



DECEMBER 2024

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

# REIDVALE NEWS

THE NEWSLETTER OF REIDVALE HOUSING ASSOCIATION

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

## CHRISTMAS OFFICE CLOSURE

The office will close at 4pm on  
**Friday 20th December 2024**  
and will remain closed until  
**Monday 6<sup>th</sup> January 2025.**

During this period  
our normal 24 hour  
emergency repair  
service will operate  
on **0141 554 2406.**

See page 5 for more information.



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

Reidvale Housing Association, 13 Whitevale Street, Dennistoun, Glasgow G31 1QW

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**R E I D V A L E**  
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  
E: [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk)  
[www.reidvale.org.uk](http://www.reidvale.org.uk)

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

## OPENING HOURS:

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

# ANNUAL GENERAL MEETING

**The Association's 49th Annual General Meeting took place on Wednesday 11th September in the function suite at 13 Whitevale street.**

The meeting was chaired by Denise Dempsey who was appointed as Chair in April 2024.

Denise gave her Chairperson's report outlining some of the events and changes in the year and reported that the membership of the Management Committee has changed significantly, with a number of new members and co-optees joining, all committed to the aims of Reidvale Housing Association, and to restoring Reidvale's former reputation as a sector leader and innovator.

Jane Marley, a committee member for 22 years, resigned at the AGM.

This year we had a raffle for 3 prizes of £50 which all 68 members attending were entered into. The 3 winners were able to pick a voucher of their choice.



## Staffing Update

### Ross Sinclair

We are excited to share that Ross has recently moved from his role as Maintenance Officer to Asset Compliance Officer. While this means Ross will be less visible on the streets of our area, his new role is focused on ensuring that all our properties meet safety standards and regulations. Ross will still be working hard behind the scenes to support the community to ensure everything runs smoothly.

Ross wishes to thank residents for their continued support and said that he is looking forward to making a positive impact in this new capacity.



# BECOMING A MEMBER OF THE HOUSING ASSOCIATION

Anyone over the age of 16 can become a member and shareholder of Reidvale Housing Association. You must complete an application form and pay £1 (which will be returned in the event that your application is not successful). Your membership application will be considered by the Management Committee at the meeting following receipt of your application. The Management Committee's decision about membership applications is final. If you are successful you will receive a Share Certificate and a copy of the association's

rules. Membership is open to all residents of Reidvale HA and anyone who has an interest in seeing Reidvale HA thrive.

Membership entitles you to vote at, and attend, Annual General Meetings (AGM). By becoming a member and shareholder you can also stand for co-option/election to the Management Committee.

If you are interested in becoming a member or have any questions about membership please contact Ann Dundas on **0141 554 2406** or email [corporatesupport@reidvale.org.uk](mailto:corporatesupport@reidvale.org.uk).

# GET INVOLVED

## WITH THE WORK OF REIDVALE HOUSING ASSOCIATION

**We believe it is vital that local residents involve themselves in our work. This ensures that we remain accountable to those living within our community. It also gives you the opportunity to see what we are doing to ensure Reidvale residents get the best service possible. We understand that nobody understands the community better than our residents.**

**Your experiences and insights are invaluable to us.**

We would be delighted to hear from you if you would like to get involved in any way and watch out for further information coming to you regarding focus groups; scrutiny panels; surveys and community events.



# Festive Period Notice

The office will close at 4pm on **Friday 20th December 2024** and will remain closed until **Monday 6th January 2025**. During this period our normal 24 hour emergency repair service will operate.

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

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.**

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

## PREVENTION OF BURST PIPES

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

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

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

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

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

## EMERGENCY PROCEDURES IN THE EVENT OF A GAS LEAK

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

1. Turn gas off at the meter.
2. Open windows and doors to ventilate the property.
3. Extinguish all naked flames. Do not smoke.
4. Do not use any electrical switches or appliances.
5. Phone Scottish Gas Network on 0800 111 999.

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

## POWERCARD AND QUANTUM METER CARD USERS

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

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

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



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

## 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 neighbour? Might your belongings and those of others be damaged more than necessary because we are unable to access your flat as we have no contact numbers for you and have to leave the repair until you return to your flat?

It is in your own best interest that we have contact details for yourself, any keyholder or anyone who is authorised by you to act on your behalf.

We would also suggest that, where possible, someone holds a spare set of keys for you should you either lose your keys or to allow access to your flat should there be an emergency and you are unable to be contacted by the Association.

