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Winter 2019

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



**Reidvale Neighbourhood Centre
13 Whitevale Street, Glasgow G31 1QW**

Children's Afternoon Tea with Santa



**Saturday 7th December 2019
1pm - 4pm**



**A special visit from Santa
with a present for every child**



Entry £5 (per child)

Tickets available from Reidvale Neighbourhood Centre or Reidvale Housing Association





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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



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13 Whitevale Street
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Opening Hours
Monday to Thursday: 9am-5pm
Friday: 9am-4pm

The office will close on Friday 20th December 2019 at 4pm
and will remain closed until Monday 6th January 2020

During this period our normal 24 hour emergency repair service will operate

Emergency Repair Service – Call 0141 554 2528

INDEPENDENT GOVERNANCE REVIEW

On 1st April 2019 the **Scottish Housing Regulator (SHR)** published an Engagement Plan for every social landlord in Scotland. Our Plan noted that the **SHR** was engaging with us about our governance. It was noted that the Association had not as yet carried out a formal comprehensive self-assessment of our compliance with the **SHR**'s Regulatory Standards of Governance and Financial Management. In addition the **SHR** also noted that the majority of the Association's Management Committee members have served on the committee for more than nine years without a formal strategic review to assess their continued effectiveness in their role being carried out.

As a result of the above it was agreed that the Association would commission an independent comprehensive review of its compliance with all Regulatory Standards. The Association appointed independent consultants, **Indigo House Group (IHG)**, to ascertain Reidvale's level of compliance against the Regulator's 50 guiding standards.

This rigorous process resulted in **IHG** producing its final report on 16.09.19. After scrutinising all available evidence **IHG** awarded the Association a compliance rating in accordance with the following categories – no compliance, poor compliance, fair compliance, good compliance and strong compliance. After due consideration **IHG** concluded that 12 of the guiding standards did not apply to the Association – primarily because we are not considering any organisational or constitutional change nor are we considering acquiring or disposing of land or assets.

Therefore of the 38 guiding standards that applied to Reidvale we were assessed as having the following levels of compliance:



The independent report concluded with the following comments:

"**RHA** has demonstrated strong or good compliance with more than half of the applicable standards (25 out of 38), which is a solid foundation from which to improve the 12 standards categorised as fair and, in particular the single standard rated as poor. It is evident from the analysis within each of the standards that in many cases, it will be possible for **RHA** to achieve the next level of compliance e.g. moving from fair to good, by making relatively straightforward changes to policy and/or practice."

The Association recognises the overriding 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.

As a result of this the Association has agreed a detailed **Governance Improvement Plan** which has identified a total of 50 actions which it is believed will result in the Association achieving high levels of performance within a robust and **fully** compliant governance framework.

The Association has grasped this comprehensive review as an opportunity to identify where improvements can be made in order to provide all of our service users with the best possible service standards delivered within the highest levels of regulatory and good practice guidance compliance.

We are, however, totally aware that it is fundamentally you, as a resident of Reidvale, who experiences our service provision and it is you who we are committed to improving our overall quality of services. We would therefore be happy to provide any interested residents with a copy of the independent consultant's Summary of Compliance against Regulatory Standards, and/or our Governance Improvement Action Plan which details our planned action over the coming months, with the overall objectives of achieving full compliance with all Regulatory Standards by June 2020.

As always should you wish to discuss any aspect of this initiative, please do not hesitate to contact the office and we'll be happy to answer any queries you may have.

Compliance Rating	Description	No. of Standards in this Category
Strong Compliance	Where the Association meets the standard	7
Good Compliance	Where the Association complies with most aspects of the standard, but some improvement is required	18
Fair Compliance	Where the Association complies with some aspects of the standard, but more improvement is required	12
Poor Compliance	Where the Association complies with few aspects of the standard and significant improvement is required	1
No Compliance	Where there is no evidence of compliance with the standard and urgent attention is required	0

ANNUAL GENERAL MEETING 2019

The Association's 44th Annual General Meeting was held on Monday 24th June 2019 in the Function Suite at 13 Whitevale Street.

The meeting was again chaired by our Chairperson, Helen Moore.

As usual Helen gave her Chairperson's report. She outlined some of the events and activities in the year.

Helen reported that in November 2018 committee and staff came together to start to create a new business plan for the coming three years. This was led by the Director, Jim McAlpine, and the plan will have a particular focus on good governance and community development. We are looking at everything that can help to make Reidvale the best place it can be. She also noted that two members of the Management Committee had resigned for health reasons, Jock Lindsay and Paul Leese, and we wish them well in the future. We also welcomed a new Committee Member, Paul McCrudden, and Paul is settling in well and enjoying being a member.

Helen commented that we had held a public meeting attended by 115 residents in May 2019. This meeting was crucial allowing residents within Reidvale to discuss key issues with representatives of Police Scotland, Glasgow City Council's Community Relations Unit, Local Councillors and our MSP. Good progress was made in cleaning up the area and a "week of action" was arranged and issues such as drug dealing, dog fouling, anti social behaviour and the cleaning of the overgrown vegetation at the railway lines was dealt with.

