



DECEMBER 2023

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

## Don't Forget to VOTE



The independent tenant ballot conducted by Civica Election Service is open to vote on Reidvale's plans to transfer into Places for People Scotland. The vote closes on 11 December 2023.

You should have received your ballot paper, with your unique two-part code, in the post. If you haven't already, make sure you remember to vote.

You can vote by:

- Text to 80212
- By phone (0800 884 0704)
- Online [www.cesvotes.com/ReidvaleHousing](http://www.cesvotes.com/ReidvaleHousing)
- By dropping your ballot paper in the sealed and secure ballot box at the local Reidvale Housing Association Office (13 Whitevale Street, G31 1QW)

If you have any questions regarding the proposed transfer, please call us on 0141 554 2406, or email us [transfer@reidvale.org.uk](mailto:transfer@reidvale.org.uk)

You can also find helpful Frequently Asked Questions and factual Answers on our website.

TIS continues to provide independent tenant advice on the proposal. You can call TIS on Freephone 0800 488 0982.

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

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

# CONTENTS

Page 3	Interim Director Update
Page 4	AGM and Committee Members
Page 5	Festive Period Closure and Emergency Contacts
Page 6	Festive Period Notices
Page 8	Are You Ready for Winter!
Page 10	Tenants Contents Insurance
Page 11	Have you changed your phone number?
Page 12	Helpful Information
Page 13	Useful Contacts
Page 14	Christmas Fun
Page 15	Calendar
Back Page	Important Phone Numbers



## 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 TO THURSDAY: 9am - 5pm**

**FRIDAY: 9am - 4pm**

# INTERIM DIRECTOR **UPDATE**

Once again we are approaching Christmas after what seems to have been another very quick year! Without doubt 2023 has been a challenging year both within Reidvale Housing Association and the local Community. The cost of living crisis is still with us, with all that entails, and the impact can be felt more than ever in the run up to Christmas with all the pressures of the festive season. As ever I would urge anyone worried about paying their rent or bills to speak to a member of our housing team who will be more than happy to help.

After the sad closure of the Reidvale Neighbourhood Centre in March this year, I am delighted to see it re-opened by the Bluevale Community Club, supported by Places for People Scotland. This newsletter contains lots of information about the activities taking place in the centre and the Bluevale Club is keen for feedback on what else could be offered.

As you will know, we have been working hard with our preferred transfer partner, Places for People Scotland, to develop and agree a joint business case for transfer of engagements, and to consult with our tenants on the proposals and changes this would bring. I would like to thank all of you who have come along to consultation events, been part of the focus group, or who has engaged with us in any way during the last few months. The formal ballot process ends on 11th December and I would urge you to cast your vote if you haven't already - it does matter and does make a difference.

I'm pleased to say that we have been able to install CCTV cameras in our streets following discussions with tenants at the end of 2022, and I would hope that their presence is contributing to reducing crime and anti-social behaviour in the area. We have been continuing to work with Glasgow City Council on the general environment and have been carrying out estate inspections in an effort to identify and report repairs and cleansing issues that would improve the neighbourhood.

We have been running an investment programme based on available funds which has seen the boiler replacements and kitchen renewals at John Butterly house and continuation of the stonework programme which we are tackling on a block by block basis. Window replacements in 18 of our properties will also commence in the next few weeks.

Our overall performance across the Scottish Housing Charter measures remains steady although customer satisfaction levels at the beginning of the year had dropped significantly. We have been working hard to improve this and will continue to do so over the next few months.

Finally I would like to wish everyone a very Merry Christmas and Happy New Year for 2024 when it comes.

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## AGM

We would like to thank everyone who attended our forty eighth AGM on 6th September this year at the Reidvale Neighbourhood Centre. The meeting heard a report from our Chairperson, Eddie Marley and from our Finance Agent, Graeme Bruce along with our external auditors Chiene and Tait. It was approved that Chiene and Tait will remain our external auditor for the next 12 months.

At the AGM we said goodbye to our Vice Chair, Helen Moore, who has previously served as Chairperson and who has given many years to the Management Committee. Helen has been a huge source of support to the Association and to our current Chairperson Eddie Marley.

We would like to thank her for everything she has done and for all of her hard work and commitment over the years. Helen will be sincerely missed but we hope that she will still keep in touch in months and years to come.

Over the course of the last 12 months we have welcomed three new members to our Management Committee - Ian McLean and Steven Campbell who come with a wealth of housing experience, Ian within social housing, and Steven within the private rented sector. Their contribution over the last 12 months has been invaluable. More recently we have welcomed Linda Wishart to Management Committee. Linda is passionate about the local Reidvale area, and we are sure she will be an active and valued member of Committee.