People often forget when they change their phone numbers to 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.

## LOST YOUR KEYS? LOCKED OUT?

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



# SHARING YOUR INFORMATION WITH OUTSIDE AGENCIES



**We, as a rule, do not share residents personal information with other external agencies without your explicit consent. This would breach GDPR rules and would be considered bad practice.**

On occasion we are approached by groups who may be able to assist in cases of extreme hardship. These can be for example age related, pensioners in financial hardship, people with young children in certain age groups experiencing difficulties financially or with utilities.

Given the numbers of people throughout the City who may be eligible, when these groups contact us they require us to get back to them almost immediately, which is impossible without the explicit consent for those who would wish to be considered.

There is no guarantee that you would be awarded something but we would be unable to make a referral without your permission.

Please do not hesitate to contact your Housing Officers, Patrick Devlin, or Susan Tait; or Housing Assistants, Sheila Rae, or Anna Walker if you would wish us to note your willingness for us to put your name forward for anything that may be notified to us. As always this information will be treated with utmost confidence.

This would, of course, be in addition to any support that you may be afforded by an appointment with GEMAP who provide financial assistance through a whole range of services which you will see on the GEMAP page.

**YOUR DOG YOUR MESS?**

**DOG FOULING**

**BAG IT!  
BIN IT!**

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

[www.glasgow.gov.uk/dogfouling](http://www.glasgow.gov.uk/dogfouling)

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

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

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



# What is damp, mould

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

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

**Condensation** is when moisture or water in the air collects on a cooler surface.



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

## What can you do to prevent condensation?

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

1. When cooking, close your kitchen, door and cover pots and pans with a lid so any steam is contained. Where possible have the window open or extractor fan on so steam can escape.
2. When showering, close your bathroom door to contain any steam and have the window open or extractor fan on so steam can escape.
3. Drain the water from your sink or bath as soon as it's no longer needed. This denies the water time to evaporate which, in turn, moistens the air.
4. Dry your washing outside where possible, or in the bathroom with the door closed plus window open or extractor fan on so moisture can escape.
5. Open the door of any rooms in your home which aren't being heated – warm rooms are less likely to be affected by condensation.
6. Open your windows plus any wall and window vents so any moisture can escape.
7. Keep your heating on a 'low' setting all day, whenever the weather's cold – warm rooms are less likely to have condensation.
8. Remove clutter from rooms and cupboards so air can flow through your home.
9. Regularly wipe down windows, windowsills and walls to prevent condensation build-up.
10. If using a tumble-dryer, make sure the room it is in is well ventilated to enable any moisture to escape. This can be achieved by ensuring windows are open or by using a dehumidifier.



# and condensation?

## How can you treat mould?

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

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

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

## MICE OR RAT PROBLEM?

Contact Glasgow City Council Pest Control on 287 1059

**Should you be experiencing problems with rats or mice please contact Glasgow City Council on the number above. They will:**

- investigate and treat issues with mice when the pests occur indoors at domestic properties.
- investigate and treat issues with rats at domestic property either indoors or outdoors.
- liaise with the Association to resolve issues that cause the rodent infestation.

They will not:

- deal with birds, bird feeding, or proofing of buildings against birds.
- provide a service for any other animals.

We would highlight that in many instances the co-operation of residents in properly disposing of refuse directly into bins rather than leaving bin bags outside their doors will considerably reduce the risk as will maintaining a clean and tidy binstore, a duty shared with all other residents.





# POWER OF ATTORNEY

**A power of attorney is a representative who has legal authority to deal with aspects of your affairs. This Attorney is appointed by you while you have capacity and can be a family member or a trusted friend. You can have more than one person acting as an attorney.**

If you do **not** have a power of attorney then it becomes very difficult for your family and/or friends to make decisions regarding your finances, accommodation or personal welfare/care if you lose capacity (i.e. diagnosed with dementia or physically/mentally incapacitated). For example they would be unable to end your tenancy; contracts with energy suppliers or pay bills, which means these would continue in your name and result in the accrual of debts.

The POA document allows you to make decisions now by planning for the future since it is drawn up when you still have capacity. This process is best carried out by a lawyer, instructed by you. It gives those appointed to make decisions in relation to financial/property and/or your personal welfare only IF you become unable to. A doctor would need to make the decision that you no longer have the capacity to make those decisions for yourself, the attorney cannot make that decision.

