



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

www.reidvale.org.uk

Summer 2019

REIDVALENEWS

The Newsletter of Reidvale Housing Association



Aloha!

You are invited to our
**REIDVALE HAWAIIAN
GALA DAY**

Saturday 22nd June 2019

**OUR STREET PARADE WILL START @ 12 NOON
AT RAPA, 62 GARFIELD STREET, G31 1DW**

**CONTINUING FROM 1PM-4PM AT
REIDVALE CENTRE
13 WHITEVALE ST, G31 1QW**

We will have stalls, inflatables, assault courses, messy play, bbq and lots of fun activities for all age groups.
Cafe will be open from 1pm-4pm

Street Parade Policy:
All children under 10 must be accompanied by an adult or carer.
Children aged 11-16 years can attend independently but must complete a registration form in advance.

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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

13 Whitevale Street
Dennistoun
Glasgow G31 1QW

T 0141 554 2406

F 0141 550 2399

E a.dundas@reidvale.org.uk

Opening Hours

Monday to Thursday: 9am-5pm

Friday: 9am-4pm

ANNUAL GENERAL MEETING

The Association's **44th Annual General Meeting** will take place on **Monday 24th June 2019** at 7.00 pm in the Function Suite at the Reidvale Centre, 13 Whitevale Street, Glasgow.

The main business is to hear the Chairperson's Report, approve the Annual Accounts and to elect committee members.

After the formal business there will be a break for tea, coffee and a selection of Ian the Chef's delicious cakes and scones and if you can tear yourself away we will resume the meeting in the main hall to hear from pupils of the local schools on how they spent the £500 we gave to each of the schools. The money was to be used by the pupils to make a difference to their school or the local community. Last year the presentations were excellent, heart-warming and exciting. So come along and hear what they have done with this year's donation.

Following on from these presentations, **Further Education Awards** will be presented to those young people who are going on to either university or college to continue their studies.

The Committee have again agreed that instead of Good Neighbour Awards there will be a raffle for shareholders who attend the meeting. **There are 5 prizes of £100.** Remember you must be in the hall to win a prize and please remember to bring the raffle ticket which was sent to you with your papers. You have as good a chance as anyone so please make a point of coming along.

This is your chance to ask questions, make comments and help shape the future direction of the Association.

Everyone is welcome but only £1 shareholders are eligible to vote on an issue.

Please also consider joining the Management Committee. The Management Committee is made up of local residents just like you. We will make sure you have all the guidance and support you need to help you settle into the role of Committee Member. You can serve on the Committee if you are aged 18 or over, resident in the area and are a shareholder (that means you have purchased a £1 share). If you are thinking about joining the Committee why not pop into the office and make an appointment to meet one of the Office Bearers and/or senior staff for an informal chat before you make your decision.

REMEMBER THIS IS YOUR ASSOCIATION - YOU LIVE IN THE AREA - SO COME ALONG AND HAVE YOUR SAY.



REIDVALENEWS

TREMENDOUS TURNOUT FOR PUBLIC MEETING

We are aware that most of the things 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.

We share your concerns and in response to growing frustration we organised a public meeting on 14th May 2019 which had senior representatives from the agencies responsible for these issues in attendance. In addition, Councillor Robert Connelly and MSP John Mason were in attendance to hear your concerns.

A total of 115 residents came along to the meeting and wasted no time in putting their questions/complaints to the representatives highlighting a wide range of issues. It was a very lively but largely constructive and informative meeting which gave the various agencies a very clear picture of the improvements in service provision wanted by our community.

We see this meeting as being very much a first step in working in partnership with residents and the agencies responsible in a concerted effort to achieve noticeable and lasting improvements in all of the environmental and policing services provided to our community.

We cannot stress enough the importance of each resident reporting any issue of concern direct to the agency responsible and making us aware of any failures to respond.

Together we can make a difference!



COMMUNITY RELATIONS UNIT (CRU) (Environmental Issues)

COMMUNITY RELATIONS UNIT (CRU)

Following on from the public meeting held on Tuesday 14th May we are working in close partnership with **Glasgow City Council, Community Relations Unit (CRU)**, to address and resolve environmental issues i.e. dog fouling, refuse/bulk removal, littering, fly tipping. Look out for a letter from GCC about their services and ways of reporting issues you want addressed.



