

SPRING 2026

REIDVALE NEWS

THE NEWSLETTER OF REIDVALE HOUSING ASSOCIATION



50 YEARS OF

Reidvale

Housing Association

We have launched our new anniversary logo to mark 50 years of community-led housing in Dennistoun

Tell us how you want to celebrate our 50 Years

(see page 3 for details)

50

www.reidvale.org.uk

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

Stay Connected with Reidvale Housing Association

Have you spotted us popping up online lately

We are active on social media and we would love for you to join us there. It is a great way to see what is happening across the neighbourhood, from community events and local updates to behind-the-scenes glimpses of the work we are doing.

You can find us at the links below:

 **Instagram:** <https://www.instagram.com/reidvalehousingassociation/>

 **Facebook:** <https://www.facebook.com/reidvalehousingassociation>

 **LinkedIn:** <https://www.linkedin.com/company/reidvalehousingassociation>

Our pages are a quick and easy way to stay up to date. We share news, promote community activities and occasionally post a few historic photos of our much-loved tenements.

That said, social media is only one way we keep in touch.

We know that not everyone uses social media, and we completely understand that and we will always continue to communicate through letters, newsletters, our website, phone calls and face to face contact.

If you are on social media, give us a follow and say hello. If you are not, do not worry, you will not miss out!

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50 YEARS OF

Reidvale
Housing Association

MAIN OFFICE
13 Whitevale Street, Dennistoun Glasgow G31 1QW
T: 0141 554 2406
E: info@reidvale.org.uk
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

50 Celebrating Years of Community-led Housing!

This year marks the 50th anniversary of Reidvale Housing Association. Since 1975, local people have worked together to protect homes and build community-led housing in Dennistoun. To recognise this milestone, we've launched a special anniversary logo and throughout the year you'll see it featured across our communications and activities.

Bringing Back Some Old Favourites

As part of our 50th anniversary celebrations, we are also bringing back some much loved community initiatives from the past.

Many tenants will remember the Good Neighbour Award, the Education Award, and our Gardening Competition. These were once an important part of life at Reidvale, celebrating kindness, achievement and pride in our neighbourhood.

To mark this special anniversary year, we will be reviving these awards for tenants.

- **Good Neighbour Award** – recognising tenants who go above and beyond to support others and strengthen our community.
- **Education Award** – celebrating tenants who have shown commitment, effort or achievement in their learning.
- **Gardening Competition** – highlighting the care and creativity that makes our homes and shared spaces brighter and more welcoming.

In addition to this we will be holding an extra special Reidvale Gala Day delivered in partnership with the Halliday Foundation to bring the whole community together to celebrate our 50th Anniversary.

This is an opportunity to celebrate the people and community spirit that have defined Reidvale over the last 50 years. We look forward to sharing more information on how you can take part.

Tell Us How You Want to Celebrate 50 Years

We want to celebrate this occasion with you, our tenants, and we're asking for your views on the types of events and activities you'd enjoy over the anniversary year. Please complete and return the double sided questionnaire enclosed with this newsletter "Tell us how you want to celebrate our 50 years" and "Have your say on the Future of Reidvale" and either return to the association's reception or post back in the reply paid envelope provided.

Defibrillator Donated to Reidvale Neighbourhood Centre by the Grace Trust



The Halliday Foundation were delighted to recently announce that their application to London



Hearts for a community defibrillator was successfully approved. The device was generously funded by The Grace Trust and is now in place to support the safety and wellbeing of our neighbourhood centre users and the wider local community. The installation work was carried by Reidvale Housing. The cabinet containing the defibrillator is registered on the national database whereby anyone in distress can find the nearest unit. This important addition enhances our ability to respond in an emergency and helps make our community a safer place for all.

REIDVALE NEIGHBOURHOOD CENTRE CAFE VOUCHER

EXTENDED DATE TO USE VOUCHER

You will remember that we included a **£10.00 voucher per household** to use in **the Vale Café** in the Reidvale Neighbourhood Centre which is run by the Halliday Foundation. This voucher was valid from from 12th January 2026 until 31st March 2026.

If you have not used the voucher, we would like to inform you that **we are extending the usage date to the end of the summer school holidays**. If you have misplaced your voucher please let us know and we can issue you with a replacement. If you haven't used it yet give yourself a treat.

The voucher can be used to purchase a meal, soup, toasties, sandwiches tea, coffee etc. There is a wide choice and everything is fresh and home made.

If you have visited the cafe before you will know how good it is.