If you would like further advice or information then it would be in your best interest to contact your Solicitor or the Citizens Advice on; **0141 552 5556**.

## Representation on Your Behalf

It may be that you feel you would like a friend or family member to speak to the Association on your behalf but without your specific permission staff are unable to discuss you or any matters relating to you or your tenancy. This is because we are required to keep confidential any information from third parties. If you decide that you would prefer someone else to act on your behalf please let us know, preferably in writing.

## Emergency Contact Details

Please notify us of numbers which we should use to contact someone in case of an emergency where we are unable to contact you. Please provide their name, address, telephone numbers, e-mail address and advise if they hold spare keys for the property.

**Please also advise us if you change your telephone number or e-mail address.**

# DON'T AGONISE OVER CHRISTMAS!

People often feel under pressure at this time of year and end up spending money unnecessarily. Here are some suggestions to help alleviate those worries and avoid building up debt:

**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 on all money related issues**, including a budget planner can be found on the Money Helper website (formerly Money Advice Service):

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

Additional information and support can also be found at [www.moneymattersweb.co.uk/](http://www.moneymattersweb.co.uk/)

Times are tough but the most important thing is being in a secure home, talking to family and friends (who may also be worrying) can help alleviate those pressures.

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** can also assist with Benefit claims, Sanctions and Appeals.

**Susan Tait; s.tait@reidvale.org.uk**

**Pat Devlin; p.devlin@reidvale.org.uk**



# Festive Wordsearch

If you are under 15 years complete this crossword and return to Reidvale HA to be put in a draw for a £10 voucher.

- WREATH
- HOLLY
- GIFT
- CANDLE
- SANTA
- SLEIGH
- BELL
- NOEL
- ELF



Your Name:  Age:

Your Address:



Parent/Guardian's phone number:

Please Return to Reidvale HA, 13 Whitevale Street, 13 Whitevale Street, Dennistoun Glasgow G31 1QW. Closing date for entries is 24th January 2025.

# BANANA LOAF RECIPE



Here's a tried and tested recipe from a local resident, Davina Boyle, that we hope you will enjoy making.

Let us know if you have a go at making this, take a picture and we could put your picture with the loaf in our next newsletter.

## Ingredients:

- 1/2 cup Butter or margarine
- 1 cup sugar
- 2 large eggs
- 1 cup (3 medium) bananas (mashed)
- 1 3/4 cups plain flour
- 1 teaspoon baking soda
- 1/2 teaspoon baking powder
- 1/4 teaspoon salt ( if using salted butter don't need to add salt)

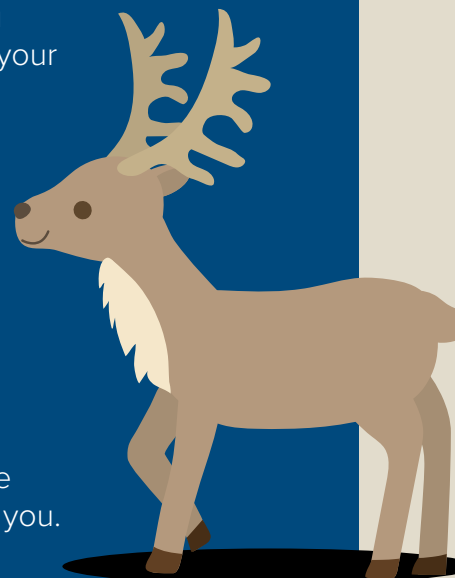
## Method:

- Cream butter and sugar together, beat in eggs one at a time, beating until smooth . Add mashed bananas and blend in.
- In second bowl stir flour with other dry ingredients. Add to banana mixture stirring only to moisten.
- Transfer to greased 9x5x3 inch loaf pan. Bake in preheated oven 350F (180C) oven for about 1 hour until inserted tooth pick or skewer comes out clean.
- Let stand for 10 minutes then remove from pan and place on wire rack to cool. Wrap to store (if it lasts that long)
- If you like you can also add 1 cup of chopped walnuts.

*Enjoy!*

## PETS CORNER

How you would you like to tell us about your pets? Write a small piece about yourself and your pet and if possible provide a picture of your pet and we could print this in our next newsletter. Don't worry if you can't provide a picture we can arrange this for you.



# USEFUL CONTACTS

## HEALTH & WELLBEING

### NHS 24 111

Our 111 service is here to provide urgent health advice out of hours, when your GP Practice or Dentist is closed.