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 HOUSING ASSOCIATION
ARE OFFERING**

45 FREE

**Playground Entry days
to RAPA**

**for every child and young person
(age 1 - 15yrs) who are residents of
Reidvale Housing Association**

(Daily Entry Fee is currently 50p per child or young person)

**Our offer of free playground entry days will start on
SATURDAY 29TH JUNE 2019
UNTIL
SATURDAY 19TH OCTOBER 2019**

**You can use your 45 free sessions as you choose between
29TH JUNE 2019 AND 19TH OCTOBER 2019**

We are delighted to offer families living in Reidvale Housing Association 45 free visits to RAPA.

We hope that you will take up our offer and go along to RAPA playground for lots of fun, play, sports and creative art activities on offer, 6 days and 6 evenings per week (Please see RAPA's Activity Programme included in our Newsletter)

If your child is not currently registered at RAPA playground, you will be asked to complete a registration form with RAPA Playwork Staff at your first free entry visit to the playground.

If your child is currently registered at RAPA Playground, you can start your free entry visits when you choose between 29th June 2019 and 19th October 2019.

Happy Play Days.....

HOUSINGMANAGEMENT

COMPLAINTS PERFORMANCE

The Association has a formal complaints procedure, which is based on the Scottish Public Services Ombudsman's model policy. Our **Complaints Handling Procedure** has two stages:

Stage 1: Frontline Resolution

We aim to resolve the more straightforward complaints **within five working days**.

Stage 2: Investigation

This deals with complaints that have not been resolved at **Stage 1** and those that require detailed investigation. We aim to give you a full response to your complaint **within 20 working days**.

The Association dealt with a total of 33 complaints under our **Complaints Handling Procedure** during 2018-19. The table below provides details on the complaints received:

Number of Complaints	Stage 1 Complaints		Stage 2 Complaints	
	Number	%	Number	%
Responded to in Full	23	100	10	100
Complaints Upheld	14	61	80	80
Complaints Not Upheld	9	39	2	100
Responded to within SPSO Timescales	20	87	10	100

Most of the complaints were about dissatisfaction with some aspect of a contractor's performance.

We welcome your comments on your experience in dealing with us. If you have been disappointed or dissatisfied with any aspect of our service provision please do not hesitate to let us know. We view complaints as a valuable tool to help us improve our services and the way we deliver them in order to hopefully meet your expectations.



OVERVIEW OF ANTI-SOCIAL BEHAVIOUR

Reidvale Housing Association continues to work in close partnership with Glasgow City Council, Community Relations Unit (CRU) and holds monthly liaison meetings with officers from Police Scotland, London Road Police Station to stop anti-social behaviour within the Reidvale area.

REPORTED ANTI-SOCIAL INCIDENTS

The Association uses three categories for monitoring anti-social behaviour. Over the past year the Association dealt with a total of 126 cases across all categories. The breakdown of the cases was as follows:

Category A -Very Serious Complaints
(eg drug dealing) - 5 incidents

Category B -Serious Complaints
(eg. aggressive/abusive behaviour) - 92 incidents

Category C -Nuisance Complaints
(eg. playing loud music) - 29 incidents

HOUSINGMANAGEMENT

RESOLUTION TARGETS

In cases which are being investigated by the Association we aim to conclude our investigations and inform the complainant of the outcome within 20 working days from the date of receiving details of the complaint of anti-social behaviour.

In cases which are due to be investigated by **Community Relations Unit (CRU)** and/or the **Police**, the Association will aim to pass over all relevant details of the complaint within one working day for **Category A** cases, within two working days for **Category B** cases and within three working days for **Category C** cases.

All of the 126 cases were resolved within the above resolution targets.



**COMMUNITY
RELATIONS
UNIT
(CRU)**

COMMUNITY SUPPORT AND RESIDENTS' VIEWS

We will continue to work in partnership with the other agencies to tackle anti-social behaviour within our community. However, we are most successful when we have the assistance and information provided by local residents. Don't suffer in silence! Contact the **Police/CRU** and the Association if you are suffering from the effects of antisocial behaviour.