The voucher can be used for sit in or takeaways and if you are unable to manage round ask someone to come and collect something for you.



Community Investment Strategy

CONSULTATION UPDATE



Earlier this year, we asked for your views on our Community Investment Strategy 2025 to 2035. Over 60 people participated by completing an online survey, paper questionnaire or by attending a workshop at the Neighbourhood Centre.

The Strategy sets out more than £25 million of planned investment over the next ten years, including:

- £8 million for stonework and common repairs
- £5.4 million for kitchens, bathrooms and heating
- £12.3 million for maintenance, compliance and tenant safety

What You Told Us

From the consultation workshops three clear priorities emerged:

Warmth and energy efficiency:

Residents highlighted draughty windows and doors, heating performance and the importance of reducing energy costs.

Safety and security:

Close security, lighting and building condition were key concerns.

Communication:

The strongest message was the need for clear, timely updates before and during works, using more than one method of communication.

You also told us that shared spaces matter. Bin areas, backcourts, lighting and general cleanliness all affect how Reidvale feels as a place to live.

What Happens Next

Your feedback will now shape our final Reidvale Property and Place Standards, which will guide how we plan and deliver improvements across our nine local "Places"

We will continue to consult as works are planned in each area and will work closely with homeowners and partners, including Glasgow City Council, to support common repair funding where possible.

This is about more than buildings. It is about keeping Reidvale safe, warm and a place we are proud to call home. Thank you for helping shape the future.



Factoring Update

What's Changing in Our Written Statement of Services

From 1 April 2026, our updated Written Statement of Services will come into effect. This document explains how we deliver the factoring service, how costs are managed, and what you can expect from us.

Following a full review of our service, we have made a number of updates to improve clarity, transparency and consistency. All homeowners will have received a copy of the new Written Statement of Services alongside a schedule of changes. Below we highlight some of the main changes and what they mean for you as a homeowner.

What Has Changed, and Why It Matters

We have clarified that we can instruct routine repairs to common areas up to £2,000 per building without first consulting owners.	This allows us to deal with smaller repairs more quickly, reducing delays and preventing issues from escalating. It helps protect the condition of your building while keeping spending within a defined limit.
An updated management fee using a cost recovery model, reflecting the actual proportion of staff time and organisations support required to deliver the factoring service to homeowners.	This approach improves transparency and ensures the factoring service is financially sustainable, without being subsidised by tenants or placing disproportionate costs on owners.
Where owner authorisation is required, quotations will be obtained in line with our Procurement Policy. This policy is available to view on our website.	This strengthens transparency around how contractors are selected and helps ensure value for money when larger repairs are needed.
We have introduced a one-off float payment. This is held against your property and is fully refundable when you sell, less any outstanding charges at that time.	The float ultimately works like a deposit and provides working capital for your building, allowing urgent or routine works to be progressed without delay.
Invoices will now be issued quarterly.	More regular billing provides clearer oversight of costs and allows us to resolve your queries more promptly, helps avoid larger year end balances, and supports better budgeting.
We have set out the stages of our debt recovery process and associated administration charges in a structured and transparent way.	There is greater consistency in how arrears are managed, helping protect the financial stability of your building and reducing the risk of unpaid costs being redistributed to other owners.

These changes are about making sure we provide a factoring service that feels fair, clear and responsive. We want homeowners to understand what they are paying for, to see issues dealt with promptly, and to have confidence that costs are proportionate and transparent. By updating our processes,

introducing more regular billing and strengthening the financial arrangements that support your building, we are aiming to deliver a service that protects your property, supports your investment and responds to concerns at the right time.

Factoring Update

STONEMWORK REPAIR PROGRAMME – Protecting Our Buildings for the Future

Over the next 20 years, we will be delivering a planned programme of stonework repairs across our properties.

Many of our buildings are traditional sandstone tenements. Over time, stonework deteriorates due to age and weather exposure. Repairing and restoring it is essential to keep homes safe, weatherproof and warm, and to prevent more serious and costly problems in the future.

This is a significant programme of work and will require financial contributions from homeowners. At our recent Community Investment Strategy consultation, some homeowners expressed concerns about affordability, responsibility and how grant funding could help reduce costs. We understand these concerns.

Responsibility for maintaining common stonework sits with all owners in a building. Our role is to support you through the process and maximise opportunities to secure external funding to reduce costs wherever possible.

We will be arranging block meetings with homeowners to discuss building condition, proposed works, funding options and next steps. We want to approach this in partnership and plan the work in a way that is fair, transparent and manageable.

