



# ABRONHILL HOUSING ASSOCIATION NEWSLETTER



## WHAT'S INSIDE?

We don't accept rent payments at our office.

Please continue to make payments

by phone 01236 457948 Or online [www.allpay.net](http://www.allpay.net)

### Our 2024 AGM

— page 02

### Update for Tenants

— page 03

### Tenant Advice News

— page 04

### Festive Season Repairs

— page 05

### Legionella – Reduce Your Risk

— page 06

### Staying Safe from Scammers

— page 07

### Electric Car Charging Point

— page 08

### Useful Numbers

- page 08

## Out of Hours Repairs

If you need to report an emergency during this time please contact the following contractors:

All emergency repairs (non gas central heating related)

RODGERS AND JOHNSTON  
0800 999 2520

Gas central heating breakdown

GasSure (James Frew Ltd) 01294 468113.

Please contact our office on 01236 457948 during normal working hours to report any faults.

Gas escapes should be reported IMMEDIATELY TO 0800 111 999

Our answer machine also details the above numbers. Please keep them handy.





## Join Our Management Committee – Help Shape Abronhill’s Future!

We currently have two co-opted positions vacant in our Committee. We are looking for passionate individuals to join our Management Committee and make a real difference in our community. Monthly meetings are held on Thursdays from 6-8 pm. As a member you can expect to have access to free training, and the opportunity to attend strategy and planning sessions.

Do you have skills or experience in any of the following areas?

- Accounting or Housing Finance
- Asset Management
- Construction or Building Expertise
- Transfer of Engagements

Your knowledge and input could play a vital role in guiding us through our challenges and opportunities that lie ahead of us. This is a fantastic chance to contribute, develop new skills, and be part of a team working to improve the lives of our tenants.

**Interested?** Get in touch with us today to learn more!

Our tenants and service users can find out about the **Scottish Housing Regulator’s** role by visiting their website at [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)



## Our 2024 AGM

The Management Committee of Abronhill Housing Association held its Annual General Meeting at Abronhill Parish Church, on Thursday 12th September 2024. 11 members attended in person and the Association received 4 proxy votes.

Our members received an update from the Chair on key activities and introduced Audrey Murphy, our Interim Director, who has replaced Stephen McIntyre who retired earlier this year. Chiene + Tait Auditors presented the annual accounts for 2023 -2024 on behalf of the Association and were confirmed as the External Auditor for 2025.

Following our AGM there was a Committee Meeting where the following office bearers were elected to cover the period until September 2025.

### CHAIR

Anne Marie Thomson

### VICE CHAIR

Janette Meechan

### SECRETARY

Iain Smith

### CHAIR OF SUB COMMITTEE

Raymond Russell

### COMMITTEE MEMBER

Alison Peden

### COMMITTEE MEMBER

Carolann Docherty

### CASUAL VACANCY

Adam Smith

### CASUAL VACANCY

Heather West



## Update for Tenants

### TERMINOLOGY BUSTER:-

#### Registered Social Landlord (RSL)

A privately-owned, not-for-profit housing association that aims to provide affordable, quality housing. RSLs are regulated by the Scottish Government to ensure they meet high standards for tenants.

#### Strategic Options Appraisal (SOA)

A process which finds the different paths an organisation can take to meet its goals, and address challenges, for the best outcome for its future.

#### Transfer of engagement (ToE)

A Transfer of Engagement is a procedure where a housing association, after following a process to identify a suitable partner acceptable to its tenants; transfers all of its houses, assets and services to that housing association or council.

## Transfer of Engagement News

Last year we informed you about the outcome of our Strategic Options Appraisal, which was completed in August 2023. We concluded that transferring to a larger association would offer more benefits for tenants in the longer term.

As a small, independent association, we face challenges in meeting the Scottish Housing Quality Standards (SHQS) due to limited access to investment and strategic resources, which effects our ability to upgrade tenants homes, mainly flats within mixed ownership, in a reasonable timeframe for tenants.

