgow** app or via: <https://www.glasgow.gov.uk/dogfouling>

Dolly Parton Imagination Library – 30 Year Anniversary!



Reidvale Housing Association has registered as a “Local Champion” with the Dolly Parton Imagination Library and will work with the Imagination Library to deliver a book to every child in our area, every month, from birth until their 5th birthday.

In 1995, Dolly Parton launched her Imagination Library, for children in her home county in East Tennessee, USA. Dolly's vision was to foster a love of reading among preschool children and their families by providing them with the gift of a specially selected book each month. She knew that books excite children, and they feel the magic that books can create. She wanted to make sure that every child would have books, regardless of their family's income.

Dolly was inspired to set up her Imagination Library as a tribute to her father, a hardworking

man who was unable to read or write. Dolly wanted to guarantee access to books to inspire a lifelong love of reading and help children to reach their full potential.

In 2000, Dolly made the program available to any community willing to partner with her and to support it locally. In the 30 years since it was launched the Imagination Library has gone from just a few dozen books to registering more than 3 million children worldwide and distributing more than 284 million books!

Independent reports show that the Imagination Library helps young children to develop their reading skills before going to school.

The cost of providing books to our young residents will be met by the Association and the Imagination Library. There will be no cost to the child's family.

To register your child/children or if you have any queries just now you can email **info@reidvale.org.uk**.

Every book is personally addressed to each individual child. How cool is that?! A child enrolled at birth will build their own library of 60 books!

“When I was growing up in the hills of East Tennessee, I knew my dreams would come true. I know there are children in your community with their own dreams. They dream of becoming a doctor or an inventor or a minister. Who knows, maybe there is a little girl whose dream is to be a writer and singer.

The seeds of these dreams are often found in books and the seeds you help plant in your community can grow across the world.”

Dolly Parton

Exciting News for

The Vale Café and Reidvale Neighbourhood Centre

The **Halliday Foundation** are delighted to invite everyone in to celebrate the reopening of our much loved Reidvale Neighbourhood Centre. The newly refreshed **Vale Café** will also be opening serving delicious, affordable meals — the perfect place to relax, catch up with friends or meet new faces.

But that's not all the **Reidvale Neighbourhood Centre** will now be home to a fantastic range of activities and support services for everyone in our community. Whether you're looking for social connection, practical help, or ways to improve your wellbeing, there's something for everyone.



What's On Offer



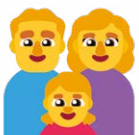
Youth Services

- **Youth Support Sessions** – Safe, structured spaces where young people can take part in activities that build confidence and reduce isolation. With Scottish Sports Futures we are engaging with young people who are not engaging or attending in school.
- **Youth Club** – A regular social club with games, music, food, and themed events in a fun, safe setting.



Advice, Drop-In & Wellbeing

- **Drop-In Support** – Friendly, informal advice and a listening ear.
- **Wellbeing & Mental Health Groups** – Peer support, coping strategies, and self-management tools for emotional and physical health.



Community & Family Support

- **All Abilities Club, Family Sessions, Baby & Toddler Groups, Sensory Play, and Play Scheme.**
- **Afternoon Teas, Over 50s Clubs, Men's Groups, Movie and Munchie Nights and Bingo Mornings** — great ways to connect and enjoy time together.
- **Community Meals** — to bring everyone together



Food Support

- **The Vale Café** – Healthy, affordable meals with a “pay it forward” option.
- **Food Provision** – Emergency food parcels and surplus food distribution for those in need.

Our Community!

are officially opening on Monday 10th November



Health & Fitness

- **Yoga, Dance, and Fitness Classes** and **Health Groups** to support active lifestyles and wellbeing.
- **Sing to Breathe** – Singing therapy for improved lung health.



Learning & Inclusion

- **Digital Inclusion Support, Community Learning Courses,** and **Employability Help** to build confidence and new skills.



Practical Support

- **Houses2Homes** – Helping people turn their house into a comfortable home.



Join Us

Everyone is welcome — come along on **Monday 10th November** to explore the new centre, meet the team, and find out how you can get involved.

Let's make **Reidvale Neighbourhood Centre** and **The Vale Café** the heart of our community once again — a place for **connection, care, and opportunity**.

REIDVALE NEIGHBOURHOOD CENTRE SURVEY

**WIN
AN AIR
FRYER!**

The Halliday Foundation are seeking the views of local residents and centre users for the Reidvale Neighbourhood Centre. It is important that the centre will be a vibrant, attractive resource that is fit for purpose and meets the needs of the local community.

Please use this QR code to take part in the survey. You can also complete the paper copy of the survey which is enclosed with this newsletter and return it to the office at 13 Whitevale Street. The information provided

in the survey will determine what is practical, feasible and deliverable and will help shape the future development of the centre.

