



linthouse news

HOUSING ASSOCIATION

Winter 23

linthouseha.com



Issue: 93

Season's Greetings!



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Christmas Office Closure

Our office will close on
Friday 22 December 2023
at 4pm and will reopen on
Thursday 04 January 2024
at 09.30am

Out of Hours Emergencies

Timetra (all trades except gas): 0808 196 1486
GasSure: 01294 468 113

All emergencies occurring whilst the office is closed must be reported directly to our contractors by telephone. Emails and text messages to Linthouse Housing Association are not monitored when the office is closed.

Anti-Social Behaviour and Neighbour Complaints

Category 1 Very Serious Complaints	Category 2 Serious Complaints	Category 3 Low Level Complaints
<p>This is the highest category of complaint and includes incidents of:</p> <ul style="list-style-type: none"> Conviction of a criminal offence such as drug dealing (supply or intent). Criminal behaviour involving serious incidents of violence or threats of violence to any member of the public or staff. Hate crimes; racial, sectarian, homophobic and serious harassment. Sustained incidents of anti-social behaviour. 	<p>This category can include incidents that are sustained or serious such as:</p> <ul style="list-style-type: none"> Threatening and aggressive behaviour. Regular parties. Shouting/swearing/fighting. Malicious damage to property. Uncontrolled pets. Loud music on an ongoing basis. Offensive or obscene graffiti. 	<p>This category includes:</p> <ul style="list-style-type: none"> Minor neighbour disputes. Stair cleaning. Pet fouling or attack by pet. Flooding neighbour on a regular basis. Lifestyle clashes. Household waste. Storing items in communal areas. Occasional noise.
Target Timescale	Target Timescale	Target Timescale
Action will be taken within 24 hours	Action will be taken within 3 working days	Action will be taken within 5 working days
We aim to Resolve within 30 working days	We aim to Resolve within 15 working days	We aim to Resolve within 10 working days

Our staff team take a number of calls that may be issues, situations and behaviours that do not constitute ASB; there is little that we can do other than provide advice.

The type of complaints include:

- Cooking smells
- Dogs barking
- Children playing

- Neighbours walking around their home
- Early risers getting up for work
- The smell of cannabis in a close/ someone's house; cannabis remains a criminal offence and we will refer any reports to Police Scotland for investigation.
- Parking in the area

- Concerns about the number of people visiting a property that does not result in ASB e.g., suspicions with no evidence or issue

In some cases, Mediation might be an option and we can organise this for you and your neighbour.

As always, please contact our office for advice and assistance.



PAYING YOUR RENT AT CHRISTMAS

With Christmas fast approaching, it's important to remember to pay your rent and prioritise your bills.

Christmas can be an expensive time of the year, but it is important to stick to a budget and pay your priority bills.

Rent is due in advance by your payment frequency and there are no rent-free weeks. You can choose to pay rent weekly, fortnightly, four-weekly or monthly.

If you are in rent arrears or not fully in advance you may have already set up an agreement plan with your Housing Officer. It is important that you make payments in line with your agreement plan to prevent recovery action.

If you are in rent arrears or have any concerns with rent payments it is important that you engage with your Housing Officer to agree a payment plan.

We can also refer you to our Welfare Rights Team if you need any help and/or our Energy Advisor as we understand that, due to the cost of living, more people need help than ever before.

We have many options available to provide help and assistance, please get in touch!

Remember you can pay your rent by using one of the different payment methods below:

- Pay online via Allpay
- Calling Allpay directly on 0844 557 8321 with your tenancy reference number
- Direct debit by contacting your Housing Officer
- Pay in person with your rent card at your nearest PayPoint
- Using your rent payment card at a Post Office
- Bank transfer (ask for details)
- Cash payment at the Association's office
- If you miss payments, rent recovery action will be taken against you.

Rent is a priority payment and your tenancy agreement is a legal contract. You can be at risk of losing your home if you breach your tenancy agreement.

Please ensure your rent account is up to date we hope that you have a Merry Christmas and a Happy New Year.

Welfare Rights Update

2023-24 Performance

The Welfare Rights Service has proven to be a vital source of help for the Linthouse Community since it began in 2019. Each year we report on how much money our team has helped bring into Linthouse and since 01 April 2023 Kevin and Connor have helped to generate £475,000 in income for our service users.

If you wish to speak to our Welfare Rights Service about your benefit entitlement, please contact the office on **0141 445 4418** or email hello@linthouseha.com to arrange an appointment.

Cost of Living Payment

The UK Government has confirmed that the next cost of living payment will be issued between 31st October and 19th November 2023, the £300 payment will be sent automatically to those who qualify and will be paid directly into the account you receive your benefit payments, there is no need for you to do anything.

If you are unsure if you qualify for this Cost of Living payment you can find out if you are eligible or get more information by visiting www.gov.uk

Linthouse Tenancy Support Service Here to help you!

Income maximisation and applications to SWF

Independent living skills

Understanding and managing your tenancy rights and responsibilities

Referrals to professionals or other bodies with an interest in your welfare

Rent arrears

Resettlement (settling into a new tenancy)

If you would like further information or wish to self-refer contact Sharon on:

Tel: 0141 445 4418 | Mobile: 07423104296
Email: sharon.wilson@linthouseha.com



Housing Management Team

- new updated patches

There have been some changes to the Housing Management Team recently. Please see the new updated patches and their assigned Housing Officers below.