Helen's report was followed by the formal business of the AGM. Eddie Marley, Chairperson of the Community Development Sub-Committee introduced the three primary and two secondary schools in the area and advised the members that they had again been given £500 each last year to make a difference to their school or the community.

The presentations were again excellent with two of the primary schools using some of the money to bring pantomimes to the school and every child in the school was able to enjoy them. One school had bought flowers and plants and had created an outdoor reading circle.

One of the secondary schools had used some of the money to run a well-being course with mental health training.

Irene McInnes, Secretary, presented each of the schools with another £500 for the coming year and we are excited to see what they do this year.

Eddie Marley also reported that this year amongst some of the other things the Community Development Sub-Committee had done was to pay for 45 free entries to RAPA for every child in the area aged from one year to 15 years.

After a break for tea, coffee and delicious home baking, the meeting resumed.

Helen Moore presented the further education awards:

Two young people were attending an HNC or NQ at college; two young people were going to University and one mature student was going to university to study adult nursing.

There was then a lively question and answer session. After this session Helen announced that we would draw the raffle. There were five prizes of £100. These were won by: Mrs Wales; Mrs Greenlees; Mr Kibombwe; Ms O'Neill and Mrs McKelvie.

Helen closed the meeting at this point and invited anyone who was interested in being co-opted onto the committee to leave their name with a member of staff or committee. She thanked everyone for attending.



FREEDOM OF INFORMATION AND ENVIRONMENTAL INFORMATION

On 3 April 2019 the Scottish Parliament approved an Order bringing Registered Social Landlords and their subsidiaries under the scope of the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EIRs).

The Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 place a general obligation on Scottish Public Authorities to allow the public access to information that they hold. Both FOISA and EIR are overseen by the Scottish Information Commissioner (SIC).

From 11th November 2019 Reidvale Housing Association will be designated as a Scottish Public Authority and will need to make information available in accordance with FOISA and EIR.

The aim of the Act is to increase openness and transparency by allowing people to access information about how decisions are taken and how public services are delivered.

Reidvale Housing Association is committed to the underlying principles of openness and transparency underpinning FOISA and EIR and complying fully with the requirements of said legislation.

Access to the Freedom of Information and Environmental Information Policy is available via the Association's website or a hard copy can be provided on request from the Association's office.



STAFF NEWS

KAREN DONALDSON

We were delighted to appoint Karen as a temporary Maintenance Assistant. The post started on 19th August and Karen will be with us until 31st August 2020.

Karen comes to us with experience of working in Housing Associations and has settled in well. If you see Karen, please say hello.





HOUSINGMANAGEMENT



MULTI AGENCY WORK TACKLING ENVIRONMENTAL ISSUES

Following on from the Public Meeting held on 14th May, the drop in sessions that took place within the **Reidvale Neighbourhood Centre** and the multi-agency week of action, from 22nd until 28th July, we are delighted to share this update with you.

We have noted a sample of some of the actions taken during and following the week of action based on the concerns raised by the community.

We are aware most of the issues raised by residents which cause residents greatest concern and dissatisfaction are issues that are largely outwith the direct control of the Association such as drugs, crime, refuse uplift, street litter, dog fouling, street begging and car parking problems.

The partnership working has proven to be a great success and with the multi-agency approach we are delighted to have addressed numerous issues raised by residents of the Reidvale community.

We are keen to continue to work in partnership with the other agencies; however this will only work if YOU, the community, continue to report your concerns to the appropriate agencies, allowing effective action to be taken.

Police Scotland is keen to hear from residents of reports of drug misuse, drug dealing, and crime. If you want to report a concern to the police or want to speak to a police officer for advice call

101 (Non Emergency)

999 (Emergency) or

Crimestoppers **0800 555 1111**

Glasgow City Council wants to address the issues that you are concerned about. Please continue to report issues you may experience or require help with by using the **myglasgowapp** or alternatively you can report:

Litter, dog fouling, fly-tipping, graffiti and fly-posting:

0300 343 7027

Cleansing and Bulk Uplift Requests (This includes missed uplifts and contaminated bins): **0141 287 9700**

Roads and Lighting Faults:
0800 373635

Glasgow Operations Centre –
Public Space CCTV: **0141 287 9999**

We would stress the importance of each resident reporting any issue of concern direct to the agency responsible and making us aware of any failures to respond.