We are prioritising the blocks that need work most urgently, however if you would like more information about the stonework repair programme, please get in touch.

Looking After Your Home

As part of our responsibilities as a landlord, Reidvale Housing Association carries out gas safety and electrical safety checks in tenants' homes to help keep residents safe.

While these checks do not apply to privately owned homes, they highlight the importance of regular safety inspections within any property. If you own your

home, it is worth considering arranging periodic gas and electrical safety checks with a qualified engineer.

These checks can help identify issues early and provide peace of mind that appliances and electrical systems are working safely. Many homeowners choose to arrange these checks annually or when installing new appliances.



What is damp, mould and condensation?

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.



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's removed, it is a good idea to redecorate using a good quality anti-mould paint.



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. It's recommended that you don't allow the temperature in your home to fall below 14°C.
8. Keep furniture away from walls, particularly external walls to allow air to circulate around them. Allow room in and around wardrobes and cupboards for circulation.
9. Regularly wipe down windows, windowsills and walls to prevent condensation build-up.
10. If using a tumble-dryer, make sure the room it's in is well ventilated to enable any moisture to escape. This can be achieved by ensuring windows are open or by using a dehumidifier. Any tumble drier vents should go outside (unless it's self-condensing).



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 visit your home and offer advice on the next steps. Call us on: **0141 554 2406** or Email: **info@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.



Quarterly Update fr

Hello everyone,

As we enter a new quarter, I'm pleased to share an update on the progress, challenges, and opportunities shaping Reidvale Housing Association and our community here in Dennistoun.

Strengthening Governance and Organisational Stability



This quarter marks continued progress following our return to compliant regulatory status, confirmed by the Scottish Housing Regulator in December 2025. This followed several years of dedicated work to improve governance, strengthen financial management, and modernise our organisational structures. The Regulator has acknowledged the “positively transformed” organisation we are today, reflecting the commitment of our staff, committee members, and tenants.

We continue to embed these improvements through our updated business plan, asset management strategy, and performance management framework, ensuring strong oversight of the association’s most critical priorities.

A Place-Based Approach to Community Engagement



Our new place-based model—dividing the Reidvale area into nine local “Places”—is designed to put community participation at the heart of decision-making. This approach will help ensure that future investment programmes respond directly to the priorities and lived experiences of residents in each neighbourhood.

This quarter, we’ve seen strong engagement from tenants at local events and drop-ins, and we’re encouraged by the thoughtful, constructive feedback being shared. Your insight continues to shape our standards, services, and long-term plans.



Investing in Our Homes and Neighbourhoods

A key focus this quarter has been advancing our 10-year Community Investment Strategy, launched for consultation in January 2026. This ambitious plan sets out more than £25 million of investment over the next decade to protect and enhance our homes and shared spaces.

Much of our housing stock dates from before 1919, and recent detailed surveys highlight the substantial investment required to safeguard these historic tenements, including

major stonework repairs and long-term energy-efficiency improvements. We are committed to delivering this work in a planned, value-for-money approach that minimises disruption to tenants.

Thank you to everyone who has already contributed to the consultation—the feedback from tenants, owners, and local businesses has been invaluable. Engagement events will continue throughout the coming months to ensure all voices are heard.



om the Chairperson

A Milestone Year for Reidvale



As many of you will know, this is a significant year as Reidvale celebrates its 50th anniversary. Earlier this year, we launched our new anniversary logo, marking half a century of community-led housing in Dennistoun—a proud milestone for the organisation and everyone who has contributed to its journey.

We have a series of events and initiatives planned to celebrate this anniversary, and I hope many of you will take part as we reflect on our history and look forward to how we continue building a strong future together.



Looking Ahead

Over the next quarter, our priorities will focus on:

- Continuing consultation and early planning for the Community Investment Strategy
- Developing detailed, phased programmes for stonework and major repairs
- Strengthening tenant involvement across all nine Places
- Building on our restored regulatory compliance through continuous improvement

Strengthening Communication and Community Presence



We have expanded both our digital and in-person engagement activities this quarter. Our social media channels continue to grow as part of our commitment to accessible communication, helping residents stay informed about services, events, and support available.

Meanwhile, the Reidvale Neighbourhood Centre continues to play an important role in local life, supported by our partnership with the Halliday Foundation. This has enabled the centre to remain a vital community hub, providing services and support for residents across the East End.



I want to thank all tenants, staff, partners, and committee members for their ongoing commitment and support. Reidvale's strength has always come from its community, and together we are laying the groundwork for the next 50 years of community-owned and community-driven housing in Dennistoun.