Rachael Gray
Yvonne McDonald (Temp)

Street	Patch	Street	Patch
Elder Grove	1	Morefield Road	1
Mallaig Place	1	Mountgarrie Path	1
Mallaig Road	1	Mountgarrie Road	1
Marchglen Place	1	Munlochy Road	1
Meldon Place	1	Murroes Road	1
Melness Place	1	Hardgate Road	1
Melvick Place	1	Luma Gardens	1
Mybster Place	1		

Rachael.gray@linthouseha.com
Phone – **0141 739 7527**

Yvonne.mcdonald@linthouseha.com
Mobile – **07919 415009**

Steven Murphy

Street	Patch	Street	Patch
Aboukir Street	4	Moss Road	4
Cressy Street	4	Skipness Drive	4
Drive Road	4	St Kenneth Drive	4
Govan Road	4		

Steven.murphy@linthouseha.com
Phone – **0141 445 8419**

Laurie Kefalas

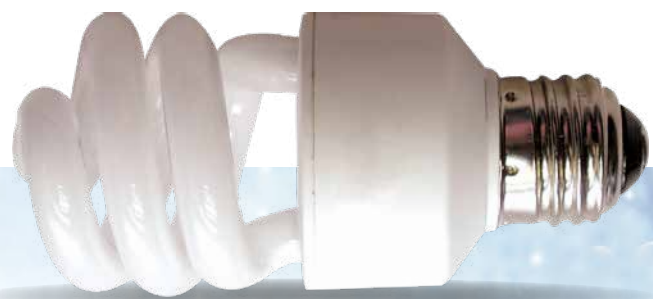
Street	Patch	Street	Patch
Balbeg Street	2	Finsbay Street	2
Barnwell Terrace	2	Hutton Drive	2
Clachan Drive	2	Meiklewood Road	2
Drumoyne Drive	2		

Laurie.kefalas@linthouseha.com
Phone – **0141 445 8413**

Mark Kiernan

Street	Patch	Street	Patch
Burghead Drive	3	Kennedar Drive	3
Burghead Place	3	Linthouse Buildings	3
Cromdale	3	Peninver Drive	3
Holmfauld Road	3	Shieldhall Road	3
Holmfauldhead Place	3		

Mark.kiernan@linthouseha.com
Mobile – **07876395183**



Energy Advice Service

Linthouse Housing Association is pleased to announce that the GEL Energy Project has been successful in securing funding to restart the previous energy advice project between Govan, Elderpark and Linthouse Housing Associations. This project will help and support our tenants to live in warm homes at the lowest possible cost.

If you need advice on how to lower your energy costs, be more energy efficient and help the environment, please get in touch for advice and small measures on how to reduce your usage.

We can offer a home energy assessment of your property and energy saving measures such as low energy light bulbs, draught excluders, and tips to reduce your carbon footprint. We can also help you to apply for the Warm Homes Discount worth £150 and available in the winter months if you are eligible.

Our dedicated Energy Adviser can:

- Help you to understand your heating system, meters and billing
- Liaise with energy providers on your behalf
- Provide energy saving tips to help reduce bills
- Access available grants to tackle fuel debts
- Help plan household budgets and prevent fuel poverty
- Make referrals for benefit checks
- Apply for Warm Homes Discount, if eligible

If you or someone you know wishes to be referred to the energy service please call Sharon on

Phone: **0141 445 4418 or 07795 960 206**

Email: **sharon.demeza-dickson@linthouseha.com**



The Handyperson Service



The Handyperson Service is provided by Linthouse Housing Association and delivered by Glasgow Care & Repair. It is available to Linthouse tenants where all members of the household are aged 65 & over or have a disability or long-term medical condition.

The Service provides practical assistance by carrying out small repairs and tasks around the home.

The labour is free of charge and the only payment required is for any materials that might need to be purchased by the handyperson eg a light bulb, shelf, wireless doorbell, towel rail, curtain pole.

The handyperson can buy these items if that's easier for you but you can also provide them yourself.

The handyperson's service can help with jobs such as:

- Moving furniture from one room to another or moving large items outside for uplift (uplift is the responsibility of the tenant)

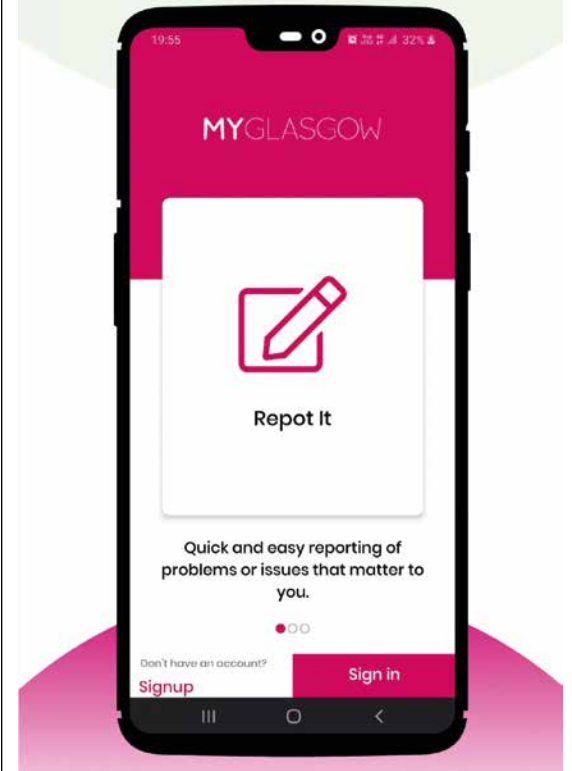
- Turning heavy mattresses
- Changing curtains
- Replacing a washer, light shades
- Adjusting roller blinds
- Plane internal doors after new carpets fitted
- Re-seal around the bath

They can also carry out some small jobs around the garden eg repairing locks on huts, gates, hanging flower baskets or supplying and fitting an external grab rail (not bannisters).

Glasgow Care & Repair can also provide signposting to Linthouse tenants to local contractors for jobs such as connecting washing machines, painting and decorating or building flat pack furniture.