# FESTIVE PERIOD CLOSURE

**Our offices will be closed from 5pm on Thursday 21st December and will reopen at 9 am on Thursday 4th January.**

## **Emergency Repairs Service**

**TELEPHONE 0141 554 2406**

**listen to the message then select either heating or general repairs.**

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.**

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

**Examples of emergency repairs are:** no central heating/hot water, burst pipes, choked drains, w.c's not flushing/choked, loss of power, 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.

### **EMERGENCY PROCEDURES IN THE EVENT OF A GAS LEAK**

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

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

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

### **PRE-PAY 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.

The week beginning 18th December the Association will attend to urgent repairs only. Please bear this in mind if you are, for example, having new carpets delivered and the doors need planed or if you are having a new fridge/freezer and need the worktop cut to accommodate it.

# FESTIVE PERIOD NOTICE

## 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.

- 1 Keep your home as warm as possible even if you are out.
- 2 Ensure that taps are turned off properly, particularly at night.
- 3 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.

## LOST YOUR KEYS? LOCKED OUT?

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



## LARGE/BULKY ITEMS

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

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



## 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 EICR's
- 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.

## We Need Your Help - External Painter Work Contract

The painters are now on site completing this year's programme, to enable them to complete the works they need access to some properties to paint the external window frames. If you have been contacted by either the contractor or the association or had a card put through your door requesting access for these works please contact us urgently to arrange a suitable appointment. These works are necessary to ensure your windows are protected from the weather and help to prevent them from developing rot.

## Boiler / Heating Replacements

The Association are currently carrying out boiler / heating replacements to some properties, we are aware that this may cause some tenants major upheaval due to having flooring lifted and furniture moved. To eliminate this problem the association will now only replace the boiler in our properties unless there is a problem with the heating system which we cannot repair.

## ALTERATIONS - GET PERMISSION BEFORE THE WORK IS DONE !

Changing Your Kitchen, 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 have a GAS ESCAPE you should phone 0800 111 999 and for SCOTTISH POWER EMERGENCIES you should phone 0800 092 9290 from a landline and 03301 010222 from a mobile.**



# SECURE A BETTER FUTURE AS A JAMES FREW APPRENTICE

## The Opportunity

An apprenticeship with James Frew is a Modern Apprenticeship. Modern Apprenticeships are a combination of work-based training and college learning. Over the course of your 4-year apprenticeship, you will work to achieve an SVQ3 in Domestic Plumbing and Heating, an SVQ3 in Carpentry and Joinery or an SVQ3 in Electrical Installation.

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

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

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

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

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

We will provide a company uniform and full PPE.

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

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

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



## Entry Requirements

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

## Contact Us

Forward your CV and a cover letter detailing why you want to be a plumbing and heating apprentice to [HR@jamesfrew.co.uk](mailto:HR@jamesfrew.co.uk) no later than Friday 26th April 2024.

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



**JAMES  
FREW**

[www.jamesfrew.co.uk](http://www.jamesfrew.co.uk)

Further information about the Plumbing Apprenticeships scheme is available on SNIPEF website: [www.snipef.org](http://www.snipef.org)



Further info about the Carpentry and Joinery apprenticeships scheme is available on the CITB website: [www.citb.co.uk](http://www.citb.co.uk)



Further info about the Electrical Installation apprenticeships scheme is available on SECTT website: [www.sectt.org.uk](http://www.sectt.org.uk)



James Frew Limited is an Equal Opportunities Employer and is part of the Scottish Business Pledge.



# ARE YOU READY FOR WINTER?.....

Our weather can be very unpredictable and although it has been unseasonably mild this year we should all prepare for another cold, wet and windy winter season ahead. Such severe weather can lead to all sorts of problems in and around the home. Here are some handy hints to help you deal with whatever the winter throws at us...

## Heating your home



We are all looking for ways to cut our heating costs and make sure we are getting the best possible deal from energy providers. The many different tariffs and charges available can be quite confusing and if you find you are getting lost in this particular maze try contacting G-Heat who can provide independent energy advice on 0800 092 9002.

Other simple measures you can take to save energy include:

- Draw blinds and curtains when the sun goes down to keep the heat in
- Close doors to keep the heat in rooms
- Keep radiators free from obstruction (clothes and furniture) to make sure all the heat comes into the room

*Although the instinct is to batten down the hatches and trap as much heat as possible in your home please make sure your rooms are properly ventilated through the use of the trickle vents on your windows, or opening windows from time to time, particularly in bedrooms while sleeping. This will help prevent a build-up of warm, moist air that can lead to condensation if left unchecked.*

## Frozen pipes

Frozen pipes can cause a lot of disruption – from lack of water and heating to water damage if the pipes burst – so it is important to keep the water flowing. Keep the heating on, even at a low temperature, during severe cold weather to prevent pipes freezing up.