Warm regards,
Denise Dempsey
Chairperson, Reidvale Housing Association



149 & 157 Bellfield Street

Work is progressing well on site at present, the stonework to the front elevation has now been fully removed and cleared and at the start of March our contractor Lochlie Construction started installing the new foundation system involving piling. Once that is completed Lochlie will start building the new brickwork to the façade.

We expect this work will be completed by August 2026 and will provide regular updates in our newsletter, website and social media. We have also added a project banner near the site compound to provide information on the project.

Some photographs of the site works.



Community Partnership Brings Lifesaving Equipment to John Butterly House



As part of James Frew's ongoing commitment to community wellbeing, they are proud to announce the installation of a new defibrillator at Reidvale's development at John Butterly House.

This initiative was made possible through a fantastic partnership between their team and Reidvale Housing Association, ensuring residents and visitors have access to vital emergency equipment when it matters most.

This project reflects our shared values of safety, care, and collaboration, and James Frew are delighted to contribute to creating a safer environment for everyone.



Moray Christie, Maintenance Officer, Lynn Cree, Maintenance Assistant, Stuart Orr, James Frew

External painting contract 2026/27

As part of the Association's Cyclical Maintenance Programme we carry out external painter work to each close every five years.

The work includes painting closes, windows, doors, fencing, clothes poles etc. This year, we will be painting in the following streets:

Millerston Street

10

Whitevale Street

3, 7, 8, 10, 12, 14, 16, 18, 22, 26

Garfield Street

9, 13, 17, 23, 29, 35, 43, 49, 55, 61

Thomson Street

123, 131, 154, 158, 164, 170, 176, 180

Bellgrove Street

78, 82, 86, 90, 94

To ensure we engage with you fully on this project, our contractor, Bell Group will issue a colour choice form to all residents to either stay

with the current close colours or to change the colour. The choice of colour will be decided by the majority decision of the returns we receive; therefore it would be really appreciated if you could take the time to return the form.

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

Some examples of painting in the past year are below.



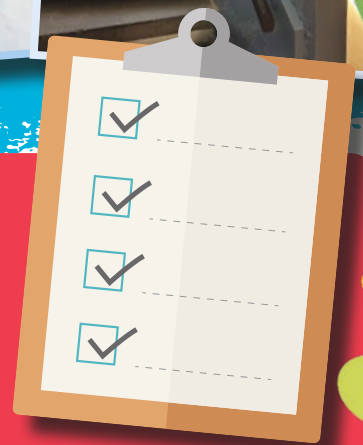
Stock Condition Surveys 2026/27

We will shortly be contacting our tenants to arrange a stock condition survey of some of our tenants homes, these surveys will be done by our Assets team along with surveyors from The John Martin Partnership (JMP).

The survey data collected will be used to determine Reidvale's future investment needs and assess compliance with the Scottish Housing Quality Standard. This will help to update our plans for future improvements

to our tenants homes and also discuss with you areas that you feel we should prioritise.

This is an important part of our planning for the future investment in the housing stock and would appreciate your help in providing access to your home. It would be appreciated if you could update Reidvale with your contact telephone number and email address so we can update our records.





Annual gas servicing

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

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



Electrical testing to your home

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

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

EMERGENCY PROCEDURES IN THE EVENT OF A GAS LEAK

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

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

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



POWERCARD AND QUANTUM METER CARD USERS



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

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

SMART METERS

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

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.

And another way to contact Reidvale

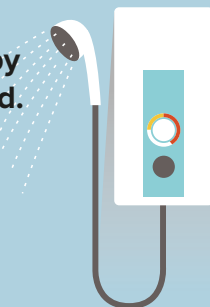
Email is increasingly used too and can be more convenient for you to contact us, especially when the office is closed. Please ensure you let us know your correct email address too.



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

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

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





Keep Reidvale HA Informed: Why Up-to-Date Household and Contact Details Matter

As a social rented tenant, keeping Reidvale HA informed about your household and contact details is not just a courtesy—it's essential for maintaining a safe, responsive, and well-managed tenancy.