MY GLASGOW APP

Report issues in detail with ease and convenience.



My Glasgow is an app that allows you to report issues to Glasgow City Council (GCC).

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.

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.

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.

If you think the handyperson service can help you then contact Glasgow Care & Repair on:

Tel: **0141 433 2749**

Email: **careandrepair@southside-ha.co.uk**

Online referral:

<https://southside-ha.org/southside-services/glasgow-care-repair/>



VODAFONE SIM CARDS

Thanks to Vodafone Charities Connected, Linthouse Housing Association have sim cards that are available to our tenants.

Vodafone are dedicated to improving connectivity for individuals and families and realise how difficult this can be, particularly during the cost-of-living increase.

Each sim card has 20GB 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.

If you don't have access to the internet or are struggling with the cost of broadband and/or phone contracts 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.



LINTHOUSE COMMUNITY LARDER

The Linthouse Community Larder has been running since December 2022 and has become more popular with, on average, 30 people coming along every week.

The larder is run by Good Food Scotland and Natalie, the coordinator, who is supported by our 2 fabulous volunteers, Collette and Carrie.

The larder stocks similar items to the average grocery shop but at a fraction of the price and includes fresh, frozen and tinned food along with household products like laundry and cleaning products.

Membership costs £1 a month and once you're registered, you can start shopping (you don't need to bring any documents to register) and the money from customer purchases goes straight into buying new stock.

The larder is open to anyone living in the G51 postcode, not just Linthouse tenants, and you don't need a referral to join.

LHA has managed to secure a short-term grant to help with the cost of a membership or towards the cost of shopping for those tenants who are struggling to buy food so please contact your housing officer or the Welfare Rights Team if you feel you'd benefit from a voucher.

It is open every Thursday morning between 10am and 1pm so why not come along and start shopping.

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

FAMILY EVENTS AT LINTHOUSE

Linthouse Housing Association held 2 events in Elder Park for families – one during the spring break and another during the summer break.

The events were well attended and we were delighted to see so many people enjoying themselves.

As always, the face painters and balloon artists were very popular and young people took part in arts and crafts with Make Do & Grow, listened to stories from NSPCC Together for Childhood, took part in games and races with the City Mission Family Centre, planted crocuses with Ellie and Kirsty and danced away to tunes from Davy at Sunny Govan Radio.

We were lucky that the Easter Bunny was able to spare some time to come to our spring event and that he managed to

organise a delivery of Easter eggs for the children who came along.

A huge thanks goes to everyone who helped organise and take part in the event as well as the staff who kept the office running while everyone was enjoying themselves. Plus a special thanks to our tenants and Residents' Panel and Management Committee members who volunteered their time.

It's a team effort to run these events and we couldn't do it without the dedication of LHA staff, volunteers, tenants and community organisations.



TENANT PARTICIPATION

Linthouse Housing Association (LHA) is committed to placing tenants, local residents and other customers at the heart of what we do and we want to ensure that there is a variety of ways for customers to be involved at a level they feel comfortable with.

There are different ways for customers to engage with the Association and we are keen for any tenants, who might be interested, to register their interest:

Join the Association – become a lifetime member at a one-off fee of £1.00. This means you can attend the Annual and Special General Meetings as well as becoming eligible to join the Management Committee.

Participate in the AGM – The Association holds an Annual General Meeting where members are invited to attend to find out about the Association's financial position.

Join the Management Committee – members meet one evening a month to discuss the Association's business and performance. Training and guidance are provided.

Join the Linthouse Residents' Panel – the panel meets on a monthly basis and looks at issues directly affecting tenants and scrutinises policy and procedures.

Join the Consultation Register – when LHA's service policies are being reviewed, members of the consultation register are asked if they wish to look them over and provide comment. This can be done from the comfort of your own home but, on occasion, members may be invited along to a focus group to discuss the content in more depth. Members also have the option to pick topics that they are most interested in rather than being contacted for every policy.

Respond to Surveys – LHA has commissioned an independent organisation to conduct surveys every quarter to ask for feedback about the services we provide. We also carry out other surveys based on most of our processes eg

repairs, and this allows us to monitor service performance. You may be contacted by phone for your views.

Estate Walkabouts – the housing and estates teams carry out regular inspections and welcome residents to accompany them to identify areas for LHA or Glasgow City Council to focus on.

Volunteer Bank – each year, LHA has an annual calendar of events eg family fun day, tenant conference, Christmas events and we would like to recruit volunteers to help plan and take part in events. This would not be a regular weekly or monthly commitment but would be a group of volunteers that we could call upon when we're planning and organising any events.

Environmental Projects – LHA is now a Clean Up Scotland Community Hub where people can borrow litter picking kits and we are looking for people who would be keen to take part in community litter-picking sessions in their area. We are also looking for people who might be interested in caring for our planters in Cromdale Square or other communal areas that belong to LHA.

Some tenants and residents who came to our social events this year have said they are interested in different participation opportunities so it would be great to add to that list and take things forward in the coming months.

We appreciate that people have busy lives and it's not often easy to find any free time but any assistance would be appreciated.

Please let our Community Empowerment Officer, Gail Paterson know if you would like to volunteer to take part in any of the tenant participation opportunities:

Tel: 0141 445 4418 or 07881594891

Email: gail.paterson@linthouseha.com



CHRISTMAS IS COMING

To celebrate Christmas LHA are holding our annual Christmas parties:

Over 60s Party

LHA would like to invite tenants, aged over 60 years of age, to come to our Christmas party.

Where: The Fairfield Club, Crossloan Road

When: Wednesday 13 December 2023

Time: 12.00pm to 4.00pm

You can look forward to a 3-course lunch with entertainment and a visit from Santa.