If pipes do freeze you can try to defrost them with a gentle heat from a low voltage fan heater or even a hair-drier. Do not use a gas heater as this fierce heat could damage the pipes and cause a burst. Keep an eye on things as pipes defrost in case there is a leak, and be ready to turn the water off as necessary.

If pipes do burst report this to the Association immediately and turn off the water supply. Make sure you know where your water stop tap is and how to turn off the water. Use buckets and towels to contain water leakage as much as possible to limit damage – the quicker you can turn the water off the less damage there will be to the building and to your own possessions.







## Boiler and heating problems

Some boilers have a condensing pipe that drains to the outside and the liquid in this pipe can freeze in extremely low temperatures causing the boiler to shut down. If this happens pour warm water (not boiling water) over the pipe and this will defrost the trapped liquid and allow the boiler to fire up again.

The pressure gauge on your boiler should sit between 1.5 and 2.0 when the boiler is running. If the pressure keeps dropping then there may be a leak in one of the heating pipes. Report this fault to the Association and we will attend as soon as we can.



Particularly cold temperatures can cause a drop in gas pressure and, in extreme cases, can cut off your gas supply. Unfortunately the Association can do nothing to restore the gas supply and in these circumstances you must contact Scottish Gas Networks on their National Gas Emergency number 0800 111 999.

### Leaking and broken gutters and downpipes

If you notice a leaking or broken gutter or rainwater pipe report this to the Association straight away and we will attend as soon as we can. Until the fault is repaired please be extra vigilant as the ground around the pipe may be slippery. In particularly bad weather it may not be safe for our contractors to attend to the repair straight away – for example, if there is snow or ice on the ground or if there are high winds. Be assured that we will attend to all reported repairs once it is safe to do so.

## Snowy and icy paths

As a tenant it is your responsibility to clear snow or ice from the paths and roadways around your house. If you have an elderly neighbour or know someone who could use some help why not offer to clear their paths too? Being a good neighbour and clearing paths of ice and snow is the kind of practical step that most of us can take during cold weather. A helping hand with this can make all the difference for people who may be unable to clear their own paths, or who need to use local paths to access services.



The Council will clear main roads and does provide grit bins for residents' use on minor roads and paths.

## Failure of power, or other services

The utility companies in Scotland have well-tested plans in place to deal with all kinds of events, but services can be cut off from time to time. There are steps you can take now that will help you cope with any loss of utilities over the winter months:

- A battery powered radio will help you stay in touch with the news following a power failure.
- Keep mobile phones and lap top computers fully charged, so you will have use of battery power for a short time at least if there is a power cut.
- Make a list of all the telephone numbers you might need, and keep them handy. Here are a few to get you started.

National Gas Emergency Service (if you smell gas): 0800 111 999

Scottish Power Energy Networks (central and southern Scotland): 0800 092 92 90

Scottish Water: 0800 0778 778

**Further advice on preparing for winter can be found on the Scottish Government website:**  
**[www.readyscotland.org](http://www.readyscotland.org)**

## TENANTS CONTENTS INSURANCE

Winter is fast approaching and we don't know how cold it will be:

Burst pipes caused by water freezing can cause devastating damage to possessions, yet a number of tenants and owner occupiers have no insurance to cover their contents.

Reidvale tenants and owner occupiers can arrange insurance cover for the contents of their home at an affordable rate where premiums can be paid fortnightly or monthly using a payment card, monthly by direct debit or annually.

The cover arranged by SFHA Diamond Scheme has been designed to help tenants and residents insure most of their belongings as easily as possible and also covers them against theft, vandalism and fire.

Sums insured start at £6,000 for OAPs and £9,000 for all other tenants and owner occupiers.

Cover for most household items including tv, video, personal computers, DVD players etc.

Cover includes freezer contents and public liability, Accidental damage cover available for an additional premium.

Swift and fair claims

If you have no insurance cover for this winter contact Sheila Rae, Housing Assistant at the office on 0141 554 2406 option 3 for further information and an application form.

Reidvale Housing Association is responsible for insuring the building you live in NOT the contents.

No-one wants to think of the worst but have you considered what you would do if there was a fire, flood or your home was broken into?

Reidvale Housing Association insures the structure of your home, but is not responsible for what is inside. We strongly recommend that you protect your furnishings and personal possessions with a home contents insurance policy.

## Storage of Items on Landings

We would remind residents that the landings and common areas should not be used for storage of any items, including bikes, as this could cause an obstruction to evacuation of the property in the event of a fire.

## Close Security - Locking of Backcourt Doors

We would remind residents that the security of the close can be compromised if the backcourt doors are not locked at all times as this can allow access from any of the surrounding backcourts.

If you are not in possession of a back door key you can collect one from the office.

