



SUMMER 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



www.reidvale.org.uk



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Outcome of Rent Consultation 2023/24

Reidvale Housing Association consulted with all tenants in February 2023 when we asked all our tenants to give their opinion on our proposal to increase rents by 7% from 28th March 2023. The consultation was sent to all 897 tenants properties with a total of 239 households responding. The consultation achieved a response rate of 26.64%.

We are pleased to share the outcome of the rent consultation with you.

Response:

Q. *Do you agree with our proposal to apply a 7% rent increase from 28th March 2023?*

R.	Agree	Disagree	Don't know	No Comment
	49%	26%	18%	7%

Q. *Is the current rent affordable to you?*

R.	Yes	No	Don't know	No Comment
	80%	5%	8%	7%

All returned consultation forms were entered into a prize draw.

The three prize winners have been notified and they have received £50 gift vouchers.

Thank you to everyone who responded.

Installation of CCTV

We have listened to feedback from tenants and residents and we are delighted to inform you that we are currently installing CCTV within the Reidvale area. Following feedback from tenants and residents, by installing CCTV we aim to meet the following objectives:

- Reduction in the fear of crime
- Increase in public safety and public reassurance
- To increase and complement partnership working

If you have any questions regards the CCTV please do not hesitate to contact the Association's office on tele no. 0141 554 2406, by email at a.dundas@reidvale.org.uk or via our website at

<https://reidvale.org.uk/contact-us/>



HOUSING MANAGEMENT

DO YOU NEED ADVICE ON MEETING YOUR DAY TO DAY COSTS? **PLEASE MAKE EARLY CONTACT**

The Association is very aware of the impact that rising costs are having for residents in the Reidvale area and beyond, whether it be rising food costs, utility bills, fuel, it seems just now that everything we need and buy is continuing to increase.

The one constant however is the need for you to cover your monthly rent due, with us finding that some of our tenants are prioritising other bills, as opposed to their monthly rent being paid.

The Association has over the past number of years sought assistance from Gemap to provide residents Welfare Rights Advice.

This includes them assisting with debt management (including rent arrears owed to the Association), utility issues, and maximising benefit entitlement. These are just a few of the types of help and assistance that they can provide.

If you are having difficulties paying your rent on a monthly basis we would encourage you in the first instance to contact the Association as early as possible, to enable us to provide assistance to you, to avoid any further action having to be taken against your tenancy with us for non-payment of rent.

The services 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.

Please don't delay, we are here to help. If you need assistance or advice and you would like an appointment with your housing officer please contact us on tele no. 0141 554 2406, by email at a.dundas@reidvale.org.uk or via our website at <https://reidvale.org.uk/contact-us/>

We include agencies that can provide assistance for you:-

**Your local Citizen Advice Bureau at
1361 -1363 Gallowgate. Parkhead
(tel. 01415540004)**

GEMAP Scotland Ltd.
<https://www.gemap.co.uk>
Unit 2/31, Westwood Business Centre,
69 Aberdalgie Road, Glasgow, G34 9HJ.
Telephone: 0141 773 5850

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

<https://www.glasgow.gov.uk/fuelsupport> -
0141 276 1185 (9am - 5pm Monday to Friday)

<https://www.glasgow.gov.uk/glasgowhelps> -
0141 276 1185 (9am - 5pm Monday to Friday)

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

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



...offering financial inclusion and money advice service

Fighting Sanctions

Claiming Personal independence
Payments

The Scottish Welfare Fund

Tax Credits

Housing Benefit

Council Tax Reduction

Universal credit

Living with debt

Manage money

Debt Management Plan

Bankruptcy (sequestration)

Minimum Assets Process

Temporary Payment Plans

Write offs

Negotiated settlements

Debt Arrangement Scheme

Trust deeds

Financial inclusion, Financial what?

Budgeting and Financial Planning

Saving

Borrowing

Insurance

Bank accounts

Credit Union accounts

Consumers' rights

Coping with money and financial issues can be bewildering and complicated... or at least it seems that way.

Gemap can help you with the following:

If you are a resident of Reidvale Housing Association and would like to make an appointment with GEMAP please contact Reidvale Housing Association on tele no. 0141 554 2406, by email at a.dundas@reidvale.org.uk or via our website at <https://reidvale.org.uk/contact-us/>



Power of Attorney

A power of attorney (POA) 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 authority 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 <https://www.citizensadvice.org.uk/scotland/about-us/get-advice-s/>

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.

