



DECEMBER 2021

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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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 option 1 maintenance and repairs: Option2 general enquiries
E: a.dundas@reidvale.org.uk
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

Well this is my last update as Interim Director as I come to the end of my 12 month contract with Reidvale Housing Association. We have already successfully recruited a new Interim Director, Jill Cronin, who will be joining us on 1 December and no doubt will introduce herself in the next Newsletter.

It has been an incredibly busy 12 months but I have thoroughly enjoyed working with the staff and management committee. Unfortunately I didn't get to spend as much time in real life with everyone as I hoped due to the continuing impact of COVID19 but we still managed to get through a huge amount.

A lot of what we have done was around improving the governance of the organisation but since January 2021 we have -

Adopted new Rules	Reviewed our Business Plan	Introduced a new Risk Register
Recruited 2 new Committee Members	Worked on our Options Appraisal	Prepared a full Evidence Bank for our Annual Assurance Statement
Set up 3 new Working Groups	Created and launched a new Website	Published our first full Performance Report on the ARC
Arranged various training sessions for staff and Committee	Safely returned to the Office	Held an SGM and an AGM
Updated all our Governance Policies	Carried out 3 tenant consultations (Rent review, Allocations & Rent Affordability)	Appointed new External Auditors and currently procuring new Internal Auditors
Created a new post for our Corporate Support Officer	Instructed a full Stonework Survey and a new Stock Condition Survey	Completed all but 3 actions in the Governance Improvement Plan from 2019

We are not easing up though and we are still to complete the Options Appraisal and will also be carrying out an Organisational Review to look at the structure and ensure that we are in the best shape to be able to continue to serve our tenants and our community.

One of the outcomes from the Options Appraisal so far has been the need for us to make savings throughout the organisation. We have been looking at all areas of our business in order to identify appropriate savings and one of the areas that has been identified is the Tenant Reward Scheme which after 18 years will now be withdrawn. We know that our tenants have appreciated having this but it is a substantial cost for the organisation which we simply cannot continue with for the time being.

We will also be looking at our Community Regeneration spend and when we issue the Rent Consultation in early January 2022 we will also be including some questions about what our level of spending should be on this as we think that it is important to consult with our tenants on how we spend the rental income we receive.

We are also launching our Tenant Participation Working Group in the next few weeks and will be looking for tenants to get involved with this and share their views on what we should be doing to engage with our tenants and residents so these are at the heart of our Tenant Participation Strategy. We will also be consulting with owners early in 2022 on a range of issues relating to the factoring service we provide.

It hasn't all been about the governance though and we continue to look for ways to improve our service for tenants and residents. We know that the overall appearance of our area has been deteriorating for some time now and this needs attention. We will continue to push others to deliver where it is their responsibility to do so but at the same time we felt we had to do something to try and improve the area. We therefore introduced a bulk uplift service to clear the back courts.

This is more than just removing the build-up of items and will also look to clean up these back court areas in general. This is a trial at the moment as it is an additional cost to the Association so we will keep this under review but we very much hope you will see a real difference over the next few months.

We also know that our tenants are keen to see our office reopen to the public and this is something we are reviewing on a regular basis and looking at ways we can open this up safely and we will keep you updated on this however it is unlikely that anything will change until into 2022.

I would like to pass on my thanks to the staff and the Management Committee who have worked incredibly hard over the last 12 months with all of the improvements we have made and I will definitely be keeping in touch to see what the future holds for Reidvale Housing Association!



AGM

COMMITTEE MEMBERS

The Association would like to thank everyone who attended our Forty Sixth AGM on 14th September 2021. Under Government guidance at that date the Association was allowed to hold the AGM in person with social distancing in place. Following the registration on 18th August 2021 of RHA's new model rules a quorum of 25 was required, which was met. Chair, Eddie Marley presented his report for the past year. A report was also provided by French Duncan (External Auditors). The Chair reported that from a procurement exercise there was a proposal to appoint Chiene & Tait (External Auditors) and this appointment was approved.

We have sadly received resignations from three long standing committee members. The Association would like to send heartfelt thanks and gratitude to Mary Dunn after 28 years service, Linda McGowan after 16 years service and Davina Boyle who also had 16 years service. The committee would like to acknowledge Mary, Linda and Davina's dedication to Reidvale Housing Association over these years through their continued attendance and involvement on different RHA committees and also their involvement with community events held over the years. All three were great ambassadors for Reidvale Housing Association and will be missed on our committees.



Mary Dunn



Davina Boyle



Linda McGowan

We would now like to introduce two new committee members Victoria Willan and Isabel Brodie who have been approved to join the Management Committee.

