



linthouse news

HOUSING ASSOCIATION

Winter 24

linthouseha.com

Issue: 96

Festive opening hours

Office closed **Wednesday 25 December 2024** to **Friday 03 January 2025** (inclusive)

Emergency contact numbers

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.

COMMUNITY EVENTS



Family Fun Day

August saw our annual summer family fun day take place in Elder Park. It started off slowly due to the iffy weather but thankfully, the sun came out and more people came along.

As usual, the face painting and balloon modelling had the biggest queues but families also enjoyed arts and crafts with Make, Do & Grow, took part in some games and races and had a shot on a fire engine.

A huge thanks goes to everyone who helped organise and run the event and those who donated their time especially our tenants, Anna, Margaret & Mary and the Police Young Volunteers who helped on the day.



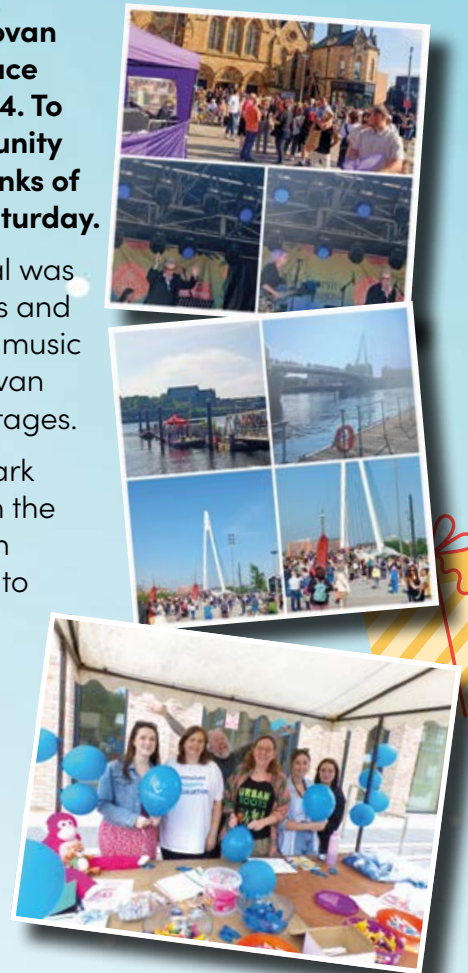
Footbridge Festival

The formal opening of the Govan to Partick footbridge took place on Friday 6th September 2024. To celebrate its opening, community events took place on both banks of the Clyde on the next day, Saturday.

The Govan Footbridge Festival was organised by Glasgow Barons and visitors were entertained with music and performances on the Govan Road and Footbridge Plaza stages.

Govan, Linthouse and Elderpark Housing Associations joined in the celebrations and mingled with tenants, residents and visitors to Govan.

The event was attended by approximately 6000 people and a huge congratulations go to Paul McAlinden at Glasgow Barons and all the other partners who came together to put on such a fantastic event.



Elder Park Library & Community Hub

After a long closure for refurbishment, Elder Park Library reopened on Monday 24 June 2024.

The individuals and groups using the refurbished facility, now known as Elder Park Library and Community Hub, say they are impressed with its new look and welcoming feel.

In partnership with Elderpark Housing Association, significant improvements were made to the A-listed Elder Park Library and Community Hub to make the building more accessible and sustainable and ensure it best meets the needs of the local community.



Linthouse Community Shop

Linthouse Larder, now known as Linthouse Community Shop has been operating from its new premises at 1121 Govan Road since May of this year.

The new premises were officially opened in June by Andrew Forsey, OBE, National Director of Feeding Britain and Good Food Scotland Chair, Chris Stephens.

The shop is now open for 2 sessions a week – Tuesday 3pm–6pm & Thursday 10am–1pm – and membership is open to anyone who lives or works in the G51 postcode.



Good Food
Scotland

linthouse
HOUSING ASSOCIATION

AFFORDABLE
FOOD ON
YOUR
DOORSTEP

Linthouse Community Shop

 Tuesday - 3pm to 6pm

Thursday - 10am to 1pm

 1121 Govan Road

Membership is available to all, and no referral is required. You don't need to be unemployed or receiving benefits to join. Residents with a G51 postcode are welcome to become members.



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](https://www.facebook.com/goodfoodscotland)  [goodfoodscot](https://twitter.com/goodfoodscot)  [scotlandgoodfood](https://www.instagram.com/scotlandgoodfood)

Community Clean Ups

Linthouse staff have been taking part in community clean-ups in a bid to help keep the area clean and tidy.

Martin and Ruth from Street Connect and Angela from Bell Group took part in mini clean-ups with Gail, our Community Empowerment Officer, and the entire staff team carried out a corporate clean-up in June.

LHA staff also took part in the Big Govan Litter Pick in September. Over 300 volunteers took part across the Govan Ward including schools, businesses and housing associations with around 200 bags of litter were uplifted.



HANDYPERSON'S SERVICE



Just a wee reminder that Linthouse Housing Association provides a Handyperson Service for our older and disabled tenants via Glasgow Care & Repair.

While Linthouse Housing Association is responsible for the repairs in your tenancy agreement, the handyperson service can carry out small, practical tasks and repairs around tenant's homes.

There is no charge for labour – tenants only pay for the cost of any materials purchased by the handyperson, if you don't already have them.

Some of the things that the handyperson service can help with are:

1. Change light bulbs/shades
2. Install wireless doorbells
3. Fit shelves, bannisters, towel rails, grab & handrails

4. Prepare the home for works such as central heating or medical equipment being delivered
5. Fit thresholds and secure loose flooring to prevent trips and falls
6. Change curtains
7. Turn large mattresses
8. Take out items for uplift (uplift to be arranged by tenant)
9. Fit or adjust roller blinds
10. Change times/ settings on thermostatic timers and clocks
11. Secure loose hinges on cupboard doors / plane doors after new carpet fittings

What People Said About the Handyperson Service

"My Mum has been registered blind and your prompt responses to the calls we make are fantastic. The Handypersons are kind and polite and respectful and my mum says what lovely people they are".

If you have some jobs needing done around the home, please call Glasgow Care & Repair on **0141 433 2749** or email them on **careandrepair@southside-ha.co.uk**.

www.southside-ha.org/southside-services/glasgow-care-repair

Hey Girls!

For the first time, people across Scotland will be able to pick up free period products from a range of public locations via a new app thanks to a project spearheaded by period product social enterprise Hey Girls.

The app, called **Pick Up My Period**, allows people to find period products on the move or products closest to home.

myPeriod
now we're talking...

The app can be downloaded for free from the Apple and Play Stores and currently has links to over 700 venues where free products are available.



Period dignity

Free period products across the city
Recognising that period products are a fundamental requirement to equality and dignity, 'Period Dignity' provides access to free period products to remove the financial barriers to accessing them. This is more important than ever at a time when people are making difficult choices due to the cost of living crisis.

Welfare Rights Performance

Linthouse Housing Association's Welfare Rights Service has continued our strong performance levels into the 2024/25 financial year.