We would also welcome your views on your experience of how your anti-social complaint has been dealt with – either by the Association or by the **Police/CRU**. Please do not hesitate to contact your housing officer should you wish to discuss any aspect of anti-social behaviour within Reidvale.

HOUSINGMANAGEMENT

TENANT REWARDS FOR YEAR 2018-19

We are delighted to inform you that 86% of residents qualified for a Tenant Reward for the year 2018-19.

Tenant Reward	Total number of households who qualified
£100	648
£75	51
£50	36
£25	39
£0	122

REMEMBER THE PRINCIPLES OF THE TENANTS REWARD SCHEME ARE

- Respect my neighbours and their homes
- Keep my home and garden in a reasonable condition
- Respect communal areas and facilities
- Be responsible for my children
- Ensure my visitors respect the community
- Respect and support everyone within the community
- Take responsibility for my pets
- Promote a crime free and safe community

SOME REASONS WHY YOU COULD LOSE OUT ON A CHEQUE

- Rent arrears
- Rechargeable repairs
- Improper disposal of bulk refuse
- Anti social behaviour
- Failure to give access for the annual gas servicing
- The installation of a satellite dish
- Fail to take reasonable care of the house, including keeping the house in a reasonable state of cleanliness

If you have any questions regarding the Tenant Reward Scheme please contact your Housing Officer, Patrick Devlin or Susan Tait at the Association's office.

COMMON CELLARS

You have previously received communication with regards the use of common cellars in our tenemental properties and in particular the potential flammable items that are currently being stored in them. This is not an exhaustive list but some items that cannot be stored are:-

- Bags of Rubbish
- Items for Bulk Uplift
- Paint
- Solvents
- Tyres
- Car Batteries
- Gas Canisters
- Fuel
- Floor Coverings
- Timber

We hope you can appreciate that the common cellars can no longer be used as an extension of the family home nor can any items that are deemed flammable be stored in the cellars.

Inspections are ongoing of all common cellars, and as part of this we have changed cellar locks so that the Association and residents have more control as to who is storing any items and what items are being stored.

We hold a register of who has permission from the Association to use the cellars, and routine inspections are carried out to make sure that no potential flammable items are stored in the cellars.

We take this opportunity to remind you that anything stored within the cellar is done so at your own risk and we would advise against storing any valuable items within the cellar.

If you wish to discuss matters further in strictest confidence we would ask that you speak to your Housing Officer.



HOUSINGMANAGEMENT

ALLOCATIONS OVERVIEW

Demand for our houses continues to far exceed the number of available lets. At 31st March 2019 the Association had 407 applicants on its external housing list from people seeking to be rehoused within Reidvale. It took us an average of 18.1 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 over the Association's new processing target of 14 calendar days.

ALLOCATIONS MADE DURING 2018/19

Over the past year the Association allocated a total of 68 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	2	0	0	0	1	3
21-24	5	0	0	1	0	6
25-29	10	1	0	3	0	14
30-39	4	5	0	5	0	14
40-49	5	7	0	2	0	14
50-59	0	3	0	1	0	4
60+	7	3	4	0	0	13
TOTAL	33	16	4	12	1	68



ECONOMIC STATUS

The **economic status** of our 68 new tenants was as follows:

Status	Number	%
Working	40	59
Unemployed	14	20
Full Time Education/Training	0	0
Long Term Sick	4	6
Retired	10	15
TOTAL	68	100

TRANSFER LIST

There were a total of 59 tenants on the Association's **Transfer List** as at 31st March 2019 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	26
3 Apartment	6
4 Apartment	15
5 Apartment	1
Retirement Housing	11
TOTAL	59

If your present home is no longer suitable for your needs, for example, you might be having difficulty managing the stairs or require an additional bedroom following the birth of your baby, then please contact your Housing Assistant for a **Transfer Application Form**.

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**.

MAINTENANCE

THINKING ABOUT A BIT OF DIY?



The Association accepts that you will wish to personalise your home to suit your own tastes and requirements and we are happy to allow certain alterations or improvements, providing these are undertaken safely and do not adversely affect the condition of the property. Any work you wish to undertake in the house, other than simple internal decoration, is classed as an alteration or improvement and you must have written permission from the Association before proceeding.