HOUSINGMANAGEMENT



You Said	We Did
Dirty Streets	Street cleansing teams attended and scraped the kerbs, cleaned the streets and removed litter and dog fouling where it was evident.
Not Enough Bins	In addition to the new larger capacity bins which have been delivered to the area an additional five bins were also allocated to the area. Please note the street bins should be used for litter and dog waste.
Dangerous Fence/Wire	The metal wire fencing was removed from the lane/pathway next to the railway embankment. New fencing has been put in place to help deter fly-tipping.
Graffiti	84m ² of graffiti was removed from the area, along with the full re-paint of the footbridge next to the allotments leading from Reidvale St to Comleypark St.
Drug Dealing	Stop searches for drugs were carried out in the area. Intelligence was gathered in relation to drug activity.
Addictions Services	Four referrals to Positive Outcome Programme . Recovery Café along with Support, Engagement and Advice Day within the Reidvale Neighbourhood Centre .
Police Scotland	Individuals were reported for being in possession of drugs. Individual reported for a road traffic incident.
Begging/Homelessness	Visits to the area by the Simon Community to engage with anyone dealing with homelessness issues.
Bulk Issues	All bulk requests requested via Glasgow City Council were removed during the week of action.
Dog Fouling	One Dog Fouling Fixed Penalty Notice was issued to an individual who failed to remove their dog mess. New Dog Fouling Signage was placed throughout the area. Please note the street bins should be used for litter and dog waste.
Litter	Eight Litter Fixed Penalty Notices were issued to individuals littering. Please note the street bins should be used for litter and dog waste.
The Lane	Network Rail carried out foliage cutbacks, removed the wire mesh, re-secured the fence, sprayed and treated weeds, cut down the tree and top-soiled part of the embankment. All foliage was cutback approximately a metre from the fence and reduced the height of the foliage. This work is ongoing in partnership with GCC to remove the fly-tipping from the railway embankment. New fencing has been put in place to help deter fly-tipping.
Fly-tipping	Fly-tipping monitoring is ongoing in the area. In addition to this, 52 Premises were visited during the week of action with 11 premises requiring a future visit. Two notices were served during this time.
Fly-tipping	Three clean ups were carried out with a local school, nursery and volunteers in the area.
Scottish Fire and Rescue	Home Fire Safety Leaflets were delivered by Fire and Rescue Staff



HOUSINGMANAGEMENT



CHRISTMAS IS COMING

Are You Prepared?

Don't let the pressure of Christmas get the better of you – follow these simple suggestions for a stress-free, debt-free Christmas!

Prioritise your bills – Paying your RENT on time will safeguard your tenancy and keep a roof over your head.

Set-up a direct debit so your rent can be paid on the same day you receive your wages or benefits. This means you won't be tempted to spend it on something else first.

Have a buffer – paying extra to your rent throughout the year will help you build up sufficient credit to cover your rent at Christmas when you have other financial pressures.

Apply for Housing Benefit or Universal Credit – If you are on a low income and struggling to pay your rent you may be entitled to help with the cost.

Make a Christmas list and stick to it – don't buy on impulse for the sake of it

Can I afford it? Ask yourself before buying otherwise any pleasure will be replaced with worry about how you will pay your essential bills.

Shop Smart – see if there are cheaper alternatives available.

DON'T borrow from money lenders – excessively high rates of interest mean you will be paying back the loan for years to come and your debts will spiral out of control.

Don't get caught up in a retail festival and feel obliged to give, especially if you know you can't afford it. Be honest with family – they may feel the same.

Suggest a Secret Santa with family and put a limit on spend of £5 or £10. This means you only need to buy one present instead of several.

Set-up a Credit Union account in January to start saving for next Christmas.

Free, impartial advice, including Christmas Budget planner can be found on the Money Advice Service website:
www.moneyadviceservice.org.uk/en/tools/budget-planner

For further information or if you are worried about being able to pay your rent then contact your Housing Officer who can provide advice and assistance including sign-posting to other agencies if appropriate. The earlier you address your concerns, the easier they are to resolve and less likely to have an adverse effect on your health. Your Housing Officer can make a referral to **GEMAP** who provide free welfare and money advice. **GEMAP** also assist with: benefit claims, sanctions and appeals.



HOUSINGMANAGEMENT



WAYS TO PAY YOUR RENT

There are a various options available to you. We would prefer you didn't bring cash to the office. We can easily take the payment direct from your debit/bank card which is a safer option for you.



You don't even need to complete a form, we can set this up over the phone or in the office, it only takes five minutes. You can have payments deducted weekly, fortnightly, monthly or every four weeks.



We can take payments over the phone. You can contact the office during working hours on **0141 554 2406** and use your bank debit card. Some credit cards are also accepted.



You can pay in the same way by calling **ALLPAY** on **0844 557 8321**

ONLINE at: <https://www.allpayments.net/Allpayments/Signin>. You will be asked to register before making your first payment. You will need the reference number from your **WHITE** payment card

ALLPAY App can be used with Apple and Android Smartphones. Available to download for free from the Apple App Store and Google Play. www.allpay.net/the_allpay_app



* You can pay by cash, cheque, debit or credit cards at ANY Post Office. You will need your rent payment card for this.

* MAKE CHEQUES PAYABLE TO "**POST OFFICE COUNTERS LTD**"*



Any shop that displays the Pay Point sign will accept cash, debit or credit cards and you will also require your rent payment card for this.



REPLACEMENT PAYMENT CARDS CAN BE ORDERED FROM OUR OFFICE

POLICY REVIEW – HAVE YOUR SAY!

The Association is reviewing its Allocations Policy and we would welcome your views.

We want to ensure that our policies reflect the views and priorities of our residents. Effective participation gives tenants an opportunity to influence decisions and gives the Association a better understanding of the needs of the community.

We would, therefore, like to organise a small group of residents to look at the main aspects of the policy and to get your views.

