



# linthouse news

HOUSING ASSOCIATION

Spring 23

linthouseha.com 

Issue: 92



## Dates to Note

**TENANT CONFERENCE:** 17 June 2023 at the Preshal Trust

**OFFICE CLOSED:** 26-29 May and 14-17 July

Emergency numbers when the office is closed are:

For gas boiler or central heating repairs contact GasSure on **01294 468113**

For all other types of emergency repairs contact Timetra on **0808 196 1486**



# OPPORTUNITIES TO PARTICIPATE & GET INVOLVED WITH THE ASSOCIATION

Linthouse Housing Association (LHA) wants to ensure that tenants, residents and other customers have an opportunity to influence and shape the services we deliver. If you are interested in getting involved or taking part in any of our tenant participation activities, then please let us know by contacting the named person in the table below.

Participation Opportunity	Description	Who to Contact
<b>Management Committee</b>	Management Committee members meet every 6 weeks to discuss the Association's business and performance to ensure that all decisions and activities are in the best interests of our tenants.	Alison Greig Corporate Services Manager 0141 445 4418 Ext 216 <a href="mailto:alison.greig@linthouseha.com">alison.greig@linthouseha.com</a>
<b>Residents' Panel</b>	The Panel is a collection of residents who meet monthly, to help scrutinise the work of the Association and raise issues which are important to the local community.	Gail Paterson Community Empowerment Officer 0141 445 4418 Ext 221 <a href="mailto:gail.paterson@linthouseha.com">gail.paterson@linthouseha.com</a>
<b>Tenant Consultation Register</b>	Join the register to take part in consultations or focus groups to provide feedback and input on topics that are of specific interest to you, such as Estate Management, Rent Setting, Service Standards, Repairs & Maintenance.	Gail Paterson Community Empowerment Officer 0141 445 4418 Ext 221 <a href="mailto:gail.paterson@linthouseha.com">gail.paterson@linthouseha.com</a>
<b>Estate Walkabouts</b>	Accompany LHA staff around the estate and identify areas for Linthouse HA or Glasgow City Council to focus on.	Gail Paterson Community Empowerment Officer 0141 445 4418 Ext 221 <a href="mailto:gail.paterson@linthouseha.com">gail.paterson@linthouseha.com</a>
<b>Volunteer Bank</b>	In addition to volunteering for the options listed above, we have volunteers who take part in planning and delivering our annual calendar of community engagement events. We also have 4 tenants who take part in supporting both the Foodbank and Food Larder that is based in our office.	Gail Paterson Community Empowerment Officer 0141 445 4418 Ext 221 <a href="mailto:gail.paterson@linthouseha.com">gail.paterson@linthouseha.com</a>
<b>Environmental Projects</b>	One off environmental projects such as: <ul style="list-style-type: none"> <li>• Litter Picking</li> <li>• Planting Areas</li> <li>• Improving Open Areas</li> </ul>	Gail Paterson Community Empowerment Officer 0141 445 4418 Ext 221 <a href="mailto:gail.paterson@linthouseha.com">gail.paterson@linthouseha.com</a>

We advertise these opportunities in our 6 monthly newsletters, on our website and in some of the correspondence we send to you.

If you have any ideas of other ways in which we could promote these opportunities please do not hesitate to contact us with your suggestions.





Scottish Housing Regulator

## National Panel of Tenants and Service Users

# Share your views...

The National Panel is one of the ways that the Regulator includes the views of tenants and users of social landlord services in their work.

The Panel is an important part of how SHR involves tenants and service users in their work (<https://www.housingregulator.gov.scot/for-tenants/how-we-involve-tenants-and-service-users/how-we-involve-tenants-and-service-users-in-our-work-2020-2022>), alongside other mechanisms such as Tenant Advisors and feedback from RTOs.

Over the last 9 years the Panel has provided rich feedback about tenant and service user views, and has helped to shape the focus of the Regulator's work. The Regulator is keen to build on this with a broad Panel membership.

National Panel membership is open to all tenants and users of social landlord services, and we want to include as diverse a mix of tenants and service users as possible. Around three quarters of the current membership are not involved in RTOs or other formal tenant participation structures, and the Regulator is keen that the Panel continues to reach individuals who may not have otherwise engaged with tenant participation opportunities.

If you have any questions about the National Panel, or would like additional materials, please contact Engage Scotland on **0800 433 7212** or email [natpan@engagescotland.co.uk](mailto:natpan@engagescotland.co.uk).

Many thanks in advance of your assistance.

**Chris Thornton**  
Managing Director

Engage Scotland – managers of the National Panel of Tenants and Service Users on behalf of the Scottish Housing Regulator

## JOIN US

Latest National Panel survey now available! Join the Scottish Housing Regulator's National Panel and complete our latest survey to help improve social landlord services.  
[www.bit.ly/shr-panel](http://www.bit.ly/shr-panel) or **0800 433 7212**



Scottish Housing Regulator

## National Panel of Tenants and Service Users

# Share your views...

**Want to help improve social landlord services in Scotland? The latest National Panel survey is now available!**

### What's involved?

The Panel is one of the ways that the Scottish Housing Regulator hears from tenants and people who use council or housing association services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive occasional surveys and take part in other feedback exercises. Participation is always optional.

### Who can join?

The Panel is open to anyone who uses Council or housing association services. Members include social tenants, people who have been homeless, homeowners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

**Take the survey and join...**

**By phone**  
**0800 433 7212**

**Online**  
**[bit.ly/shr-panel](http://bit.ly/shr-panel)**

**On your smartphone:**



**Take part for  
a chance to win £50!**



# THANK YOU TO OUR VOLUNTEERS

**A huge thanks go to all volunteers who support Linthouse Housing Association in lots of different ways, in our Management Committee, Residents' Panel and at LHA events and activities to mention just a few.**

Our gratitude goes to Anna and Margaret who help the Trussell Trust run their distribution point from our offices on a Tuesday and to Collette and Carrie who offer their services to

the Linthouse Community Larder on a Thursday morning.

Their assistance helps the food bank and larder run smoothly, and their kind and welcoming manner makes people feel at ease. Also, their tea-making skills are second to none.

We would also like to thank the staff at Thales who spent a rainy day in November helping clear up Drive Road and the surrounding streets.

The place looked fantastic after their visit but sadly time (and the wind) covered up their lovely work all too soon, but they did a grand job despite the weather.