We have 100 tickets available and these will be allocated on a first come, first served basis so please get in touch and let us know if you'd like a ticket.

The deadline to book your ticket is 12noon on Monday 4 December 2023.

Also, if you are going to struggle with transport to and from the venue, then please let staff know when you book your ticket.

Families Party

LHA has invited Santa to come and visit the children and young people of Linthouse at our Christmas party so come along and enjoy a magic show, music, dancing and something to eat.

Where: Park Villa Community Hub, 337 Langlands Road (previously Glasgow Club Drumoyne)

When: Monday 18 December 2023

Time: 4.00pm to 6.00pm

Please let us know by Monday 11th December 2023 if you plan to come along.



THE MONEY HOUSE

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

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

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

Contact MyBnk for more information or to sign up for a course or get in touch with Gail Paterson, Community Empowerment Officer if you'd like to be referred: **gail.paterson@linthouseha.com** or 07881594891



MOVING INTO YOUR OWN FLAT?

Attend The Money House course and learn how to be money-savvy !



Format: 5-day courses available



Location: Hope Street in Glasgow

What do we cover?

- Avoiding eviction
- Budgeting & spending habits
- Online safety & scams
- Planning for the future

What's in it for you?

- **SCQF Level 4 qualifications in Personal Money Management & Independent Living Skills**
- **Reduced chance of eviction, improved ability to keep up with payments and higher confidence with money**
- **Travel and lunch covered**

Scan the QR code to register your interest

Or email TMHScotland@mybnk.org



Estate Management Plan 2023

Having a clean and well-maintained community is a priority for both Linthouse residents and Linthouse Housing Association and we are committed to providing support through our caretaker service and using our contractors whenever possible to keep our area well maintained.

Alongside this, 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.

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. Below is a quick reference guide identifying responsibility within in our community.

Issue	Tenant responsibility	Linthouse 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. http://www.envtaskforce.org/about-the-etf/
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 https://glasgow.gov.uk/MyGlasgowCC 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 https://glasgow.gov.uk/MyGlasgowCC
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 https://www.glasgow.gov.uk/index.aspx?articleid=15893
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. https://www.glasgow.gov.uk/index.aspx?articleid=16991

Gas Servicing

Linthouse Housing Association is committed to ensuring the safety of our residents and conducts annual gas safety checks on properties equipped with gas appliances. We have partnered with GasSure to fulfil this obligation, and their skilled engineers will visit your property at a mutually agreed upon time to carry out safety checks.

Before the scheduled gas safety check, you will be sent a notification letter from GasSure specifying the date and time of your appointment. If you are unable to attend the appointment, you must contact the number provided in the letter right away to rearrange a more suitable time. It is very important that you do not ignore the appointment letters.

If you are finding it hard to cope with your energy supply, we offer various types of support, which include:

- Resolving issues with uncapping your meter
- Arranging for boiler servicing
- Restoring your heating and hot water services
- Assisting with energy company debts or financial hardship

If you need assistance, our dedicated Energy Advisor is available to help and can be contacted by calling 0141 445 4418, or you can visit our office in person to arrange an appointment. Linthouse Housing Association is here to support you throughout the year, and our commitment to your well-being extends into the winter months, where a well-serviced boiler can make all the difference.



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



SCOTTISH
 FIRE AND RESCUE SERVICE
 Working together for a safer Scotland

Seasonal Changes – Leaves on ground

LHA's contractor maintains communal areas, conducting leaf removal and seasonal upkeep for safety and cleanliness, particularly in winter. While we always try to maintain the areas as best as possible, immediate leaf removal isn't always possible and can cause slippery conditions, so residents, please be cautious in these areas and on public pathways. For concerns about leaves on public streets managed by Glasgow City Council, please contact their Street Sweeping team at 0141 287 9700.



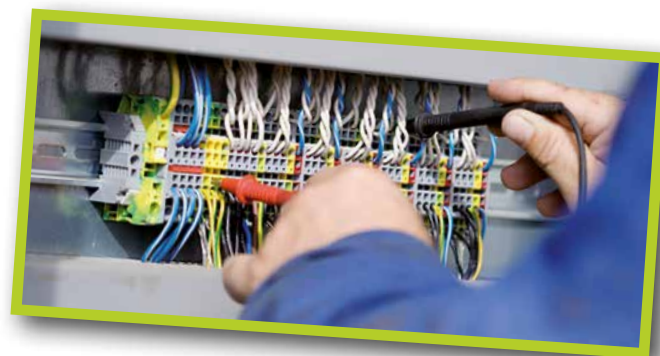
Electrical Installation Condition Reports (EICR)

In April 2020, the Scottish Government issued a clarification regarding Element 45 of the Scottish Housing Quality Standards (SHQS) related to Safe Electrical Systems. According to this clarification, landlords are required to arrange electrical safety inspections by a qualified professional at intervals of no more than five years.

Linthouse Housing Association has recently renewed the contract for the inspections and will continue to carry out a comprehensive program of Electrical Installation Condition Reports (EICR). Our contracted partners are Timetra Ltd and Valley Group.

Our contractors will reach out to tenants who are due inspections this year to arrange access to your property. The inspections are crucial to ensure that the electrical systems in your homes remain safe. During these inspections, the electrician may also need to perform necessary electrical repairs if any issues are identified.

It is important that you understand that these inspections are not optional; they are a legal requirement, and it is mandatory to grant access to the

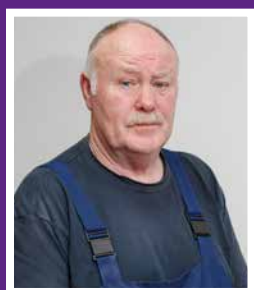


property for these essential works to be carried out.