The following people now form the Management Committee

Eddie Marley; Alastair Firth; Irene McInnes; Victoria Willan; Helen Moore ; Isabel Brodie; Jane Marley; Ellen McVey ; Paul McCrudden; Catherine Lowe and Gail Sherriff were again co-opted at the first Management Committee Meeting following the AGM.

NORMAL OFFICE OPENING HOURS

We are very much still here to assist you with all enquiries. Unfortunately the office is not yet open to the general public. If you need to see a member of staff please contact this office to arrange an in person appointment; Zoom or Teams appointment or telephone appointment.

Please see below for our office opening hours and emergency repair arrangements over the Festive Period.

Emergency Repairs Contact Details Over Festive Period

The office will close at 5pm on Thursday 23rd December 2021 and will remain closed until Thursday 6th January 2022. During this period our normal 24 hour emergency repair service will operate.

EMERGENCY HEATING & HOT WATER REPAIRS 01294-468113

ALL OTHER EMERGENCY REPAIRS ONLY

TELEPHONE 0141 554 2406 option 1 OR 0800-999-2520

To ensure the best possible response from the Association's trades people on call, it is important that the following points are understood and adhered to by people using the service:

ONLY USE THE EMERGENCY REPAIRS 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 trades people who are not in the office but at home enjoying the holiday like everyone else. Only emergency repairs should be phoned to this number.

Examples of emergency repairs are:

**Unsafe power fittings, light switches or sockets
no central heating/hot water,
burst pipes and water leaks that cannot be contained.
choked drains,
wc's not flushing/choked,
loss of electricity, gas or water supply,
close lighting out,
broken or insecure windows or door locks**

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.

You will be asked to give your name, address, flat position, postcode and a brief description of the problem and a telephone number if possible. Missing out any of this information may result in the wrong trades people being sent or the trades people being unable to find your flat.



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 Networks on 0800 111 999

Scottish Gas Networks 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-PAYMENT METER USERS

Please ensure that you have sufficient credit 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.



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 ensuring all plug holes are unblocked.
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 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.

Contractors in your home during the pandemic



During the festive holidays, only emergency repairs will be carried out and with the ongoing pandemic, it is vital that you tell us if you have tested positive for Covid-19 or have symptoms of the virus. Any operative visiting your home will take appropriate precautions to ensure your and their own safety. If they ask you to stay in another room while they carry out the repair, we would ask that you please respect their request.





HOME IMPROVEMENTS

Our properties are in good condition and well maintained, but they need continued investment in repairs and maintenance so that our homes meet safe, modern standards and are energy efficient.

We have targeted our investment so that our homes meet the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH). 94.2% of our homes now meet with the SHQS and 99.7% comply with ESSH, which is a significant achievement.

The deadline for completion of the Scottish Government's new fire safety legislation that consists of installing smoke, heat and carbon monoxide detectors in every home is 1st February 2022. We also have new electrical legislation coming into force in May 2022, which requires all of our properties to have an Electrical Installation Condition Report (EICR) carried out every 5 years this test also forms part of the Scottish Housing Quality Standard (SHQS). Our contractor has made good progress in completing installations to date and we hope to complete this programme of important works in the coming weeks. We have been engaging with a small number of tenants where we have been unable to gain access to carry out these works. We hope to arrange access at a mutually suitable time, but would remind tenants that it is a condition of tenancy that you must allow us access to carry out essential works. If we are unable to agree, suitable access arrangements to carry out the installations we will force access and recharge all costs to the tenant.

Unfortunately, due to the Coronavirus lockdown restrictions, material costs and labour shortages our investment plans were disrupted and curtailed during the first half of 2021/22. But we are now hoping to progress with our investment plans, including some kitchen upgrades; bathroom upgrades and new central heating boilers; – we plan to commence these works in the New Year and this will carry through into the next financial year. We appreciate the assistance and patience of tenants who are awaiting these works to be carried out.

We have recently appointed an independent company of specialist building surveyors, The John Martin Partnership, to carry out an updated Stock Condition and Energy Efficiency Survey. This visual survey of a sample of our properties will provide us with invaluable insight into the condition of our properties and our future investment priorities. In particular, we will be interested to have up to date information on the condition of our pre-1919 sandstone tenement blocks, as there may be a need for some planned external common repairs given the age of these properties. Thanks to those tenants who have provided access to our stock condition surveyors. We will update tenants on our future investment plans in a future edition of our newsletter.



IMPORTANT! NEW FIRE ALARM LEGISLATION

The law on fire alarms is changing from February 2022 which means that all Scottish homes will need to have interlinked alarms.

'Interlinked' means if one goes off, they all go off, so you should always hear an alarm no matter where you are in your home.