So far this year, the service has generated a total financial gain of over £550,000 and will look to continue to generate income for our tenants through benefit applications, reconsiderations and appeals.

Carer Support Payment

The Carer Support Payment is a benefit for unpaid carers who provide regular care to a disabled individual in receipt of a eligible benefit. Carer Support Payment is replacing Carer's Allowance in Scotland and will be paid via Social Security Scotland.

Carer Support Payment is already live in certain parts of Scotland and launched in Glasgow from the 4th November 2024.

If you are already in receipt of Carer's Allowance you do not need to do anything as you will be transferred to Carer Support Payment by Spring 2025. To be eligible you must meet the following criteria:

- Be over 16
- Provide regular care to a disabled person for at least 35 hours per week



- Do not earn more than £151 per week from employment or self-employment after deductions
- Live in Scotland

The person you are caring for must receive one of the qualifying benefits:

- Daily living component of Adult Disability Payment or Personal Independence Payment
- Middle or highest rate care of Child Disability Payment or Disability Living Allowance

- Attendance Allowance or Pension Age Disability Payment
- Armed Forces Independence Payment
- Constant Attendance Allowance

Unlike Carer's Allowance, some students may be eligible depending on their age and student status.

If you would like to speak to the team for more information on this new benefit, please contact the office on **0141 445 4418** or contact the team directly at **welfarerightsteam@linthouseha.com**

Pension Credit and Winter Fuel Payment

The Winter Fuel Payment is a benefit that is open to people born before the 23rd September 1958, whilst this benefit has historically been open to everyone of this age group – this year has seen a change to the qualifying criteria with the most likely criteria being awarded to those entitled to Guaranteed Pension Credit. In order to meet the criteria you would have to qualify for Pension Credit during the qualifying week of 16th – 22nd September 2024.

We actively encourage anyone of pension age that feels that they may be eligible or wishes for a review of their circumstances to contact the team to arrange an appointment. Please note Pension Credit applications can

be backdated up to three months so eligibility for Winter Fuel Payment via Pension Credit still remains a possibility for new claimants.

The Welfare Rights Service can be contacted at the office on **0141 445 4418** or contact the team directly at **welfarerightsteam@linthouseha.com**



Christmas at Linthouse

Our annual “older” tenants Christmas celebration will return to the Fairfield Club on the Wednesday 11th December 2024, once again providing Christmas cheer to our older tenants with delicious food and great entertainment on offer. We have 100 places available for this event and tickets will be issued on a first come, first served basis. To book a place, please call 0141 445 4418. The deadline for booking a ticket is Friday 29th November 2024. Please disclose any dietary requirements when booking your ticket.

Our Family Christmas Party also returns to Park Villa Community Sports Hub for the third year in a row on the Wednesday 18th December 2024 from 4pm-6pm. This event allows the younger members of our community to enjoy the festivities with their families and friends. Previous years have seen music, magic and even an appearance from Mr & Mrs Claus.

As you can see from the pictures, last years events were a great success and we hope you'll join in on the fun this year. If interested in attending either event this year please contact Gail Paterson @ LHA.



Community Plan



Following recent consultation with our tenants and staff we have developed a new Community Plan with a focus on our tenants and the community so we can provide support in line with the themes you have requested.

We received 161 responses to our Community Plan Surveys which is over 12% response rate and is a very good rate for survey responses. Thank you to everyone who took the time to provide their feedback.

A questionnaire was also sent to our older tenants to gather views on activities that might interest them but unfortunately only a few responses were received however these responses are still being taken into account.

Our Community Plan and the subsequent action plan will soon be available on our website.

As part of the survey we offered the chance to win four £25 vouchers with the winners selected at random. We are pleased to announce the winners are:

Marjorie Wilson, Sandra Chambers, Carol Fraser and Akram Alawad

Thank you again to everyone who took part in the survey and congrats to our winners.

Tenant Participation and Community Engagement Strategy

In addition to our new Community Plan we have also been updating our Tenant Participation and Communication Strategy. This strategy outlines the legal requirements for tenant participation, the range of ways we carry out our tenant participation, the range of participation opportunities available to our customers and the manner in which tenant involvement informs our work.

The full strategy will be made available on our website in the near future but if you wish to learn more about participation opportunities at LHA please contact our Community Engagement Officer Gail on **0141 445 4418** or by email **gail.paterson@linthouseha.com**.

As part of the review of this strategy, we surveyed our tenants on how they would like to participate and their level of interest in areas such as an annual tenant's conference. We received 91 responses to this survey which is a positive return rate and offered two £25 vouchers as prizes for participants. We are pleased to announce our lucky winners **Hamna Azmat and Iain Waddell**

Thank you to everyone for taking part in the survey, congratulations to our lucky winners and we would like to invite everyone to actively participate in future surveys and read over our strategy when it launches on our website.

Govan Energy Advice Service

The Govan Energy Advice Service has been operating in the G51 area since March 2021 with an energy adviser based in Govan, Elderpark and Linthouse Housing Associations. Each adviser offers residents energy efficiency advice and practical measures on how to save money from switching to low energy bulbs, using radiator foils and changing to thermal curtains. Since the project relaunched in October 2023 it has helped 736 tenants to save over £162,000.

You can help to keep your energy costs down by making sure your thermostat is set between 18 – 21 degrees (21 degrees plus for older tenants), make sure appliances are switched off and not left on standby, and by closing your curtains at dusk to help retain heat in your rooms. Measures such as this can really add up over the year.

Warm Homes Discount applications are also now open with all the major energy suppliers.

If you would like to arrange a home energy assessment to see how you can save money, want to check if you are eligible for Warm Homes Discount, or need help to complete the application, please contact Sharon by email **Sharon.demeza-dickson@linthouseha.com** or call the office to make an appointment on **0141 445 4418**.



Anti-Social Behaviour Complaints

The Association handles a variety of anti-social behaviour (ASB) complaints and is committed to addressing these issues within the specified timescales. We categorise complaints into three levels based on their severity and respond accordingly.

Complaint Categories

Category 1: Very Serious Complaints

This category includes the most severe incidents, such as:

- Conviction of criminal offences like drug dealing (supply or intent).
- Criminal behaviour involving serious violence or threats to the public or staff.
- Hate crimes, including racial, sectarian, homophobic, and serious harassment.
- Sustained incidents of anti-social behaviour.

Category 2: Serious Complaints

This category covers incidents that are either sustained or serious, including:

- Threatening and aggressive behaviour.
- Regular parties.
- Shouting, swearing, and fighting.
- Malicious damage to property.
- Attacks by pets.
- Uncontrolled pets.
- Ongoing loud music.
- Offensive or obscene graffiti.

Category 3: Low-Level Complaints

This category includes:

- Minor neighbour disputes.
- Stair cleaning issues.
- Pet fouling.
- Regular flooding of a neighbour's property.
- Lifestyle clashes.
- Household waste problems.
- Storing items in communal areas.
- Occasional noise disturbances.