There is no charge for the application process and forms are available from our office. The Association has a legal responsibility to ensure its properties are safe, secure and in good condition and this legal responsibility will, in some circumstances, extend to cover alterations undertaken by others.

When we grant permission this will always be in writing and there will always be certain conditions that you must meet when carrying out the work. These can relate to legal requirements (gas or electrical safety certification) or conditions that will ensure the work is completed safely and will not damage the Association's or surrounding property. **You will be responsible for the future maintenance of any alteration and for making good any damage caused by the alteration work.**

If you carry out alteration work without our permission this could lead to extra expense when you end your tenancy as you will generally be recharged the cost of reinstating the property to its original condition.

On a more positive note, where you do have our permission to undertake alteration work you may be eligible for compensation when you move out. This will depend on the type of works you have undertaken, when they were carried out and the notional lifespan of the alteration or improvement.

You can find out more about this from our staff.

**You
need
to be
IN
to
WIN!!**

PRIZE DRAW

In conjunction with our gas servicing contractor James Frew, we will be holding an **Annual Prize Draw** for tenants who provide access to have their gas service completed **at the first arranged appointment**.

The prize will consist of two winners each receiving a cheque for £50 however, James Frew have back dated this to the contract start date which means this year we have **eight prizes of £50**.

**Remember you need to be
IN to WIN!!**



MAINTENANCE

SKY Q INSTALLATION

We have recently had enquiries from some residents regarding the installation of Sky Q. There have been a few cases where Sky have indicated that the current equipment within the loft area is not compatible for the Sky Q upgrade and they have asked their customers to contact the Housing Association to upgrade the equipment before they can proceed with the install. Sky have also indicated that Sky Q is not available in some areas of Reidvale.



However we are currently in discussion with Sky with a view for them upgrading our system to Sky Q.

The Association is not responsible for upgrading the communal equipment to facilitate Sky Q. The Association is responsible for the maintenance of the current communal system which includes the aerial, dish, any current amplifiers or boosters as well as the communal aerial outlet within your flat.

PLANNED MAINTENANCE

During 2018 we commissioned a stock condition survey and we received the final report from the surveyors in January. Since then we have been drawing up a programme of planned maintenance works based on the findings of the survey and our historical knowledge of the housing stock.

We have set aside a budget of over £0.5m for 2019/2020 for planned maintenance work which will include:

- Electrical Consumer Unit Renewals (fusebox)
- Heating renewal
- Kitchen renewal
- Bathroom renewal
- Building fabric repairs
- Door entry upgrades
- Energy efficiency upgrades
- Bin store upgrades
- Renewal of close floorcovering

This work will commence from April 2019 and will continue until March 2020. We will be contacting tenants who will be part of these works with more details soon. 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.

CONTROLLED ENTRY SYSTEMS

We have recently had a few instances where people have been 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. We ask all tenants to be vigilant when giving access to the close.

When answering your handset always ask who requires access - if you are unsure DO NOT let them in. The service button is on from 9.30am till 12.30pm to allow access for the post.

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. We are in the process of upgrading some close doors where possible with magnet locks. Again although the magnet lock is a preventative measure this does not render the door a security door.



MAINTENANCE

ACCESS FOR ESSENTIAL MAINTENANCE

From time to time it may be necessary for the Association to get access to your property in order to carry out essential works. Some examples of access required are:

- **Window painting (inside of frame when access cannot be gained by ladder)**
- **Door painting**
- **Gas servicing**
- **Ventilation servicing**
- **Periodic electrical inspections**
- **Carrying out an EPC (Energy Performance Certificate) inspection and related works**
- **Remedial works relating to water penetration**

These are classed as essential works and will require you to assist with access. Notice will be given in advance of any access with the exception of an emergency. If for any reason you are unable to provide access please let us know and we can arrange works to be carried out at a suitable time.

Failure to allow access may result in your Tenant Reward being withdrawn.



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.

MAINTENANCE

RIGHT TO REPAIR (*contd*)

HOUSING (SCOTLAND) ACT 2001

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.

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.

How can I find out more?

