



Summer 2020

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

REIDVALENEWS

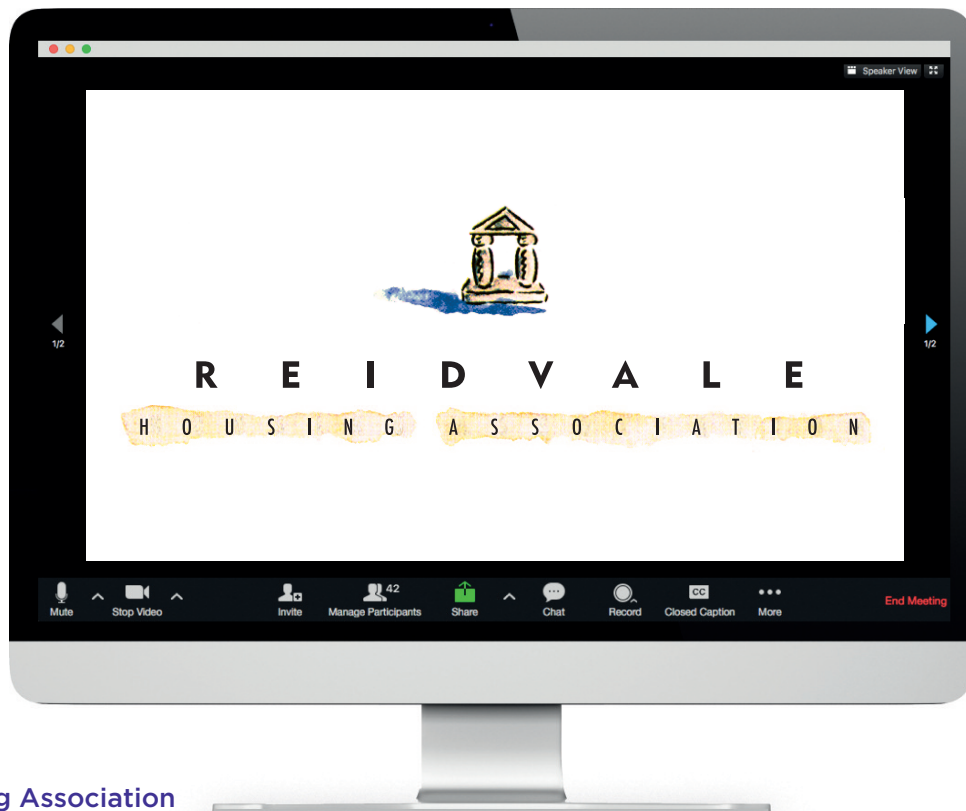
The Newsletter of Reidvale Housing Association

Annual General Meeting

**Monday 14th September 2020
at 7pm**

This year's meeting will be **online** via Zoom
You should already have details on how you can
take part via Zoom, if you are a member, but
if you are unsure please contact the office ASAP

Please see further details on page 3



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

Main Office

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Opening Hours

Monday to Thursday: 9am-5pm

Friday: 9am-4pm

ANNUAL GENERAL MEETING

The Association's **45th Annual General Meeting** will take place on Monday 14th September 2020.

This year due to the pandemic it will be very different from any other year. Members will have received details of the meeting and how to take part by Zoom, or if you are unable to take part, how to send us your Proxy.

Unfortunately only members can attend. We will be doing the formal business, accepting the Chairperson's report, electing the Management Committee and appointing the auditors.

We will miss having the children from the local schools come along to tell us what they did with the £500 they were given and hopefully when the schools are able to we will hear from them and we can let you know in the next newsletter.

We will send the schools another £500 to spend in the year 2020/21 and hopefully they can come along next year and let us all know how they spent it.

Any requests for further education grants will be dealt with in order that no one misses out. Another thing I am sure we will all miss is the delicious cakes and scones that the Chef at Reidvale Café always provides for the meeting.

WE HOPE YOU WILL MAKE EVERY EFFORT TO ATTEND OR SEND YOUR PROXY AND LOOK FORWARD TO HEARING FROM YOU.

MANAGEMENT COMMITTEE MEMBERS

The Housing Association is managed by a Committee of local people. This has been the case for over 45 years and many people have served over these years. The Committee is made up of people just like you.