Reidvale Housing Association has been working hard to install these alarms throughout the stock but there are still a small number of properties who have yet to provide access. Please remember that these works are not optional and could save your life in the event of a fire. If you have still to provide access, contact Maintenance Services on 0141 554 2406 and select option 1.

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...

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

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 our partners at GREEN ENERGY SWITCH can help you with energy advice and can also assist if you are nervous about seeking out energy deals online. If you would like some assistance from GREEN ENERGY SWITCH you can fill in a referral form at the office which we will forward to them or you can call them on 01733 646 253 to speak with an advisor.

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 Scotia 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 laptop 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





BULK REFUSE IN BACKCOURTS

You will be aware there has been a widespread issue with the disposal of bulk refuse in our backcourts. The volume of bulk refuse in the backcourts has increased at an alarming rate. Not only does this look unsightly, the volume of waste now poses health and safety concerns.

Given the recent service changes by Glasgow City Council to cease removing bulk refuse free of charge the Association has decided, after much consideration, to undertake a pilot programme until 31st March 2022 to determine if it is practical for us to undertake the removal of bulk refuse on your behalf. The introduction of this service has an immediate cost implication for the Association. This pilot is being carried out to establish, as best we can, the volume of bulk requiring to be collected to enable us to proceed to tender with a true picture of scale and to review the financial implications for the Association and how these costs will be absorbed.

We would stress this is not a substitute for residents taking responsibility for their own bulk waste or household refuse. We would highlight the terms of your tenancy agreement which relates to the cleanliness of the communal areas. The service, if introduced would be supplementary and would be in addition to the responsibilities of residents.

The pilot programme commenced on 15th November 2021. Given the current volume of bulk refuse to be removed, we have been advised the initial clearance of the area could take up to 4 weeks to complete.

The proposed programme for this work:

Initial visit was between – 15/11/2021 to 10/12/2021

First monthly visit – week commencing 13/12/2021 up to 20/12/2021

Monthly visits will follow the first two weeks of every month as follows;

Week 1 - Bellgrove St, Annbank St, Annbank Place, Sword St, Thomson St, Bellfield St and any sections of Reidvale St /Duke St included in these blocks.

Week 2 – Garfield St, Bathgate St, Whitevale St, Bluevale St, Millerston St and any sections of Reidvale St /Duke St included in these blocks.

We would ask you to ensure bulk items are placed outside the binstore or within designated bulk sheds. Please note Reidvale Housing Association and our contractor will be not held liable for items removed for disposal.

We would also remind you that you continue to have access to the facilities offered from Glasgow City Council. If you have access to transport we would ask that you take any bulk items to your local Glasgow City Household Waste and Recycling Centre in the first instance

which is free of charge. You can find further information on this service by accessing the Glasgow City Council website on www.Glasgow.gov.uk/recycling.

Given Glasgow has recently hosted the twenty-sixth world climate summit it is a good time for us all to reflect on our contribution towards global warming. We would urge you to think about where your waste goes once you dispose of it and whether it is necessary to add to landfill which ultimately accumulates more greenhouse gas emissions. Consider whether your item could be recycled, repurposed or passed onto a charity before throwing it away. We all have a role to play in protecting the planet for generations to come.

We hope that with the cooperation of all residents that we may be able to find a suitable solution which will enable all residents to enjoy the use of a clean, pleasant, hazard free environment for the use of all.

HOT OFF THE PRESS

You will be receiving a letter from Glasgow City Council regarding FLY-TIPPING OF BULK WASTE. GCC are advising that a minority of residents believe that bulk and other waste is to be placed on the street for collection and they are advising that is NOT the case and will be considered FLY-TIPPING.

Fly-tipping is illegal, unsightly and damaging to the environment and any person found to have fly-tipped is liable to receive a fixed penalty notice of £200.

If anyone has any information on those involved in fly-tipping they should report this to GCC via their website at:

<https://glasgow.gov.uk/reportenvironmentalcrime>

Please dispose of your waste responsibly by placing it in the bins provided to you.

Bulky waste is items that you wish to dispose of that do not fit into your wheeled bin. The options for disposal are:

Contacting National Re-use who take items such as beds, sofas, tables, chairs and bikes that are in good condition, could be re-used and if they haven't been left outside, as well as sofas and armchairs that still have the necessary fire labels. Please donate online at:

<https://wasteless.zerowastescotland.org.uk/articles/reuse-tool>

Alternatively, residents can dispose of items free of charge at GCC Household Waste Re-cycling Centres:

<https://glasgow.gov.uk/hwrc>

Please note that if you request a bulky waste collection the Council now operates a by-request-only service and the service is chargeable with charges introduced in July 2021. However, we ask that you refer to the item in this newsletter regarding the Bulk Refuse in Backcourts Pilot Bulk article on the previous page.