If you would like to be involved in this process or would like to discuss any aspect of our policies please contact Jacqui Anderson at the office.

GET IN CONTACT

Remember, we always want to hear from you, whether it is good or bad. We can only improve our service if we hear from you. You can contact us by dropping into the office, phoning or emailing.

If you are unable to call into the office and would like a member of staff to visit you at home, let us know and we can arrange this.

Tel: 0141 554 2406

Email: a.dundas@reidvale.org.uk



HOUSINGMANAGEMENT



IT'S HERE!

Universal Credit (UC) is a single monthly payment for people in or out of work. It replaces some of the benefits and tax credits that you might be getting now:

- **Housing Benefit**
- **Child Tax Credit**
- **Income Support**
- **Working Tax Credit**
- **Income-based Jobseeker's Allowance**
- **Income-related Employment and Support Allowance**

Any single claimant who become newly unemployed or those with a change of circumstances making a new claim for income benefits, will automatically claim **UC**. In December 2018 the **Department of Work and Pensions (DWP)** for the Shettleston area transferred to the '**Full Digital Service**'. This means you will need access to a computer or a digital mobile device so you can apply online. Once your application is set-up an online 'journal' will be created and this allows you to correspond with your work coach.

Applications can be made at:
www.gov.uk/universal-credit/how-to-claim

This currently doesn't affect your existing benefits however these will eventually be transferred onto the **Full Digital UC Service**. We will let you know in advance of when the **DWP** intend starting this process.

We are aware a number of our tenants have been advised they no longer qualify for **Employment and Support Allowance (ESA)** which has subsequently stopped. This means the **DWP** expect you to be 'fit' for work and apply for **UC**. If you think that you may fall into this category then please contact your Housing Officer as soon as possible who can arrange for you to speak to a Welfare Advisor before taking **ANY** action which may adversely affect your situation.



UC KEY FACTS

- If you currently get help with your rent through **Housing Benefit**, this will be cancelled and you will receive a contribution towards your housing costs within your **UC** payment. You will then be responsible for paying Reidvale HA your rent. Since you live in Scotland you can ask the **DWP** to send the payment directly to us however they will always send the first payment to you.
- There may be a shortfall between your **UC** housing costs element and your rent. For example, if you are working part time, your earnings will be deducted from the housing element of your claim. It is your responsibility to pay the shortfall to stop the build-up of rent arrears.
- New claimants will not be paid for the first seven days of the claim (known as the waiting days). **UC** is then paid monthly in arrears, so you'll have to wait one calendar month from your assessment date before your first **UC** payment is made. This is called your assessment period. You then have to wait up to seven days for the payment to reach your bank account which means it can then take up to six weeks after you make your claim to get your first payment into your bank account.
- You can ask for your **UC** to be paid twice a month rather than monthly (this is **NOT** every two weeks)
- There are no limits on how many hours a week you can work if you're claiming **UC**. Instead, the amount of **UC** you get will reduce as you earn more, so you won't lose all your benefits at once.

These options will be available via your online journal.



HOUSINGMANAGEMENT



UNIVERSAL CREDIT (Contd.)

You'll need:

- Your bank, building society or Credit Union account details (call the Universal Credit helpline if you do not have one).
- An email address.
- Information about your housing, for example how much rent you pay.
- Details of your income, for example payslips.
- Details of savings and any investments, like shares or a property that you rent out.
- Details of how much you pay for child care if you're applying for help with childcare costs.

If you do not provide the right information when you apply it might affect when you get paid or how much you get.

You also have to verify your identity online. You'll need some proof of identity for this, for example your:

- Driving Licence
- Passport
- Debit or Credit Card

It is essential that you take responsibility for ensuring your rent is paid to prevent action being taken against your tenancy. If you feel you need additional support or advice then you can:

- Contact your Housing Officer at Reidvale HA on 0141 554 2406.
- Call the **Benefit Enquiry Line** on **0800 169 0310** or speak to your local **Jobcentre Plus**.
- Ask your Housing Officer to make a referral to **GEMAP** who provide free welfare and money advice. **GEMAP** can also assist with: benefit claims, sanctions and benefit appeals.

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 | ● Write offs |
| ● Claiming Personal independence Payments | ● Negotiated settlements |
| ● The Scottish Welfare Fund | ● Debt Arrangement Scheme |
| ● Tax Credits | ● Trust deeds |
| ● Housing Benefit | ● Financial inclusion, Financial what? |
| ● Council Tax Reduction | ● Budgeting and Financial Planning |
| ● Universal credit | ● Saving |
| ● Living with debt | ● Borrowing |
| ● Manage money | ● Insurance |
| ● Debt Management Plan | ● Bank accounts |
| ● Bankruptcy (sequestration) | ● Credit Union accounts |
| ● Minimum Assets Process | ● Consumers' rights |
| ● Temporary Payment Plans | |

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**.



HOUSINGMANAGEMENT



CUSTOMER PANEL -

Get Involved! Your Opinion Matters!

The Association is planning to set up a Customer Panel to help us ensure that we are providing the services that people want, delivered in the way they want.