In order to attract other Registered Social Landlords (RSLs), we will advertise across the housing sector for a potential partner for Abrohill, who would set out to tenants what they could deliver. Tenants and shareholders will get to vote in a first ballot if they wish to progress to a second ballot.

We are now working on a Prospectus and our full three-year business plan to be completed by March 2025. Any interested RSL would receive a copy of the Prospectus and our Business Plan to provide them with all the relevant information they would require.

Tenants will have received an invite to attend our event on the 10th December for either one of the two sessions we held. All who came along were entered into a prize draw. Our lucky winners have been informed, Mr Smith and Ms Taylor. If you didn't make it along, you should have had a text to take our online survey. Closing date is the 18th January, all who complete the short survey, will be entered into a prize draw.

### What happens next?

Hearing from you, our tenants, about what your priorities are is very important as this will inform any interested RSLs what they need to bring to the table to gain your vote.

This potential new Landlord would have to be in a position to take on all our homes, services, and staff while ensuring tenants' rights and agreements are fully protected.

If we do get other RSLs interested, the one offering the most for tenants will become our preferred partner, with tenants' and shareholders' input shaping the final decisions through a formal ballot.



# Free Support for Tenants through the AFTAR Project

We're proud to offer free, independent, and confidential advice through the AFTAR Project, a service delivered in partnership with the Citizens Advice Bureau. Abronhill Housing Association is one of five North Lanarkshire housing associations contributing to this vital initiative designed to support tenants with financial inclusion, energy advice, and money matters.

Our dedicated AFTAR Advisor, Jodie McBride, is here to help with:

- Claiming benefits and maximizing income
- Budgeting and managing finances
- Debt advice and council tax support
- Energy advice to save on bills

If you're facing financial challenges or need expert advice, don't hesitate to reach out. Call us on 01236 457948 to arrange an appointment with Jodie.

Appointments are available every Friday in our interview room, or we can arrange a phone call or home visit if needed. Don't wait—take advantage of this valuable support today!

## Bulk Uplift/Fly Tipping

North Line – 01698 403110

Recently we have had reports of fly tipping in Abronhill. We have had to clear these items at our expense. In order that these costs are not passed on to tenants we would kindly ask that tenants call North Line for all your bulk uplifts, pest control, abandoned vehicles, road and lighting, graffiti removal, Animal Welfare Officer and Environmental Protection Officer.

## Dog Owners

Irresponsible dog ownership is a serious issue. Anyone who has a dog and allows it to mess an area without uplifting the mess afterwards is not only irresponsible, but guilty of anti-social behavior and should expect a fine if caught. Any complaints can be reported to the animal welfare officer on 01698 403110.

**Please be a responsible dog owner and pick up after your dog. You can pick up free dog bags from our office.**

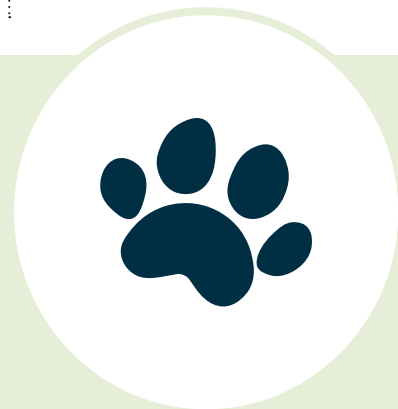
## Surveyor Appointments

You may have already had a visit from our Surveyor who is looking at each of our properties that need updated information on their condition. The Surveyor has been looking at kitchens, bathrooms, boilers as well as the outside of your property and will report back to us. This will help us know what your property needs and help plan for future upgrades to your property.

## Maintenance Updates

We have been continuing our program of upgrading bathrooms in our properties. The Contractor, T. Meade, has been working to install wet wall panels, new showers, etc., into the bathrooms.

We have also installed a number of new Ideal Logic combi boilers. This is part of our commitment to provide comfortable, energy-efficient homes for our tenants.



