



DECEMBER 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

*Merry Christmas and a  
Happy New Year from  
all Committee and Staff*

## Locked Out?

See page 5



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

**HOUSING ASSOCIATION**

**MAIN OFFICE**

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

**T: 0141 554 2406**

**E: [info@reidvale.org.uk](mailto:info@reidvale.org.uk)**

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

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**

# Office Closure Over Christmas Period

The office will close at 1 pm on Tuesday 23rd December 2025 and will remain closed until Monday 5<sup>th</sup> January 2025. During this period our normal 24-hour **emergency** repair service will operate.

## **EMERGENCY REPAIR SERVICE – TELEPHONE 0141 554 2406 and follow the instructions.**

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

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

**It should be noted that calls are being made to tradesmen who are not in the office but at home enjoying the holiday like everyone else. Only emergency repairs should be phoned to this number.**

Examples of emergency repairs are: no central heating/hot water, burst pipes, choked drains, w.c's not flushing/choked, loss of power, close lighting out, broken windows. This is by no means an exhaustive list. We do not wish to deter anyone from using the service in a genuine emergency but would point out that anyone abusing the emergency repairs service will be re-charged the cost of any resulting call out.

## **12 Days of Christmas Cheer**

*Will You Be One of the Lucky Twelve?*

**The holiday season is here, and the air is filled with joy, laughter, and the sparkle of Christmas lights! It's that special time of year when communities come together, and we're excited to share a little extra magic with our tenants.**

For the first **12 working days of Christmas**, we're making spirits bright by giving **12 lucky tenants** the chance to receive **festive vouchers**. These surprises are our way of saying thank you and spreading holiday cheer throughout our community.

On the morning of **Wednesday, 17th December**, our **Housing Management Team** will deliver these gifts in true Christmas style, bringing smiles, warmth, and a touch of festive sparkle along the way.

So, keep an eye out, you might be one of the lucky twelve!

**Wishing You a Merry Christmas and a Happy New Year!**

As we wrap up another year, we want to thank all our tenants for being part of our community. May your holidays be filled with joy, peace, and wonderful memories. Here's to a bright and hopeful year ahead!

# EMERGENCY PROCEDURES IN THE EVENT OF A GAS LEAK

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

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

5. Phone Scottish Gas Network on 0800 111 999.

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

## POWERCARD AND QUANTUM METER CARD USERS

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

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

## SMART METERS

Instructions to top up your smart meters are normally found directly from your energy provider, this could be via their website or if you have an "app" to access your account.

## PREVENTION OF BURST PIPES

**Should you be away from home during the Festive period there are some simple steps that you can take to avoid burst pipes.**

1. Keep your home as warm as possible even if you are out.
2. Ensure that taps are turned off properly, particularly at night.
3. Become familiar with your water supplies. Find out where your stopcock is located.

In the event that a pipe does burst in your flat:

1. Turn water off at stopcock.
2. If the flow of water cannot be stopped, turn on all cold taps to drain the system.
3. Phone the Association's emergency number.

If you intend going away, please advise the Association who holds spare keys and an emergency number where we can reach you or your representative.

# LOST YOUR KEYS? LOCKED OUT?



Please do not force entry to your home. This will result in you having to pay a substantial bill. Phone the emergency number, there will be a call out charge, but this will be considerably less than the cost of a new door.

## HAVE YOU CHANGED YOUR TELEPHONE NUMBER AND NOT NOTIFIED THE ASSOCIATION?

You may not realise the importance of the Association holding current, up to date, phone numbers and any emergency contacts for you.

Have you thought about how we might contact you if there was for instance, a burst within your flat, possibly affecting your own flat, and those of your downstairs neighbour? Might your belongings and those of others be damaged more than necessary because we are unable to access your flat as we have no contact numbers for you and have to leave the repair until you return to your flat?

It is in your own best interest that we have contact details for yourself, any keyholder or anyone who is authorised by you to act on your behalf. We would also suggest that, where possible, someone holds a spare set of keys for you should you either lose your keys or to allow access to your flat should there be an emergency and you are unable to be contacted by the Association.

People often forget when they change their phone numbers to

DOES ANYONE LOCALLY HOLD A SPARE SET OF KEYS ON YOUR BEHALF IN CASE OF EMERGENCY?

notify the Association and are surprised to find when an emergency occurs that it is the old phone number we have on record. Please include us in your list of contacts to advise of your current numbers, and should you be among those tenants whose phones do not accept incoming calls advise us of an alternative number for you.

## And another way to contact Reidvale

Email is increasingly used too and can be more convenient for you to contact us on [info@reidvale.org.uk](mailto:info@reidvale.org.uk). Please ensure you let us know your correct email address too.