The Council will no longer be collecting bulky waste from designed pick-up points on "bulk days"

Please note again that leaving bulk items in the street will be regarded as fly-tipping and those responsible will be open to enforcement action.

Glasgow City Council Contact Details

Councillor Robert Connelly

Ward: Calton (9)
Party: Scottish Conservative and Unionist Party
Phone: 0141 287 5618
E-mail: Robert.connelly@glasgow.gov.uk

Councillor Greg Hepburn

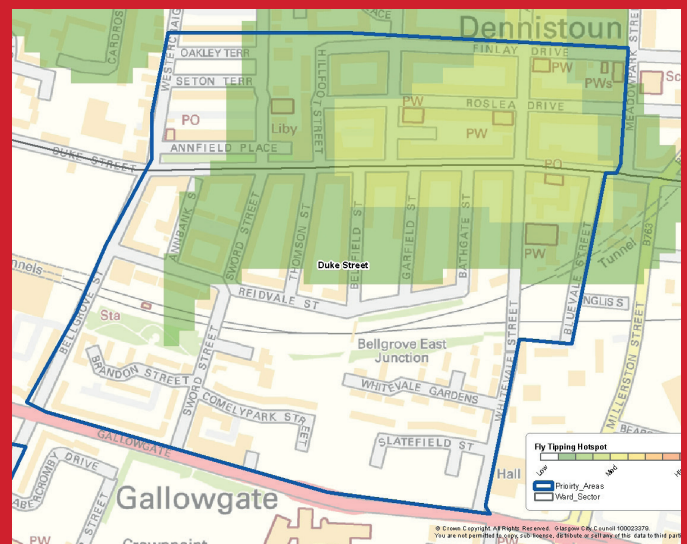
Ward: Calton (9)
Party: Scottish National Party
Phone: 0141 287 5272
E-mail: greg.hepburn@glasgow.gov.uk

Councillor Jennifer Layden

Ward: Calton (9)
Party: Scottish National Party
Phone: 0141 287 3948
E-mail: jennifer.layden@glasgow.gov.uk

Councillor Cecilia O'Lone

Ward: Calton (9)
Party: Scottish Labour Party
Phone: 0141 287 5803
E-mail: cecilia.o'hone@glasgow.gov.uk



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 2 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.





MAKING PAYMENT TO YOUR RENT, RECHARGEABLE REPAIR ACCOUNT OR FACTORING ACCOUNT

We continue to collect payment as we normally do, but it is vitally important that you let us know as soon as possible if you are struggling to pay or are worried about meeting future payments.

We are committed to working with you to establish an affordable repayment plan, taking into account individual circumstances. We want to work with you, so please get in touch with your housing officer if you need to talk to us. If you need advice on benefit entitlement or money advice, please get in touch and we can arrange an appointment for you with GEMAP.

There are a number of alternative ways to make rent payments that we have outlined below:

- Callpay - by contacting Reidvale Housing Association. A member of staff will take payment from you, using your debit or credit card on 0141 554 2406 option 3.
 - Direct Debit – call Reidvale Housing Association. A member of staff will take the instruction from you.
 - Standing Order – please contact your bank to set this up.
 - Allpay card at various pay-points and post offices displaying the PayPoint logo. Replacement cards can be ordered by contacting the Association's office.
 - Via the internet at www.allpayments.net and selecting "Make a Payment".
 - By telephone – call **0330 041 6497**, enter the reference number from your allpay card and follow the instructions. This service is available 24 hours a day 7 days a week.
 - Internet Banking:
Reidvale Housing Association
For Rent Accounts and Rechargeable Repairs
Sort Code: 30 00 02 /
Account Number 01689261
For Factoring Accounts
Sort Code: 30 00 02 /
Account Number 01688958
 - Allpay App – The app is available to download for free from Apple or Android smartphones. Visit www.allpay.net/app for more information.
 - Text Messaging – Use your Allpay card and Debit card to register at www.allpayments.net/textpay/login.aspx
- If you are in receipt of Income Support / Job Seekers Allowance / Employment Support Allowance and in receipt of full housing benefit you may qualify for an arrears direct payment from DWP.

If you wish to discuss these options further or require your tenant or allpay reference number to set your preferred method of payment please call us on 0141 554 2406.



GEMAP can offer their services to residents of Reidvale Housing Association. GEMAP is an independent organisation that offers free and confidential advice.

gemap

Enable | Inspire | Transform

...offering financial inclusion and money advice service



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

GEMAP can help you with the following:

Fighting Sanctions
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

If you would like to make an appointment with GEMAP please contact Reidvale Housing Association on tele no. 01415542406



Supporting warmer homes this winter with Home Energy Scotland



Helping you stay warm for less

Home Energy Scotland is pleased to be working with Reidvale Housing Association to support tenants with free and impartial energy advice and support. Covering everything from simple energy saving tips in the home to transport and active travel advice, Home Energy Scotland's friendly advisors can offer vital support to tenants.