By joining the new Customer Panel you will have the opportunity to make your voice heard in a positive and constructive manner to help us improve our services to residents. We would stress that the meetings would be informal, lasting less than two hours.

There are likely to be approximately four meetings a year dependent on the number of issues for consideration. You would be able to attend as many or as few meetings as you like dependent on your interest in the subject matter to be discussed/reviewed.

If you're maybe interested in becoming more involved but don't feel quite ready or don't have the time available to become a member of our Management Committee why don't you come along and become one of the founding members of our Customer Panel!

Please don't hesitate to contact the office if you would like to put your name forward or would like more information.

SOCIAL FUND

The Community Development Sub-Committee have a small social fund from which they can give small grants of up to £250 to local groups - mainly operating from the Reidvale Neighbourhood Centre as start-up grants or for special projects for equipment etc.

If you wish to apply please apply in writing on our email:
a.dundas@reidvale.org.uk
giving details of your group and what the grant is for.



MERRY CHRISTMAS



TENEMENT STEPS
CLEANING & MAINTENANCE

Tenement Steps are looking to hire a stair cleaner for 1-2 days a week.

Applicants must have a full UK drivers licence. Applicants should also state if they have their own transport and if they would be willing to use their own car (paid mileage), although this not a requirement of the post.

Tenements Steps require someone who is willing to work as part of a team. The job hours are flexible, but typically 8am-1/2pm depending on how many closes are assigned on that day.

The days you do cleaning can be flexible as well. The job includes brushing and mopping closes, so being able to go up and down stairs for long periods of time is necessary.

If interested please email your CV to: **mail@tenementsteps.co.uk**



MAINTENANCE



Christmas is a special time for celebration and should not end in tragedy because of the extra hazards that are present at this time of year. So when you're decking the halls make sure you follow our simple advice and stay safe.



FAIRY LIGHTS

- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Check fairy lights are in good working order and replace any bulbs that have blown.
- Bulbs can get very hot, don't let them touch materials that can scorch or burn easily, such as paper or fabrics.
- Make sure the fuse in the plug is the correct rating.
- If you need to plug more than one appliance into an electrical socket use a multi-socket adaptor which is fitted with a fuse and has surge protection.



CANDLES

- Lots of us use candles to help decorate the house or give the place a more festive feel, however, candles do pose a significant fire risk.
- Make sure that when in use, candles are secured in a proper holder and away from materials that may catch fire – like curtains, Christmas trees, decorations and toys.
- Children and pets should not be left alone with lit candles.
- Put candles out when you leave the room, and make sure they're put out completely at night.
- Do not burn several candles close together as this might cause flaring (mainly with tea-lights)



CHRISTMAS DINNER

- If you're not concentrating, then cooking even the simplest meal can cause a fire – so when you're doing turkey with all the trimmings, it's even more important to keep alert.
- It's easy to get distracted when you're cooking a big meal and it's easy for fire to start – it only takes a minute: **NEVER** leave hobs unattended while you're cooking.



MAINTENANCE



Frozen Pipes

Due to recent adverse weather conditions some customers may experience frozen pipes to their homes. A frozen pipe is also serious as this may lead to a burst.

TIPS TO PREVENT FROZEN PIPES & BURSTS



Turn off the water supply

Turn off the main stopcock. You should find this under the kitchen sink or bathroom or where the service pipe enters your home. If you can do so safely, turn off the stopcock in your cold water tank if you have one, it's usually found in the attic or loft.

Beat the burst

Protect everything around the pipe that appears to be frozen to avoid damage if it bursts.

Thawing out

Check if the pipe appears to be undamaged – do not attempt to thaw if breaks or cracks can be seen. If pipe is undamaged try to thaw it out first by following this advice. Open the tap nearest to the part of the pipe you think is frozen so the water can flow through when it has melted. Thaw the ice in the pipe with a hot water bottle or hairdryer (taking care to keep it well away from any water). Begin from the tap end and work back in the direction of the cold water tank. Never use a heat gun / blow torch / naked flame. Do not use electrical equipment near wet areas.

Frozen Condensate Pipe on Gas Condensing Boiler

In very cold weather there may be problems with the pipe that takes away some of the vapour that condenses from the gas boiler and it may freeze. This can lead a boiler to shut down and there should be a fault code displayed on the digital display or there may be an alarm signal. If this happens, then call the office to arrange for an engineer to attend but you can also try to free the blockage by applying a hot water bottle or cloth soaked in hot water to the area that is frozen. Please only do this if you feel competent to do so and it is safe e.g. do not go up a ladder – but if you can, you may get your boiler working again quickly.

Final Advice

Please make sure that you have household insurance. We are insured for the building but not your own contents, so please make sure you have cover.



MAINTENANCE



GAS EMERGENCY

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 Transco on

0800 111 999

Transco 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.

REPAIRS IN THE WEEK BEFORE CHRISTMAS



On the week beginning 16th December the Association will attend to urgent repairs only. Please bear this in mind if you are, for example, having new carpets delivered and the doors need planed or if you are having a new fridge/freezer and need the worktop cut to accommodate it.

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.