If any tenants would like to volunteer in any way with the Association, please get in touch with Gail Paterson, Community Empowerment Officer at LHA: **07881 594891** or **[gail.paterson@linthouseha.com](mailto:gail.paterson@linthouseha.com)**



## MY GLASGOW APP

**My Glasgow is an app that allows you to report issues to Glasgow City Council.**

The app can be used to report problems such as missed bin collections, illegal fly tipping, a broken streetlight, graffiti, potholes, illegal dumping of waste and dog fouling.

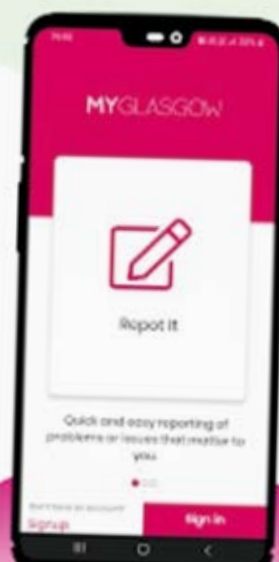
You can attach photos and videos to your report and pinpoint the exact location of the issue that you are reporting.

**We would encourage tenants to use this app to report any issues or concerns as they are then formally logged on GCC's records and this allows the council to identify hotspots and direct resources to problem areas as well as deal with the issue itself.**

The information goes directly to Glasgow City Council for processing and allocation to the relevant team for action.

The app also has handy links to useful information about GCC and their services and can be downloaded on the Apple App Store or Google Play.

Report issues in detail with ease and convenience.





# LINTHOUSE COMMUNITY LARDER

Good Food  
Scotland

**LHA are delighted to host the Linthouse Community Larder in partnership with Good Food Scotland.**

The larder stocks items similar to what you will find in your average grocery shop but at a fraction of the price and there is no limit on what you can buy. Stock includes fresh produce such as milk, bread, fruit and veg, tinned food, cereal, frozen food and other household items including laundry and cleaning products.

Membership of the larder is open to anyone living in the G51 postcode, not just Linthouse tenants, and you don't need a referral to join. Membership costs £1 a month and once you are registered, you can start shopping (you don't need to bring any documents to register). All money from customer

purchases goes back into buying new stock for the larder.

The larder is open every Thursday morning between 10am and 2pm at Linthouse Housing Association's offices, why not come along and start shopping.

Thanks go to everyone who helped establish the larder including John O'Conner, Bell Group and CCG, our contractors who gifted their time and money as a community benefit and Chris Stephens, MP.



Claire & Theresa from CCG



Collette & Carrie, volunteers, Chris Stephens, MP & Pauline Gilgallon, Development Manager at Good Food Scotland

Good Food Scotland

linthouse HOUSING ASSOCIATION

**AFFORDABLE FOOD ON YOUR DOORSTEP**

**LINTHOUSE LARDER**

**Open Every Thursday**

**10am to 1pm**

**Linthouse Housing Association Warehouse – entry at rear of the building**

**Just like a supermarket but at a fraction of the price! Membership is just £1 per month plus the cost of your shopping.**

goodfoodscotland.org goodfoodscotland goodfoodscot scotlandgoodfood



## COMMUNITY BREAKFAST

Lighthouse Housing Association in partnership with Govan Thriving Places have been holding a monthly community breakfast.



So far, we have had 3 breakfasts – 2 at LHA's amenity housing in Drumoyne Drive and 1 at the multi-story flats at 39 Mallaig Road.

The community breakfast is an opportunity for Lighthouse tenants and local residents to come together to have a chat, have something to eat, and to find out about what's happening in their community.

Watch out for details of future breakfasts on our website and Twitter account @linthouseHA



## THE MONEY HOUSE



### MOVING INTO YOUR OWN FLAT?

**Attend The Money House course and learn how to pay your rent and bills!**



**Format:** 5-day (onsite), 4-day (onsite & online) & 3-day courses(onsite)available



**Location:** Hope Street in Glasgow, or Zoom

### What do we cover?

- Tenancy agreements
- Avoiding eviction
- Online safety & scams
- Budgeting & spending habits
- Benefits
- Banking
- Planning for the future
- Energy efficiency

### What's in it for you?

- **SCQF Level 4 qualification in Personal Money Management, credit rated by SQA**
- **Reduced chance of eviction, improved ability to keep up with rent payments and higher confidence with money**
- **Travel and lunch covered (onsite)/supermarket voucher for online courses**

Scan the QR code to find out more

Email [TMHScotland@mybnk.org](mailto:TMHScotland@mybnk.org) to book



**MyBnk is a financial education charity based in Glasgow and they run a training programme called The Money House.**

The course is for young people aged 16 to 25 years old and helps you learn the skills needed to budget their money and manage your home if you are thinking of moving into your own home or already live independently.

Sessions are delivered in-person and online. Travel costs and lunch are provided for each participant.

You can get more information or sign up for a course by scanning the QR code below or emailing MyBnk or you can be referred by Gail Paterson, Community Empowerment Officer: [gail.paterson@linthouseha.com](mailto:gail.paterson@linthouseha.com) or 07881594891



## FOOD FOR HOME

## GOOD FOOD IN GOVAN

Food support from local organisations & groups in and around Greater Govan. **This info has been gathered in December 2022 and will be updated.** Please check online or contact individual organisations or groups to make sure this information is still correct, and to confirm seasonal closure. Info on other community news, activities & services can be found online at [@GoodaboutGovan](#) [@ThrivingGovan](#) and in person at the Thriving Place Community Connector pop up in Govan Shopping Centre.

**THE GOVAN PANTRY** **THE PI, 840-860 GOVAN RD (ENTRY NEXT TO MONUMENT)**  
**0141 445 6481 HELLO@GOVANHELP.ORG**

**Wed** 10.30AM - 3PM Pantry membership costs £2.50 per week and allows each member to select 10 items from the range of fresh, frozen, chilled and ambient food products and other essential items, making average savings of approximately £15 per shop.

**LINTHOUSE COMMUNITY LARDER** **LINTHOUSE HOUSING ASSOCIATION, 1 CRESSY STREET**

**Thu** 10AM - 1PM Monthly membership costs £1 Community larder selling fruit, veg, tinned and frozen goods at a discounted price.

**ST CONSTANTINE'S HALL, UIST ST - OPPOSITE CHURCH**

**Sat** 6 - 7PM FREE Food Parcel pickup. 10 items per bag Drop-in, no referral required.

**GLASGOW SW FOODBANK - SEED BY THE TRUSSELL TRUST**  
**07437910115 INFO@GLASGOWSW.FOODBANK.ORG.UK**

**REFERRAL REQUIRED** The SW Foodbank operates across a number of venues. In order to provide the most appropriate help for the circumstances of your situation Glasgow SW Foodbank work with local agencies. If they feel you are struggling to put food on the table, they will issue you with a foodbank voucher. Get in touch to find out more.