Home Energy Scotland is a network of local advice centres covering all of Scotland. Our expert advisors offer free, impartial advice on saving energy, keeping warm at home, renewable energy, greener travel and cutting water waste. We're funded by the Scottish Government and managed by the Energy Saving Trust. Our mission is to help people in Scotland create warmer homes, reduce their bills and help tackle climate change. We'll help you stay warm and well

Recent research by Home Energy Scotland* has revealed that 70% of people in Scotland feel concerned about energy bills rising, with almost two thirds using more energy than usual during the first 12 months of the pandemic. The research also found that 59% of Scots have noticed a worrying rise in their energy bills already.

Simple steps like changing your thermostat settings in the warmer months, regularly switching your energy supplier or changing the way you pay can all make positive changes to the amount you spend on keeping you warm and well at home.

Speak to an advisor

If you're worried about your energy bills or would simply like some advice about saving energy at home, call Home Energy Scotland free of charge on 0808 808 2282. You can also contact our Advice Team by email at adviceteam@sc.homeenergyscotland.org.

** Energy Saving Trust, "Climate Change Research" April 2021*

Everyone wants a warm home without spending too much on their energy bills and with winter just around the corner, Reidvale Housing Association has teamed up with Home Energy Scotland to share some top tips to help keep you cosy for less.

1. Boost your energy saving know-how and be in with a chance of winning £500 towards your energy bills. Find out more at the Home Energy Scotland website. Terms and conditions apply.
2. Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
3. Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.
4. Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £55 a year.
5. Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.

Funded by the Scottish Government, Home Energy Scotland (HES) provides free and impartial energy advice to help Scottish householders to reduce their energy costs and create warmer homes. Support ranges from advice on how to manage your heating controls or shop around for a cheaper energy supply, or check to see if you're eligible for financial support, benefits and incentives.



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

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 something living with insomnia. 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

SAMARITANS

Samaritans provide a non-judgemental listening ear for those who need someone to talk too or are struggling to cope: www.samaritans.org (24 hour helpline:116 123)

SAMH

(Scottish Association for Mental Health) www.samh.org.uk
Telephone: 0141 530 1000
or 0141 959 911

CLEAR YOUR HEAD: a mental health campaign to help people cope during the Coronavirus outbreak: 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. 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

Free confidential helpline: 0800 9177 650 or email:help@aamail.org

AL-ANON

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

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

National Helpline: 0330 094 0322

NARCOTICS ANONYMOUS

If you need help with a drug problem 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 0141 551 4354 and 0141 551 4340 – 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

OFGEM

OFGEM is the Office of Gas and Electricity Markets. 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

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. 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
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



Hub Programme OPEN FOR 11-21 YRS



&

OPEN FOR 6-10 YRS



Reidvale Centre , 13 Whitevale Street , Dennistoun , G31 1QW
Call 0141 554 5315
Email: joshua@reidvalecentre.org.uk



@ReidvaleYouthHub



@ReidvaleYouth



VOLUNTEERS ALWAYS WANTED

Reidvale Centre depends on volunteers, and if you can spare some time, and would be interested in joining us, we would be delighted to hear from you.

We have volunteer vacancies within the following areas:

- Fundraising sub-committee
- Board Member
- Café Volunteer
- Youth Volunteer
- Admin Volunteer

PLEASE JOIN US!

Contact us on:
Tel: 0141 554 5315
Email: richard@reidvalecentre.org.uk





Reidvale Neighbourhood Centre



Don't forget that the Reidvale Centre is the perfect venue for your special events and occasions including parties, 21st, retirement, communion, christening, engagement, weddings parties, wedding meals and packages.

We also cater for events, including Bar Service.

Make an enquiry on : 0141 554 5315
or Email: richard@reidvalecentre.org.uk



WEEKEND PARTY!!

Friday or Saturday from 7pm-12pm

Setup access from 6pm

Sunday from 12noon - 5pm

Setup access from 11am

Bar Service & Staff

Only

£170.00

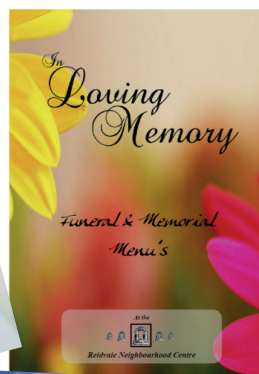
Community CAFE



OPEN TIMES :-

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

Great Food at Great Prices !