We have several vacancies on our Management Committee and we are looking to fill these. We are looking for anyone who has skills in Business; Legal; Finance; I.T. and Housing Management. We are also interested in people who have a real interest in the work of the Association. We will make sure you have all the guidance, support and training to help you fulfill your role as a Committee Member.

You can serve on the Committee if you are aged 18 or over and are a shareholder (that means you have purchased a £1 share). If you are interested and want to find out more please phone **07896 791 879** and make arrangements to speak in the first instance to our Chairperson, Helen Moore or our Director, Jim McAlpine.



STAFF NEWS

We are looking forward to welcoming Lucy back to work in September as she returns from her year's maternity leave.

Lucy Reid
(Assistant Maintenance Officer)



AGM

COMMUNITYUPDATE

We hope that this newsletter finds you and your family safe and well during these challenging times. We are continually monitoring the advice from the Scottish Government and are meeting regularly to ensure that our business continuity measures enable us to maximise our efforts to support residents remotely.

The Association's offices remain closed to the public with our staff continuing to work from home in line with Government guidance. We are supporting residents remotely and we will continue to respond to all enquiries from residents via the phone, text, email or even video call. We are in constant touch with various support groups and agencies who are providing a wide range of services under very difficult circumstances. Please do not hesitate to contact us if you require any form of assistance or advice. Similarly, if you are aware of a vulnerable neighbour who you are concerned about please contact us to discuss in confidence.

We have experienced some difficulty in contacting some residents with the contact details held on file. Please let us know if you have changed your home/mobile telephone number and/or email address.

We are pleased to report that allocations have resumed with three properties being allocated in July with appropriate screening questions, social distancing and PPE measures in place. We would, however, apologise for the unavoidable delay in issuing your Tenant Reward cheques this year and would assure everyone that we will process these as soon as possible. We would like to thank everyone for their patience and understanding of the difficulties caused by the pandemic.

The Association has employed an independent health and safety consultant to carry out a comprehensive risk assessment of our offices in order to ensure the safety of staff and visitors to our offices when staff are eventually able to commence a phased return to work from 13 Whitevale Street. It is likely that when the office eventually reopens to members of the public under Phase 4 of the Government's Guidance this will be done on an appointment only basis initially. We will keep residents informed of our progress in reopening the office.

As the Government has been gradually easing lockdown restrictions we are now seeing a steady return to work by our contractors which is allowing us to carry out more repairs. When you report a repair we will ask you a few screening questions relating to Covid-19. We would ask that you answer these honestly in order to protect the health and wellbeing of everyone concerned.



You will be aware that our stair-cleaning contractor has returned to work, providing an enhanced service by disinfecting all common touch points and handrails within your property. The landscape contractor has also now returned to full service and is working their way through all areas bringing everything up to the required standard, although it may take a little more time to address the areas badly affected by weeds. Our painting contractor, Bell Decorating Group, will also be returning to start the external close painting from 10th August. We would stress that all contractors will wear appropriate PPE and adhere to all Government guidance.

We will also introduce major repair work such as fitting kitchens and bathrooms when it becomes safe to do so. It is still a legal requirement that we carry out annual gas safety inspections and service your boiler. We would therefore ask for your co-operation in ensuring that this essential safety work continues to get done in the interests of all residents. If you have a diagnosis of Covid-19 or are self isolating we would ask that you contact us as soon as possible and we will rearrange your service date.

If you reported a non-emergency repair earlier in lockdown that we were unable to address we will be contacting you in the next few weeks to arrange a suitable appointment to complete the repair work.

COMMUNITYUPDATE

GOVERNANCE IMPROVEMENT PROJECT

The Association recognises the importance of being able to demonstrate compliance with all aspects of Regulatory Standards and is committed to working within a robust and fully compliant governance framework.

The Association had been liaising with the Scottish Housing Regulator regarding our planned governance improvement project at the turn of the year and had intended to continue to work with independent consultants, Indigo House Group. However, with the impact of the coronavirus pandemic the Scottish Housing Regulator has recognised that all efforts should be concentrated on trying to provide the widest range of services to our residents as best we can in these challenging times.

We hope to recommence this important work when circumstances allow. As always, should you have any queries please do not hesitate to contact the office and we will be happy to discuss matters with you.