Contact your landlord or the **Scottish Executive Development Department** at:

Housing 2:3

Area 1-G

Victoria Quay

Edinburgh EH6 6QQ

E.mail: housing.information@scotland.gsi.gov.uk

Phone: 0131 244 2105

MAINTENANCE

PEST CONTROL

Unfortunately tenants can sometimes experience infestations or vermin. It's the tenant's responsibility to deal with this, not the Association, although we might be able to help fill holes or seal any gaps to prevent vermin accessing your home.

RATS AND MICE

Common pests found in the Reidvale area can include: Mice and rats: if you find either in your home, contact **Glasgow City Council** on **0141 287 1059** and they will attend and treat the problem free of charge. They will inform us if any follow up work is required to fill holes when their work is complete.

BED BUGS

Bed bugs are increasingly common in many parts of the world, including Glasgow. Bed bugs are spread through the movement of people; they are not confined to any one particular area nor do they discriminate between different types of property.

Bed bugs can be found everywhere from family homes to five star hotels in New York.

What are bed bugs?

- Bed bugs are small blood sucking insects.
- Adult bed bugs are pale, yellow brown or reddish brown if they have recently fed.
- Bed bugs can survive for 12 months without feeding.

What problems can bed bugs cause?

- Bed bugs are not known to spread disease, however, bed bug bites can cause irritation and an allergic reaction which can result in small red spots or lumps on the skin.
- Bed bug bites are usually found in a straight line.
- The presence of bed bugs can cause stress and sleep disturbance.

Where are bed bugs found?

- Bed bugs can be located anywhere in your home, not just the bedroom.
- Bed bugs can be brought into your home attached to furniture, clothing and other items.
- Bed bugs can be brought into your home when people visit your property, or from other properties when visiting or staying overnight. They can also be brought back from holidays.

What can I do to reduce the risk of bed bugs in my home?

- Check all items that are brought into your property for signs of insects.
- Do not take in furniture from the street, or allow children to play on furniture lying in the street or back courts.
- Inspect second-hand furniture carefully to ensure no insects are present.
- Seal any cracks or crevices in the wall or floors.
- If you visit friends who have bed bugs, or stay somewhere overnight, inspect your bags and clothing for insects before returning to your property.

COCKROACHES

The Association at present has not had any reports of cockroaches in the area. Like mice, cockroaches are nocturnal and more likely to be seen at night. Other signs of cockroaches include droppings and finding cockroach skins or cases. If you think you have a cockroach infestation contact the council for assistance.

Glasgow City Council
Pest Control:
0141 287 1059



Glasgow City Council provide a **free pest control service** for tenants and residents of Reidvale. If you require further support or information you can contact the Association on **0141 554 2406**.

MAINTENANCE



What is the Bin Replacement Programme (BRP)?

The BRP invests to improve local neighbourhoods by removing small metal dustbins within the backcourts/common bin areas of flats and tenements and replacing them with larger wheeled bins free of charge.

Additional blue wheeled bins, for the collection of paper, cardboard, plastic bottles and empty cans, will also be provided where required.

What will happen at each address?

- If the resident has metal dustbins for general waste, these will be removed and replaced with wheeled bins. The size and number of wheeled bins will vary from property to property dependent on the number of flats and the space within and access to the backcourts/bin storage areas. Additional blue recycling bins will also be provided.
- If the resident already has wheeled bins for general waste, these will remain and additional green and blue wheeled bins will be provided as required.
- In some cases, existing standard style wheeled bins for general waste and recycling, may be replaced with larger wheeled bins for ease of use.

What size of bins will be provided?

The larger wheeled bins which will be provided will be of various sizes, the size of which will be determined by available space and access/egress to the bin storage area in the backcourt/common bin area.

How many bins will be provided to each close?

This will be based on the number of flats in each close and whether standard or larger wheeled bins are suitable for the specific bin store/back court. The required number and size of the replacement wheeled bins will be assessed by the BRP team.

BRP collection frequency

The BRP is rolling out an 8 day general waste collection and 16 day recycling collection frequency to align with 4on/4off operational shift pattern.

When will residents be notified that their bins are being replaced?

Residents will receive a letter (including recycling guide) from the Council prior to the replacement of the bins. The letter will confirm the programmed start date for their address.