Prior to the scheduled EICR, you will be sent a notification letter from either Timetra Ltd or Valley Group, specifying the date and time of your appointment. If, for any reason, you are unable to attend the appointment, you must contact the number provided in the letter right away to reschedule for a more convenient time. It is crucial not to disregard the appointment letters.

If you have already received a reminder from LHA, please get in touch with our office to arrange a suitable date for your inspection. Failure to provide access can lead to forced access of the property to ensure that the required works are completed. Your cooperation in this matter is greatly appreciated for the safety of all residents.

Meet The Caretakers



James Docherty – Estate Caretaker Supervisor

James has worked at the Association since 2002. He is our Senior Estate Caretaker and a well-known face around the communities that Linthouse serves, particularly in the Langlands estate.



Jack Fletcher – Temporary Estate Caretaker

Jack started at Linthouse in October 2022. Jack has learned a lot in his year here at Linthouse and is looking forward to continuing to develop his skills.



Steven Benson – Temporary Estate Caretaker

Steven started at Linthouse in October this year. Steven comes to Linthouse with over 10 years of experience in a similar role and is looking forward to putting that knowledge to use for the community.



Graeme Musleh – Temporary Estate Caretaker

Graeme also started at Linthouse in October this year. Graeme is keen to develop his skills as a Caretaker and has enjoyed his first few weeks here at Linthouse.

Dampness and Condensation

It is crucial to tackle dampness and condensation in your home as soon as you notice any signs. Problems can be reported to our Repairs Team on 0141 445 4418, option 1 or by emailing repairs@linthouseha.com who will arrange a visit by one of our maintenance staff.

Damp can be caused by

- Leaks
- Blocked rainwater pipes
- Missing or defective damp proof course causing rising damp
- Condensation

The first 3 problems can be rectified by repair works but condensation can be a trickier to deal with.

Condensation occurs when warm air meets cold surfaces which is a common issue during winter months. This leads to moisture build up and causes tiny droplets of water to appear on windows and behind furniture placed against external walls. If the droplets are not wiped away, they will develop into mould.

The amount of condensation and mould can be increased by factors such as overcrowding, poor ventilation and furniture and clothing being stored close to external walls.

About mould

Visible mould is a sign that condensation is causing a damp problem.

Mould can:

- damage your home, including window frames, furniture, and clothing.
- have severe health consequences, including respiratory problems and asthma.

Reducing moisture in your home

Many daily activities can produce moisture in your home. To reduce this, you can:

- wipe off condensation from windows, window frames and sills, and walls every morning
- keep low background heating on all day in cold weather
- close the kitchen door when cooking
- put lids on pans when boiling food
- close the bathroom door when showering
- open windows after having a shower to let air into the room

- regularly clean any extractor fans in bathrooms and kitchens
- dry washing outside, if possible, if not dry it in the bathroom with the door closed
- make sure you vent your tumble drier outside
- leave trickle vents open and unblocked, even in winter
- move any furniture very close to an outside wall forward by 3 to 4 inches
- ventilate wardrobes and cupboards and don't overfill them

If you are finding it difficult to adequately heat and/or ventilate your home due to affordability, make an appointment to speak with our Energy Advisor.

Treating mould growth in your home

The only way of avoiding mould is to stop the cause of the dampness, but regular removal of mould is vital. To remove mould, wipe down walls and window frames with a mould removal spray or make your own solution using baking soda or vinegar. Bleach is not recommended as it gives off toxic fumes and children and pets need to be kept away during treatment.

Phase 4: Windows and Stonework Programme

Over the past few years Linthouse Housing Association has been carrying out essential works to our fully tenanted pre-1919 tenement closes. The Window Replacement and Communal Stonework Repairs Project was split into seven phases with the first three phases focusing on closes that LHA had full ownership of all the homes in the close. The remaining four phases include a mix of tenures such as commercial units, owner occupiers and private landlords.

We are now beginning to progress with Phase 4 of the

programme and are in the final stages of appointing the contractor. We have also been in touch with owners involved in this phase.

The works involved in the programme include the replacement of glazing to the common areas of the buildings and any necessary enabling works and essential stonework, sealant, roofing, guttering or downpipe repairs.

We expect that works will start in early 2024 and take approximately 18-24 months for the phase to be complete.

Get set for Winter

Now is the time to test your central heating system –

- Switch on your boiler. If the heating doesn't come on check you have the radiators turned up and the thermostat set high enough. To check the thermostat, turn the dial or press the plus button to increase the temperature till you hear a click. Your thermostat may need new batteries.
- If any of your radiators are only partially heating or are leaking then report the problem to our Repairs Team.
- Check the pressure on you boiler is between 1 – 2.

Set your programmer for heating to come on when you need it. The ideal temperature is 18-21 degrees for your main living area, 21 degrees plus for the elderly.

If the temperature outside drops below 0 degrees, heating should be left on at a low temperature to prevent pipes freezing. Outside temperatures of below zero can cause pipes to freeze and burst when thawing.

Be aware of where your stop valve is to shut off water in the case of emergency.

Close curtains at night and keep internal doors closed to prevent heat escape.

Turn all portable heaters off at night.

Do not block air vents or window trickle vents – these are needed to allow ventilation in the room and avoid condensation problems that can develop into damp and mould.

Don't be tempted to overload sockets with Christmas lights or electrical decorations.

Keep a box containing spare batteries, bulbs, a torch and emergency contact numbers in your property.

Frozen pipes and bursts

Last year we had a long-lasting spell of below zero weather which caused pipes to freeze and, on some occasions, burst when thawing.

IF YOU HAVE A BURST PIPE

Turn off the mains water supply immediately by turning the stopcock clockwise. This will stop any more water getting into the water pipes. If the burst pipe is on the main water system, the rush of water will stop after a short while. If the rush of water does not stop or there is still a constant run of water, the problem is likely on the cold-water storage system.