Target Timescales For ASB Complaints

Category	Action Timeframe	Resolution Timeframe
Category 1	Within 24 hours	Within 30 working days
Category 2	Within 3 working days	Within 15 working days
Category 3	Within 5 working days	Within 10 working days

Target Timescale Outcomes for 2023-2024

Category	Outcome Percentage
Category 1	100%
Category 2	95.55%
Category 3	93.45%

Number of Complaints by Category 2023-2024

Category	Number of Complaints	Breakdown
Category 1	39 (15%)	<ul style="list-style-type: none"> • 8 Drugs, • 14 Harassment/Violence, • 15 Noise, • 2 Other criminal incidents
Category 2	45 (18%)	<ul style="list-style-type: none"> • 26 Threats/Harassment or Violence • 2 Environmental • 15 Noise • 2 Malicious damage
Category 3	168 (67%)	<ul style="list-style-type: none"> • 82 Environmental • 6 low level threats or harassment • 80 Noise

Non-ASB Issues

The staff team handles various calls that do not constitute anti-social behaviour (ASB) but may require providing advice. These include:

- The smell of cannabis in a close or someone's house (cannabis remains a criminal offence and will be reported to Police Scotland, however no formal action can be taken against the tenancy unless a there has been a criminal conviction).
- Cooking Smells.
- Dogs barking.
- Children playing.

- Neighbours walking around their home.
- Early risers getting up for work.
- Parking issues.
- Concerns about the number of visitors to a property without evidence of Anti-Social Behaviour.
- Smoking in common close area.

Although these are not dealt with as ASB issues, we can offer mediation services to help resolve them.

The main focus of the Mediation Service is to resolve neighbour issues through support and early intervention.

The service is free, confidential and impartial, and is available to all residents. It can be used in any situation where there is conflict, and all parties are assisted to talk things through and find common ground.

Mediation is a voluntary process and can be used whether a disagreement is a few days old or thirty years running. It has a 98% success rate when both parties agree to participate.

You can find out more about the Mediation Service on the Glasgow City Council website: <https://www.glasgow.gov.uk/article/3972/Mediation-Service>



PAYING YOUR RENT AT CHRISTMAS



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

We know Christmas can be an expensive time of the year, but it is important to stick to a budget and ensure your bills are paid, in full.

Rent is due in advance by your payment frequency – 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 one month in advance, you may have already set up a payment plan with your Housing Officer. It is important that you make payments in line with your agreement 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 repayment plan.

We can offer assistance via our Welfare Rights Team if you need any help as we understand that, due to the cost of living, more people need help than ever before.

We have many options available for help and assistance, such as providing energy advice, facilitating our local foodbank and utilising our community larder shop, so 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
- Cash payment at the Association's office

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. If you miss payments, rent recovery action will be taken against you.

Please ensure your rent account is up to date and do not hesitate to contact us for advice or assistance.

From Clutter to Clarity:

Compassionate Hoarding Support to Help You Let Go

Hoarding is a misunderstood and complex mental health issue, where someone finds it difficult to part with possessions, leading to excessive accumulation of things regardless of usefulness or value. For someone who hoards their items hold meaning that is far beyond material value; it represents comfort, memories or even a buffer against loss. It is misunderstood often seen as laziness or disorganisation, when there are multiple complex reasons for why someone may do this and is often hidden away by someone in shame and embarrassment.

Since commencing her role as Tenancy Support Officer, Jenny has met some tenants who are living with this condition and don't know where to turn to for help. There is no quick way to deal with hoarding tendencies, but Jenny works with people in a person centered way to identify why they are doing this, whether this is through bereavement, emotional or environmental issues, and she will support them to seek the right services to address the underlying issues, while simultaneously working towards a goal of de-cluttering at a pace that is comfortable for them.

Case example:

John Doe: John was referred to Jenny when his gas safety check was due, and it was found his home too full of clutter for this to be completed. John was at risk of having his gas capped if this could not be carried out. Jenny worked closely with John over the course of several weeks to help him identify items we could dispose of to try and clear the spaces needed for the work to be carried out. Over this time Jenny got to know John and learned of the reasons as to why he hoards. John was unaware that there are services out there that will help him address and work through his issues, which he has now happily been referred to. John was able to get his gas safety check completed and is still engaging with Jenny to de-clutter the rest of his home. While this is progress, it is done at John's pace and is not overwhelming him.

When you sign your tenancy agreement you agree to keep your flat in a suitable condition, and sometimes hoarding will put you in breach of that. You need to engage with us to prevent action being taken, especially if there is a health and safety risk to yourself, or others such as fire risk, ventilation issues or infestation. Your tenancy agreement stipulates that:



- 2 USE OF THE HOUSE AND THE COMMON PARTS AND TELLING US ABOUT CHANGES TO WHO IS LIVING IN YOUR HOME:
- 2.3 You, those living with you, and your visitors must take reasonable care to prevent damage to:
 - the house.
 - decoration.
 - the fixtures and fittings.
 - the common parts.
 - your neighbors' property.
- 2.8 While you are in occupation of the house, you must make reasonable efforts to heat the house, taking into account your income. You must make reasonable efforts to ventilate the house using any suitable means provided in the house for doing so.
- 2.14 You must put all your household rubbish for collection in the bin store or other proper place allocated for it. You must take reasonable care to see that your rubbish is properly bagged. If rubbish is normally collected from the street, it should not be put out earlier than the evening before the day of collection. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected. You must comply with the local arrangements for the disposal of large items (such as large electrical items).

It is important to remember that while this may cause you stress or worry, there is support out there, and we will work with you to help you maintain your tenancy, and get your home back to a more comfortable and safe space for you. If you feel this is the type of support is needed please get in touch with Jenny jennifer.thomson@linthouseha.com or call the office on **0141 445 4418, option 2**. We will work alongside other professionals such as Health and Social Care Partnership and Scottish Fire & Rescue Service.

You can also seek support through **ClutterChat.co.uk** where there are details of in person peer support groups that take place across Glasgow, as well as other resources for you.

Fire Safety

We understand that you may be worried about the risk of fire in your home, but there are many ways that you can help to prevent a fire. Linthouse Housing Association also has a responsibility as landlord to act to reduce the risk of fire.

What does Linthouse Housing Association do to reduce the risk of fire for our tenants?

- periodic testing of electrical wiring
- annual servicing gas or solid fuel appliances
- Maintenance of smoke alarms

Please let us know if you do not have working smoke alarms or if you don't think these checks have been done. If you are a private tenant or owner please contact your landlord or arrange your free fire safety visit.

Your responsibility as a tenant

It's important that you co-operate with our fire safety advice, you have an obligation to allow us access for these essential works, and that you comply with rules on fire safety in communal areas.

Contact Us:

Linthouse Housing Association
1 Cressy Street, Glasgow G51 4RB

repairs@linthouseha.com
0141 445 4418

What can you do to reduce the risk of fire in your home?