Emergency Contact Details

Please notify us of contact details 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.

HOUSING MANAGEMENT

Telling us about changes to your household

To ensure that your tenancy rights are protected it is very important to ensure that you advise us of any changes to your household.

This includes telling us about anyone who has previously moved in with you who you haven't already told us about, and when anyone moves into or out of your home in the future at the time they do so.

If you are unsure about whether you have told us about anyone who has moved into your home let us know now.

You can do this by:

Writing to or calling into our office at:

Reidvale Housing Association
13 Whitevale Street
Dennistoun
Glasgow G31 1QW

Calling us on : 0141 554 2406

Emailing us on: a.dundas@reidvale.org.uk

We will acknowledge receipt of your notification

Subletting, Assignment and Joint Tenancy

If you want to sublet all or part of your house to someone else, if you want to assign your tenancy (pass on the tenancy to someone else) or want another person to be included with you as a joint tenant.

Subletting

If you want to sublet all or part of your tenancy, this needs our consent as your landlord. Section 12(2) of the Housing (Scotland) 2014 Act refers to:

- you must have been the tenant of the house throughout the 12 months immediately before you apply for written permission to sublet your home, or
- if you were not the tenant throughout the whole of that period, the house must have been your only or principal home during those 12 months; and the tenant must have told us that you were living there prior to the start of those 12 months.

If the tenant has already told us that you are living there then no further notification is needed. **Before you can sublet your home you must ensure that you apply to us for permission.**

Assignment

(passing your tenancy to someone else)

If you want to assign your tenancy (pass the tenancy to someone else), this needs our consent as your landlord. Section 12(2) of the Housing (Scotland) 2014 Act refers to:

- the house must have been your only or principal home during the 12 months immediately before you apply for written permission to pass your tenancy to someone else; and
- the person you wish to pass your tenancy to must have lived at the property as their only or principal home for the 12 months before you apply; and
- the 12 month period cannot begin unless we have been told that the person is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person you now wish to pass the tenancy to. If we have already been told that the person is living in the property we do not have to be notified again.

We can refuse permission to assign a tenancy if it is reasonable for us to do that.

Before you can assign (pass) your home to someone else you must ensure that you apply to us for permission.



Taking Over a Tenancy after the Tenant's Death

(known as Succession)

To ensure rights to succession are protected you must have told us that the person wishing to succeed to a tenancy has moved in with you at the time they do so.

Unmarried Partners

Section 13(a) and 13(d) of the Housing (Scotland) 2014 Act refers to the rules on succession for unmarried partners:

- the house must have been the unmarried partner's only or principal home for 12 months before they qualify to succeed to the tenancy; and
- the 12 month period cannot begin unless we have been told that the individual is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy.

Family Members

Section 13(b) and 13(d) of the Housing (Scotland) 2014 Act refers to the rules on succession for family members:

- the house must have been the family member's only or principal home for 12 months before they qualify to succeed to the tenancy; and
- the 12 month period cannot begin unless we have been told that the family member is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy.



We would encourage you to contact us if you have any questions about changes to your household. If you would like to discuss changes to your household, need advice or more information please contact your housing officer.

Carers

Section 13(c) and 13(d) of the Housing (Scotland) 2014 Act refers to the rules on succession for carers:

- the house must have been the carer's only or principal home for 12 months before they qualify to succeed to the tenancy; and
- the 12 month period cannot begin unless we have been told that the carer is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the carer.

If we have already been told by the appropriate person then we do not have to be notified again.



CONDENSATION, DAMPNESS & MOULD

You may have seen recently in the news regarding the tragic death of a small child living in a housing Association home in England, who suffered from complex health issues as a result of excessive damp and mould. We want to assure our tenants that we will always treat any requests regarding this issue promptly and in line with our repairs policy.

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.

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'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.

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.

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.