MAKING PAYMENT TO YOUR RENT, RECHARGEABLE REPAIR ACCOUNT OR FACTORING ACCOUNT

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

- **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** and selecting 'Make a Payment'.
- By telephone – call **0844 557 8321**, 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** for more information.
- **Text Messaging** – Use your Allpay Card and Debit Card to register at **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 contact us and one of our staff will be able to assist you.



HOUSING MANAGEMENT

ALLOCATIONS OVERVIEW

Demand for our houses continues to far exceed the number of available lets. At 31st March 2020 the Association had 293 applicants on its external housing list from people seeking to be rehoused within Reidvale. It took us an average of 15 days to process an application for housing, from the date of receipt to the date the applicant was admitted onto the appropriate waiting list. This timescale is slightly over the Association's processing target of 14 calendar days.

ALLOCATIONS MADE DURING 2019/20

Over the past year the Association allocated a total of 52 properties. The table below shows the age profile of our new tenants and from what list they were housed.



Age	Source of Allocation					
	Waiting List	Transfer List	Retirement Housing	Homeless Referrals	External Referrals	TOTAL
16-20	1	0	0	0	1	2
21-24	4	1	0	1	1	7
25-29	2	0	0	0	0	2
30-39	9	0	0	3	0	12
40-49	5	0	0	1	0	6
50-59	5	3	0	3	0	11
60+	3	4	3	2	0	12
TOTAL	29	8	3	10	2	52



ECONOMIC STATUS

The **economic status** of our 52 new tenants was as follows:

Status	Number	%
Working	23	44
Unemployed	17	33
Long Term Sick	6	11.5
Retired	6	11.5
TOTAL	52	100

TRANSFER LIST

There were a total of 67 tenants on the Association's **Transfer List** as at 31st March 2020 seeking a move to a different property within the area. The breakdown of the **Transfer List** is as follows:

Size/Type of Flat	No. of Tenants on List
2 Apartment	27
3 Apartment	9
4 Apartment	15
5 Apartment	2
Retirement Housing	14
TOTAL	67

If your current home is no longer suitable for your needs, for example, you might be struggling to manage the stairs or require an additional bedroom following the birth of your child, then please contact your Housing Assistant at the office for a **Transfer Application Form**.

HOUSINGMANAGEMENT

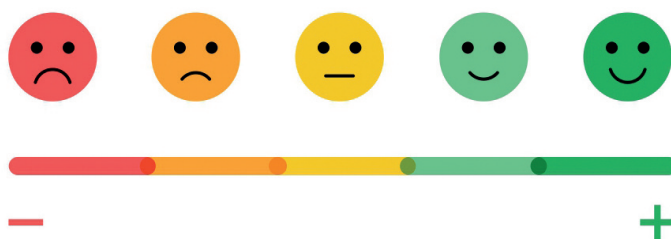
TENANT SATISFACTION SURVEY

The Association carries out a comprehensive Resident Survey every three years, conducted by an independent company, in order to gauge the satisfaction levels of residents with all aspects of our service provision. By doing so, we are able to know what areas we are doing well in but most importantly where we need to try and make improvements.

We carried out the surveys in November 2019 – one for tenants and one for owners. Overall the results of the survey were very good and compare well with our peers. We noticed, however, that less of you were happy with our contribution to the management of your neighbourhood, down from 88% in 2016 to 80%. We have analysed this figure and noted that a lot of the dissatisfaction was caused by external factors such as antisocial behaviour, drug related issues and rough sleepers. We have been liaising with the relevant agencies to try and obtain a noticeable improvement in services for our residents. There were also some initial performance issues with our new staircleaning and ground maintenance contractors, which we have worked hard on with the contractors to resolve for the benefit of all residents.

We have taken on board the comments you have made in each section and where some of you were unhappy we will continue to try to deal with these issues.

The tables below provide a summary of the main results from the survey. A full copy of the survey is available on the Association's website www.reidvale.org.uk within the news section.