- Test your smoke detectors monthly
- Never remove or tamper with smoke or heat detectors
- Make sure your gas appliances are in good working order i.e. gas re, gas cooker
- If you have a solid fuel appliance, ensure you have the chimney swept at least twice a year, depending on which fuel you use
- Avoid using candles, especially near soft furnishings
- Ensure electrical items are turned off, or unplugged when not in use.
- Ensure cigarettes are properly put out
- Avoid using chip pans
- Avoid over loading electrical sockets
- Any electrical works should be completed by a qualified and certified person
- Ensure that you keep all hallways clear of trip and re hazards, including communal halls



TENANTS REMEMBER - You should always contact the Property Services Team to request permission before making an alteration to your property, in line with your tenancy agreement.



Caretakers

The Caretakers perform a number of duties which help the day to day running of LHA and ensure that the stock and the surrounding area are maintained. These duties include:

- Bin presentation service for our tenement properties,
- Clear and cleans of our void properties,
- Cleans of back courts and bin areas,
- Safety checks at our multistorey properties,
- And many other ad hoc duties.

The team work hard to make our area a clean and welcoming place to live. Our Caretaking team consists of :

- Steven Benson (Caretaker Supervisor)
- Graeme Musleh
- Jack Fletcher, and
- Steven Jarvis.



Dampness and Condensation

The average family produces 20 litres of moisture every day doing normal activities like breathing, bathing, cooking and boiling the kettle. When this moisture builds up on surfaces it can turn into mould. Condensation is usually worse in Winter when the heat from inside your home meets the cold air outside on your windows and at cold spots on walls. Dampness caused by too much condensation can lead to mould.

Tips to reduce condensation in your home

- Wipe off condensation from windows, window frames and sills, and walls every morning.
- Keep your heating on low all day.
- Leave trickle vents open and unblocked, even in Winter.
- Open curtains, blinds and windows where possible.
- Open windows after having a shower.
- Regularly clean extractor fans, report a repair if your fan has stopped working.
- Dry washing outside, if possible, if not dry it in the bathroom.



- Move furniture away from walls
- Use moisture catchers or domestic dehumidifiers

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.

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.

LHA tenants must report dampness and mould as soon as possible 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.

Development Works



After the success of our award-winning Cromdale Square development LHA are delighted to begin work on another new-build site in Drumoyne. The Association acquired the Davislea Care Home on Mallaig Road from Glasgow City Council earlier this year. The care home building covers 3 storeys and will be demolished to make way for new affordable homes.

Work has been going on behind the scenes to prepare for demolition including securing the area, disconnection of services, removal of asbestos and strip out works. Mechanical demolition started in mid-November with the site being cleared by the end of the year.

The future development will be a mix of approximately 39 high quality, low-rise affordable housing units.

Improving Our Repairs Service

Our Repairs staff may call you to book an appointment with one of our Maintenance Staff to inspect works recently carried out within your property. This allows us to monitor the quality, check work has been carried out as requested, and manage any problems efficiently. Our housing management system chooses a percentage of random and high value jobs to inspect.



Another way we can monitor the service is by carrying out Customer Satisfaction Surveys. If you receive a call or an email relating to your most recent repair, we would be grateful if you could take a few minutes to answer two questions and give any additional feedback to the repairs service.

You can contact the Repairs Team with feedback, or to arrange an inspection of any works by calling **0141 445 4418** or repairs@linthouseha.com

Repair Reminders

- Timetra and GasSure provide an emergency repair service to tenants whilst our office is closed.
- If floorcovering such as laminate or tiles need to be uplifted for repair works, you are responsible for lifting and relaying these.
- All tenants need contents insurance for their own belongings in case of damage. This includes TVs, furniture, wallpaper, floorcoverings and blinds. LHA's building insurance covers the building's structure and permanent fixtures only.
- Alterations require permission, contact our office if you have questions about alterations or improvements you wish to carry out. You will be responsible for repairs required to the items you install.
- Kitchen units should not be painted.
- LHA don't hold spare keys - keep your keys safe and consider leaving a spare set with someone you trust.
- Ensure we hold up to date phone numbers, including emergency contact details, these can be useful if we are unable to reach you for essential or emergency work.

Gas Central Heating Systems



Modern gas central heating systems are extremely safe and highly efficient. They are also very controllable, so it is important to understand and be able to use the controls on your system. Using heating controls properly can:-

- Improve the comfort of your home
- Reduce the energy used and your fuel bills
- Avoid the risk of condensation dampness

To get the full benefit of your system, you should follow the manufacturer's instructions. If you have mislaid the instruction booklet for your system, find the booklet online by visiting the manufacturer's website or ask the manufacturer for a replacement.

Why have controls on a gas central heating system?

For a gas central heating and hot water system to operate at full efficiency, it must be able to be controlled so that heating and hot water are provided at a suitable temperature, when and where you want it. Most systems include:-

- Boiler (which can be a condensing, condensing combi, conventional or conventional combi model)
- Hot water tank (often known as an immersor) for systems without a combi boiler
- Room thermostat
- Radiators
- Thermostatic radiator valves
- Programmer

The Boiler

A boiler burns gas and heats up water which is circulated through radiators throughout the home to provide heat.

If your boiler is a 'combi' boiler, then the water is heated instantaneously when the hot water taps are switched on. For boilers which are not 'combi', the heated water also circulates through a coil in the hot water tank (also called an immersor), which in turn heats up the rest of the water in the cylinder to provide running hot water.

The thermostat on the boiler controls the temperature of the water circulating around the system. Please refer to the manufacturer's instructions for the optimum setting of the thermostat.



Radiators

Radiators are most commonly used in 'wet' central heating systems i.e. those systems which use water. The water is heated by the boiler and travels through the radiators, giving out heat.

Generally, one radiator should be left permanently switched on: this is the 'bypass' radiator. This radiator may be a bathroom towel rail (where the heat is always likely to be useful), or in the same room as the room thermostat (see opposite).



Thermostatic Radiator Valves (TRVs)



TRVs are found on radiators other than the bypass radiator. The TRV senses the air temperature in the room and can be set higher in the rooms you use most and lower in rooms used least such as bedrooms. They usually have a fat valve at one end, marked with a * and numbers from 1 to 5. The * setting is to protect against frost; it will typically leave the radiator switched off unless the temperature falls below about 6° C. For a normal living room, the setting of 3 or 4 is likely to be about right; for a bedroom a cooler temperature will normally be enough. Turning the dial up when the radiator is already on will not increase the room temperature! They can also be used to turn an individual radiator on or off.

Room Thermostat



This is usually found in the living room or hallway and – for most people – it is recommended to be set between 18 and 21° C. The room thermostat will respond to the temperature in the room where it is situated. When the room is warm enough it sends a signal to the central heating pump to stop heating the radiators until the temperature drops below the set level. At this point they will come back on again.

Programmer or Timer

The programmer or timer is set to control the times when the central heating and hot water are switched on and off. The average household needs heat for about 8 hours each day.

But this depends on your own personal circumstances. The majority of time clocks allow you to set two 'on' and 'off' periods during the day i.e. 8am – 10am and 4pm – 10pm.

So that the house is warm when you wake up, set the heating to come on approximately 30 minutes before you get up and then in the evening set the heating to turn off about 1 hour before you go to bed. This will allow the house to warm up in the morning and cool down slightly at night.