Contact our Repairs Team immediately, or Timetra, if outside business hours.

IF YOU HAVE A FROZEN PIPE

Thaw it out slowly using hot water bottles or towels soaked in warm water. Do not use direct heat.

PLANNING TO BE AWAY FROM HOME?

If you are likely to be away for a short time leave your heating on. If you are away for a long period, contact our Repairs Team to drain down the system and switch off the heating and water. Ask a trusted friend or relative to check the property whilst you are away and update your Housing Officer with emergency contact details.

Stair Lighting

Glasgow City Council provides the stair lighting for tenement and multi-storey properties in the city. Any lighting faults should be reported directly to contactcentre@citybuildingglasgow.co.uk or by calling **0800 595 595**.



Contents Insurance

Linhouse Housing Association do not insure your décor, floorcoverings, furniture, belongings and personal items within your home against water ingress, theft, fire, vandalism, burst pipes and other household risks.

Tenants are encouraged to have home contents cover from a provider of their choosing.

Thistle Tenant Risks Home Contents Insurance Scheme is a specialist insurance scheme for social housing tenants. Find out more information at <https://www.thistletenants-scotland.co.uk> or by calling **0345 450 7286**



CROMDALE SQUARE WINS MAJOR UK PRIZE



We are delighted to tell you that Cromdale Square has scooped a top prize in a UK-wide series of awards.

Our development has triumphed in the "Inside Housing Development Awards" Best Regeneration Project up to 100 homes category beating stiff competition from other housing providers across Britain.

The win is the perfect first birthday present for the striking £10.2m development of 49 affordable homes which has transformed a former derelict school site.

The homes have breathed new life into the location where Drumoyne Primary once stood – just off Shieldhall Road. The school was built in the 1930s and was closed in 2010.

In a nod to its scholastic past, the familiar façade of the former "B" listed school has been retained and incorporated into the development.

Irene C McFarlane, our Chief Executive, called the win "the icing on the cake for year-old Cromdale Square."

Irene added: "This is great news, coming as it does, on the first anniversary of the opening of

Cromdale Square. We are delighted to have won this Award for what was a true team effort to deliver much-needed affordable homes in the community we serve.

"We know from the residents of Cromdale Square how much they enjoy living there and the retention of the former façade also helps us preserve the built heritage of Glasgow."

"We readily acknowledge the financial support of Glasgow City Council and the Scottish Government who share our vision of creating new affordable homes in making this development possible."

"Cromdale Square also contributes positively to the Scottish Government's target of delivering new homes for rent and we are proud to be playing our part."

The properties includes a mix of 2 and 3 bedroom homes and apartments with four being wheelchair accessible. Interestingly the former janitor's property has been re-purposed into a large family home – again helping to preserve the link with the site's previous use.

The development was built by CCG (Scotland) Ltd which has a strong track record of working with housing providers to deliver affordable homes.

The new homes were designed by Grant Murray Architects. The engineers were Clyde Design Partnership and quantity surveyor Thomson Cost Consultants.

Councillor Kenny McLean, Convener for Housing and Built Heritage at Glasgow City Council, said: "It is fantastic to see the Cromdale Square development receiving this well-deserved recognition. The development shows what can be done in refurbishing an unused building, simultaneously creating much-needed new homes while restoring part of our local built heritage. We were delighted to support Linthouse Housing Association in the development of these homes, which have undoubtedly improved the area."

Pictured: A triumph for Linthouse (left to right) Management Committee Vice Chair David McGeoch, Management Committee member Funmi Fajemiseye and Chief Executive Irene C McFarlane with the Award. In the background is the facade of the former school which was retained in the development.

LHA's Management Committee Needs You

We are currently on the lookout for Management Committee members and would love to hear from anyone who may be interested. We are particularly keen to hear from tenants who have an interest in helping and improving the local community, or anyone with an HR or asset development background.

Joining the Committee will have many benefits for you, the Association, and the local area.

Benefits for you:

- Personal satisfaction and a feeling of giving something back
- Improve your confidence and self-esteem and have a new sense of purpose
- Develop your understanding, skills and knowledge and boost your CV
- Be involved in an exciting and mutually supportive environment where your views are heard
- Meet new people, and mix with others with a shared commitment to doing what's best for the Linthouse community

- Benefits for the Association and wider community
- You'll help to raise awareness of our work
- Your commitment to LHA will directly contribute to our work in improving the quality of life for tenants and the wider community
- You will help us to ensure good quality housing and customer services remain our key purpose
- As a volunteer, you'll join hundreds of other local people across Scotland who play a crucial role in taking forward the work of community based housing associations

If you would like to find out more about what's involved please contact our Corporate Services Team on **0141 445 4418** or email **corporate@linthouseha.com**



LHA Moving to...



HOMEMASTER

One of the things you might not be aware of is the system we use to manage everything about you and your home. We use this everyday to keep track of your repairs, gas servicing, your rent statement and so much more.

Over the past year we've been looking at this, with one thought in mind – 'How do we make this better for our tenants?'

We're quietly getting on with moving from the old system, to our new system, and this means that when we're all ready to (and that includes you) you'll be able to

- Get rent statements online
- Request a repair online
- See important documents online
- Take part in surveys online

And a lot more.

Meet Our New Chair



Following our Annual General Meeting in September our Management Committee met and voted on the office bearer positions of the Committee. At the meeting of 24 October 2023 the Committee voted David McGeoch as our new Chair of the Management Committee.

David joined the Management Committee in September 2018. Now retired, he worked in the housing sector over several years working at Scottish Homes, Elderpark, Cloch and Knowes Housing Associations.