### NHS INFORM

NHS inform provides a co-ordinated, single source of quality assured health and care information for the people of Scotland. For more information and practical advice visit: [www.nhs24.scot](http://www.nhs24.scot)

### NHS LIVING LIFE

provides a free telephone based service for people over the age of 16 feeling low, anxious or stressed. Call **0800 328 9655** lines open Mon-Fri 1pm -9pm. Visit the Heads Up website which host information on a range of disorders insomnia, what helps and how to support something living with insomnia. [www.headsup.scot](http://www.headsup.scot)

### BREATHING SPACE

Breathing Space is for anyone in Scotland over the age of 16, feeling low, anxious or depressed. You can phone the service free on **0800 83 85 87**, Monday to Friday: 6pm to 2am and 24 hours at weekends. [www.breathingspace.scot](http://www.breathingspace.scot)

### SAMARITANS

Samaritans provide a non-judgemental listening ear for those who need someone to talk to or are struggling to cope: [www.samaritans.org](http://www.samaritans.org)

(24 hour FREE helpline: **116 123**)

### CLEAR YOUR HEAD

a mental health campaign to help people cope during the Coronavirus outbreak: [www.clearyourhead.scot](http://www.clearyourhead.scot)

### DOMESTIC ABUSE

If you, or someone you know, is experiencing domestic abuse help is available, including information about accommodation options. Call Scotland's Domestic Abuse Helpline: **0800 027 1234** or visit [www.safer.scot](http://www.safer.scot). Domestic abuse is a crime. Call **101** to report it or **999** in an emergency.

### SAMH

(Scottish Association for Mental Health) [www.samh.org.uk](http://www.samh.org.uk)

Telephone: **0141530 1000**

### ALCOHOLICS ANONYMOUS

If you need help with a drinking problem [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

Free confidential helpline: **0800 9177 650** or email: [help@aamail.org](mailto:help@aamail.org)

### AL-ANON

Help for those who have been affected by someone else's drinking:

[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk) Helpline available 10am-10 pm **0800 0086 811**

### GAMBLERS ANONYMOUS

If you need help with a gambling problem [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

National Helpline: **0330 094 0322**

### NARCOTICS ANONYMOUS

If you need help with a drug problem [ukna.org](http://ukna.org) National Helpline: **0300 999 1212**

### LONE PARENT HELPLINE:

**0808 801 0323** provides a range of free advice/support to single parents; dealing with a break-up, sorting out child maintenance, understanding benefits, money when having a baby, studying or moving into work.

## ENERGY ADVICE

### G.HEAT (GLASGOW HOME ENERGY ADVICE TEAM)

Provide an independent, impartial advice service that helps reduce fuel bills. The team can also act on your behalf when dealing with energy providers, settling any disputes or issues that may arise. To find out how G.HEAT can help you, call **0800 092 9002** or visit; [www.thewisegroup.co.uk/energy-advice/home-energy-advice/g-heat](http://www.thewisegroup.co.uk/energy-advice/home-energy-advice/g-heat)

### OFGEM

OFGEM is the Office of Gas and Electricity Markets. [www.ofgem.gov.uk](http://www.ofgem.gov.uk)

They are a non-ministerial government department and an independent National Regulatory Authority. Their role is to protect consumers now and in the future by working to deliver a greener, fairer energy system. New protections are coming into force this winter: [www.ofgem.gov.uk/publications-and-updates/ofgem-strengthens-protections-customers-struggling-energy-bills-winter](http://www.ofgem.gov.uk/publications-and-updates/ofgem-strengthens-protections-customers-struggling-energy-bills-winter)

## DEBT ADVICE

### GEMAP

GEMAP Scotland provide FREE, independent and confidential advice and support with welfare benefits (including sanctions/appeals) and all types of Money Advice [www.gemap.co.uk](http://www.gemap.co.uk). Telephone: **0141 773 5850** Or contact your Housing Officer who can arrange an appointment on your behalf to speak to a GEMAP Advisor

### THE MONEY ADVICE SERVICE

A FREE and impartial money advice service set-up by the government.