## Changing Your Kitchen or Bathroom Suite? Renewing Doors, Floors or any permanent Fixtures?

Please remember that you must contact the Association for permission prior to undertaking any type of upgrading works. All works must be approved in writing by the Association and costs and plans of the proposed work should also be submitted.

If you would like to discuss what you would like to do, please get in touch, again prior to any work starting.



# Update for Factored Owners: Improvements to Your Factoring Service

Reidvale Housing Association has recently carried out a full review of our factoring service. The aim of this work was to make the service clearer, more transparent and better managed for all owners. The review has identified a number of areas where improvements will be made, and we want to update you on what will happen next.

## Why we carried out the review

The independent review highlighted several areas where the service can be strengthened, including:

- Outdated Written Statements of Services, with many owners not having an up to date agreement in place,
- Delays in issuing invoices due to manual systems,

- Some Factored Owners not being charged for the services they receive,

Making improvements in these areas will help ensure the service is fair, transparent and delivered in line with legal requirements and good practice.

## What we are doing now

We are now taking forward a programme of changes to strengthen the way we deliver factoring.

### 1. New Written Statements of Services

Early in the new year we will write to every factored owner with a new Written Statement of Services. This will clearly explain:

- What factoring services we provide,
- How costs are shared,
- How fees are set,
- How to contact us for information or support.

### 2. Updating your contact details

We will include a form asking owners to update their contact information. Having accurate details helps us keep you informed about repairs, costs and decisions affecting your building.

### 3. Faster and clearer billing

A new system is being introduced to reduce manual processes and allow invoices to be issued more promptly. Once this is in place, we will also revisit whether more frequent billing (for example quarterly) is possible.

## What this means for you

These changes are designed to give factored owners:

- Clearer information about your building,
- Fairer and more transparent cost sharing,
- Quicker and more accurate billing,
- Improved communication,
- Greater confidence that your building is being managed properly.

We will be in touch in February with your new Written Statement of Services, a contact details update form and information on the improvements being introduced.

Thank you for your support as we strengthen and modernise the service. Our goal is to provide a factoring service that is transparent, fair and focused on the needs of all owners.

# Help Shape Our Community Investment Strategy



**We are beginning a major programme of investment in our homes and neighbourhoods over the next decade. This includes improvements to kitchens and bathrooms, stonework repairs to our historic tenements and upgrades to shared backcourts, paths and lighting.**

To make sure the work reflects what matters most to you, we will be holding Community Investment Strategy meetings early in the new year. These meetings will give you the chance to hear more about the plans, ask questions and help shape the new Reidvale Property and Place Standards that will guide investment across every street and block.

Because tenants and homeowners are affected in different ways, we will hold two dedicated sessions.

## For tenants

We will talk through what the investment programme means for your home, when improvements are likely to take place and how we will keep you updated throughout the process.

## For homeowners

We will outline the planned common works, how costs are shared, the support available through Glasgow City Council's Scheme of Assistance and how your feedback will influence the programme for your block and Place.

## Shape the Strategy Your Way

There are several ways you can influence how the Community Investment Strategy is delivered.

- Come along to meetings and tell us directly what matters most for your home, close or street.
- Over the next year we will be supporting the development of a tenants group as a way to help shape the long-term standards, priorities and pace of investment in your area. This will then be an opportunity to give us your views.

## Look out for your invitation

Full details of the dates, times and venues for the meetings will be sent to you in the new year. We hope you will join us, share your ideas and play your part in shaping the next chapter for Reidvale.

# Festive safety



## ADVICE AND GUIDANCE FOR STAYING SAFE AT HOME THIS FESTIVE SEASON.

### Staying safe

Over the festive and New Year period we decorate our homes, host family gatherings and catch up with friends. But year on year, we also see an increase in deaths and injuries resulting from fires in the home.

While decorations and Christmas trees are potential fire hazards, more fires start in the kitchen than any other room in the house.

After a night out at a Christmas party or meeting up for drinks with friends, don't try to cook when you get home. Buy food on the way home instead. If you do want to make something when you get home, then it's best to prepare cold food. A sandwich could save your life!

If you're tired, have been drinking, or taking drugs, you will be less alert to the signs of fire. You are more likely to fall asleep and you are less likely to wake up if a fire does start. They can also heighten feelings of disorientation, making an escape more difficult. More so if you don't have working smoke and heat alarms in your home.

### Christmas dinner

Cooking is the biggest cause of house fires in Scotland. Considering how elaborate some Christmas meals can be, even a short distraction can easily cause a fire to start.

1. Never leave cooking unattended, especially when using stovetops, ovens, or grills.
2. Stay attentive to your cooking and avoid holiday distractions.
3. Keep decorations and other fire risks away from open flames or heat sources.

### Candles

Candles and tea-lights help decorate a home or give the place a more festive feel. However, candles do pose a significant fire risk.