**Mon** 12 - 2PM IBROX PARISH CHURCH, CLIFFORD ST

**Tue** 10.30AM - 12.30PM OUR LADY & ST GEORGE CHURCH, 50 SANDWOOD RD, PENILEE  
2 - 4PM LINTHOUSE HOUSING ASSOCIATION, 1 CRESSY STREET

**Wed** 12 - 2PM MOSSPARK BAPTIST CHURCH, 155 CORKERHILL ROAD

**Fri** 10AM - 12.45PM HILLINGTON PARK CHURCH, 24 BERRYKNOWES RD. PLEASE NOTE THAT THE COMFORT & JOY HUB ALSO OPERATES FROM 10AM - 1PM OFFERING FREE TEA/COFFEE, TOAST AND SOUP.

**INFO FOR ORGANISATIONS & GROUPS.** If there are inaccuracies or updates to provide, please email [yvonne.Reilly2@glasgow.gov.uk](mailto:yvonne.Reilly2@glasgow.gov.uk)



## SIM CARDS FOR LHA TENANTS



Thanks to Vodafone's Charities Connected initiative, we can offer sim cards to people who don't have home broadband or are struggling with the cost of data.



The sim cards can be used in mobile phones or tablets and each sim card now has 40GB data a month plus free calls and texts, for six months and can then be used as a pay-as-you-go sim after that.

Vodafone recognises that the cost of getting connected can be expensive, so launched their Charities Connected initiative in August 2021 and had connected 750,000 people by November 2022.

If you don't have access to the internet or are struggling with the cost of broadband and/or data then please don't hesitate to contact the office, speak to your Housing Officer or ask to speak with our Community Empowerment Officer, Gail Paterson.

We have a limited number of sim cards but are keen to offer them to tenants who need them while stocks last.

## Welfare Rights Update

### 2022-2023 Performance

Thanks in part to the new development and the launch of new benefits (Scottish Child Payment and Adult Disability Payment), the Welfare Rights Service has had a very successful year with claims generating over £1,000,000 in income for Linthouse Tenants.

### Social Security Scotland

A reminder that Social Security Scotland have now launched Child Disability Payment for those under 16 (replacing Child Disability Living Allowance) and Adult Disability Payment for those over 16 and under State Pension age (replacing Personal Independence Payment). If you think you or your child may qualify, please contact the Welfare Rights Service at LHA to discuss.

For any benefit enquiries or for a full benefit entitlement check, please contact LHA and ask for a Welfare Rights appointment.





# Over 60s Christmas Party 2022

**Linthouse Housing Association hosted our annual Christmas celebration on 5th December 2022 in the Fairfield Club and were delighted to celebrate along with around 80 of our "older" tenants.**

Once again, we were well fed by Hayley and her team with a 3-course meal followed by tea/coffee and a mince pie. We were entertained by Stephen the DJ from Fairytale Weddings Entertainment who played a wide range of music including tunes for the all-important sash and alley cat! Santa also visited and handed out a wee gift.

Everyone had a great time, and we had some wonderful dancers including a Calamity Jane solo.

A huge thanks goes to everyone at the Fairfield Club, the Linthouse staff who came to the party, those who held the fort at the office and everyone who helped Santa organise his gifts.

Thanks also goes to our tenants who came along and those who represented the Management Committee and Residents' Panel.





# LINTHOUSE FAMILY CHRISTMAS PARTY

**Christmas 2022 saw the return of LHA's family Christmas party. The party took place at Park Villa Community Sports Hub and was attended by lots of Linthouse families.**

It was great to see the children enjoying themselves, having their faces painted and a balloon model made for them, enjoying a dance, playing games and, most importantly, getting to meet Santa.

A huge thanks go to Park Villa for the use of the hub, the staff at Linthouse for their time and assistance with planning and taking part in the party; Lisa and Steph, our talented face painters; Paul, our equally talented balloon modeller and to Sunny Govan for a loan of their DJing equipment.

Sadly Gail wasn't the most experienced DJ but, thanks to Sunny Govan, we had plenty of tunes to play and the dancers seemed to enjoy the music.





# Asbestos Surveys

**When carrying out repairs in your homes Linthouse HA has a duty of care not only to you the tenant/owner but also to our contractors and it is important that we are able to identify the presence of asbestos in our properties to ensure a safe living and working environment.**

As part of repairs procedures, we may require to carry out an asbestos survey

in your home. If this is the case you may be contacted by our asbestos contractor, Environtech. If Environtech do contact you, please arrange a suitable appointment with them to complete the asbestos survey. If you have any questions with regards to works to your home, please contact the office on 0141 445 4418.

# DOG FOULING

**Recently we have experienced an increase in complaints about dog fouling both in communal areas and the areas around Linthouse properties.**

Unfortunately, the problem originates from residents as well as other people coming from surrounding areas to walk their dog in Linthouse but then not taking the responsibility of picking up their dog's waste.

If dog owners/walkers do not dispose of this type of waste in the correct way and are caught, they can receive a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act 2003 which increases to £100 if not paid within 28 days.

If you see anyone who is not picking up after their dog then you can report it anonymously to Glasgow City Council using their online form on their website, by phone (0141 287 1058) or by using the MyGlasgow app.







## Right to Repair

### What is Right to Repair?

Under the Housing (Scotland) Act 2021, Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a set timescale of 1, 3 or 7 days.

Certain repairs up to the value of £350 are covered – these are known as “qualifying repairs”

The time limits depend on the type of repair you have reported and are set by law, not Linthouse Housing Association.

### Repairs covered by the Right to Repair Scheme:

#### 1 working day to carry out repair

- Blocked sink, bath or drain
- Loss of electric power
- Loss of water supply
- Insecure external window, door or lock
- Unsafe access path or step
- Significant leaks or flooding from water or heating pipes, tanks or cisterns
- Loss or partial loss of gas supply
- Loss or partial loss of space or water heating where there is no alternative heating available
- Toilet not flushing where there is no other toilet in the house
- Unsafe power or lighting socket or electrical fitting

#### 3 working days to carry out repair

- Partial loss of electric power
- Partial loss of water supply
- Loose or detached banister or hand rail
- Unsafe timber flooring or stair treads

#### 7 working days to carry out repair

- Mechanical exterior fan in internal kitchen or bathroom not working

In some cases, we might need to inspect the repair to find out if it is a qualifying repair or not.