He is an avid community activist and has been involved in several housing campaigns in the past. David would like to see the association continue to develop and improve the quality of life for everyone in the area.

David will be supported in his new role by Alec Leishman, Vice Chair and Irene McFarlane, Company Secretary and CEO.

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 in the first quarter of 2023/24

In the first three months of our financial year, we dealt with 23 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!

17 of these complaints were dealt with within the 5 day response timescale and the remaining 6 were granted an extension to deal within a 10 day timescale. We upheld 21% of them and resolved a further 30% of issues being experienced by our tenants. Upholding a complaint means that we agreed that there was a problem that required to go through our full complaints process, 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.

Compliments

In the first three months we received 4 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.

We also received 4 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. We did not uphold any of the Stage 2 complaints. 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 2023 – 30 June 2023

	Stage 1	Stage 2
Number of complaints received	23	4
Number responded to within required timescale	17 (73.9%)	4 (100%)
Number of complaints upheld	5 (21.7%)	0
Number of complaints resolved	7 (30.4%)	0
Number of complaints escalated to the next stage	0	0
Average days to respond to a complaint	3.5 days	15 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. Throughout the year the lessons learned will be reviewed and help inform on how the service moves forward.

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/home/complaints>

By phone: 0141 445 4418

By email: hello@linthouseha.com

In person/post: 1 Cressy Street, Glasgow, G51 4RB

LHA's 2023 Annual Assurance Statement

Each year our Management Committee must submit a statement to the Scottish Housing Regulator to confirm that they receive sufficient information and evidence from staff to feel assured that LHA complies with our regulatory and legal requirements. This year's statement was approved by the Management Committee at a meeting held on 24th October 2023. Here is our 2023 Annual Assurance Statement.



linthouse
HOUSING ASSOCIATION

Annual Assurance Statement October 2023

We the Management Committee confirm that following a period of self-assessment and consideration of the range of information provided by staff, we have sufficient evidence to conclude that we comply with our legislative and regulatory requirements, and that we are satisfied that there are no areas of material non-compliance.

The comprehensive bank of evidence collated by staff to underpin our Annual Assurance Statement is detailed in a written 'Assurance Statement-Continuous Review and Improvement Plan' (ASCRIP). The ASCRIP evidence bank combines reports, policies, documents, advice, audits, and information which the Committee monitors and oversees on an ongoing basis throughout the year to provide us with continuous assurance that LHA is compliant.

The Committee confirms that we have reviewed and assessed this evidence periodically, and that LHA is compliant with:

- All relevant regulatory requirements as set out in Section Three of the Regulatory Framework
- The Regulatory Standards of Governance and Financial Management
- The relevant standards and outcomes of the Scottish Social Housing Charter
- Our statutory obligations in response to tenant and resident safety, housing and homelessness and equalities and human rights.

We are satisfied that we meet all our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, fire, water, and lift safety, and our obligations relating to asbestos, damp and mould. LHA are continuing to work towards increasing our current SHQS percentage within our stock portfolio focusing primarily on element 11 (Electrical Installations) & 45 (Safe Electrical Systems) of the Scottish Housing Quality Standards. LHA have been working to increase the number of properties receiving an EICR (Electrical Installation Condition Report) by way of increasing our pool of external partners. We aim to have all outstanding properties completed as soon as practicable.

As a Committee we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-



to-day service delivery.

We recognise that we are required to notify the SHR of any changes in our compliance during the year, and are assured that we have effective arrangements in place to enable us to do so.

The Management Committee is satisfied that, to the best of our knowledge, LHA is compliant with the requirements of Chapter Three of the Regulatory Framework and the Regulatory Standards of Governance and Financial Management. We have gained this assurance from a review of the comprehensive bank of evidence (ASCRIP), and from our ongoing oversight and scrutiny of LHA's affairs throughout the year (2022/23).

We approved our Annual Assurance Statement at the Committee Meeting held on the 24th October 2023. I sign this statement on behalf of the Committee.

Signed (LHA Chairperson):

D McGeoch

Date: *24th October 2023*

How was LHA's performance during 2022-2023?

The following information is a summary of our Annual Return on the Charter (ARC) performance during 2023/24. Each year we issue tenants with a performance report outlining how we have performed against each of the Scottish Housing Charter Standards set by the Scottish Housing Regulator.

What is the Charter?

The Scottish Social Housing Charter provides a framework outlining the areas of performance which all Housing Associations or Registered Social Landlords (RSLs) and local authorities in Scotland should be focussing on to make improvements for their tenants and other customers through the housing services they provide.

Results for 2022/23

The following tables provide detail on our performance across key indicators of our 2022/23 ARC submission. We know that certain performance areas have dipped and will address these moving forward, but we are especially pleased to report an improvement in our repairs satisfaction, increasing by over 16%.

We believe there is always room for improvement and will focus on improving these results in order to provide the best service possible for Linthouse tenants and residents.

Our Customers

Our customers are at the heart of everything we do and we are committed to ensuring they are involved in the decision-making process, and in finding new ways to deliver services and investment that reflect customers' needs. We will make it easier for our tenants to contact us or provide feedback on our services, and we will implement new and modern ways to communicate with our customers during 2024, by fully utilising our new and improved IT and housing management systems.

The table below shows the level of satisfaction with our overall service and we will focus our efforts next year on increasing satisfaction.

	LHA 2022/23	LHA 2021/22	Avg. Other Govan HAs 2022/23	Scottish (RSL) Average 2022/23
% tenants satisfied with overall service	73.0%	80.0%	85.4%	87%
% tenants who feel we are good at keeping them informed about services and decisions	79.7%	90.4%	89.7%	91%
% tenants satisfied with the opportunities given to them to participate in our decision making processes	76.8%	88.9%	79.6%	88%

The table below details our performance in dealing with customer complaints.