TENANTS

Criteria	Very Satisfied	Fairly Satisfied	Dissatisfied/ Neither or	% Overall Satisfied
Overall service from landlord	82%	13%	5%	95%
Keeping tenants informed	90%	82%	2%	98%
Opportunities to participate in decision making process	91%	7%	2%	98%
Quality of your home	69%	18%	13%	87%
Repairs carried out in last 12 months	79%	12%	9%	91%
Satisfaction with management of neighbourhood	58%	22%	20%	80%
Rent is value for money	71%	26%	3%	97%

OWNERS

Criteria	Very Satisfied	Fairly Satisfied	Dissatisfied/ Neither or	% Overall Satisfied
Satisfaction with Association as Factor	68%	20%	12%	88%
Satisfaction with Common Repairs service	73%	12%	15%	85%
Factoring fee value for money	46%	35%	19%	81%

MAINTENANCE

EXTERNAL PAINTING CONTRACT 2020/21

As part of the Associations Cyclical Maintenance Programme we carry out external painter work to each close every five years. The work includes painting closes, windows, doors, fencing, clothes poles etc. This year the following closes will be painted.

Duke Street

338, 342, 348, 354, 366, 372, 332, 326, 320, 314, 300, 388, 394, 414, 406, 440, 448, 454, 466, 474, 482, 492 and 502

Sword Street

151, 161, 108, 114, 120, 126, 132, 138, 144, 150, 156, 162, 168 and 176

7 Annbank Street

To ensure resident participation in the project the contractor will issue a colour choice notice to all residents to either stay with the current close colours or to change the colour. The choice of colour will be decided by the majority decision.

If you have any questions regarding the contract, please get in touch.



PEST CONTROL

Unfortunately, during the current coronavirus pandemic a number of tenants have unfortunately experienced vermin within their property and rear court areas. Due to the amount of calls regarding vermin Glasgow City Council have only been responding to calls relating to rats.

Should you be experiencing an issue with rats please continue to call **Glasgow City Council Pest Control** for assistance on **0141 287 1059**. If you are experiencing an issue with mice within your property please contact our maintenance team on **07392 092 966** until Council services return to normal and we will instruct an alternative contractor to attend.



PLANNED MAINTENANCE PROGRAM 2020/21

To enable us to carry out our planned maintenance programme this year we have set aside over £750,000 – the works being carried out will include the following works:

- Smoke detector, carbon monoxide detectors and heat alarm installations and upgrades
- Heating renewal
- Kitchen renewal
- Bathroom renewal
- Building fabric repairs
- Door entry upgrades
- Energy efficiency upgrades
- Upgrading communal extract fans
- Renewal of close floorcovering

This work was due to start in April but will only commence when it is deemed safe to do so, in line with the Government Coronavirus advice and legislation. We will be contacting tenants who will be part of these works with more details as soon as possible.

Contractors will be appointed following a competitive tender process to carry out this work, they will be selected on price and quality to ensure value for money and an excellent standard of workmanship.

MAINTENANCE

RIGHT TO REPAIR

HOUSING (SCOTLAND) ACT 2001

What is the Right to Repair?

From 30 September 2002, under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the **Right to Repair** scheme.

The **Right to Repair** scheme applies to all tenants of local authorities, housing associations (including tenants who are members of fully mutual co-operative housing associations), and water and sewerage authorities.



What repairs come under the Right to Repair Scheme?

The scheme covers certain repairs up to the value of £350. These repairs are known as 'qualifying' repairs. They include:

- unsafe power or lighting sockets or electrical fittings;
- loss or part loss of electric power;
- loss or part loss of gas supply;
- a blocked flue to an open fire or boiler;
- external windows, doors or locks which are not secure;
- loss or part loss of space or water heating if no alternative heating is available;
- toilets which do not flush (if there is no other toilet in the house);
- blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house);
- a blocked sink, bath or basin;
- loss or part loss of water supply;
- significant leaking or flooding from a water or heating pipe, tank or cistern;
- unsafe rotten timber flooring or stair treads;
- unsafe access to a path or step;
- loose or detached bannisters or handrails; and
- a broken mechanical extractor fan in a kitchen or bathroom which has no external window or door

Your landlord will be able to tell you if a repair you need is included in the scheme

They will also let you know:

- the maximum time the repair must be done in;
- and how they deal with repairs that are not covered by the scheme.

What happens when I report a repair?