If we do not start the repair within the time limit, you can ask our alternative contractor to carry out the repair. Our Property Services Team will be able to provide you with the name and contact details of alternative contractors and you may also be entitled to £15 compensation from us. You cannot use a contractor who is not on our list. There may be good reasons why the repair cannot be completed. For example, the contractor has not been able to get access to your home or parts are needed which are not readily available. In these circumstances, we will notify you of a time extension for the repair to be completed.

If there is an unreasonable failure to complete the works on time, you may be able to direct another contractor approved by us to carry out the works, and you may also be entitled to compensation from us.

## Aids & adaptations

**Would you or a family member benefit from some changes to your home that could make your life easier and safer. If so, an adaptation could help.**

### What is an adaptation

An adaptation is a piece of equipment, extra fitting or minor alteration to your home that assists with your day-to-day living.

Adaptations include:

- handrails or grabrails
- a walk-in shower
- an over-bath shower
- widening doorways
- door entry handset
- hoists
- specialist bathroom equipment
- ramps
- vibrating or flashing smoke alarms
- lever taps
- low level kitchen units

### How we can help

It is important that we meet your needs and make your home as suitable as possible. However, we need to consider several things before deciding that an adaptation can go ahead, such as whether there is a recognised need for the adaptation.

All adaptation applications require an Occupational Therapist assessment. Please contact your social services Occupational Therapist for an assessment of your needs. Once your OT has recognised there is a need for an adaptation, we can proceed with applying for funding for the works.

**Funding for all adaptations is subject to grant being provided by The Scottish Government.**



# Turning off Utility Supplies

From time to time you may need to switch off your utility supplies to help with such things as carrying out repairs. Below are some tips on how to do this.

### How do I switch off the water supply?

You can do this using the stopcock valve. Turn it clockwise to turn off the water supply, and anti-clockwise to turn it back on. The stopcock valve is usually found under the kitchen sink, or in a front or back hall.

### How do I switch off the electrical supply?

You can turn off your electrical supply at the fuse box. Flip the main circuit breakers down to OFF.

To reset a tripped switch:

Switch off all the lights and appliances on the circuit. Then put the trip switch back to the ON position. One by one switch lights and sockets back on, if the trip goes again the fault should be identifiable – often a faulty appliance is the cause.

### How do I switch off the gas supply?

The isolation valve is with the gas meter and usually marked with yellow tape. Turn the handle so the lever is at 90 degrees to the upright gas pipe.



## The Thistle Tenant Risks Team are here to help!

We understand the importance of being able to speak to one of our customer service team. That is why we offer a call back service.

For tenants and owner occupiers wishing to discuss home contents insurance, the cover available and payment methods, why not request a call back.

### How can you do this?

**Visit:** [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk) complete the enquiry form and wait for one of our helpful Team to call you back.

**Email:** [tenantscontents@thistleinsurance.co.uk](mailto:tenantscontents@thistleinsurance.co.uk) leave your contact details and someone will call you at a convenient time.



**Thistle Tenant Risks – making life a little easier!**



## Escape of Water: What should you do?

Escape of water is when water that enters your property by the mains water supply and has at some point on its journey within your house, escaped from the pipe or tank that it was in and caused damage to your property.

Whatever the time of year, you could be at risk of escape of water. This can be caused by, blockages and overflows, faulty heating, burst pipes or even a fault washing machine.

### If you have a leak, what should you do?

If you suspect escape of water and it is safe to do so, you should:

- ✓ Turn off the main water supply for your home to prevent further damage.
- ✓ Turn off the power and avoid electrical appliances. Get in touch with an electrician first if you have to stand in water to turn off the mains electricity.
- ✓ Contact your landlord as soon as possible.
- ✓ You should also move any furniture or personal items away from the water to prevent further damage being done.
- ✓ Take some photos of the damage.

The Thistle Home Contents Insurance Scheme, offers cover for damage to your home contents and belongings, caused by escape of water. Such as drenched carpets, or water from a pipe in the ceiling has come through onto your TV.

The cover does not include damage to pipes, drains or tanks as this is the responsibility of your landlord. Damage caused whilst your home is unoccupied for 60 days or more. Or cost to repair the equipment or appliance itself.

It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Thistle Home Contents Insurance Scheme was designed for tenants in social housing and cover also includes, fire,

theft, storm and flood damage, and much more. Limits and exclusions apply. A full policy wording is available on request.

To find out more about the Thistle Tenants Home Contents Insurance Scheme, where you can pay premiums by cash fortnightly or monthly using a swipe card, monthly by direct debit or annually. (Fortnightly and monthly premiums include a transaction charge).

### Contact us

There are 3 ways to contact Thistle Tenant Risks Insurance.

1. Call Thistle on: **0345 450 7286**
2. Request an application pack from your local housing office
3. Visit [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk) where you can also request someone to call you back!





# Estate Management Plan



### **Our Residents Satisfaction Survey for 2021-2022 highlighted our residents desire for a clean and well-maintained community.**

Linthouse HA is committed to providing support through our caretaker service and using our contractors whenever possible to keep our area well maintained. We also need residents to help, as the first step to improving our neighbourhoods begins with residents being responsible for cleaning up after their pets; cleaning the close or landing; ensuring all waste and bulk is disposed of in the bin properly or reported to the council for uplift and keeping all common areas in an acceptable state for all residents to use.

It is also important that closes are free of any items being stored; from a health and safety point of view, we remind you that landings and closes cannot be used as storage areas as this is the only means of escape in the event of a fire. It is therefore essential that areas are kept clear of all obstacles, including bikes and prams.

In Spring 2022, we conducted a full inspection of all Lintthouse stock areas identifying the main issues within our community. We found issues with close cleanliness; back court cleanliness; bulk in streets and backcourts. We also noted repairs required and set about trying to tackle the issues, however, this remains an ongoing concern.

We have implemented an action plan that includes further estate inspections with our Committee Members

throughout 2022/23 to help identify further areas of improvement. We have joined other local housing associations and Glasgow City Council to ensure that our areas are included in deep cleans of the community, including removal of weeds, uplift of bulk and tidying up of common grounds; we hope that you will see improvements.

The housing team are here to help residents in any way we can; we can advise on ways to arrange for large furniture items to be removed; providing contact details for Glasgow City Council; ways to recycle items and we rely on residents to work with us and comply with agreements they make with us as Landlord or Factor.