## 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.

**Set-up a direct debit** so your rent can be paid on the same day and help you manage your budget. 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. Contact your Housing Officer if you are struggling, who can offer advice on this.

**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** - high rates of interest could lead to financial struggles.



## **HAVE YOU CHANGED YOUR CONTACT DETAILS, TELEPHONE NUMBER OR EMAIL ADDRESS 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, contact details 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.

## **ENDING YOUR TENANCY?**

We would remind tenants that you are required to give the Association 28 days notice of your intention to terminate your tenancy.

Please contact the Association's office if you are planning on ending your tenancy. A date of termination of tenancy will be agreed and your housing officer will arrange to carry out a property inspection. The purpose being to enable the Association to plan for any required renewals/maintenance work.

Your flat should be cleared of all personal items and left in a clean condition. This includes the removal of carpets, laminate flooring, fridge/freezers, cookers etc.



# HELPFUL INFORMATION

You can visit the Scottish Government website [costoflivingcampaign.gov.scot](https://www.costoflivingcampaign.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 Below, "Glasgow Helps" is on the GCC website and you can access this fully by visiting [glasgow.gov.uk/glasgowhelps](https://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 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.



# 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 opened Mon-Fri 1pm -9pm. Visit the Heads Up website which host information on a range of disorders insomnia, what helps and how to support someone 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 too or are struggling to cope: [www.samaritans.org](http://www.samaritans.org) (24 hour helpline:116 123)

### SAMH

(Scottish Association for Mental Health) [www.samh.org.uk](http://www.samh.org.uk)  
Telephone: **0141 530 1000**

**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.

## 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**

## FOOD BANK

Glasgow North East Foodbank along with Celtic FC Foundation have launched - a free self-referral service for those financially impacted by COVID 19, it includes, people who have become recently unemployed, are working on reduced hours, or are currently applying for a new benefit claim, although is not limited to just this criteria.

Phone numbers are **07951 749373**.

You can also email [info@glasgowne.foodbank.org.uk](mailto:info@glasgowne.foodbank.org.uk) or visit the website at [glasgowne.foodbank.org.uk/contact-us/](http://glasgowne.foodbank.org.uk/contact-us/) - to check eligibility - this might be busy so they will respond as soon as they can.

**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

# CHRISTMAS COUNT AND COLOR

Follow the color guide and color the objects. Then count how many of each object is there and write them in the box.



Green



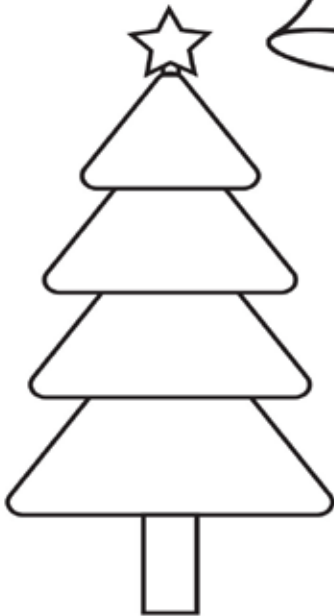
Purple



Yellow



Red





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

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

**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**

**OPENING HOURS**  
**MONDAY TO THURSDAY: 9am - 5pm**  
**FRIDAY: 9am - 4pm**

# 2024 CALENDAR

**365 January 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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			

**365 February 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				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		

**365 March 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					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						

**365 April 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	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				

**365 May 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			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	

**365 June 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						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						

**365 July 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	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			

**365 August 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				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

**365 September 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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					

**365 October 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	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		

**365 November 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					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

**365 December 2024**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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				



# IMPORTANT PHONE NUMBERS



## **REIDVALE HOUSING ASSOCIATION USEFUL TELEPHONE NUMBERS**



**MAINTENANCE AND REPAIRS  
0141 554 2406 - OPTION 1**

**PAYMENTS  
OPTION 2**

**GENERAL ENQUIRIES  
OPTION 3**

**TRANSFER ENQUIRY LINE  
OPTION 4**

*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**

**FORTHCOMING PUBLIC HOLIDAYS**  
Reidvale Housing Association will be closed from 5 pm on Thursday 21st December and Re-open on Thursday 4th January. In the case of emergency repair only during these times please phone 0141 554 2406 - OPTION 1  
THEN OPTION 1 FOR NO CENTRAL HEATING OR HOT WATER  
AND OPTION 2 FOR ALL OTHER EMERGENCY REPAIRS ONLY - SEE PAGE 5

**Other important telephone numbers to keep on hand**

**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**



**Please cut the above out and keep it handy**

**Your contact details**  
**Do we have your telephone number and email address?**

**Please ensure that we have your up to date telephone numbers and email address so we can reach you quickly and easily. You can reach us on the contact details above to provide this information.**