MAINTENANCE



Emergency Contact Details over the Festive Period

The office will close on **Friday 20th December 2018** at 4pm
and will remain closed until **Monday 6th January 2019**

During this period our normal 24 hour
EMERGENCY REPAIR SERVICE will operate (see below)

EMERGENCY REPAIR SERVICE – TELEPHONE 0141 554 2528

To ensure the best possible response from the Association's tradesmen 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.

In some instances you may get through to the answering machine, if so, **please speak slowly and clearly.**

It is essential to give your name, address, flat position and a brief description of the problem and a telephone number if possible. Missing out any of this information may result in the wrong tradesmen being sent or the tradesmen being unable to find your flat.

CALL BACK AFTER 30 MINUTES if you have not had a response of any kind as sometimes your call may not have been received.

Examples of emergency repairs are: no central heating/hot water, burst pipes, choked drains, WCs 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.

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 ABOVE. There will be a call-out charge, but this will be considerably less than the cost of a new door.





MAINTENANCE



LARGE/BULKY ITEMS

We would remind residents that the Association has neither the manpower nor the resources to move large or bulky items either when a tenant replaces, for example, a cooker or suite, or when a tenant moves or transfers flat.

Please ensure that you have assistance in removing bulky items, or ask whoever delivers your new purchase if they will remove this for you.

BULK UPLIFTS OVER THE FESTIVE PERIOD

Please try to bear in mind that there may be a change to GCC services over the festive period if you are renewing carpets, furniture etc prior to Christmas.

You can check on the services provided by GCC on their website at

www.glasgow.gov.uk

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

Does anyone locally hold a spare set of keys on your behalf in case of emergency?

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 neighbours. 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 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.



MAINTENANCE



NEW LANDSCAPING AND PAINTING CONTRACTORS

We're delighted to tell you that after carrying out a robust tendering process which was based on the best combination of quality and price we have appointed new contractors for both contracts.



Idverde Ltd were the successful contractor and will carry out our landscape maintenance work for the next three years, we also have an option to extend the contract for a further two one-year periods based on performance.



The new cyclical paintwork contract is for a five year period and the **Bell Decorating Group** were the successful contractor.

We're confident that both contractors who are well known in their respective fields will provide the levels of service that our customers have come to expect. We look forward to working with both contractors and to continue to provide a first class service to our residents.



RENEWING CONTROLLED ENTRY DOORS AND MAGNET UPGRADES

Over the last year there has been an increase in reports of vandalism to close doors as well as people gaining unauthorised access to closes either by means of forced access, using the service button or being let in by tenants unaware who they are letting in. As stated in our previous newsletter we ask that all residents be vigilant when giving access to the close. When answering your handset always ask who requires access and if you are unsure do not let them in.

We are currently in the process of upgrading some close doors with Magnet locks where possible and renewing close doors within a limited budget. We have prioritised addresses that have been reported with vandalism and close doors that are no longer fit for purpose which are required to be replaced as an essential repair.



The controlled entry system is designed to allow tenants to give access into the close from their home and although it prevents unwanted or unauthorised people gaining access to an extent it is not designed to perform as a security door. Magnet locks are a preventative measure but do not render the door a security door.

If you experience problems with people gaining unauthorised access to your close please contact **Police Scotland** on **101** and **Reidvale Housing Association** on **0141 554 2406**.



MAINTENANCE



Warm Home Discount open now

0808 808 2282

**Don't miss out! Call
Home Energy
Scotland to
check if you're
eligible**

Good news! The UK Government's **Warm Home Discount Scheme** has opened, which means that if you are eligible, you could benefit from a one-off discount from your energy supplier of **up to £140**.

If you have qualified in the past, now is the time to re-apply as not all energy suppliers automatically renew their customers' special discounts each year.



Reidvale Housing Association continues to work with **Home Energy Scotland** who can check if you are eligible for the latest discount. If you are, a friendly advisor can help you apply, and also see if there is any other support available for you. If you're not sure if you got the discount last year, just give **Home Energy Scotland** a call and they can check for you.

If your circumstances have changed, and the team find you no longer qualify for discount, there may be other ways we can help you make your home easier to heat which will reduce your bills.

Jacqui Mackenzie from **Home Energy Scotland** said: "Our advisors love helping people to reduce their bills by making sure they can access all the funding and help that's available, so get in touch so we can start helping you."

To speak to a **Home Energy Scotland** advisor free of charge call **0808 808 2282**, or email **adviceteam@sc.homeenergyscotland.org** and they'll call you back.

Keep cosy for less this winter - Top Tips

With winter just around the corner, here are a few top tips from **Home Energy Scotland** to help keep you cosy for less.

1. Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
2. By regularly bleeding your radiators you will avoid cold spots and get the most out of your heating system.
3. Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.



4. Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £80 a year.
5. A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.
6. Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.



TAP IN TO A BETTER FUTURE AS A JAMES FREW APPRENTICE...