Right to Repair

Under the Housing (Scotland) Act 2001 tenants have the right to carry out certain types of repairs if the Association has not carried out this work within a given timescale. This is called the Right to Repair Scheme. If you wish to find out more information you may wish to read the Right to Repair leaflet, available in our office reception area, speak with a member of the Maintenance Team on tele no 0141 554 2406 option 1 or via our website at <https://reidvale.org.uk/right-to-repair/>



Annual Gas Safety Visit

Carrying out gas safety inspections is a legal requirement, so we ask for your assistance to ensure all appliances are tested and are safe. Where access is not provided, the Association is required to take action to gain entry, which will result in all costs incurred being recharged to the tenant.

Right to Compensation for Improvements

Under the Housing (Scotland) Act 2001 tenants have the right to compensation for certain improvements they have made to their home. You can only apply for compensation when your tenancy has ended. If you wish to find out more information you may wish to read the Right to Compensation Leaflet, which is available in our office reception area or speak with a member of the Maintenance Team on tele no 0141 554 2406 option 1 or contact us via our website at <https://reidvale.org.uk/contact-us/>

Why you need working fire alarms and a current EICR

Unfortunately one of our properties recently suffered a house fire, although the property suffered significant damage, thankfully there was no injury to the tenants or neighbours.

The fire alarms within the property were activated by smoke in the early hours of the morning while the tenant and their family were asleep. The sounding alarms wakened the family who were able to evacuate the property and call the fire brigade.

The property had a recent Electrical Installation Condition Report (EICR) carried out this ensured the electrical system met current Electrical Legislation. When the fire began to burn cables the consumer unit, (Fuse box) tripped to cut of the electrical supply to all outlets. The house was fitted with a full set of fire alarms which met Fire Safety (Scotland) Regulations 2021.

The tenant stated they were happy the association had installed the alarms and tested her electrics as they are sure without the alarms wakening them they may have had a worse outcome.

We would ask any tenant who has not yet provided access for the EICR to be carried out or if you have a faulty fire alarm to contact the association urgently to arrange a suitable appointment.



REPAIR RESPONSE TIMES

Emergency Repairs

What is an emergency repair?

This class of repair is intended to deal with emergencies, which are likely to cause injury or death or substantial property damage. The response target time to attend and make safe is within 4 hours, the follow on repair will be completed the next working day.

Examples of emergency repairs are fire, flooding/ water ingress that cannot be contained, break-in, no heating, no hot water, blocked toilet if only one in the house, vandalised/broken glazing.

If you do use the emergency repairs service for routine repairs you may be recharged the costs incurred by the Association.

Emergency Out of Hours Telephone Numbers

For all heating and hot water repairs call James Frew Gasure on Tel. 0141 554 2406 option 1

For any other emergency call the Association's out of hours contractor on Tel. 0141 554 2406 option 2

Urgent Repairs

Urgent repairs would be those that are required to protect both the internal and external fabric of the building. We aim to ensure that Urgent Repairs are attended to within 2 working days. Examples of urgent repairs are;

- Door entry repairs***
- Choked sinks, WHB or bath***
- Containable water leaks***
- Routine Repairs***

All other repairs that do not represent a danger to either the tenant or the property would be classed as a routine repair. Our target time for Routine Repairs is 8 working days,

If parts and/or materials are required to carry out a repair, the work may not be completed within the stated timescales as these often have to be ordered, In such cases, a temporary repair will be carried out until the materials required are available.

To report a repair and/or to talk to a member of the Maintenance team contact us on Tele no. 0141 554 2406, email us at a.dundas@reidvale.org.uk or via our website at

<https://reidvale.org.uk/reporting-a-repair/>



CALENDAR 2023

2023		07 JULY						
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2023		09 SEPTEMBER						
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2023		10 OCTOBER						
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31								

Competition Time

Throughout this newsletter there are 5 pictures taken in the Reidvale area – Can you name the streets where they were taken. If so fill in the slip below and return it to Reidvale Housing Association at 13 Whitevale Street and we will enter you into a prize draw for a £10.00 voucher.

1. 4.

2. 5.

3.

Name

Address



REIDVALE HOUSING ASSOCIATION USEFUL TELEPHONE NUMBERS

MAINTENANCE AND REPAIRS

0141 554 2406 - OPTION 1

GENERAL ENQUIRIES

OPTION 3

PAYMENTS

OPTION 2

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 ENQUIRES: 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

Friday 26th and Monday 29th May

Friday 14th and Monday 17th July

In the case of an 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

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 TEAR OUT THIS PAGE AND KEEP IT HANDY



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

www.reidvale.org.uk

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

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