Telephone **0800 138 7777** or visit [www.moneyadvice.service.org.uk/en](http://www.moneyadvice.service.org.uk/en)

\*\*Please be cautious of using alternative money advice services who will take a fee\*\*

## GENERAL ADVICE

### CAB

If you require any additional advice we would encourage you to contact your local Citizen Advice Bureau at **1361 -1363 Gallowgate, Parkhead (tel.0141 554 0004)**

### EMERGENCY SERVICES

In the event of an emergency please dial **999** and request Police, Ambulance or Fire Brigade

# USEFUL CONTACTS

## FOOD BANKS

### THE EVERLASTING FOODBANK

12 Whitehill Street, G31 2LH  
1<sup>st</sup> and 3<sup>rd</sup> Saturday  
of every month - 1 pm – 3 pm  
Every other Saturday - 1 pm – 2 pm

### GLASGOW NORTH EAST FOODBANKS

#### Parkhead 07951 749363/73

Monday: 1pm-3 pm  
Wednesday: 10.30 am-12.30 pm  
Friday: 1 pm-3 pm

Calton Parkhead Parish Church  
142 Helenvale Street  
Parkhead, Glasgow G31 4NA

#### Riddrie 07951 749363/73

Wednesday: 1.30pm-3.30pm  
St Enoch & Hogganfield Parish  
Church, 860 Cumbernauld Rd,  
Glasgow G33 2QW

#### Bridgeton 07951749363/73

Thursday: 10.45am-12.45pm  
St Francis in the East Church, 26  
Queen Mary St, Glasgow G40 3BB

#### Shettleston 07951749363/73

Thursday: 1.30pm-3.30pm  
20 South Vesalius Street,  
Glasgow G32 7PX

#### Easterhouse 07951749363/73

Thursday: 2pm-4pm  
45 Boyndie Street,  
Glasgow G34 9JL

# HELPFUL INFORMATION

You can visit the Scottish Government website [costofliving.campaign.gov.scot](http://costofliving.campaign.gov.scot) to access information on:

- **Energy Bills** – check what support you could get with energy, rent or mortgage and other bills
- **Benefits and Income** – check if you can get any benefits, payments or support with work
- **Children and families** – check what support you could get if you have children
- **Debt and money** – check what support you could get with debt and money advice
- **Health and wellbeing** - check what support you could get with healthcare costs and mental health
- **Older or disabled people** – check support available for older and disabled people and those who care for them

If you need Urgent help with money, food or fuel your local Council Glasgow City Council may be able to help with things like food, heating and electricity. The Article opposite, “Glasgow Helps” is on the GCC website and you can access this fully by visiting [glasgow.gov.uk/glasgowhelps](http://glasgow.gov.uk/glasgowhelps) or using the telephone number provided for more information.

## Glasgow Helps

**Do you live in Glasgow and need a ‘wee bit of help’?**

Glasgow Helps is a new service set up to work directly with the people of Glasgow.

We offer free, confidential support, information and advice for citizens on a wide range of issues including:

- Fuel Support
- Food Support
- Employability
- Mental Health
- Physical Health
- Housing Issues and much more.

We’ll listen to what you need, what your aims are, and work with you to help you to access the right support services at the right time in the right place.

To speak with one of the team, phone us on **0141 276 1185** or use our referral form.

We are able to make arrangements for an interpreter if required.

# 2025

## JANUARY

SU	MO	TU	WE	TH	FR	SA
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

## FEBRUARY

SU	MO	TU	WE	TH	FR	SA
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1

## MARCH

SU	MO	TU	WE	TH	FR	SA
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

## APRIL

SU	MO	TU	WE	TH	FR	SA
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

## MAY

SU	MO	TU	WE	TH	FR	SA
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## JUNE

SU	MO	TU	WE	TH	FR	SA
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

### REIDVALE HOUSING ASSOCIATION USEFUL TELEPHONE NUMBERS

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

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

**EMAIL ENQUIRIES: [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk)**

**MAINTENANCE AND REPAIRS OUTWITH NORMAL OFFICE HOURS: 0141 554 2406 – OPTION 1**

**THEN CHOOSE OPTION 1 FOR NO CENTRAL HEATING OR HOT WATER AND OPTION 2 FOR ALL OTHER EMERGENCY REPAIRS**

**IF YOU CAN SMELL GAS: 0800 111 999**

**POLICE SCOTLAND: 101**

**SCOTTISH GAS NETWORKS (QUANTUM METERS): 0800 048 0303**

**SCOTTISH POWER: 0843 658 0939 STAIR LIGHTING: 0800 595 595**



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

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

**T: 0141 554 2406**

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

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

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

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