Apprentice Opportunity

As part of our community benefit scheme our gas service contractor James Frew are offering an excellent opportunity to award a plumbing and heating apprenticeship to someone in our local area. This would be a 4-year apprenticeship and is open to all applicants from the ages of 16-21. James Frew will also consider mature apprentices. Why not make the most of this great opportunity and apply today. **Please see below for all entry requirements and contact details.**

The Opportunity

A plumbing and heating apprenticeship is a Modern Apprenticeship where apprentices receive training in all aspects of plumbing and heating. Modern Apprenticeships are a combination of work-based training and college learning. Over the course of your 4-year apprenticeship, you will work to achieve an SVQ3 in Domestic Plumbing and Heating.

Apprentices at James Frew are critical to the success of the company. They receive the very best in all aspects of on and off-the-job training in plumbing and heating. They earn while they learn and are ambassadors for James Frew Ltd.

Our apprentices make the most of opportunities to develop their technical skills, their communication skills and their problem solving skills.

The apprenticeship involves off-the-job training at one of our college partner institutions and on-the-job training working on our contracts. the work experience will take place at various locations and a degree of travel will be required.

Our apprentices always act in the best interests of the company and understand that only the best will do.

Do you have what it takes to be a James Frew apprentice?

We will provide a company uniform and full PPE.

You will be mentored by an experienced plumber to ensure that you make the most of the experience.

On completion of the programme, you will have an opportunity to join the company as a fully qualified plumbing and heating engineer with great career prospects and access to career long professional learning.

As a company, we value our young workforce. 15% of our workforce are current apprentices and over a third of our people have served a recognised apprenticeship.

Entry Requirements

- All applicants will have achieved National 4 or equivalent in Maths, English, Science and-or a technical subject.
- Apprentices must also do well in the SNIPEF Entrance Selection Test.
- Must have a "Can Do" attitude and be determined to succeed.

Contact Us

Forward your CV and a cover letter detailing why you want to be a plumbing apprentice to HR@jamesfrew.co.uk no later than Friday 24th April 2020.

Please note: due to the number of applications we receive, we will only respond to successful applicants.

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

WEEKEND PARTY!!

Friday or Saturday
7pm-12pm

Setup access from 6pm
Sunday 12noon – 5pm
Setup access from 11am
Bar Service & Staff
Only

£170.00



Visit us on
Facebook
Reidvale Neighbourhood Centre



THE SCOTTISH
CAFE
AWARDS 2018
WINNER

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!

Follow Us On
Twitter

@Reidvale Centre

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 and wellbeing, to training and employment, activities and events for the whole family to enjoy !

It's 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

10.00am to 12.45
10.30am to 11.30am
12noon to 1.00pm
1.00pm to 2.00pm
1.00pm to 5.00pm

1.30pm to 2.30pm
6.00pm to 9.00pm
6.00pm to 9.00pm

Tuesday's

10.30am to 12.00noon

Wednesday's

6.00pm to 9.00pm
3.30pm to 9.00pm
7.00pm to 10.00pm

Thursday's

2.00pm to 5.00pm
6.00pm to 9.00pm
6.30pm to 8.00pm
7.00pm to 8.30pm

7.30pm to 9.00pm

Friday's

10.30am to 12.00

McMillan Arts & Craft Group

Tai Chi
Tai Chi
Arts & Crafts
GEMAP

Yoga Class
Reidvale Youth Hub
Include Me 2 Club

For more info contact Fabrice on 078 5323 1938
For Beginners
For experienced
Silver Deal Active Class
Financial inclusion and money advice services
Contact No for appointment: 0141 773 5850
Yoga for beginners and experienced Yoga Exercisers
Youth Project Drop In
Social club for adults 18yrs + with additional support needs, including physical, learning and mental health disabilities. Contact No: 07525 208 738

Parent & Toddlers

Reidvale Youth Hub
Slimming World
BINGO Club

Youth Project Drop In
Contact Samantha on 075 2366 5861
Bingo ! Every 2nd Wednesday of every month!

Knitting Class
Reidvale Youth Hub
Weight Watchers
Yoga

Anyone with interest is welcomed to join the group
Youth Project
Contact number 0345 677 7788
Be stronger & move easier? Feel calmer & clearer?
Contact Anne on 078 7941 4946

Youth Basketball Whitehill Campus/Youth Project

Parent & Toddlers

Parent and Toddlers Group

Councillors Surgeries :-

Cllr Cecilia O'Lone
Cllr Robert Connelly
2nd Tuesday of every month
3rd Monday of every month

5pm-6pm
6pm-7pm





Reidvale Neighbourhood Centre

FUNDRAISING

The Centre has held five very successful fundraising events over the past few months:

The Coffee Morning in April raised	£215
The Prize Bingo in May raised	£72
The Gala Day in June raised	£1973
The Eighties Night in August raised	£1457
The Halloween Night in October raised	£936

Therefore since April we have raised a total of £4653 for the Centre's funds. Thank you to everyone who came along and supported us at these events. We really do appreciate this support.

THANK YOU AGAIN AND DO PLEASE KEEP SUPPORTING US



VOLUNTEERS WANTED

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

We have volunteer vacancies within the following areas:

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

PLEASE JOIN US!

Contact us on:

Tel: 0141 554 5315

Email: richard@reidvalecentre.org.uk





Reidvale Neighbourhood Centre

Reidvale Parent & Toddlers Group

TUESDAY & FRIDAYS 10.00am till 12.00

All babies & toddlers up to the age of 5 are welcome
to join in fun activities and events.