Everybody who takes part in this survey will be entered into a prize draw.

There will be 2 prizes of an Air Fryer.



Keep Reidvale HA Informed: Why Up-to-Date Household and Contact Details Matter

As a tenant, keeping Reidvale HA informed about your household and contact details is not just a courtesy—it's essential for maintaining a safe, responsive, and well-managed tenancy.

Why It's Important:

1. Emergency Contact

In case of emergencies—such as repairs, safety issues, or urgent updates—we need to reach you quickly. Having your current phone number and email address ensures you're not left out of important communications.

2. Household Changes

If someone moves in or out of your home, or if your household circumstances change (e.g., a new baby, a carer joining the household), we need to know. This helps ensure your tenancy agreement remains accurate and that your housing needs are properly supported.

3. Access to Services and Support

Additional services, such as welfare support, community events, or maintenance scheduling. Keeping your contact details up to date means you won't miss out on these opportunities.

4. Legal and Safety Compliance

Accurate household information helps us comply with legal responsibilities, such as fire safety checks, occupancy limits, and safeguarding procedures.

What You Should Update

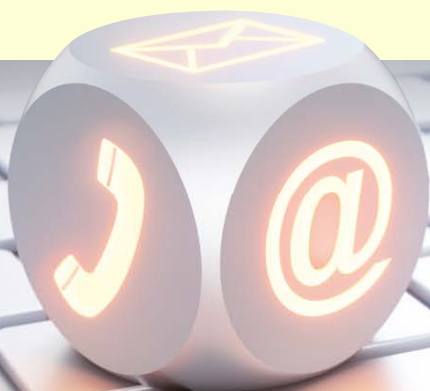
- Phone number(s)
- Email address
- Names of all household members
- Any changes in household composition
- Preferred method of contact

How to Update Your Details

- Email or phone contact with your housing officer
- In-person visits to the housing office
- If you're unsure how to update your details, contact us and we'll be happy to help.

Stay Connected, Stay Supported

Keeping us informed helps build a stronger, more responsive relationship. It ensures your home remains safe, your tenancy secure, and your needs understood. Take a few minutes today to check your details and make any necessary updates—it's a small step that makes a big difference.



EXCITING NEWS from Bellfield Street!

We're thrilled to share that repair works have officially begun on the two tenement blocks in Bellfield Street — marking a major milestone for the community and the Association!

Thanks to a generous £1.2 million grant from Glasgow City Council, we're able to carry out essential repairs that will not only preserve these historic buildings but breathe new life into them. After exploring a range of options, we're delighted to confirm that the blocks will remain standing — stronger and more beautiful than ever.

This project kicks off our ambitious stonework programme, which will see vital repairs carried out across our properties. It's a long-term investment in the future of our buildings and the heritage they represent.

Tenement blocks are a cherished part of Glasgow's architectural identity, and we're proud to play a role in safeguarding that legacy for generations to come.

Stay tuned for updates as the transformation unfolds!

EXPLORING FUTURE OPTIONS FOR FACTORED OWNERS

Reidvale Housing Association is planning a major programme of external stonework repairs to protect and preserve our historic tenement buildings. We are proud of these properties and want to ensure they remain in good condition for generations to come.

We understand, however, that large-scale repairs can sometimes be a concern for homeowners. We will be carrying out full consultation with all owners in the new year before any decisions are made.

In the meantime, we wanted to make owners aware of a potential opportunity that may be of interest. Through Glasgow City Council's

Strategic Acquisition Programme, funding is available for housing associations like ours to purchase properties within existing blocks. In some cases, this could include the possibility of the current owner remaining in their home as a tenant, paying rent at affordable levels.

There is no commitment at this stage. We are simply inviting owners who might like to find out more to get in touch ahead of the consultation period.

If you would like an informal chat about what this could mean for you, please contact Jamie Mallan at **0141 554 2406** or **factoring@reidvale.org.uk**.



What is damp, mould and condensation?

Damp looks like a wet patch on a wall or ceiling and appears when condensation is left for a long time. Left untreated, damp can cause structural problems over a long period of time.

Mould looks like little black dots in the corners of the windows or anywhere water collects. Mould can be bad for your health, so it's important you take action if you spot signs of mould in your home.

Condensation is when moisture or water in the air collects on a cooler surface. Most people have

a little bit of condensation, like the droplets you see on your windows after a shower. While it's usually nothing to worry about, condensation can lead to damp and mould if left for too long.



How can you treat mould?

Mould can be removed by scrubbing with a mould specific cleaning product from your local store or Supermarket. Please don't use a vacuum cleaner, bleach or washing up liquid on mould – none of these measures will be effective. When removing mould you should wear protective gloves and a face mask. Once the mould's removed, it is a good idea to redecorate using a good quality anti-mould paint.