There is a variety of programmers for operating central heating (CH) and hot water (HW). Many offer the following programmes:-



- ON/CONSTANT – hot water (HW) / central heating (CH) is on 24 hours each day.
- OFF – the HW/CH is completely off.
- ONCE – the HW/CH comes on at the first "ON" time selected and turns off at the second "OFF" time selected.
- TWICE/AUTO – the HW/CH comes on for the 2 selected time periods.
- HOT WATER ONLY – the heating system will not operate.

For Further Information Contact

Linthouse Housing Association
1 Cressy Street, Glasgow G51 4RB
Tel: 0141 445 4418 (option 1)

Linthouse Housing Association Developing Our Approach to Investing in the Pre-1919 Tenements



Our strategy from 2015-2019 was a resounding success, as we carried out Comprehensive Tenemental Improvements (CTIs) to bring flats up to 21st-century standards inside and out. We completed six closes containing 48 flats to CTI standards, a testament to our commitment to improving our housing stock. The CTIs cost £5.4 million and were only possible because LHA secured 50% grant funding from Glasgow City Council (GCC). LHA's share of the costs of the CTI's was £2.7 million. It was clear from the CTIs that neither LHA nor GCC could afford to deliver improvements to this cost over all 121 closes in the association's ownership.

From 2018/19 to 2023/24, we proactively changed our strategy to completing building envelope repair works, including installing double glazing, sandstone, and roof and rainwater goods repairs. By 2023/24, we have completed 20 closes and 171 flats for £3.3 million to our building envelope repair standard. Throughout this period, we diligently sought any grant funding available for tenants and owners to reduce the impact of the cost of LHA's tenement investment strategy, which we thought would take seven years to complete. We also closely monitored progress with the Scottish Government's plans to introduce new warmth and energy efficiency housing standards.

So, by 2023, LHA had borrowed approximately £6 million pounds to invest in **219** tenant flats in our ownership, ensuring that they had double glazing and other improvement works to make them more comfortable for our tenants and extend their useful lives by 30 years. The cost of the CTIs was, to a degree, reflected in the rent charges; however, due to the developing nature of our investment strategy, we have not yet calculated the impact of the Building Envelope Repair strategy on our rents.

During 2023, we reviewed our strategic approach to the tenements as we learned more about new housing quality standards, the opportunity for new partial grant funding for tenanted properties in the form of Scottish Housing Net Zero Grant funding, and how to secure grant funding from GCC for owners. During this time, planning laws changed, which allowed LHA to install UPVC windows in our conservation areas. This was excellent news as it allowed us to save **circa £1 million** on the estimated costs of windows element of the works to the remaining 528 tenements with single glazing.

We are delighted that we have been awarded £3.7 million in grant funding to install 700 new energy-efficient flat doors in all the tenements except the CTIs flats, which already have them. We will also install energy efficient uPVC windows in 528 flats.

By the end of 2025, all LHA tenement flats will have new energy-efficient windows (double glazing as a minimum standard) and front door installed, improving energy efficiency and comfort. Even with the grant funding, LHA will, in the coming weeks, borrow £6.5 million to complete the works.

The total costs for the works described above will be **£18.9 million**, of which LHA attracted **£ 6.4 million** in grant funding. This leaves the organisation with a total new loan of **£12.5 million**. The Association is delighted to have secured the grant funding of £6.4 million towards the costs of these essential works, which will, as far as practical, keep some pressure off our rent levels required to cover the cost of the loan repayments.

In addition to developing our approach to investing in pre-1919 tenements, the Association follows a growth strategy by building and acquiring new homes. Since 2015, we built 49 new homes in Cromdale Square and added 103



acquisitions to our stock of homes for rent. We have an active development programme with 39 new homes planned on the former Davislea care home site and two flats at the vital Spark and aim to secure a minimum of 12 acquisitions during 2024. Increasing the number of houses we own through grants-funded growth assists us with paying off loans to invest in our homes while aiming to keep rents as affordable as possible.

As part of our commitment to improving the energy efficiency of the pre-1919 flats, we will start the longer-term objective of researching and possibly piloting appropriate net zero heating systems or greener heating sources for them.

During 2024/25, we will discuss with all of our tenants a reasonable approach to generating additional income required to pay for the cost of these and other improvements in the housing stock. We will also begin work on reviewing our Rent-Setting Policy and strongly encourage as many tenants as possible to become involved in this critical task. Your input is invaluable to us, and we are committed to ensuring that your voices are heard in these crucial decisions. If you want to get involved in our staff/tenants rent review policy, please get in touch with Andrea Walker, Director of Housing & Community Empowerment, on **0141 445 8416**.

If you would like to discuss any point in this information sheet, please do not hesitate to contact us.

Irene McFarlane

Irene McFarlane
Chief Executive Officer
14/10/24

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 a few steps you can take to minimise the risk such as:

- Flushing our 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.



Fly Tipping and dumping of Bulk Waste



Fly-tipping is illegal, unsightly and damaging to the environment. **Any person found to have fly-tipped is liable to receive a fixed penalty notice of £500.**

Glasgow City Council (GCC) are seeking your co-operation in resolving this issue and ask that any information on those involved in fly-tipping is reported via the GCC website at:

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

Leaving bulk items on the street or in a back lane will be regarded as fly tipping and those responsible will be open to enforcement action.

Reminder: LHA don't provide a dedicated bulk uplift service and are not responsible for uplifting items from any areas surrounding our properties or within our community.

Residents should note that they are fully responsible for arranging collection of bulk/waste items directly with Glasgow City Council or disposing of the items themselves.