Come along play, make new friends and get to know
other parents in your community!!



Hub

Programme

OPEN FOR 11-21 YRS

6-9pm
Monday

6-9pm
Wednesday

6-9pm
Thursday

7:30-9:30pm
Thursday



With all this going on, you've got no excuse not to come along?

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

Call 0141 554 5315

Email: joshua@reidvalecentre.org.uk



@ReidvaleYouthHub



@ReidvaleYouth



EXPLORERS

The Explorers are 16-25yr olds, they are young adults who have an additional support need, learning or physical disability, but want to achieve the same as the average 16-25yr old. The Explorers group provides a safe place and allows young adults to explore life, take risks, and develop skills and experiences to enable them to lead a full and independent lifestyle.

The Explorers is a service run alongside our Youth Hub Project which is supported by youth workers, adult volunteers and young volunteers to provide a variety of activities including drop in, sports, trips, and residential.

Explorers have a dedicated Youth Drop In on Saturday's from 12.00-4.00pm at the Reidvale Neighbourhood Centre in Dennistoun.

We provide activities including Pool, Table Tennis, Table Football, XBOX, PS2, PS3, Wii, Internet PC's, Arts & Crafts, DVD's, Music, Games, Cooking, Drama, a place to meet new friends & lot's more!

The Explorers make decisions to go on trips and do a rotation of one fortnight in and one fortnight out.

Reidvale Youth Hub
Reidvale Neighbourhood Centre
13 Whitevale Street

Glasgow
G31 1QW

0141 554 5315

richard@reidvalecentre.org.uk



Basketball

Thursdays

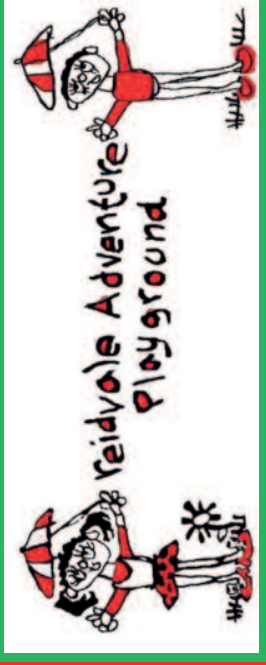
7.30pm - 9.30pm

11-21 years

Whitehill Secondary
School

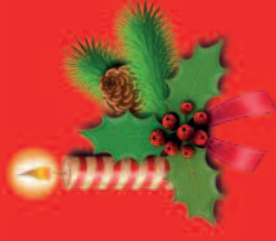
Reidvale Youth Hub
richard@reidvalecentre.org.uk
0141 554 5315

Meet at Reidvale Centre
Youth Hub at 6pm to 7.15pm



RAPA WILL CLOSE ON THURSDAY 19th DECEMBER 2019 AT 8.00pm
AND WILL RE-OPEN ON MONDAY 6th JANUARY 2020 AT 2PM.

WE WOULD LIKE TO WISH EVERYONE A VERY MERRY CHRISTMAS AND A HAPPY NEW YEAR
FROM EVERYONE AT R.A.P.A.





RAPA'S CHRISTMAS PARTY

Children under 8 years
(1 adult per attending child please)

THURSDAY 19TH DECEMBER 2019

3.30pm – 4.45pm



**INCLUDING A MAGIC SHOW WITH OUR SPECIAL
GUEST MAGIC DEN**



PLEASE COME ALONG AND JOIN US FOR LOTS OF CHRISTMAS FUN

FREE ENTRY

REIDVALE ADVENTURE PLAY ASSOCIATION LTD
62 Garfield Street, Dennistoun, Glasgow G31 1DW Tel: 0141 550 2320 Website: www.rapa.org.uk
Scottish Charity Number: SCO33876

KINDLY FUNDED BY REIDVALE HOUSING ASSOCIATION



RAPA'S CHRISTMAS PARTY

Children over 8 years

THURSDAY 19TH DECEMBER 2019

6.15pm – 7.45pm



**PLEASE COME ALONG AND JOIN US FOR LOTS OF
CHRISTMAS FUN**

FREE ENTRY

REIDVALE ADVENTURE PLAY ASSOCIATION LTD

**62 Garfield Street, Dennistoun, Glasgow G31 1DW Tel: 0141 550 2320 Website: www.rapa.org.uk
Scottish Charity Number: SCO33876**

KINDLY FUNDED BY REIDVALE HOUSING ASSOCIATION

EMERGENCYPHONE NUMBERS

Reidvale, Out of Office, Emergency Repairs	0141 554 2528
Police Scotland	101
Gas Emergencies	0800 111 999
Scottish Gas Networks (Quantum Meters)	0800 048 0303
Scottish Power	0800 092 9290
Stair Lighting	0800 595 595
James Frew (Gas Servicing)	01294 468 113



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
13 Whitevale Street
Dennistoun
Glasgow G31 1QW
T 0141 554 2406
F 0141 550 2399

E a.dundas@reidvale.org.uk

