



NEWSLETTER

Summer 2020

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 break-down – **SALTIRE** 0330 202 0444. 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.

Public Holidays

Please note our office will be closed on the following dates:
 September Weekend Friday 25 September 2020 and
 Monday 28 September 2020

Corona Virus Update

As you will be aware, we took the decision to close our offices to the public following government guidance in light of the Corona Virus Pandemic. We realise that this will have caused some inconvenience, however our priority is to ensure the health, safety and well being of all our staff, tenants and other customers.

Staff are currently working from home. If you need to contact a member of staff you can do so in the following ways:

- Telephone our office on 01236 457948 and leave a voice message and a member of staff will call you back as soon as possible.
- Email admin@abronhillha.org.uk
- Website <https://www.abronhillha.org.uk/>

We will continue to update our tenants on any changes to current working arrangements as they happen.

The Scottish Government has announced that Housing Association's are in Phase 3, under non essential offices, which includes housing offices. We will remain closed until the end of July at least. Home working for staff will continue. We are however hopeful of looking towards a partial re-opening sometime in August. Will we however only be able to have a limited staff presence so visits by tenants and applicants and other customers are very much likely to be on an appointment basis only, certainly for some weeks. (We have included a route map within this newsletter which lays out our plans on Page 2)

Priority Repairs

We are working to keep essential services running, including repairs. Our repairs service is currently focused on emergency/priority repairs. When you call to report an emergency/priority repair we will ask you some additional questions. This is to ensure that we can take any extra steps to carrying out repairs to your home safely. Please note that only emergency/priority repairs will be actioned at this time.

Emergency Repairs	Other Priority Repairs
Repairs that are considered an emergency include:	Blocked flue
Fire	Blocked drain/toilet
Flood	Loss of power
Serious storm damage	Partial loss of power
Extensive electrical power failure	Insecure external window/door/lock
Serious water/power failure	Significant leak rain penetration
If you suspect a gas leak please call the National Gas Emergency number 0800 111 999	Loss of heat
	Loss of hot water
	Toilet not flushing (if only toilet in property)
	Unsafe electrical fitting
	Loss of water supply



Please like our facebook page [Abronhill Housing Association](#) and check regularly for up to date information on the Association's activities. Twitter - [@Abronhill_ha](#)

Visit our website at www.abronhillha.org.uk


Support for people with prepayment meters


Gas and electricity suppliers have agreed emergency measures to make sure vulnerable people and those with prepayment meters don't get cut off during the Corona Virus outbreak. Get in touch with your energy supplier to find out what support they can give you – but remember, phone lines are busier than usual, so use email and web chat for non-urgent issues if you can.




Abronhill Route Map out of COVID 19

Continued from page 1

Area	At present	Phase 3	Phase 4
Accessing our office and services 	Our Office is closed You can contact staff directly on their mobile numbers or call the main office number 01236 457948 or email admin@abonhillha.org.uk Web www.abronhillha.org.uk Monday to Thursday 9.00AM to 5.00PM Friday 9.00AM to 4.00pm	Our office will be partially open on a restricted basis between 10.00AM and 3.00PM Appointments Only. Virtual appointments, telephone meetings etc will continue as before. The majority of our staff will continue to work from home. Only essential home visits by staff will take place in line with safety guidelines.	We will resume normal working hours and an appointment may not always be necessary. We will keep you updated as more of our staff are able to return to work from the office. Routine home visits will resume in line with safety guidelines.

Area	At present	Phase 3	Phase 4
Repairs and Maintenance 	We are providing an Emergency Repairs Service only. Gas servicing will occur where possible. Ground Maintenance works are taking place.	Urgent Repairs will be prioritised over routine repairs. Routine repairs may take longer than 10 working days. Maintenance Officers are inspecting internal repairs in line with safety guidelines. Electrical testing and installation of Fire Detection systems will re-start.	The maintenance service will be operating fully. Medical Adaptations are being carried out. Planned maintenance programme begins.

Area	At present	Phase 3	Phase 4
Moving home 	Empty homes are made ready for re-letting. Priority is for applicants who were made offers prior to Lockdown. Only lets to people fleeing domestic violence and/or homelessness referrals from North Lanarkshire Council are being accepted.	Further restrictions on home moves will be lifted. We will enable viewings either in person or virtually to applicants already on our housing list and those seeking a transfer within our area. Tenancy Sign Ups will be done by telephone and/or virtually. Keys and signed Tenancy documents will be collected from the office by pre-arranged appointment only.	New housing applications will be processed and interviews/phone calls for re-housing options will restart.