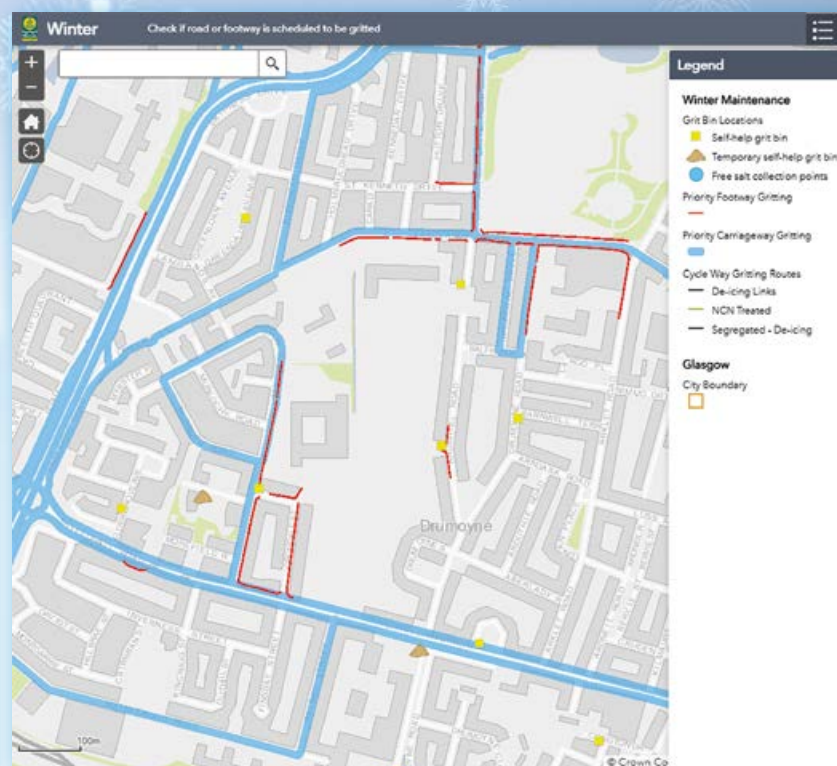
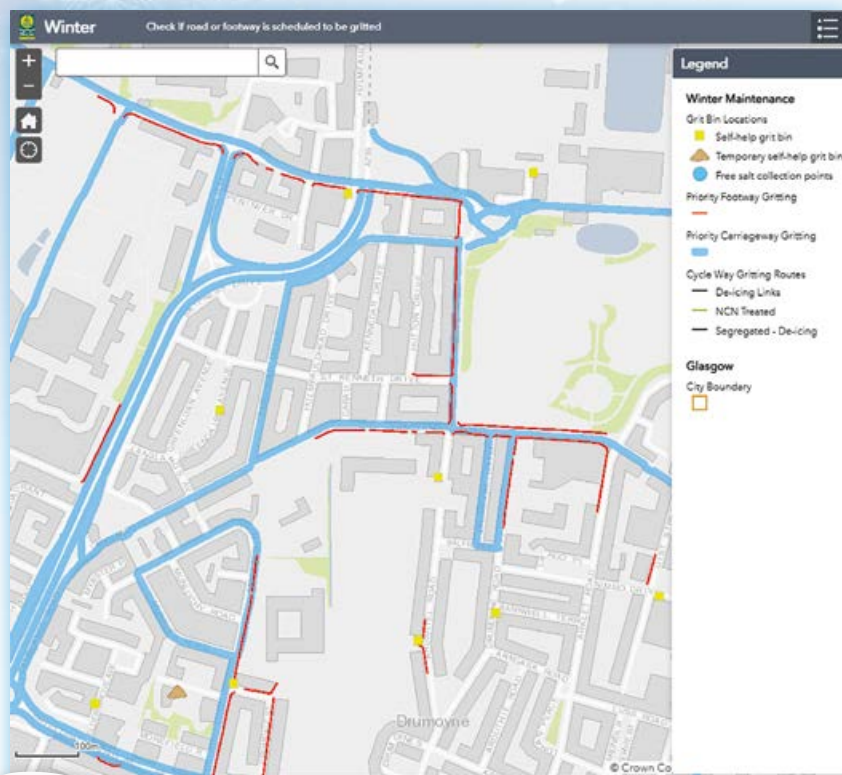
There are several ways you can dispose of unwanted household items:

- Recycling centres (free):
www.glasgow.gov.uk/hwrc
- Contact GCC for bulk waste uplift or use the MyGlasgow app (cost attached):
www.glasgow.gov.uk/bulkywaste
- Donate reusable items to charity:
<https://www.zerowastescotland.org.uk/resources/recycling-locator>

ROADS AND GRITTING

Glasgow City Council is responsible for maintaining roads and footpaths.

The Council's aim is to provide an effective and efficient winter maintenance service that helps to ensure the safe passage of vehicles and pedestrians and aims to minimise delays due to winter weather. You can find out more on where the Council carry out gritting in your area on the Glasgow City Council website.



During periods of icy weather LHA's Caretaking team will carry out additional gritting to some footpaths with high footfall within our stock, such as at the Office, our multistorey blocks and Elder House. Please note that this will be dependent on the service demands on the Caretakers. Residents should therefore also make themselves aware of where their nearest grit bin is, so that they can grit their own properties and neighbourhood.

ELECTRICAL INSPECTIONS

Each year in the UK there are thousands of accidental fires, therefore it is vital that an electrical safety check is carried out in your home at least once every 5 years.

As your landlord, we have a legal obligation to ensure that the electrical installation in your home is safe. As our tenant it is imperative that you provide access when required to allow the relevant checks to be carried out.

What happens during an electrical check?

- A qualified electrician will visit your home.
- This usually takes between 2-4 hours
- Your electricity will need to be switched off for the test which is approximately 1 hour.

You will receive a letter or telephone call from Linthouse HA or our contractor with an appointment date or a request for you to contact our office in order to arrange a suitable appointment, should you need to reschedule please contact our office **0141 445 4418**, select option 1 and speak to Debbie Martin, Property Asset Officer or Lauren McArthur, Property Asset Assistant.



Please note failure to provide access or contact our office may result in forced entry to your property with any associated costs of doing so be recharged to the tenant.



Winter Weather

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 you should arrange to have this fixed
- Check the pressure on your boiler is between 1 and 2.
- Set your programmer for the 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 zero 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 mold.
- 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.

Tenants should report the repair to LHA immediately for a plumber to attend as an emergency. Factored owners

and private tenants should contact landlord/plumber immediately.

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 or your tenant are away for a long period, you should arrange 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.

LHA's Annual Assurance Statement

Each year, our Management Committee submits a statement to the Scottish Housing Regulator, confirming that they receive sufficient information and evidence from staff to ensure that LHA complies with all regulatory and legal requirements. This year's statement was approved by the Management Committee at a meeting held on 29th October 2024. Here is our 2024 Annual Assurance Statement.

Annual Assurance Statement October 2024

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 that the Committee monitors and oversees continuously 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 tenant and resident safety duties. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire, water, and lift safety, and our obligations relating to asbestos, damp, and mould. LHA remains



linthouse
HOUSING ASSOCIATION

committed to improving our SHQS compliance. Since our 2023 AAS, we have completed all outstanding EICRs ensuring that our housing stock is maintained within the 5-year inspection cycle. We have completed our assessment of the potential presence of RAAC in our stock and confirm that none has been identified.

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 reviewing the comprehensive bank of evidence (ASCRIP) and our ongoing oversight and scrutiny of LHA's affairs throughout the year (2023/24).

We approved our Annual Assurance Statement at the Committee Meeting held on the 29th of October 2024. I sign this statement on behalf of the Committee.

Signed (LHA Chairperson): *P Phin*
Date: *29th October 2024*

Annual General Meeting (AGM)

On 11 September 2024, LHA held our AGM where members received updates from the Chair, a review of the annual statutory accounts, elect new members to the Management Committee and had the chance to ask questions of the staff attending.

The meeting was chaired by new Chairperson Paul Phin, who took over the role of Chair in March 2024. Paul applauded the work carried out by staff in 2023/24 which has seen progress in the Windows and Stonework investment, funding to acquire derelict sites for new homes and an increase in acquisitions. The meeting also saw the retirement of long serving Committee Member David McGeoch, who during his time on the Committee has served as both Chair and Vice Chair. Lha would like to thank David for his time and support given to the community.

A new member was also elected to the Committee, Chris McIlroy, and following the AGM Frank Murphy was coopted back onto the Committee.