One way to help is for residents to download the MyGlasgow app. You can use this app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. There is also the "More Services" section that also has handy links to useful information. Whether it's school holidays, paying your council tax or a quick link to council twitter announcements, all the things you need are only a tap away.

You can download the MyGlasgow app from your app store.

The services we provide are only effective if we work together. See page 15 for a quick reference guide identifying responsibility within our community.



## MAINTENANCE AND REPAIRS

Issue	Tenant responsibility	Lighthouse HA responsibility	Glasgow City Council responsibility	Additional info
Dog Fouling	✓	✓	✓	The Tenancy Agreement states tenants have to keep any permitted pet under proper control and ensure it does not cause a nuisance in the house or locality. Dog fouling can be dealt with as a tenancy complaint if against a tenant, however we do not issue fixed penalty notices. This is done by the Environmental Task Force at Glasgow City Council who can be contacted on 0141 287 1058. <b><a href="http://www.envtaskforce.org/about-the-etf/">http://www.envtaskforce.org/about-the-etf/</a></b>
Close cleaning	✓	✓		Maintaining the cleanliness of the close is included in every tenancy and factor agreement so although we may provide close cleaning to some closes, the responsibility of the tenant/owner is the same. The clean is a top-up service.
Communal Grass/shrubs		✓		LHA will regularly cut common areas that we own, removing all grass, cut communal hedges and remove cuttings and maintain all shrub beds.
Fly tipping		✓ Limited service	✓	The responsibility for issues such as fly tipping lies with the Environmental Task Force at Glasgow City Council. Issues can be reported anonymously by any member of the public on 0141 287 1058 but LHA will provide support when possible. Download and use MyGlasgow app to report issues <b><a href="https://glasgow.gov.uk/MyGlasgowCC">https://glasgow.gov.uk/MyGlasgowCC</a></b> On a few occasions, LHA may pick up fly tipping.
Graffiti/vandalism		✓	✓	LHA will use CCTV and interview residents to identify perpetrators of graffiti and vandalism. This a breach of tenancy and will actively seek to recover the costs of the repair work. Any act of vandalism that is carried out on property not owned by LHA should be reported to the relevant department of Glasgow City Council <b><a href="https://glasgow.gov.uk/MyGlasgowCC">https://glasgow.gov.uk/MyGlasgowCC</a></b>
Bins	✓	✓	✓	Glasgow City Council is responsible for bin collection. This includes if your bin is missed during collection. Tenants are responsible for putting bins out for collection and ensuring that all rubbish is placed in the correct bin and only in the bins provided, not anywhere else. Customers in our tenement properties will have their bins brought out by our contractor.
Bulk items	✓	✓	✓	Residents are expected to remove and dispose of bulk items appropriately. Glasgow City Council also offer a bulk uplift service. This can be requested on 0141 287 9700. LHA will again provide further service when possible. <b><a href="https://www.glasgow.gov.uk/index.aspx?articleid=15893">https://www.glasgow.gov.uk/index.aspx?articleid=15893</a></b>
Vehicles/Parking			✓	If you notice an abandoned vehicle, then this should be reported to the Abandoned Vehicles Helpline at Glasgow City Council on 0141 276 0859. You will be asked to provide as much information about the vehicle as possible. Glasgow City Council are solely responsible for parking/road issues. <b><a href="https://www.glasgow.gov.uk/index.aspx?articleid=16991">https://www.glasgow.gov.uk/index.aspx?articleid=16991</a></b>



# Patch Breakdown

Your Housing Team works over 2 areas or “patches”. To find out who looks after the area you live in, please see tables below

Income Maximisation & Engagement Team			Housing Management		
Housing Officer	Elaine McDermott	Patch 1	Housing Officer	Mark Kiernan	Patch 1 *
Housing Officer	Steven Murphy	Patch 2	Assistant Housing Officer	Joe Fitzpatrick	Patch 1
Assistant Housing Officer	Sharon Wilson	Factoring	Housing Officer	Sandra McGillivray	Patch 2 *
Housing Assistant	Leah McGuire		Assistant Housing Officer	Natalie Alexander	Patch 2

PATCH 1	PATCH 2	PATCH 1	PATCH 2
Hutton Drive (EVEN)	Hutton Drive (ODD)	St Kenneth Drive	Langlands (Main Door/Flats)
Kennedar Drive	Govan Road (ALL)	Burghead Drive	Barnwell Terrace
Balbeg Street	Drive Road	Elder Grove Court	Shieldhall Road
Burghead Place	Aboukir Street	Cromdale Square	Meiklewood Road
Clachan Drive	Cressy Street	Drumoyne Drive	Finsbay Street
Peninver Drive	Skipness Drive	Moss Road	Hardgate Road/ Luma Tower
Holmfauld Road	Linthouse Buildings		Morefield Road
Langlands (Multi Story Flat)	Holmfauldhead Place		

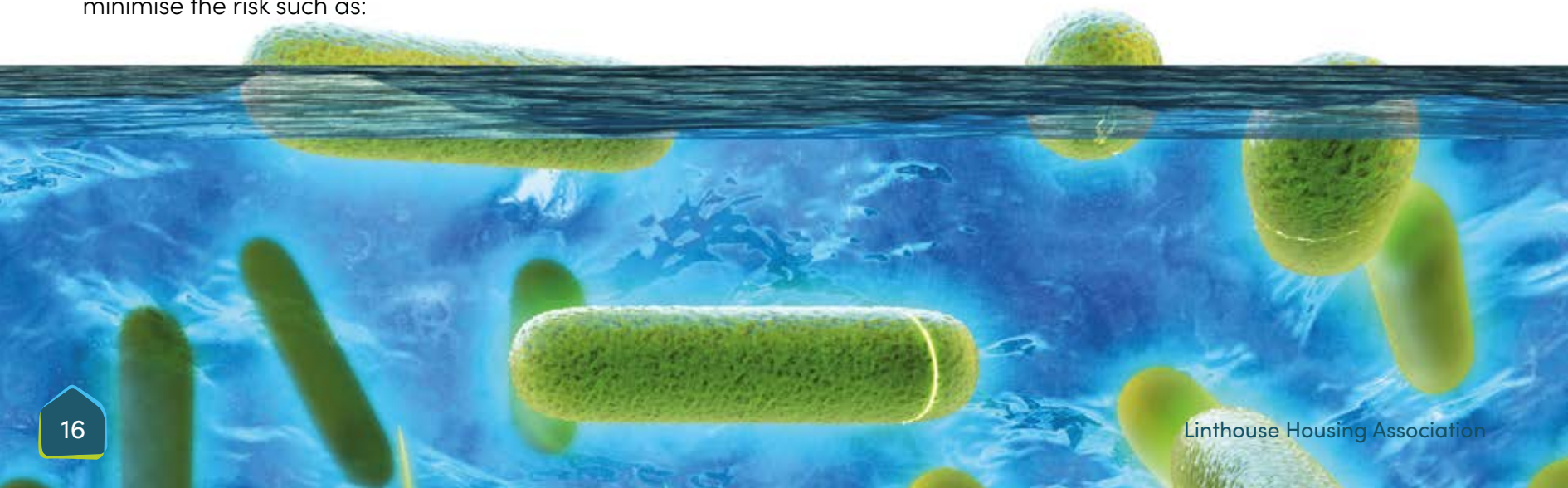
\* Temporary maternity cover for Rachael Gray (P1) & Laurie Kefalas (P2)