When you report a repair, your landlord will let you know whether it is their responsibility and whether it is a qualifying repair under the **Right to Repair** scheme. Your landlord may need to inspect your home to find out whether the repair is a qualifying repair or not.

If the repair does qualify under the scheme, your landlord will:

- tell you the maximum time allowed to carry out the repair;
- tell you the last day of that period;
- explain your rights under the **Right to Repair** scheme;
- give you the name, address and phone number of their usual contractor and at least one other contractor from a list; and
- make arrangements with you to get into your home to carry out the repair.

What happens if the work is not done on time?

If your landlord's usual contractor does not start the qualifying repair within the time limit set, you can tell another contractor from the landlord's list to carry out the repair. You cannot use a contractor who is not on your landlord's list. The other contractor will then tell your landlord that you have asked them to carry out the repair. The landlord will then pay you £15 compensation for the inconvenience. If your landlord's main contractor has started but not completed the repair within the maximum time, you will also be entitled to £15 compensation.

MAINTENANCE

RIGHT TO REPAIR (*contd*)

HOUSING (SCOTLAND) ACT 2001

How long does the other contractor have to complete the repair?

The other contractor has the same length of time to carry out the repair as the landlord's main contractor. If they do not carry out the repair within the time limit set, you will be entitled to another £3 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100 for any one repair.

What if there is no other contractor available?

In this case, your landlord's main contractor will carry out the repair but you will still be entitled to the £15 compensation payment.

What happens if I am out when the contractor calls to carry out the inspection or repair?

If the contractor cannot get into your home at the time you have agreed with your landlord, your right to repair will be cancelled. You will then have to re-apply and start the process again.



Who pays for the repair?

The landlord pays for the repair. If you have told another contractor to carry out the repair, the contractor should send the bill direct to the landlord.

We would remind you Reidvale Housing Association (RHA) secured the services of **GEMAP** for residents of RHA. **GEMAP** now offer their services to residents of Reidvale Housing Association every Monday.

Coping with money and financial issues can be bewildering and complicated . . . or at least it seems that way.

GEMAP can help you with the following:

- Fighting Sanctions
- Claiming Personal Independence Payments
- The Scottish Welfare Fund
- Tax Credits
- Housing Benefit
- Council Tax Reduction
- Universal credit
- Living with debt
- Manage money
- Debt Management Plan
- Bankruptcy (sequestration)
- Minimum Assets Process
- Temporary Payment Plans



- Write offs
- Negotiated settlements
- Debt Arrangement Scheme
- Trust deeds
- Financial inclusion, Financial what?
- Budgeting and Financial Planning
- Saving
- Borrowing
- Insurance
- Bank accounts
- Credit Union accounts
- Consumers' rights

If you are a resident of Reidvale Housing Association and would like to make an appointment with **GEMAP** please contact Reidvale Housing Association on **0141 554 2406**.

COMMUNITYNEWS

CAFÉ – Open Mon-Fri from 9am-3pm

We have installed a screen at the counter and reception. Staff are wearing face shields and masks and we have reduced the number of tables to maintain social distance. We have a **Tracer System** in place for customers and also a one way system. We encourage customers to pay by Card or Contactless.

WEEKEND FUNCTIONS

At the moment we are not planning to hire the hall for weekend functions with bar as we feel it's still early and risky but we will continue to follow advice for this sector.

YOUTH

During lockdown **Reidvale Neighbourhood Centre** worked alongside **Glasgow City Council** and **RAPA** to deliver a food programme where young people and their families were able to come to the Centre and get a food bag which included breakfast, lunch, dinner and snacks. The bag contained yogurts, cereals, milk, biscuits, chocolates, water, milkshake, fruits, sandwiches and much more. Normally outwith lockdown the **Youth Hub** in the Centre would be running a Summer Programme for the young people with trips and activities.

Everyone in the Centre wanted to do something to help our local families and anyone who used the facilities. The food programme was for six weeks. It started on June 29th and finished on August 5th. It ran on each Monday, Tuesday and Wednesday from 11am-12pm. Richard, Joshua, Juanatas and some young volunteers from **Reidvale Youth Hub** took lead on handing out the bags and followed Government rules with social distancing and wearing of masks. At the moment the advice from **Youth Scotland** is we can only do outdoor activities for those ages 11 and above.