Chris works as a Property Manager within the Purpose Built Student Accommodation (PBSA) and Build to Rent sectors of housing and has volunteered abroad and at home. Utilising the skills within this role, he is keen to make improvements to the resident experience and engagement. Chris is people centric, always looks for the benefits that change brings and is excited to help drive positive change where possible.

Frank Murphy returns to the Committee having stepped down as a member in 2023. Frank is a local resident who has lived in Linthouse for over a decade and wants to see the area continue to thrive. As a founding member of the Men's Shed Govan he spends his spare time volunteering amongst the veg patches.



Would you be interested in joining LHA's Management Committee?

We are always looking for tenant's and local residents to join our Management Committee and currently have a few vacancies available to be filled. 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

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 from 01 April – 30 September 2024

In the first six months of our financial year, we dealt with 38 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!

34 of these complaints were dealt with within the 5 day response timescale and the remaining 4 were granted an extension to deal within a 10 day timescale. We upheld 21% of them and resolved a further 34% 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.

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. 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 2024 – 30 September 2024

	Stage 1	Stage 2
Number of complaints received	38	16
Number responded to within required timescale	34 (89.5%)	16 (100%)
Number of complaints upheld	8 (21%)	7 (43.75%)
Number of complaints resolved	13 (34.2%)	0
Number of complaints escalated to the next stage	0	0
Average days to respond to a complaint	3.6 days	10.2 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.

Compliments

To date months we received 7 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:	hello@linthouseha.com
In person/post:	1 Cressy Street, Glasgow, G51 4RB

How was LHA's performance during 2023-2024?



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 the standards of the Scottish Social Housing Charter 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 focus on to make improvements for their tenants and other customers through the housing services they provide.

Annual Return on the Charter 2023/24

The following tables provide details on our performance across key indicators of our 2023/24 ARC submission. We were delighted to see that satisfaction levels improved somewhat from last year. However, we believe there is always room for improvement and will continue to focus on enhancing these results to provide the best possible service 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 respond to their needs. We will make it easier for our tenants to contact us or provide feedback on our services, and we will modernise how we communicate with our customers by fully utilising our improved IT and housing management systems.

The table below shows the level of satisfaction with our overall service which has improved by 12% compared to last year. We have also significantly improved our communication with tenants regarding services and decision making opportunities, with increases of 15% and 21% respectively compared to last year.

	LHA 2023/24	LHA 2022/23	Avg. Other Govan HAs 2023/24	Scottish (RSL) Average 2023/24
% tenants satisfied with overall service	85%	73%	83%	86%
% tenants who feel we are good at keeping them informed about services and decisions	95%	80%	85%	90%
% tenants satisfied with the opportunities given to them to participate in our decision making processes	98%	77%	77%	88%

The table below outlines our performance in dealing with customer complaints where we compare favourably to the other Govan Associations as well as the national averages.

	LHA 2023/24	LHA 2022/23	Avg. Other Govan HAs 2023/24	Scottish (RSL) Average 2023/24
% complaints responded to within timescale				
Stage 1	100%	95%	99%	97%
Stage 2	100%	92%	89%	91%
Average time to respond to complaints (days)				
Stage 1	3.45	5.75	4.65	5.11
Stage 2	14.25	19.34	21.67	17.52

Continues overleaf...

GOVERNANCE

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.

Tenant satisfaction with the quality of their homes has increased by 17% compared to last year. While we're pleased to see an improvement in satisfaction with repairs as well, we acknowledge that there's still work to be done to enhance both areas further. The average time for completing both emergency and non-emergency repairs is on par with Scottish averages, and we will continue to work closely with our contractors to enhance these results

	LHA 2023/24	LHA 2022/23	Avg. Other Govan HAs 2023/24	Scottish (RSL) Average 2023/24
% tenants satisfied with the quality of their homes	81%	64%	81%	84%
Tenants satisfied with the repairs service	81%	78%	79%	87%
% repairs completed right first time	85%	86%	89%	88%
Average time taken to complete emergency repairs (hours)	2.7	2.8	2.5	4
Average time taken to complete non-emergency repairs (days)	6.1	5.9	4.4	9
% stock meeting the Scottish Housing Quality Standard (SHQS) in reporting year	70.3%	60.5%	77.6%	84%

Average Weekly Rent by Stock

We are committed to keeping our rents affordable and fair, enabling us to invest in essential window replacements, building envelope repairs, and upgrades. Our rents remain competitive compared to those of other Govan Housing Associations and the national average.

	LHA 2023/24	Avg. Other Govan HAs 2023/24	Scottish (RSL) Average 2023/24
1 Apartments	£73.62	£75.75	£82.24
2 Apartments	£79.17	£82.39	£87.87
3 Apartments	£90.12	£93.92	£90.29
4 Apartments	£102.78	£107.38	£98.30
5 Apartments	£112.16	£122.00	£108.29
Avg. across all stock type	£91.57	£96.29	£93.40

Value for Money

We strive to achieve value for money through the income generated from your rent and other sources, ensuring that we continue to provide high-quality, cost-effective services that meet the needs of our customers. We are pleased to report that 83% of our tenants feel our rents do represent value for money, an improvement of 18% on last year and on par with the national average.

	LHA 2023/24	LHA 2022/23	Avg. Other Govan HAs 2023/24	Scottish (RSL) Average 2023/24
% tenants who felt their rent represents good value for money	83%	65%	72%	82%
Rent collected from tenants as a % of total rent due	93.8%	100%	99.6%	99.4%
Rent arrears as % of due	5.2%	4.8%	4.9%	6.7%
% rent lost through properties being empty	0.4%	1.1%	0.4%	1.39
Average number of days to let a property (days)	23	26	20	57

Communities

We aim to provide services that support the local community and help them to feel safe and secure in their homes, and feel good about 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 are pleased to report that we achieved nearly 100% resolution for all anti-social behaviour cases reported this year. Our strengthened Estates Team is making a positive impact, with satisfaction regarding our contributions to neighbourhood management which increased significantly by 22% compared to last year.

	LHA 2023/24	LHA 2022/23	Avg. Other Govan HAs 2023/24	Scottish (RSL) Average 2023/24
% anti-social behaviour cases resolved within locally agreed targets	99.6%	100%	95.5%	94%
% tenants satisfied with landlord contribution to the management of the neighbourhood	90%	68%	74%	85%

Looking forward to 2024/25

As previously mentioned, we at LHA remain committed to delivering a high-quality service to our tenants and customers at all times. We understand that there is always room for improvement and believe that maintaining quality is a continuous journey, not a destination.

A summary of our current Business Plan is provided in Part 5 of this report where you can read more about what we will be doing in the remainder of 2024 and into 2025 to improve what we do, and how we do it.