# Paying Your Rent Over Christmas



We understand that Christmas is an expensive time of year and puts extra pressure on the pocket but it is important that you continue to pay your rent to us.

Payment of rent has to be one of the biggest priorities – if you do not pay your rent then you are at risk of losing your home. If you are struggling to pay your rent please contact your Housing Officer as soon as possible to discuss your options.

You may qualify for Universal Credit and other benefits to top-up your existing income to help pay your rent.

Abronhill Housing Association works in partnership with the AFTAR project who can offer free independent financial advice for residents and tenants of Abronhill. Please contact our office if you would like to book an appointment.



# Seasons Greetings



Abronhill Housing Association's Management Committee and Staff would like to wish all our tenants a Merry Christmas and a prosperous New Year.

## Festive Season Repairs



Our office will close on Tuesday 24 December 2024 at 12:30 and re-open at 09:00 on Monday 6 January 2025. If you need to report an emergency during this time please contact the following contractors:

RODGERS & JOHNSON 0800 999 2520

JAMES FREW (Gas Sure) 01294 468113 (for gas heating repairs)

Gas escapes should be reported immediately to Transco on 0800 111 999



Please contact our office on 01236 457948 during normal working hours to report any faults.

Our answer machine and website [www.abronhillha.org.uk](http://www.abronhillha.org.uk) also details the above numbers. Please keep them handy.

## Handy Maintenance Tips For The Winter



Nobody wants to deal with an emergency during the holidays. Here are some tips for avoiding problems:

- Before calling out a gas engineer for an emergency gas repair ensure that there is gas in your payment meter (if you have one).
  - Find out who your electricity, gas and water suppliers are (the information will be on your utility bills) and take a note of their emergency contact information.
  - Leave background heating on if cold weather is expected. This will stop your pipes freezing up in a cold snap.
  - If going away over the holidays please leave contact details or a key with a trusted neighbour or relative in case of an emergency. Damage can be made worse if no one can get to the problem quickly.
  - Lit candles should be supervised at all times.
  - Check the batteries in your smoke detector and stock up on torch batteries in case of a power cut. A torch is much safer to use than candles.
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You can find Festive Safety advice on Scottish Fire and Rescue Service website [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

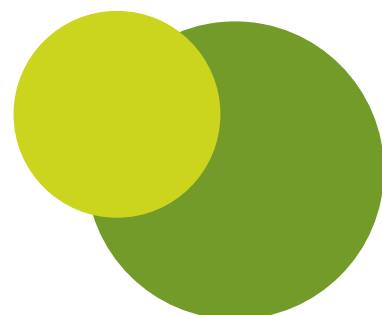


## Legionella – Reduce Your Risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

- 1.** You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.
- 2.** You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
- 3.** If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
- 4.** You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
- 5.** Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.

These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter please contact a member of staff at our office to discuss.



# Staying Safe from Scammers

These days we spend more and more time on our phones and computers. This is to some extent replacing the post with email; or the place we do our shopping and banking. This is convenient and a great thing, but it attracts a new set of risks from shady characters who might try to steal from us.

One of the most common ways they might do this is by emailing you claiming to be from your bank or the tax office. Be careful with these and don't click on any links in the email or any information on online forms. If in doubt, call your local branch directly.

Another popular trick is callers pretending to be from your internet provider or Microsoft wanting to "fix a virus on your computer" or offering to sort you out with a cheaper contract. If you are worried by the call, hang up and contact your bank or other company on the numbers you have for them directly ignoring any numbers or links in the email. Often the fraudulent emails try to sound really urgent to panic you into responding instantly...don't! Don't worry about being rude or abrupt with callers. If they are genuine they will understand. Always remember that if you had a virus on your computer they wouldn't really know that anyway!

On the phone you might get a missed call from a premium rate number. Don't call these back as they are just trying to get you to connect to the number so it can charge you or identify if it's a "live" number. They might do this is so they can call back another time to start trying to get personal information from you to help them commit fraud.