# LEGIONELLA ALERT

**Legionella is a type of bacteria found naturally in freshwater environments, like lochs and streams. It can become a health concern when it grows and spreads in human-made water systems like showerheads, taps, hot water tanks and heaters.**

Catching Legionnaires Disease in your home is rare but if you have been away from home for more than a week there are a few steps you can take to minimise the risk such as:

- Flushing out your water system e.g. if you are not using showers or taps regularly make sure you flush them through at least once a week
- When turning taps on, turn them slowly so that you don't splash water, as this might release water droplets into the air
- Flush toilets with the lid down following a period of non-use
- When flushing showers, remove the shower head and lower the hose into the bath. If you are unable to remove the head wrap it in a towel
- To flush out your water you need to run the water in all showers, baths, wash hand basins, sinks and taps continuously for 2 minutes, this is required for both hot and cold supplies







## Electrical Safety



**Linthouse Housing Association have a legal duty to ensure the electrical safety of the homes we provide. We are continually working with our contractor Valley Group to ensure that all of our properties have an up-to-date Electrical Installation Condition Report (EICR). An EICR is carried out**

**to ensure the property is electrically safe for tenants.**

During the recent fire safety upgrades, our contractor's experienced difficulties gaining access to tenant's homes, with tenants not responding to letters or answering phone calls. We ask that

you please facilitate these works if our contractors write or call you requesting access. We would much prefer to work with tenants to gain access. Should we experience difficulty in gaining access, this may result in forced entry to your property and any associated costs of doing so may be charged to you.

## Gas Servicing

**Linthouse Housing Association has a legal obligation to carry out an annual gas safety check on our properties that have gas appliances. To do this we have a contract with GasSure, and their engineers will attend properties at an agreed time to carry out these checks.**

Before the gas safety check takes place, you should receive a letter from GasSure notifying you of the date and time of your appointment. If you are unable to make the appointment you must contact the number on the letter as soon as possible to rearrange a more suitable time. Please do not ignore these appointment letters.

If you are struggling with your energy

supply, there are a number of ways that LHA can help you. These include

- Having your meter uncapped
- Getting your boiler serviced
- Getting your heating and hot water working again
- Helping with any debts to energy companies, or if you are facing financial hardship

If you need help you can contact our Energy Advisor or call into the office.







## Property Service Reminders

### Contents Insurance

LHA would urge you to obtain contents insurance as any items belonging to you, including carpets, TV's, furniture, etc. are NOT covered in the event of damage by fire, flood or extreme weather.

### Painting of Kitchen Units

The painting of kitchen units is not permitted and may result in you being recharged for the replacement of the kitchen if this is required after you leave.

### Lost Keys

LHA do not hold spare keys and will not force access to your home should you lose your key. Any tenants who report being locked out need to confirm security details with a member of the Housing team and costs will be recharged.

### TV Aerials

Many of our properties are served by communal aerials which can be affected by weather. Repairs to aerials are non-urgent and will be processed under the Routine category with a target timescale of 8 days. We appreciate this can be inconvenient but you are assured our contractor will attend as soon as they are able to.

### Water Supply

The water supplied to your home is the responsibility of Scottish Water. If you notice disruption to your supply or discolouration of water please report this directly to them on 0800 0778 778. Reports of planned works are posted on [www.scottishwater.co.uk](http://www.scottishwater.co.uk)

## Handy Numbers

### Out of Hours Emergencies

Timetra	0808 196 1486
GasSure	01294 468 113
Lighthouse Housing Association	0141 445 4418
GCC Bulk Uplift on Tuesday and Wednesday 9am - 3pm	0141 287 9700
GCC Stair Lighting	0800 595 595

Scottish Power Emergency/ Power Cut	105
National Gas Emergency Number (call if smell of gas)	0800 111 999
Scottish Water	0800 077 8778
Police Scotland non-emergencies	101
NHS 24	111

## GOT BULKY WASTE?



ELECTRICAL



FURNITURE



WOOD



SCRAP METAL



MATTRESSES



CARDBOARD



CARPETS

## PLEASE DO NOT PLACE BULK ITEMS ON THE PAVEMENT OR LANE

**TO REQUEST A BULKY WASTE COLLECTION**  
use the **MyGlasgow App** or visit our web page  
[www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)

### RECYCLE IT – Your local household waste recycling centres are:

North West:	East:	South:	South West:
Dawsholm Recycling Centre 75 Dawsholm Road G20 0TB	Easter Queenslie Recycling Centre 90 Easter Queenslie Road G33 4UL	Polmadie Recycling Centre 425 Polmadie Road G42 0PJ	Shieldhall Recycling Centre Renfrew Road G51

**OLD BULK INFORMATION** – Please disregard any bulk posters that may still be placed inside the close entrance of your property.

**BULK WASTE LEFT ON THE PAVEMENT OR IN YOUR LANE CAN CAUSE DANGER TO THE PUBLIC AND MAY RESULT IN ENFORCEMENT ACTION BEING TAKEN AGAINST THE OWNERS.**

December 2020

 **recycle for Scotland**





# Repairs and Maintenance Policy Consultation

**We are currently developing our Repairs and Maintenance Policy for 2023 and are looking to get your view to help tailor this policy.**

The current policy was drafted in late 2022, and we have made some proposals surrounding our Key Performance Indicators (KPI's) and how the service is delivered, but we would like to obtain the views of our customers and get your opinion on any areas we can improve or make more customer friendly. We would love to hear your thoughts on our proposed key changes.

As part of this consultation, there will be no changes to any statutory requirements through the Right to Repair Scheme. This is where a qualifying repair is carried out within a particular timeframe and is set in housing law. More information on Right to Repair scheme can be found on our website, and there is also an article in the newsletter outlining our statutory obligations.