If you would like a copy of our full Annual Return on the Charter 2023/24 performance figures, please contact the Corporate Services Team at the usual phone number or email corporateservices@linthouseha.com. Alternatively, you can view and compare our performance to other landlords by visiting www.housingregulator.gov.scot/landlord-performance/

Here are our key performance highlights during 2023–2024

- ✓ Overall tenant satisfaction with LHA services increased to 85% from 73% last year
- ✓ 83% of tenants said LHA's rents provided value for money
- ✓ Satisfaction with LHA's contribution to the management of the neighbourhood was 90%, an increase of 22% from last year
- ✓ 'Linthouse Community Shop' on the corner of Govan Road and Drive Road had its official opening in June 2024
- ✓ Our Energy Advice Service supported 86 tenants, achieving financial gains of just over £13k
- ✓ Our Welfare Rights Team achieved financial gains for 487 tenants of just over £838k
- ✓ From 2022 to date, LHA has secured nearly £4 million in grant funding to support our efforts to improve your homes and explore opportunities for building more affordable social housing in the future
- ✓ Rent arrears were 5.16%, lower than the national average of 6.86%
- ✓ The average number of days to relet an empty property improved to 23 days compared to 26 days last year
- ✓ Satisfaction with repairs increased to 81% compared to 78% last year
- ✓ Average time to complete emergency repairs was 2.7 hours compared to the national average of 4.2 hours
- ✓ 100% of stage 1 and 2 complaints were responded to within timescale
- ✓ 99.57% of anti-social behaviour cases were resolved within target
- ✓ During 2023–2024 LHA secured just under £46k in grant funding to support our community regeneration work in the area

New faces article

Reece Peebles – Temporary Property Services Clerical Assistant

Reece's housing journey began with LHA when he worked here back in 2018 as an apprentice caretaker, which helped him gain knowledge and experience in social housing. Reece then went on to work at Queens Cross HA as a business support apprentice and other various companies gaining experience in lettings and property management within the repairs/legal side.

Reece will be one of the first points of contact for any tenants contacting our Repairs Team.



Staff news

Our reception/clerical assistants, Kirsty Rush and Ellie Miller both completed the CIH Level 3 in Housing Studies during 24/25 and Claire Morgan, Technical Services Officer, completed an HNC in Construction Management in June. Congratulations to everyone for these hard earned achievements.

Michael Rice, Technical Services Assistant, started the second year of the day-release HNC in Construction Management which will conclude in 2025. Hollie McGuinness, Finance and Factoring Assistance, continues to work towards achieving her HNC in Financial Accounting. Leah McGuire, Housing Assistant, and Natalie Alexander, Assistant Housing Officer, have both applied for the CIH Level 5 in Housing Studies, hoping to commence this month. We wish them all the best with their studies.

SOME INFORMATION ABOUT YOUR FACTORING INVOICE AND STATEMENT



We issue your factoring invoice on a six-monthly basis in arrears. The invoice includes details of what we have billed you for, including any repairs. The methods on how to pay your factoring bill are listed towards the end of the newsletter.

It is important that you continue to pay your factoring charges to avoid getting into debt and to ensure that we can continue to provide important services and invest in the repairs and maintenance of the buildings.

Please note that full payment of your factoring account is due within 14 days of issue. You are welcome to contact the Association to make set payments to your account rather than having to pay the full invoice within 14 days when received. It is essential that any payment arrangements ensure that the charges are covered in full within the 14 days issue.

If you find that you are unable to make full payment within the 14 days or that you are unable to pay one of the agreed instalments, it is extremely important that you contact us immediately to discuss the matter.

Who do you contact if you have any queries?

If you have any queries about any of the repairs listed on your bill, please contact Debbie Martin, Property Asset Officer at our office on **0141 445 4418**.

As in previous newsletters, we understand that the rising cost of living and energy costs will be putting a strain on our customers' finances.

If you are struggling to pay your factors invoice within the payment period, please contact us as soon as possible.

We want to help you find an affordable payment plan that works for you.

If you are having difficulty paying your outstanding factoring bill straight away, please contact Leah McGuire, Housing Assistant at the office on the same number. Leah can discuss possible repayment arrangements and put you in touch with our Welfare Rights Team if you need more advice.

You can also contact our Welfare Rights Team direct.

The team can provide you with support to check your entitlements to making a claim for welfare benefits during this difficult time. If you would like to check if you have an entitlement to benefits, please contact our welfare rights staff Kevin Campbell or Connor McLean on our main

telephone number or by emailing **kevin@linthouseha.com** or **connor@linthouseha.com**. We understand that the current situation may have an impact on the income of some of our customers.

Factoring accounts and Payment Responsibility

The Association would like to advise owners who let properties out as private landlords that in respect of factoring charges, the legal obligation of payment of these charges lies with the owners of the property, not with the tenants.

Therefore, the contract is between the Association and the owners. The Association cannot invoice the private tenants who occupy your property.

This is true regardless of any agreement between the owners and their tenants. It is the responsibility of the owners to then recharge the tenants for the factoring costs should they wish to do so. However, this does not discharge the owner's legal obligation to ensure factoring charges are paid to the Association within 14 days of receipt.

The Association will continue to invoice the owners and should we require to raise court action to recover any debt, we will do so against the owners, not the tenants.

If any owner would like to discuss this further, they should contact us on **0141 445 4418**. If you are struggling with the payments please get in touch and we will do what we can to help.

PAYMENT METHODS

- Allpay Payment App.
- Via Allpay payment card at any Pay point, Pay Zone, or Post Office where you can pay over the counter using your Allpay card.
- Allpay payment can be made by calling Allpay on **0330 041 6497**.
- Online Payment -You will need your LHA payment card and your reference number which is on the card. Log onto **www.allpay.net** and enter your details.
- By sending us a cheque made payable to Linthouse Housing Association Ltd. Please put your name and address on the back of the cheque.
- By standing Order/ Direct Bank Transfer. Account number 00451679 Sort Code 80 -07- 43
- By Direct Debit. Please contact the office to set up.

PLEASE NOTE LINTHOUSE HOUSING ASSOCIATION ARE UNABLE TO TAKE PAYMENTS OVER THE PHONE

Making payments to LHA



Pay your rent and factoring accounts using the allpay payment app

allpay

The Allpay App is a FREE mobile application (app) available to download for your Apple or Android device that allows you to pay your rent or factoring account quickly and easily at the touch of a button.

Simply download the app from the Apple App Store or Google Play (depending on your device) or scan the QR codes below using your smartphone and start making payments the smart way!



Download on the
App Store



GET IT ON
Google Play



Direct Debits

Setting up a Direct debit is an easy way to make sure your account is

kept up to date. Making monthly payments to your Factoring Account will reduce your overall balance when it comes to paying your 6 monthly bill. If you would like to discuss setting up a direct debit, please contact Leah McGuire – Housing Assistant for more information.

(please note – all factoring bills are due to be paid within 14 days of issue)



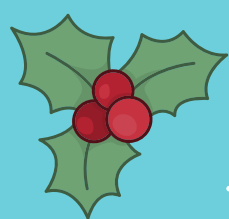
PREFER PAPERLESS?

Did you know you can receive your factoring invoice by email?

Going paperless is better for our planet and helps us keep costs down. We want to make sure we are providing you with the best value for money and giving you information in the way that you want to receive it.

If you would prefer to receive your invoices by email please email factoring@linthouseha.com to make the switch today.





FIND 10 DIFFERENCES