What are the benefits of the programme to residents?

The replacement of bins will bring significant benefits to residents, including improved containment, reduced pest control issues and increased recycling opportunities.





Reidvale Neighbourhood Centre



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



Community CAFE



OPEN TIMES:-

Monday	9.00 – 3.00
Tuesday	9.00 – 3.00
Wednesdays	9.00 – 3.00
Thursdays	9.00 – 3.00
Fridays	9.00 – 3.00

Great Food at Great Prices!



@Reidvale Centre

Tel: 0141 554 5315
Email: richard@reidvalecentre.org.uk
www.reidvalecentre.org.uk



Visit us on
Facebook

Reidvale Neighbourhood Centre



Tel: 0141 554 5315

Email: richard@reidvalecentre.org.uk

www.reidvalecentre.org.uk

Reidvale Neighbourhood 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 !

Its your centre, your community so when are you coming in to see us ?

If you don't see anything in our guide that interests you then pop in, phone us or email and give us your feedback or suggestion

Monday's

10.00am 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

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

Tuesday's

10.30am to 12.00noon

Parent & Toddlers

Parent and Toddlers Group

Wednesday's

6.00pm to 9.00pm

3.30pm to 9.00pm

7.00pm to 10.00pm

7.00pm to 8.30pm

Reidvale Youth Hub

Slimming World

BINGO Club

Yoga

Youth Project Drop In

Contact Samantha on 075 2366 5861

Bingo ! Every 2nd Wednesday of every month!

Be stronger & move easier? Feel calmer & clearer?

Contact Anne on 078 7941 4946

Thursday's

2.00pm to 5.00pm

6.00pm to 9.00pm

6.30pm to 8.00pm

7.00pm to 8.30pm

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

Friday's

10.30am to 12.00

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



THE HUGH FRASER FOUNDATION





The Reidvale Neighbourhood Centre

Tel: 0141 554 5315

Forthcoming Fundraising Events 2019

- **Fun Day Main Event Sat 22nd June**
- **80's Night Saturday 31st August**
- **Halloween Disco Sat 26th Oct
{ Family Night }**
- **Christmas Afternoon Tea with
Santa Sat 7th Dec**



Reidvale Neighbourhood Centre

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





Hub

Programme

OPEN FOR 11-21 YRS

6-9pm
Monday

6-9pm
Wednesday

6-9pm
Thursday

Summer Holiday Programme!! (July-Aug)

Children's Holiday Food Programme on Mon, Wed & Thu from 9am – 4pm. Indoor & Outdoor activities, cinema, trips & the popular M&D's Trip!! Please note breakfast, lunch, snack & dinner will be provided free of charge. Check our Facebook for further info!!



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: richard@reidvalecentre.org.uk



@ReidvaleYouthHub



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.

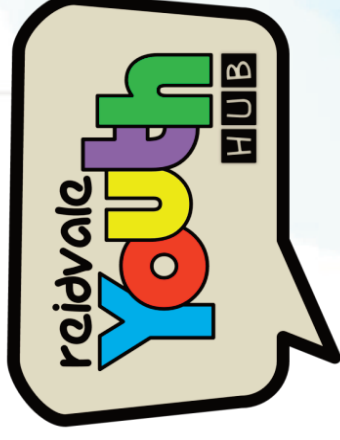
We provide activities including Pool, Table Tennis, Table Football, XBOX, PS2, PS3, Wii, Internet PC's, Arts & Crafts, DVD's, Music, Games, Cooking, Drama, a place to meet new friends & lot's more!

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



POSITIVE
ABOUT
DISABLED PEOPLE



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



SUMMER 2019 ACTIVITIES PROGRAMME

Week beginning 1.7.19

WEEK 1

	MONDAY 2pm – 4.30pm & 6pm – 8pm	TUESDAY 1pm – 4.30pm & 6pm – 8pm	WEDNESDAY 1pm – 4.30pm & 6pm – 8pm	THURSDAY 1pm – 4.30pm & 6pm – 8pm	FRIDAY 1pm – 4.30pm & 6pm – 8pm	SATURDAY 1pm – 4.30pm & 7pm – 9pm
AFTERNOON Activity	ZORB BALLS	FOOTBALL GAMES STICKS	THE CUBE	ZORB BALLS STICKS	KING OF THE RING TEAM CHALLENGES	FOOTBALL GAMES ROUNDERS
EVENING Activity	FOOTBALL GAMES POWER HOOPS	TENNIS GAMES ARCHERY	FOOTBALL TRAINING	HEADER CATCH CAPTURE THE CONE	STICKS TIME RACES	**Our Saturday evening session at 7pm – 9pm is for young people age 10 – 15yrs only** DODGE BALL THE CUBE