The consultation period for the policy will close on **31st May**, and we would appreciate if you could take 5 minutes to complete our survey by scanning the QR code below or going to <https://www.surveymonkey.co.uk/r/P8XDBKK>. The new policy can also be viewed by visiting our website on [www.linthouseha.com/news](http://www.linthouseha.com/news)



If you have any questions on the consultation or policy, then please do not hesitate to contact the Property Services Team on **0141 445 4418** and press option 1.

In addition to the revised policy, we are also introducing an appointment system for non-emergency repairs to help make the process better for you. From the 1st of April 2023, non-emergency repairs for day-to-day reactive repairs will be allocated a day and time (AM/PM) slot that suits our customers, so you know when our contractors will be attending. This allows you to have that assurance and confirmation whilst reporting your repair to the Association. The hope is that this will increase the productivity of the service and also provide you with a more efficient and customer focussed service.

Finally, I want to take this opportunity to thank you in advance for taking the time to assist Linthouse in developing our services for our customers.

*Bryan McMahon, Director of Property Services.*





# Dampness & Condensation

### What can I do to reduce condensation?

Condensation is the most common cause of damp and mould related problems that are reported to us. But there are ways we can help stop these issues before they happen.

### What is condensation and mould?

Condensation is where hot air from your shower, or steam from your cooking, hits a colder surface, like a window or wall, and tiny water droplets appear.

If these surfaces are left wet, the water droplets can soak into your wallpaper or paintwork and attract mould.

If mould grows in your homes, it can give off an unpleasant smell and could cause you to become ill. Minor mould growth is found in most homes at some point but there are a few simple things you can do to reduce the chances of mould being able to grow and to stop any damp from causing damage to your property and your health.

### What can I do in my home to reduce any condensation and mould?

Keep fresh air moving around your home – when you are having a shower or a bath, make sure there is a window open, or you switch on the extractor fan if there is one fitted in your home. The same goes for when you are cooking in the kitchen, open a back door or window as it will remove moisture from the air.

Sometimes you may notice condensation and mould around the inside of your windows in the morning. When you can, we suggest leaving your window open a little bit as this will stop the condensation building up and developing into mould. If you can't leave the window open, then wipe up the water with a cloth or tissue to dry the area.

Don't block up air vents installed in your home or restrict air circulation – Make sure there isn't furniture or other items blocking air vents so they can work properly.

Often mould can be found inside of cupboards. This is because there isn't enough fresh air able to circulate here. This is prevented by not overfilling your cupboards.

Make less moisture – If there is less moisture in your home then there will be less condensation.

If you are cooking, cover your pans so steam and moisture can't escape into the air, it also cooks your food quicker saving you energy and money.

It's a good idea to dry wet laundry outside rather than inside to stop moisture being produced in your home. 10 pints of moisture is released into the air just from drying a batch of washing. If you can't dry your clothes outdoors then the best thing to do is dry them in the bathroom, close the door and keep the extractor fan on or a window slightly open.

On average, a family of four will create more than 100 pints of moisture each week and if there's nowhere for it to escape, it's going to build up on surfaces.

Keep heating on low background temperature setting – In cold weather, make sure your heating is on a low background heat rather than short bursts of hot heat. We usually say 18-21 degrees is a good setting. This means there is less chance of moisture being able to find any cold surfaces where it can stay and form damp and mould.

Damp crystals (also known as interior dehumidifiers) are available to buy cheaply and work by attracting moisture and absorbing it into the damp crystals contained inside. This helps stop problems like mould and general condensation issues in smaller selected areas such as window sills or cupboards.

### What if I already have mould?

If you have a small area of mould for example in your shower or on window frames, you can remove it by using a mould-removing wash. These are available to buy cheaply in lots of supermarkets and DIY stores.

If there is a larger build-up of damp and mould on your walls for instance, it is important that you report this problem to us as soon as possible so we can help fix the problem.

**Report a damp or mould problem in your home by calling 0141 445 4418 or emailing [repairs@linthouseha.com](mailto:repairs@linthouseha.com)**



# Fire Safety in Flats

**We all have our part to play in keeping not just ourselves but also our neighbours safe when it comes to fire safety. It is therefore important that you are mindful of how your actions can have an impact on this. To ensure everyone's safety we must remind tenants and owners that**

- No refuse bags, combustible materials or items of furniture should be stored in common areas such as stairways, corridors, or drying rooms within a building. By keeping these areas clear it will protect escape routes and reduce the risk of deliberate fires.
- Lifts, fire alarm panels, fire doors and dry riser landing valves are there to assist with firefighting operations. If you see damage to any of these features, please report it immediately. Most doors in common areas are fire resisting and fitted with self-closing devices and should never be wedged open.
- Bin rooms and access doors to the building should be kept secure to prevent intruders starting deliberate fires. There should be no gas cylinders, flammable liquids or fuels stored or used within a high-rise building.
- Emergency vehicle parking areas should be kept clear to allow firefighters access to fire hydrants and the building quickly in the event of fire.

Our staff are carrying out regular inspections of communal areas and notifying occupants of bikes, prams, bulk and other items that must be removed. Any items stored within communal areas are fire hazards and will be removed.

All of our properties are fitted with a minimum LD2 alarm system. When one smoke or heat detector is activated the others within the property will sound as they are interlinked (the carbon monoxide alarm is not linked). These alarms are located as follows

- Hallways and landings – smoke alarm
- Lounge or main living area – smoke alarm
- Kitchen – heat detector
- Room containing boiler – carbon monoxide detector

We encourage you to test your alarms weekly.

Scottish Fire and Rescue Service recommend all homes should have a fire escape plan that the whole family/ household knows about. It should include:

- How to get out quickly at night
- Who is going to get the children?
- Where the front door keys are located
- An identified 'safe room' in case you can't escape. Choose a room with a phone and a window.
- Practise your plan, especially if you have children

## The common stair is your only means of escape in the event of a fire.

Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

### Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

### If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice  
**CALL 0800 0731 999**  
or visit our website at  
**[www.firescotland.gov.uk](http://www.firescotland.gov.uk)**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland





# Complaints?.....

**Here at LHA we strive to provide high quality customer service and put our tenants at the heart of all that we do. We believe quality is a journey and not a destination!**

We will continue to embed a culture of excellent customer service across all staff teams. We aim to:

**Listen** to our tenants

**Hear** and understand what our tenants say, and

**Act** on any issues or concerns raised

If there are any aspects of our service that tenants are unhappy with, it's important that we hear this as only when we know something is wrong can we do something about resolving it satisfactorily.