Why It's Important

- 1. Emergency Contact**
In case of emergencies—such as repairs, safety issues, or urgent updates— we need to reach you quickly. Having your current phone number and email address ensures you're not left out of important communications.
- 2. Household Changes**
If someone moves in or out of your home, or if your household circumstances change (e.g., a new baby, a carer joining the household), we need to know. This helps ensure your tenancy agreement remains accurate and that your housing needs are properly supported.
- 3. Access to Services and Support**
Additional services, such as welfare support, community events, or maintenance scheduling. Keeping your contact details up to date means you won't miss out on these opportunities.
- 4. Legal and Safety Compliance**
Accurate household information helps us comply with legal responsibilities, such as fire safety checks, occupancy limits, and safeguarding procedures.

What You Should Update

- **Phone number(s)**
- **Email address**
- **Names of all household members**
- **Any changes in household composition**
- **Preferred method of contact**

How to Update Your Details

- **Email or phone contact with your housing officer**
- **In-person visits to the housing office**

If you're unsure how to update your details, contact us and we'll be happy to help.

Stay Connected, Stay Supported

Keeping us informed helps build a stronger, more responsive relationship. It ensures your home remains safe, your tenancy secure, and your needs understood. Take a few minutes today to check your details and make any necessary updates—it's a small step that makes a big difference.

Housing Management Update

Annual Visits

As part of Reidvale Housing Association's ongoing commitment to supporting our community, our housing team will soon begin annual tenant visits. These visits are a great opportunity for you to meet your Housing officer and Housing Assistant to discuss how your home is meeting your needs and offer support with any issues you'd like to

discuss or any concerns you may have. They also allow us to identify any repairs or improvements needed to keep your property in good condition. We appreciate your co-operation and look forward to meeting with you to continue building a positive and engaging community.

Estate Management

At Reidvale Housing Association, we are committed to keeping our neighbourhood clean, and well maintained, and we are now starting regular estate management visits which will take place monthly. Your support plays a vital role in keeping our area clean. If you spot issues such as fly tipping, overflowing bins, dog fouling or any other environmental concerns within the area,

we encourage you to report them directly through the **My Glasgow App** and we will do the same. The app provides a quick and convenient way to notify Glasgow City Council, ensuring problems are logged and addressed as efficiently as possible. By working together and reporting issues as they arise, we can continue to maintain a pleasant environment for all residents.

Universal Credit

As your rent increases on 1st April 2026, it is important that tenants report this change promptly through their online Universal Credit journal or by calling Universal Credit to avoid any delays or incorrect payments. If you currently experience any shortfall in your housing costs you could be eligible for Discretionary Housing Payment (DHP) this is

most likely if you have an extra bedroom. If you need help with updating your housing costs or are unsure how to complete the process, our housing team is available to provide support and guidance, please call us on **0141 554 2406** if you require assistance with this.

Housing Application Form

When you apply for a home with us, your application is added to our waiting list based on your housing needs and circumstances. Please note that the waiting list does not operate on numbered positions, and applicants are not able to track or move up a list by calling. Instead, we will contact

you directly as soon as a suitable property becomes available for offer. This means you do not need to phone for updates—rest assured, we will be in touch when an offer matches your application. Thank you for your patience while we work to allocate homes fairly and in line with our policies.



We Oppose Proposed Parking Changes in Dennistoun



Glasgow City Council is currently considering proposals to introduce changes to parking arrangements across Dennistoun, including new permit requirements and charges for on-street parking.

In Dennistoun many homes do not have driveways or garages. Residents rely heavily on parking close to their homes for work, caring responsibilities, shopping, health appointments and everyday life. For many households, access to nearby parking is not a convenience, it is a necessity.

We have formally raised concerns about these proposals. Introducing permit charges and stricter parking controls would create additional financial pressure at a time when many households are already facing rising living costs. For some residents, particularly those on lower incomes, this would represent another unavoidable monthly expense.

There are also important equality considerations. Older people, disabled residents and those with caring responsibilities often depend on being able to park near their homes. Changes that reduce flexibility or increase costs could have a disproportionate impact on these groups.

While we recognise the Council's wider objectives around congestion and sustainable travel, any changes must reflect the realities of how people in Dennistoun live. A balanced approach is needed, one that supports environmental ambitions without placing unfair burdens on local residents.

We will continue to represent the interests of our tenants and homeowners as this process develops and will share further updates when they become available.



2026

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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: info@reidvale.org.uk

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

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

IF YOU CAN SMELL GAS: 0800 111 999

POLICE SCOTLAND: 101

SCOTTISH GAS NETWORKS (QUANTUM METERS): 0800 048 0303

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



50 YEARS OF

Reidvale
Housing Association

13 Whitevale Street, Dennistoun Glasgow G31 1QW

T: 0141 554 2406

E: info@reidvale.org.uk

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