SUMMER 2019 ACTIVITIES PROGRAMME

Week beginning 8.7.19

WEEK 2

	MONDAY 2pm – 4.30pm & 6pm – 8pm	TUESDAY 1pm – 4.30pm & 6pm – 8pm	WEDNESDAY 1pm – 4.30pm & 6pm – 8pm	THURSDAY 1pm – 4.30pm & 6pm – 8pm	PUBLIC HOLIDAY OPENING HOURS FRIDAY 1pm – 4.30pm & 6pm – 8pm **Our Evening session is for young people 10 – 15 yrs only**	SATURDAY 1pm – 4.30pm & 7pm – 9pm **Our Saturday evening session at 7pm – 9pm is for young people age 10 – 15yrs only**
AFTERNOON Activity	ZORB BALLS TENNIS AROUND THE WORLD ARTS & CRAFTS	FOOTBALL GAMES STICKS	TENNIS TOURNAMENT SCOOTER BOARD RACES	OBSTACLE COURSE THE CUBE ARTS & CRAFTS	SCOOTER BOARDS TENNIS GAMES	FOOTBALL GAMES ROUNDERS
EVENING Activity	FOOTBALL GAMES ARCHERY POWERHOOPS	TENNIS GAMES	FOOTBALL TRAINING TIMED RACES	KING OF THE RING STICKS	ROUNDERS TENNIS	**Our Saturday evening session at 7pm – 9pm is for young people age 10 – 15yrs only** GO KARTS THE CUBE



SUMMER 2019 ACTIVITIES PROGRAMME

Week beginning 15.7.19

WEEK 3

	Public Holiday Opening hours MONDAY 1pm – 4.30pm ** No Evening Session**	TUESDAY 1pm – 4.30pm & 6pm – 8pm	WEDNESDAY 1pm – 4.30pm & 6pm – 8pm	THURSDAY 1pm – 4.30pm & 6pm – 8pm	FRIDAY 1pm – 4.30pm & 6pm – 8pm	SATURDAY 1pm – 4.30pm & 7pm – 9pm
AFTERNOON Activity	FOOTBALL GAMES ARCHERY	FOOTBALL GAMES GO KARTS	THE CUBE	KING OF THE RING GO KARTS	OBSTACLE COURSE ZORB BALLS	FOOTBALL GAMES BASKETBALL
EVENING Activity	CLOSED PUBLIC HOLIDAY NO EVENING SESSION	STICKS FOOTBALL GAMES	FOOTBALL TRAINING	STICKS ARCHERY	HIDEY MINI ATHLETICS	**Our Saturday evening session at 7pm – 9pm is for young people age 10 – 15yrs only** STICKS GO KARTS



SUMMER 2019 ACTIVITIES PROGRAMME

Week beginning 22.7.19

WEEK 4

	MONDAY 2pm – 4.30pm	TUESDAY 1pm – 4.30pm & 6pm – 8pm	WEDNESDAY 1pm – 4.30pm & 6pm – 8pm	THURSDAY 1pm – 4.30pm & 6pm – 8pm	FRIDAY 1pm – 4.30pm & 6pm – 8pm	SATURDAY 1pm – 4.30pm & 7pm – 9pm
AFTERNOON Activity	ZORB BALLS OBSTACLE COURSE	FOOTBALL GAMES ARTS & CRAFTS	THE CUBE	TIMEBOMB GAME TEAM CHALLENGES	ZORB BALLS MINI SPORTS DAY	FOOTBALL GAMES SCOOTER BOARDS
EVENING Activity	TENNIS GAMES ARCHERY POWERHOOPS	STICKS POWER HOOPS	FOOTBALL TRAINING FIND THE CONES	BASKETBALL	HEADER CATCH STICKS	**Our Saturday evening session at 7pm – 9pm is for young people age 10 – 15yrs only** THE CUBE KING OF THE RING