## .....or Compliments?

As well as complaints, we like to hear what's good about the services we provide too – who doesn't like a compliment?

### Summary of the complaints and compliments we have received during 2022/23

Last year we dealt with 89 complaints at stage 1 of our complaints handling procedures. Complaints at this stage tend to be less serious and we can usually deal with them straight away, or within a few days. It is important that you let us know about less serious issues so that we can make improvements and prevent them from becoming more serious!

78 of these complaints were dealt with within the 5 day response timescale and 11 were granted an extension to deal within a 10 day timescale. We upheld 28% of them and resolved a further 27% of issues being experienced by our tenants. Upholding a complaint means that we agreed that there was a problem that required investigation. Resolving a complaint means that we can fix the issue the tenant is unhappy with without having to carry out further investigation. We know that we don't always get it right and we encourage all our customers to let us know when things go wrong, so that we can put it right.

Our frontline staff receive and handle the bulk of complaints. This year the most complaints we received continued to be about our repairs and maintenance service. The kind of things customer complained about included dissatisfaction with the quality of the physical repair that was carried out, or the communication on the repair from LHA and our contractors.

We also received 16 more serious complaints that were dealt with at stage 2 of our complaints handling process. These complaints usually take longer to respond to because they require an investigation. Again the majority of these complaints related to our repairs and planned maintenance programme. Of these 16 complaints only 4 were upheld. All stage 2 complainants received a full written response outlining the action taken by staff to remedy the issues raised.

This is a summary of our complaints' performance for the year:

Complaints received by LHA 01 April 2022 – 31 March 2023

	Stage 1	Stage 2
<b>Number of complaints received</b>	89	16
<b>Number responded to within required timescale</b>	88 (99%)	14 (87.5%)
<b>Number of complaints upheld</b>	25 (28.1%)	4 (25%)
<b>Number of complaints resolved</b>	24 (27%)	0
<b>Number of complaints escalated to the next stage</b>	9 (10.1%)	0
<b>Average days to respond to a complaint</b>	3.3 days	13.1 days

### Lessons learned from Complaints

We try to make sure that we learn from complaints and make improvements to our service based on the types of complaints we receive. Our teams have undertaken many training courses over the year to improve the service and Linthouse HA have changed the way staff work to provide a more focused service.

We know communication is a big issue for our customers and our ICT Manager continues to source new technologies that will make the service we provide more efficient and allow tenants to be more involved in processes.

### Compliments

During 2022/23 we also received 35 compliments from tenants and other customers expressing thanks for the services we provide, and praise for staff and how they have handled an issue, including the additional community work, welfare advice given and arranging repairs in both the home and communal areas.

### How to contact us

Complaints and compliments can be made via our website, by email, over the phone and in person

**Website:** <https://www.linthouseha.com/your-home/complaints>  
**By phone:** 0141 445 4418  
**By email:** [enquiries@linthouseha.com](mailto:enquiries@linthouseha.com)  
**In person/post:** 1 Cressy Street, Glasgow G51 4RB



## Changes at LHA

**Starting on Monday 3rd April Linthouse introduced some changes to how our staff work. These changes are being brought in to help benefit our staff and customers but may impact the time and how you can get in touch with us.**

The first change is to our office opening hours. Our new opening hours for calling in and seeing staff members:

Monday, Tuesday, Thursday & Friday – 09:30 – 16:00

Wednesday – 09:30 – 12:00

If you need to speak with a Housing Officer, Welfare Rights Officer or other member of staff please call us on **0141 445 4418** to make an appointment or you can email us at **hello@Linthouseha.com**.

## General Enquiry

If you have a general enquiry, you can call us on **0141 445 4418**, email us at **hello@linthouseha.com** or complete this online form.

Our Housing Officers will be able to offer appointments between 09:30 and 16:00 but we do have the flexibility to arrange evening appointments. Repairs can still be reported during office hours and if you have an emergency repair when our office is closed you should contact the following numbers.

- For gas and central heating repairs contact GasSure on **01294 468 113**.
- For all other types of emergency repairs contact Timetra on **0808 196 1486**.

# Introducing new faces

### Mark Kiernan – Temporary Housing Officer

Mark joined Linthouse on a temporary contract in December 2022 with the aim of building his knowledge and experience within the housing sector. Mark has 12 years housing and social work experience working with local authority and has a SCQF Level 7 in Housing Law Advice.



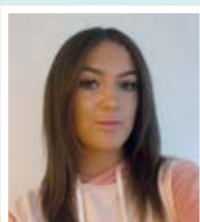
### Sharon Wilson – Housing Assistant

Sharon joined Linthouse Housing Association in December 2022 as part of the Housing and Community Empowerment Team. Sharon's role involves handling our factoring service and assisting factored owners. She has worked within housing and homeless services for the last 8 years which included providing support to vulnerable adults and providing tenancy sustainment.



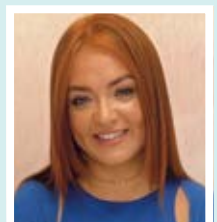
### Karla Donachie – Property Services Clerical Assistant

Karla joined Linthouse in February 2023 as part of our Property Services Team. Karla is the main point of contact for any of our tenants contacting our Property Services Team and it is her job to log the repairs that are reported to us and carry out the admin side of the repair that many of you won't get to see.



### Lauren McArthur – Temporary Property Services Clerical Assistant

Lauren joined the Property Services Team in April 2023 and works alongside Karla answering any queries that come into the Team and logging the repairs. Lauren is looking to broaden her skills in housing services after spending some time studying paramedic science at university. Lauren is a local resident who hopes to help tenants in every way she can.





# Equalities Data Collection

**You will notice with your Newsletter a separate sheet asking about your equalities information and an envelope for you to return the form in. Linthouse Housing Association is required by the Scottish Housing Regulator to collect equalities information from our tenants.**

The purpose of collecting this information is to help the Association direct our services and wider action plans to suit the needs of our tenants. We are asking all of our tenants to fill out this form, although it is voluntary and you are under no obligation to provide this information, and return it to us in the envelope provided. Please do not write your name or address on the sheet or envelope as we are collecting the information anonymously.

The information you provide will help us when making decisions about the services we provide and how we provide them. It will not be used in any decisions about you



personally or your tenancy. We are collecting this information on an anonymous basis and in line with requirements of the General Data Protection Regulations May 2018.

The information you provide will not be shared with third parties and cannot be linked back to you as an individual.

## Can you find 7 differences?