Planned Maintenance Programme

The Associations planned maintenance programme is currently on hold due to the Covid-19 pandemic, however we are hopeful that we are able to start this work within the next few months. The Association will look to start carrying out the planned maintenance programme once the Scottish Government announce that we have entered phase 4 of lockdown. We plan on completing the following work by April 2021. Being able to carry out all the works is dependent on when we enter phase 4 of lockdown and the contractors being able to complete the work by April 2021.

- 20 boiler renewals.
- 5 bathroom renewals.
- Replacement of 35 front entrance doors within closes, all properties within closes will have a new entrance door fitted and this will be completed over 2 phases.

Electric heating systems

We have also requested quotes to have gas connections installed to properties that have electric heating systems fitted. We are hopeful that we can replace the existing systems in a 2 to 3 year period but this depends on the quotes received for the installation of gas connection to the properties. If you have an electric heating system you may be contacted by Scotland Gas Networks to request access to the property. We will keep tenants updated as this progresses.

Gas Servicing

We as a Housing Association, have a legal obligation to carry out an annual gas service within your property. We are working with our contractor Saltire Facilities Management to ensure that any gas services which are due for renewal are completed on time and any that are missed due to self-isolation will be completed as soon as it is safe to do so. Saltire will carry out the service safely and in accordance with government guidelines. Our main priority is to make sure that you as our tenant and our contractors remain safe.

Paying your rent in difficult times

Although times are very different for us all just now, we still need to pay our bills and your rent is a priority. We want to let our tenants know that your rent payments can still be paid as normal.

- If you need a new rent payment card or need to replace one, email admin@abronhillha.org.uk including your name and address and we will order one for you.
- If you wish to set-up a Direct Debit please email admin@abronhillha.org.uk including your name and address and your housing officer will contact you to arrange this.
- If your rent is paid by Housing Benefit or Universal Credit it is your responsibility to keep all your details updated and if any information is requested you should supply this as quickly as possible.
- Many people are having to claim benefits for the first time and this can be a daunting process. If you need any help or advice with this, AFTAR advice for tenants and residents can guide you through this process. You can make a telephone appointment by calling 01698 251981.
- If you need to contact a member of staff about paying your rent please call our office on 01236 457948 and leave a message and a member of staff will call you back as soon as possible.

Energy Saving Tips



Many of us will now be spending more time at home – and while your top priority will be keeping yourself and your family safe, you might be worried about the effect this will have on your energy bills. Here are some helpful tips:

- As it is summer, hopefully the longer nights and warmer weather will mean that you do not need to use your heating or lights as often.
- **Switch off Standby** – you might be in the habit of turning off appliances at the wall when you go to bed but doing this throughout the day helps to cut energy waste even further. If you're catching the news at breakfast, switch the TV off at the wall until you'll be using it again.
- **Unplug chargers once you've finished** – if you're having to charge phones or tablets more often due to the kids being at home or if you are working from home, this is something to bear in mind. If a charger is still plugged into the wall and not turned off, it will continue to use electricity, even when your device is no longer attached to it. It is also a fire hazard, so take extra care to turn chargers off at the wall, or unplug them.

If you are working from home:

1. **Make the most of natural light** – set up your workstation near a window and you might not need to put a lamp on – plus, natural light is better for your wellbeing.
2. **Unplug your laptop** – remember your laptop has a battery, so you don't need to have it running off the mains all day.
3. **Take a screen break** – your body temperature can drop when you sit still for too long, so get up from your desk regularly to stretch, move around and have a cuppa. This is also good for your productivity.
4. **Co-ordinate coffee breaks with your new co-workers** – check if your partner would like a tea/coffee or if the kids would like a hot chocolate so you only need to boil the kettle once.



Come and Join Us!

We are looking for new Committee Members to join our Management Committee. This is an exciting time for Abronhill as we are planning on building new homes, helping to provide opportunities for young people in the community, and developing the use of technology for our customers, our employees and with our Committee. We are keen to attract people who have an interest in improving the lives of local tenants, residents and other customers and making sure that we are providing the best services we can.

While we would be delighted to hear from our customers and anyone who has skills in finance, housing management, information technology and social media, we are also interested in anyone who has an interest in the work we do in Abronhill and has the ability and appetite to learn about what it takes to be a committee member. As a member of our Management Committee, you will be supported, learn new skills and knowledge and mix with a great group of people.