What can you do to prevent condensation?

If your windows are getting steamy or your window ledges are wet then there's too much moisture in the air. Here are some tips to help you prevent condensation and mould in your home:

1. When cooking, close your kitchen, door and cover pots and pans with a lid so any steam is contained. Where possible have the window open or extractor fan on so steam can escape.
2. When showering, close your bathroom door to contain any steam and have the window open or extractor fan on so steam can escape.
3. Drain the water from your sink or bath as soon as it's no longer needed. This denies the water time to evaporate which, in turn, moistens the air.
4. Dry your washing outside where possible, or in the bathroom with the door closed plus window open or extractor fan on so moisture can escape.
5. Open the door of any rooms in your home which aren't being heated – warm rooms are less likely to be affected by condensation.
6. Open your windows plus any wall and window vents so any moisture can escape.
7. Keep your heating on a 'low' setting all day, whenever the weather's cold – warm rooms are less likely to have condensation. It's recommended that you don't allow the temperature in your home to fall below 14°C.
8. Keep furniture away from walls, particularly external walls to allow air to circulate around them. Allow room in and around wardrobes and cupboards for circulation.
9. Regularly wipe down windows, windowsills and walls to prevent condensation build-up.
10. If using a tumble-dryer, make sure the room it's in is well ventilated to enable any moisture to escape. This can be achieved by ensuring windows are open or by using a dehumidifier. Any tumble drier vents should go outside (unless it's self-condensing).



Have you taken steps to reduce condensation, but are still having problems?

- Sometimes, damp and mould is due to an issue with your property. If you have tried our tips but it's not making a difference, please let us know. It could be that we need to visit your home and offer advice on the next steps. Call us on: **0141 554 2406** or Email: **info@reidvale.org.uk**
- We'll always ask what you've done to try and manage the issue yourself. This helps us to understand and better diagnose what is going on.
- Working out what's causing damp or mould in your home isn't always easy. Damp or mould can be due to a combination of factors and therefore we may need to arrange to come to your home to inspect the issue.
- The measures we can take to help you tackle the problem include washing down walls, repairing a leak, installing ventilation and providing dehumidifiers and/or temporary heaters. This may take several visits and inspections for us to diagnose and treat the issue.

Keeping Rats Away



Working together, Reidvale and our neighbouring communities can help prevent rats by taking steps such as keeping gardens and communal areas clean, ensuring bins are properly covered and emptied, and avoiding feeding birds in communal spaces. Additionally, reporting sightings of rats to the Glasgow City Council is crucial for addressing the issue.

Steps that you can take include:

1. Remove Food Sources:

Keep gardens and communal areas clean: Rats are attracted to food, so removing any potential food sources is key. This includes clearing any rubbish, leftover birdseed, or discarded food.

Secure bins: Ensure bins are properly covered, emptied regularly, and cleaned, particularly those containing food waste.

Avoid feeding birds in communal spaces: Birdseed attracts rats, so it's best to avoid feeding birds in shared areas.

Store food in sealed containers: Keep food in airtight containers, especially in kitchens and food preparation areas.

2. Remove Shelter:

Keep gardens free of clutter: Rats use clutter for nesting, so keeping gardens tidy and free of debris can help prevent infestations.

Ensure proper drainage: Standing water can attract rats, so ensure proper drainage in gardens and communal areas. If you see areas that aren't draining properly please contact our office and one of the team can investigate.

3. Seal Entry Points:

Check for gaps in walls and foundations: Rats can enter through small gaps, if you spot any issues, please let us know and we can investigate.

4. Reporting and Collaboration:

Report sightings to Glasgow City Council: If you see rats, report them to the Council so they investigate further.

Co-operate with pest control professionals: If a professional pest control service is needed, you may need to co-operate with them to ensure the most effective treatment, this could include where sightings took place.

Communicate with neighbours: Reidvale will work with Glasgow City Council in order to share information about rat prevention with neighbours to promote a community-wide effort.

By implementing these preventative measures and working together, communities in Glasgow can significantly reduce the risk of rat infestations.



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.

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 FREE helpline: **116 123**)

SAMH (Scottish Association for Mental Health) **www.samh.org.uk**

Telephone: **0141530 1000**

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 SCOTLAND

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

National Helpline: **03700508881**

NARCOTICS ANONYMOUS

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

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.

www.advice@opfs.org.uk

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



Can you find all the objects in the picture?



REIDVALE HOUSING ASSOCIATION USEFUL TELEPHONE NUMBERS

MAINTENANCE AND REPAIRS:
0141 554 2406 – OPTION 1
GENERAL ENQUIRIES:
OPTION 3
PAYMENTS: OPTION 2

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

EMAIL ENQUIRIES: info@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

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



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

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