	LHA 2022/23	LHA 2021/22	Avg. Other Govan HAs 2022/23	Scottish (RSL) Average 2022/23
% complaints responded to within timescale				
Stage 1	87.0%	97.4%	98%	97%
Stage 2	100.0%	95.0%	98%	93%
Average time to respond to complaints (days)				
Stage 1	3.31	2.8	5.2	4.6
Stage 2	13.06	16.1	21.0	17.1

Your Home

We are committed to providing well maintained, safe, and affordable homes. Our Property Services Team is tasked with improving our existing stock as well as exploring development opportunities for buying or building new homes for social rent. As detailed in the table below, whilst repairs satisfaction has increased, we recognise that there is still work to be done to improve this service area even more.

	LHA 2022/23	LHA 2021/22	Avg. Other Govan HAs 2022/23	Scottish (RSL) Average 2022/23
% tenants satisfied with the quality of their homes	64.2%	66.4%	91.7%	85%
Tenants satisfied with the repairs service	78.0%	61.4%	76.6%	88%
% repairs completed right first time	86.0%	87.1%	82.6%	88%
Average time taken to complete emergency repairs (hours)	2.8	2.5	3.0	3.6
Average time taken to complete non-emergency repairs (days)	6.0	4.8	5.3	7.9
% stock meeting the Scottish Housing Quality Standard (SHQS) in reporting year	60.5%	38.7%	77.7%	88%

Communities

We aim to provide services that support the local community and help them to feel safe and secure in their homes, and to feel good about the area where they live. For LHA, being part of the Linthouse community is more than just building and managing affordable homes; it is about achieving our long-term vision of creating and sustaining lasting, unique, vibrant homes in stable, popular, and ambitious urban communities.

We were pleased with achieving 100% resolution to all anti-social behaviour cases reported during the year, but disappointed to see the drop in satisfaction on our contribution to management of the area. We hope the appointment of two additional caretakers will start to redress this and help improve this going forward.

	LHA 2022/23	LHA 2021/22	Avg. Other Govan HAs 2022/23	Scottish (RSL) Average 2022/23
% anti-social behaviour cases resolved within locally agreed targets	100.0%	97.7%	98.1%	97%
% tenants satisfied with landlord contribution to management of neighbourhood	68.4%	73.9%	78.9%	85%

Value for Money

We aim to achieve value for money through the income we receive from your rent and other sources to ensure we continue to provide the most cost effective, high-quality services to meet the needs of our customers. We strive to keep our rents affordable, fair, and at a level that allows us to invest in much needed window replacement and building envelope repairs, as well as upgrading components, whilst our rents continue to compare favourably to the Scotland wide average across the majority of apartment sizes.

	LHA 2022/23	LHA 2021/22	Avg. Other Govan HAs 2022/23	Scottish (RSL) Average 2022/23
% tenants who felt their rent represents good value for money	65.3%	71.1%	78.0%	82%
Rent collected from tenants as a % of total rent due	99.6%	101.0%	99.7%	99%
Rent arrears as % of due	4.8%	5.1%	5.2%	4.5%
% rent lost through properties being empty	1.1%	0.8%	0.6%	1.1%
Average number of days to let a property (days)	25.7	22.9	22.8	44

Average Weekly Rent by Stock

	LHA 2022/23	Avg. Other Govan HAs 2022/23	Scottish (RSL) Average 2022/23
1 Apartments	£69.79	£71.27	£78.26
2 Apartments	£76.21	£77.10	£83.46
3 Apartments	£85.71	£85.68	£86.28
4 Apartments	£88.59	£98.93	£93.96
5 Apartments	£108.19	£115.60	£103.72
Avg. across all stock type	£85.970	£89.72	£89.14

Looking forward to 2023/24

As highlighted before, we at LHA continue to strive to provide a high quality service to our tenants and other customers at all times. We recognise there is always room for improvement and that maintaining 'quality' should never be a destination, but instead a continuous journey.

A summary of our current Business Plan is provided at Part 4 of this report where you can hear more about what we will be doing in the remainder of 2023 and into 2024 to improve what we do, and how we do it.

If you would like a copy of our full **Annual Return on the Charter 2022/23** performance figures, please contact the Corporate Services Team on the usual phone number or email corporateservices@linthouseha.com

Our key performance highlights during 2022–2023

- ✓ Energy Advice Service supported 314 tenants, achieving financial gains of over £131k
- ✓ Welfare Rights Team achieved financial gains for 225 tenants of just over £1.03 million
- ✓ Phase 3 of our window replacement programme was completed, with 83 homes receiving new double glazed windows
- ✓ In addition to the rental income you pay, from 2022 to date we have brought in just under £4m in grant funding to support what we do to improve homes and explore opportunities for building more for affordable social housing for the future
- ✓ Rent arrears fell for a second year to 4.8% from 5.1% last year
- ✓ Average number of days to relet an empty property was 27.5 days compared to the Scottish average of 44 days.
- ✓ Satisfaction with repairs increased to 78% compared to 61% last year
- ✓ 86% of repairs were completed 'right first time'
- ✓ Achieved an average of 2.8 hours to complete emergency repairs
- ✓ 87% of stage 1 and 100% stage 2 complaints were responded to within timescale
- ✓ 100% of anti-social behaviour cases were resolved within target
- ✓ From 2022 to date, we have secured just under £75k in grant funding to support our community regeneration work in the area



Find the words

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d	c	h	e	b	e	l	l
s	h	f	h	a	d	f	n
i	r	s	g	c	a	r	m
m	i	s	a	n	t	a	w
g	s	y	t	e	o	e	n
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☒ santa ☐ christmas
☐ bell ☐ elf
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 Extra Word:
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kids
GAME

Find 5 differences and color



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