SUMMER 2019 ACTIVITIES PROGRAMME

Week beginning 29.7.19

WEEK 5

	MONDAY 2pm – 4.30pm	TUESDAY 1pm – 4.30pm & 6pm – 8pm	WEDNESDAY 1pm – 4.30pm & 6pm – 8pm	THURSDAY 1pm – 4.30pm & 6pm – 8pm	FRIDAY 1pm – 4.30pm & 6pm – 8pm	SATURDAY 1pm – 4.30pm & 7pm – 9pm
AFTERNOON Activity	ZORB BALLS FLIP THE HOOP	ARTS & CRAFTS	MIXED FOOTBALL GAMES	5 A SIDE FOOTBALL GAME	OBSTACLE COURSE THE CUBE	GO KARTS POWERHOOPS
EVENING Activity	FOOTBALL GAMES ARCHERY POWERHOOPS	HIDE THE CONE TENNIS GAMES	FOOTBALL TRAINING HIDEY	FOOTBALL GAME STICKS	ARCHERY TENNIS GAMES	**Our Saturday evening session at 7pm – 9pm is for young people age 10 – 15yrs only** DODGE BALL THE CUBE



SUMMER 2019 ACTIVITIES PROGRAMME

Week beginning 5.8.19

WEEK 6

	MONDAY 2pm – 4.30pm	TUESDAY 1pm – 4.30pm & 6pm – 8pm	WEDNESDAY 1pm – 4.30pm & 6pm – 8pm	THURSDAY 1pm – 4.30pm & 6pm – 8pm	FRIDAY 1pm – 4.30pm & 6pm – 8pm	SATURDAY 1pm – 4.30pm & 7pm – 9pm
AFTERNOON Activity	OBSTACLE COURSE ZORB BALLS	HEADER CATCH ARCHERY	CELEBRATING NATIONAL PLAY DAY EVENT	MINI ACTIVE GAMES THE CUBE	OBSTACLE COURSE STREET GAMES	FOOTBALL GAMES THE CUBE
EVENING Activity	FOOTBALL GAMES ARTS & CRAFTS POWERHOOPS	TENNIS TOURNAMENT HIDEY	FOOTBALL TRAINING 2 PERSON HUNT	FOOTBALL GAME RUGBY	ROUNDERS SCOOTER BOARDS	**Our Saturday evening session at 7pm – 9pm is for young people age 10 – 15yrs only** GO KARTS STICKS



SUMMER 2019 ACTIVITIES PROGRAMME

Week beginning 12.8.19

WEEK 7

	MONDAY 2pm – 4.30pm	TUESDAY 1pm – 4.30pm & 6pm – 8pm	WEDNESDAY 1pm – 4.30pm & 6pm – 8pm	THURSDAY 1pm – 4.30pm & 6pm – 8pm	FRIDAY 1pm – 4.30pm & 6pm – 8pm	SATURDAY 1pm – 4.30pm & 7pm – 9pm
AFTERNOON Activity	ZORB BALLS	HEADER CATCH ARCHERY	TENNIS GAMES THE CUBE	KING OF THE RING SCOOTER BOARDS	OBSTACLE COURSE STREET GAMES	OBSTACLE COURSE FOOTBALL GAMES
EVENING Activity	FOOTBALL GAMES 2 PERSON HUNT POWERHOOPS	FOOTBALL GAMES HEADER CATCH	FOOTBALL TRAINING 2 PERSON HUNT	FOOTBALL GAME STICKS	RUGBY WACKY RACES	**Our Saturday evening session at 7pm – 9pm is for young people age 10 – 15yrs only** BUILDY UP TIG THE CUBE



You are invited to

RAPA'S 28th Annual General Meeting

**on Tuesday 18th June 2019
at 6pm**

at RAPA, 62 Garfield Street, Dennistoun

You will also have an opportunity to hear about our successes
and our work with children and young people over the past year.

Please come along and join us.

EMERGENCY PHONENUMBERS

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	0843 658 0939
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