@Reidvale Centre



Reidvale Community Cafe



Reidvale Neighbourhood Centre

Tel: 0141 554 5315

Email: richard@reidvalecentre.org.uk

www.reidvalecentre.org.uk



WHAT'S ON IN THE CENTRE ?

Reidvale Neighbourhood Centre is your local community hub of activities, classes and opportunities to get involved. We provide activities and classes for children, youths and adults alike, we try to cater for every aspect of your life, from socialising, to interests, exercise, wellbeing, volunteering, placement, employment training, activities and events for the whole family to enjoy !

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

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

Monday's

10.30am to 11.30am

Tai Chi

For Beginners

12noon to 1.00pm

Tai Chi

For experienced

1.30pm to 2.30pm

Yoga Class

Yoga for beginners and experienced Yoga Exercisers

6.00pm to 9.00pm

Reidvale Youth Hub

Youth Project Drop In

6.00pm to 9.00pm

Include Me 2 Club

Social club for adults 18yrs + with additional support needs, including physical, learning and mental health disabilities. Contact No: 0141 881 0544

6.30pm to 7.30pm

Clubbercise

Why shouldn't your workout feel like a night out?! Come join us at our Rave Cave for some calorie burning fun. Contact Denise on 079 6351 3505

Tuesday's

3.00pm to 5.00pm

Reidvale Youth Hub

Drop In Session for 6-10yr old

6.30pm to 7.30pm

105th Glasgow Scout Group

Contact Email: Scouts@105thglasgowscouts.org.uk

6.30pm to 7.30pm

Rainbows/Brownies

Do you want to join Rainbows (5-7yrs) or Brownies (7-10yrs). Please register your daughter's interest by visiting: <https://www.girlguiding.org.uk>

6.00pm to 7.00pm

Clubbercise Class

Bring your night out to your workout with Clubbercise! These easy to follow routines will have you moving on the dancefloor with disco lights. Contact Theresa on 073 7754 7518

Wednesday's

6.00pm to 9.00pm

Reidvale Youth Hub

Youth Project Drop In

3.30pm to 9.00pm

Slimming World

Contact Samantha on 075 2366 5861

6.30pm to 7.30pm

Clubbercise

Why shouldn't your workout feel like a night out?! Come join us at our Rave Cave for some calorie burning fun. Contact Denise on 079 6351 3505