Sometimes you might get a text from an unknown number pretending to be a family member needing you to send them money urgently. They will be saying they are on a strange number because they have had to borrow a phone for some reason. The situation will be really serious and urgent. You are supposed to panic and just send them money. With this one make sure they speak to you rather than just text that way you can verify who it really is. It could be as easy as just trying phoning the usual number you have for them that may be all you need to do to reassure you the text is fake and your loved ones aren't really in trouble.

There are a whole bunch of detailed tips on how to stay safe online on Police Scotland's website at this link: <https://www.scotland.police.uk/advice-and-information/internet-safety/>

## Tenant Forum

We understand that not all tenants have the time to dedicate to becoming a Committee Member. However we are looking to start a Tenant Forum. This would be to discuss issues like:

- **Your views on our Services.**
- **Communication with tenants.**
- **Upcoming consultations.**
- **Promoting local services.**
- **Our Policies and Procedures.**

The Tenant Forum would meet for 2 hours once every 6 weeks, tea and biscuits will be provided.

If you are interested, please get in touch with us by phoning, visiting or email [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk) and giving your name and number and you will be contacted.

Our first Tenant Forum will be at the end of February 2025.

**WE NEED  
YOU!**



# Electric Car Charging Point – Aspen Place

We are pleased to inform you that the dual electric car charging point at Aspen Place are now fully operational and available for your use with a new set price and which has now been updated.

Currently, the charge is set at 50p per kilowatt-hour (kWh), and we are not applying any initial minimum fee for usage. Please note that this rate is subject to review in three months, as the Association is in the process of determining the costs associated with

maintaining and operating these charge points.

As a resident, you can access these charging points via the Monta app.

Our goal is simply to cover the costs of operating these charges and to ensure fair and transparent pricing for all users.

If you have any questions or need further information, please do not hesitate to contact us.

## Equal Opportunities Statement

This statement is the basis on which we build and provide all our services.

It helps us make sure we try to meet the needs of those from all walks of life, and show respect, fairness and understanding in everything we do.

In practice, it means as a landlord and service provider we try to treat everyone fairly regardless of their personal characteristics - including for example, their age, sex, sexual orientation, disability, race, religion or belief; or their marriage and civil partnership, gender reassignment, or pregnancy and maternity status.

We also firmly oppose all forms of unlawful discrimination, harassment and victimisation.

We do this not only because of our legal responsibilities, but because it is a vital part of who we are and what we are trying to achieve as an organisation. It also helps us become better at what we do.

## Useful Numbers

Below are some useful numbers which may be of use:

|                        |   |               |                          |   |               |
|------------------------|---|---------------|--------------------------|---|---------------|
| <b>Police Scotland</b> | - | 101           | <b>Council Tax &amp;</b> | - | 01698 403 210 |
| <b>Crimestoppers</b>   | - | 0800 555 111  | <b>Housing Benefit</b>   |   |               |
| <b>Citizens Advice</b> | - | 01236 723 201 | <b>North Line</b>        | - | 01698 403 110 |
| <b>Benefits Agency</b> | - | 0345 604 3719 |                          |   |               |
| <b>Scottish Water</b>  | - | 0845 601 8855 |                          |   |               |

*Call North Line for all your bulk uplifts, pest control, abandoned vehicles, road and lighting, graffiti removal, Animal Welfare Officer and Environmental Protection Officer.*

*If you can think of any numbers that would be useful to list in this section, please let us know.*



## Contact Us

**Our office is open from 9.00am to 5.00pm Monday to Thursday and from 9.00am to 4.00pm on Friday. We close each day 1.00pm to 2.00pm for lunch. You can visit our office at:**

**Abronhill Housing Association Ltd  
Unit 10, Abronhill Shopping Centre, Abronhill, Cumbernauld G67 3AZ**

**Tel: 01236 457948 | Email: [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk) | Web: [www.abronhillha.org.uk](http://www.abronhillha.org.uk)**

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and with Scottish Housing Regulator (No HCB 275 AL)  
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Tax Reference CR533055