We have arranged for a local park that belongs to **Reidvale Housing Association** to be fixed up and we will cut all the grass. Once this is done we will do a risk assessment and we'll then paint it with aim to opening it for our young people.

CLASSES

Our plan is to use the large hall on the ground floor for most classes where possible as it is big enough to maintain social distance and have installed a one way system with separate entry and exits. We are currently awaiting Government advice on the next steps to resume the classes once more.



REIDVALE ADVENTURE PLAY ASSOCIATION (RAPA) Children's Holiday Food Programme and Family Food Programme 2020



RAPA successfully delivered a daily Children's Holiday Food Programme to children and young people in the community throughout the six weeks of Summer 2020.

RAPA also offered family food bags to local families. It was lovely to see all of the children, young people and families who came along to our playground gates to collect their lunch bags and family bags.

Volunteer staff from **The Reidvale Centre** kindly offered their time and worked incredibly hard to ensure our Children's daily Lunch Bags and our Family Food Bags were available to children, young people and families. **THANK YOU**

We are delighted to read all of your lovely comments on our **RAPA Glasgow Facebook** page from everyone. We also heard personally from so many parents and families about how much children and young people enjoyed their daily lunch bags and your family food bags. **THANK YOU**

RAPA would also like to say a massive thank you to the following people:

Glasgow City Council for their kind funding award for our **Children's Holiday Food Programme 2020**.

Co-op Dennistoun (Steven and Maria and staff) for their extremely kind donation of food and drink items which enabled us to offer Family Food bags to local families.

Morrison's Foundation for the kind funding award for our Baby Zumbini Programme.

A big thank you to Denise and Michael at **Morrison's Gallowgate** for their help.

We offered family food bags to local families.

Cash For Kids for their kind Easter Grant Award that enabled children and young people to receive their Easter Eggs from the Easter Bunny who came in Summer 2020 this year. Children also received popcorn and candyfloss as our Funky Food Fridays throughout the six weeks of our Children's Food Programme.

Premier Food Scotland, Glasgow Fruit Market, Failte Foods, Greggs Duke Street, Claudios Duke Street, Tam Stewart. Thank you for your kind and committed efforts to ensure our orders and supplies regularly and on time for preparing our children's lunch bags.

Thanks to everyone who helped make Summer 2020 at RAPA for children and families

EMERGENCY PHONENUMBERS

REIDVALE HOUSING ASSOCIATION CONTACT DETAILS DURING THE COVID-19 PANDEMIC

GENERAL ENQUIRIES

Monday – Thursday 9.00am – 5.00pm

07896 791 879

Friday – 9.00am – 4.00pm

REPAIRS

during normal office hours

07392 092 966

Monday – Thursday 9.00am – 5.00pm

Friday – 9.00am – 4.00pm

EMERGENCY REPAIRS

outwith normal office hours

0141 554 2528

EMAIL ENQUIRIES

a.dundas@reidvale.org.uk

CENTRAL HEATING REPAIRS / NO HOT WATER / GAS SERVICING

Call James Frew on 01294 468 113

In the event that you **smell gas** call

0800 111 999

POLICE SCOTLAND

101

SCOTTISH GAS NETWORKS (QUANTUM METERS)

0800 048 0303

SCOTTISH POWER

0843 658 0939

STAIR LIGHTING

0800 595 595

ADDITIONAL INFORMATION

Glasgow City Council

If you have a question about any of the services provided by Glasgow City Council please refer to the website at www.glasgow.gov.uk

We would ask every resident to ensure all household refuse is securely bagged, placed in the wheelie bins provided, the bin lids closed and all spillage cleared from the bin area. **Under no circumstances should household refuse be left on the floor of the bin area.**

Coronavirus (COVID-19) Guidance and Support websites

www.gov.uk/corona

www.gov.scot/coronavirus-covid-19

Health Advice – taking personal responsibility for your health

For now, taking personal responsibility for our own care, including frequent hand washing and not touching your face, are amongst the UK and Scottish Governments' key messages.

It is recommended that everyone follows this advice. If you have any worries or concerns you should call **NHS 24** on 111 or visit **NHS Inform's** website on www.nhsinform.scot

REIDVALE HOUSING ASSOCIATION

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