Thursday's

2.00pm to 5.00pm

Knitting Class

Anyone with interest is welcomed to join the group

5.30pm to 8.00pm

Weight Watchers

Contact Lynn on 077 3898 1559

6.00pm to 9.00pm

Reidvale Youth Hub

Youth Project Drop In

Friday's

10.30am to 12.00

Parent & Toddlers

Parent and Toddlers Group

3.00pm to 5.00pm

Reidvale Youth Hub

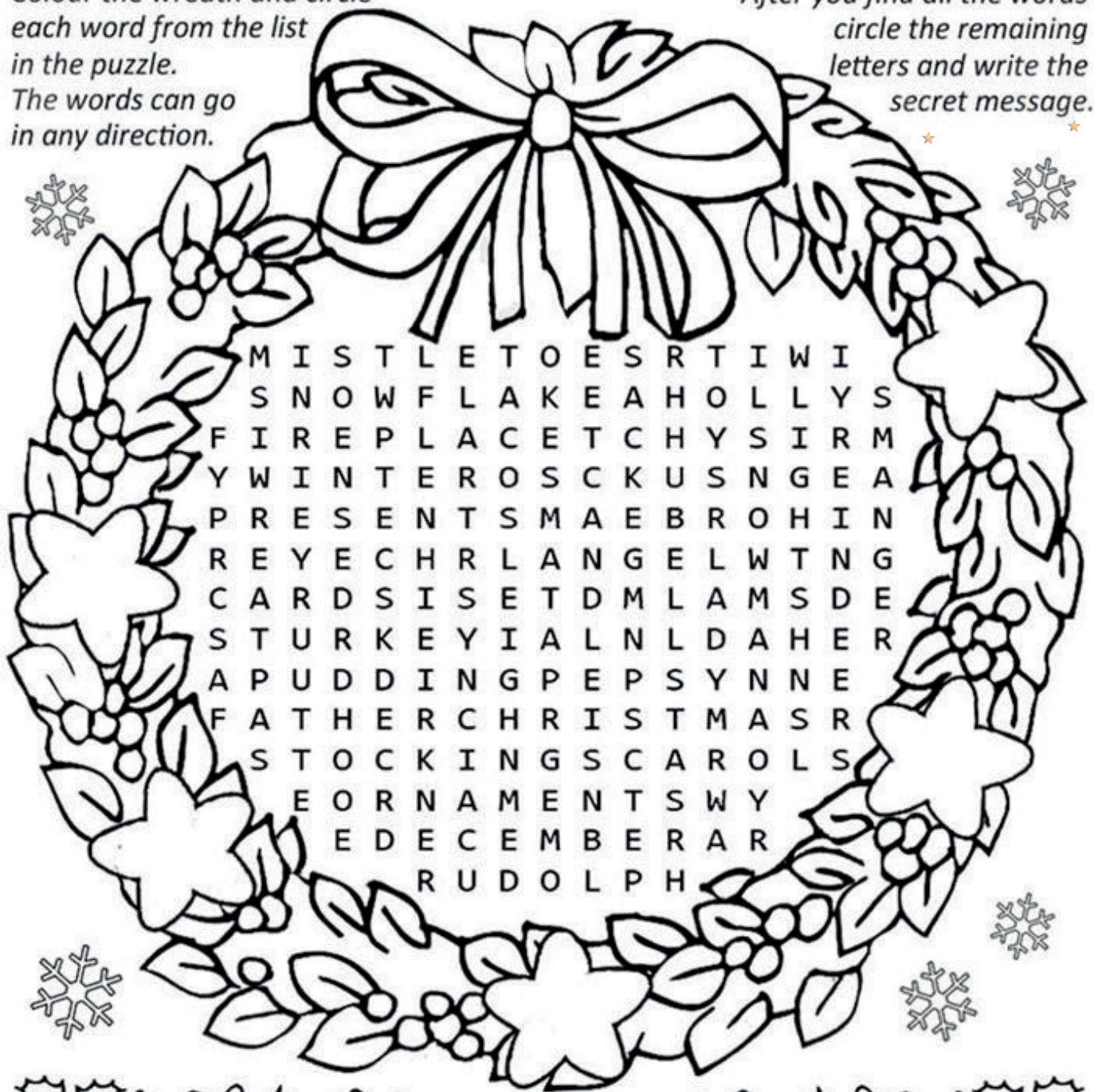
Drop In Session for 6-10yr old



Christmas Word Search

Colour the wreath and circle each word from the list in the puzzle. The words can go in any direction.

After you find all the words circle the remaining letters and write the secret message.