Around the holidays, there are usually a lot more

objects in our homes that can catch fire.

Keep candles away from Christmas trees, wrapped presents, decorations, and other flammable objects.

Never leave a candle unattended.

Consider using flameless LED candles as a safer alternative to traditional candles.

### Fairy lights

Every year SFRS attends domestic house fires that are caused by fairy lights. While many are used on Christmas trees, they are also being wrapped around stair railings and draped across walls. Wherever you are using them, remember to use them safely.

Always buy from a reputable supplier.

1. Check fairy lights are in good working order and replace any bulbs that have blown.
2. Unplug fairy lights and other electrical decorations when you leave the house or go to bed.
3. Bulbs can get very hot. Don't let them touch materials that can scorch or burn easily such as paper or fabrics.
4. Make sure the fuse in the plug is the correct rating.
5. Use a multi-socket adaptor with a fuse and surge protection when plugging multiple appliances into an electrical socket.

### Decorations

So when you're decking the halls make sure you follow our simple advice and stay safe.

1. Light tissue paper or cardboard decorations can burn easily.
2. Don't attach decorations to lights, heaters or place near candles.
3. Don't put decorations immediately above or around the fireplace.

# Charitable Donation



**Martin Sloan, Head of Asset Management and Lindsay Gibb, Asset Compliance Officer recently attended The Social Housing Safety Network Scotland Annual Conference at Hampden Park. During the two day event they heard from a number of speakers and specialists with a focus on tenant and resident safety. Lots of good practice was shared which they will look use to benefit our tenants at Reidvale.**

At the end of the event, six nominated charities were randomly selected, each receiving £200. Along with Katy McGregor from Calvay Housing Association we were delighted that our nominee of The Halliday Foundation was one of the recipients.



Pictured L-R: Martin Sloan, Katy McGregor, Acting Senior Maintenance Officer, Calvay Housing Association, Lindsay Gibb and Vicki Cutler, Director, The Social Housing Safety Network Scotland.



## Annual gas servicing

**As you are aware, we have a responsibility as your landlord to carry out an annual service to your home if you have gas central heating. It is really important we do this to ensure your heating is safe to use, but also pick up any possible repairs that could mean your heating stops working properly.**

We would appreciate your help in providing access to your home, if you have any specific issues or questions please contact us at the office and we can hopefully answer them.



## Electrical testing to your home

**We need to carry out an electrical test to your home every five years, this covers the fixed wiring to the electrics and not your own appliances such as televisions and washing machines. By carrying out these tests we can identify any issues in your home and minimise any problems that might stop appliances working.**

When our contractors or our own staff contact you with a test date we would appreciate your help in providing access. If you have any specific issues or questions please contact us at the office and we can hopefully answer them.

# Reasons to choose Thistle Home Contents Insurance Scheme this winter



- ★ Covers loss or damage to your contents caused by specific events such as theft, water damage, fire and many more household incidents.
- ★ We will pay up to £500 for loss of or damage to food in a fridge and freezer, but we do not cover damage caused if the electricity supplier deliberately cuts off the supply to your home.
- ★ Covers theft or attempted theft of contents from, outbuildings and garages that form part of your home, up to £3000.
- ★ Up to £500 is covered for replacement and installation of locks for outside windows and alarms, if keys are lost or stolen.
- ★ Accidental damage to TV's, videos, and home entertainment equipment, but not anything designed to be portable. A £50 excess may apply.
- ★ Over the festive period, other religious festivals, weddings or civil partnerships, the Thistle insurance automatically increases the contents sum insured by £1,500 or 15% (whichever is the greater), for one month before and one month after the special occasion. Example: for Christmas Day 2025, the increase applies 25 Nov 2025 to 25 Jan 2026.

These are some of the features, limits and exclusions that apply, other terms, conditions, limits and exclusions apply. For full details please refer to the Insurance Product Information Document (IPID) and Policy wording, which is available by contacting Thistle on the details shown below.

To apply for cover today, call Thistle Tenant Risks on:

**0345 450 7286**

(Monday - Friday 9:00am - 5:00pm)

email: [tenantscontents@thistleinsurance.co.uk](mailto:tenantscontents@thistleinsurance.co.uk) or visit [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)

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# CHRISTMAS FUN PAGE



## COLOUR ME IN!



# 2026 CALENDAR

< JANUARY >

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
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< FEBRUARY >

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< MARCH >

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< MAY >

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< JUNE >

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29	30					

## REIDVALE HOUSING ASSOCIATION USEFUL TELEPHONE NUMBERS

**0141 554 2406**

MAINTENANCE AND  
REPAIRS: OPTION 1  
PAYMENTS: OPTION 2  
GENERAL ENQUIRIES:  
OPTION 3

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](mailto: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**



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

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