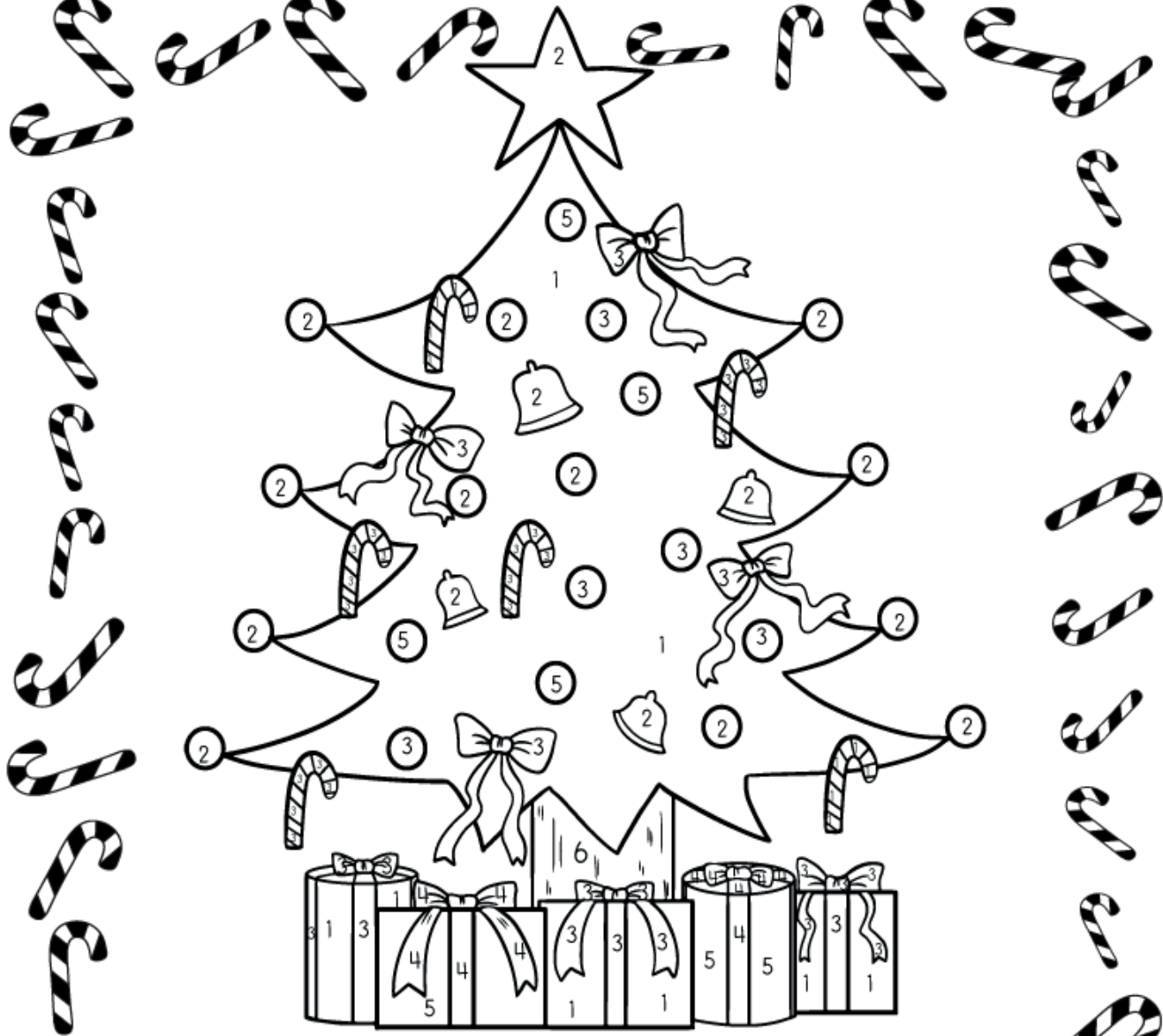
Word List

- | | | | |
|------------------|-----------|-----------|----------|
| Angel | Fireplace | Reindeer | Pudding |
| Bells | Holly | Rudolph | Stocking |
| Candle | Lights | Sack | Toys |
| Cards | Manger | Sleigh | Tree |
| Carols | Mistletoe | Star | Turkey |
| December | Ornaments | Snowflake | Winter |
| Father Christmas | Presents | Snowman | Wreath |

The secret message is:

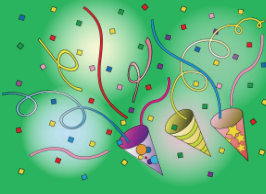


Name _____



1		2		3		4	
5		6					

RAPA'S CHRISTMAS PARTY



TUESDAY 21st DECEMBER 2021

4pm – 7.30pm



**PLEASE COME ALONG AND JOIN US OUTDOORS AT THE
PLAYGROUND**



REIDVALE ADVENTURE PLAY ASSOCIATION LTD

62 Garfield Street, Dennistoun, Glasgow G31 1DW Tel: 0141 550 2320 Website: www.rapa.org.uk
Scottish Charity Number: SC033876



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

CALENDAR 2022

**MAIN OFFICE: 13 Whitevale Street,
Dennistoun Glasgow G31 1QW
T: 0141 554 2406**
option 1 maintenance and repairs,
option 2 general enquiries
E: a.dundas@reidvale.org.uk
www.reidvale.org.uk

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

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

January

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					

February

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					

March

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April

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

May

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				

June

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

July

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						

August

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			

September

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	

October

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					

November

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			

December

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

PLEASE KEEP IN TOUCH WITH US.

We are very much still here to assist you with all enquiries. Unfortunately the office is not yet open to the general public. If you need to see a member of staff please contact this office to arrange an in person appointment; Zoom or Teams appointment or telephone appointment.

Please see below for our office opening hours and emergency repair arrangements over the Festive Period.



REIDVALE HOUSING ASSOCIATION USEFUL TELEPHONE NUMBERS

GENERAL ENQUIRIES

0141 554 2406 option 2

Monday - Thursday 9.00am–5.00pm

Friday 9.00am–4.00pm

MAINTENANCE AND REPAIRS

0141 554 2406 option 1

Monday - Thursday 9.00am–5.00pm

Friday 9.00am–4.00pm

EMAIL ENQUIRIES: a.dundas@reidvale.org.uk

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

REIDVALE EMERGENCY REPAIRS:

OUTWITH NORMAL OFFICE HOURS **0141 554 2406 option 1**

FORTHCOMING PUBLIC HOLIDAYS

Reidvale Housing Association will be closed from 5.00 pm on

Thursday 23rd December and will reopen at 9.00 am on Thursday 6th January.

In the case of an emergency repair only during these times please phone 0141 554 2406 option 1 - see page 5

Other important telephone numbers to keep on hand

JAMES FREW: CENTRAL HEATING, HOT WATER & GAS REPAIRS 01294 468 113

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 this page off and keep it handy

Your contact details

Do we have your telephone number and email address?

During the pandemic there has been a greater need to contact residents using phone numbers, to call and using text messaging, and email addresses.

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