We welcome people from all walks of life and encourage people who can represent currently under-represented groups in the Community. We offer travel expenses and other assistance for carers and other needs, please ask when applying what we can do.

Are you keen to be part of a successful and community controlled housing organisation and give something back to the Community?

For more information, please visit our website www.abronhillha.org.uk, Tel: 01236 457948 or e-mail jdaisley@abronhillha.org.uk

IS YOUR SMOKE DETECTOR WORKING?

REMEMBER that detectors SHOULD BE TESTED ON A WEEKLY BASIS to ensure they are working correctly. If the detectors are not working, please report this immediately to the Association. If you have battery detectors, please ensure that you replace the batteries as soon as they need replacing.



Rent Increase – Tenant Feedback

Following consultation with tenants on this year's rent increase we asked for feedback from our tenants on a proposed increase of 2.5%.

15 tenants responded to our request for feedback.
12 tenants found the proposed rent increase options reasonable.
3 tenants did not agree with the proposed rent increase.

The proposed increase and feedback were discussed at our management committee meeting on 23 January 2020 where it was agreed to increase rents by 2.5%.

Tenants Satisfaction Survey

During October and November 2019 the Association commissioned an independent market research company, Research Resource, to carry out a tenant satisfaction survey.

The survey achieved a response rate of 68% and we would like to take this opportunity to thank those 151 tenants who took part in the survey.

Below are the key questions the Association reports to the Scottish Housing Regulator, on the Annual Return on the Charter. With a comparison between the last tenant satisfaction survey which was carried out in 2016.

Question	2016	2019
Percentage of tenants satisfied with the overall service provided by their landlord	96.4%	92.72%
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	99.3%	96.69%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	97.8%	97.35%
Percentage of tenants satisfied with the quality of their home	83%	81.46%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months and are satisfied with the repairs and maintenance service	90%	92.31%
Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	84%	94.70%
Percentage of tenants who feel that the rent for their property represents good value for money	85%	90.73%

We are working with TPAS (Tenants Participation Advisory Service) to arrange a follow up action plan which will include tenants. Watch this space!! If you would be interested in getting involved in a small group please let us know.

PERFORMANCE UPDATE

Here is an update on our performance as at 31 March 2020. We have also referred to which Indicator within the Scottish Social Housing Charter each performance area relates to.

Area of Performance	Scottish Social Housing Charter Indicator No	Scottish Average for 2018-19	Association performance at 31 Mar 2019	Association performance at 31 Mar 2020
% of rent lost through properties being empty in the year	34	0.9%	0.6%	0.68%
Average length of time taken to relet properties in the year	35	31.9 days	18.2 days	28.3 days
Anti social behaviour cases resolved within locally agreed targets in the year	19	87.9%	100%	100%
Average length of time for emergency repairs	11	3.6 Hours	2.4 Hours	1.88 Hours
Average length of time for non-emergency repairs	12	6.6 days	3.4 days	3.5 Days
Percentage of repairs completed right first time	13	92.5%	93.8%	94.79%

You can review our performance against all of the Scottish Social Housing Charter Standards on the Scottish Housing Regulators website here: www.housingregulator.gov.scot



Complaints Performance

Between 1 April 2019 and 31 March 2020, the Association received 11 complaints at frontline stage. None were reported at Stage 2 or required review by a manager.

Contact Us

Our office is still closed however, you can still contact the staff team during the following hours. 9.00am until 1.00pm and 2.00pm until 5.00pm Monday to Thursday and from 9.00am until 1.00pm and 2.00pm until 4.00pm on Friday.

You can visit our office at:

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



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.

Alterations or Improvements

Please remember if you want to carry out an alteration or improvement in or around your home that you seek written permission from the Association in the first instance.

Tenancy Details

Please remember to advise the Association of any changes to your contact details to ensure that we have up to date information on our system.

Suggestions to Improve our Newsletter

Like any other part of our service, we always welcome suggestions for improvement. Is there anything you would like to see in or out of our newsletter? We appreciate positive feedback as well as suggestions to make things better. So please call or drop us an email admin@abronhillha.org.uk and we will take on board all suggestions.

Useful Numbers

Below are some numbers which may be of use:

Police Scotland	– 101	Council Tax & Housing Benefit	– 01698 403210
Crimestoppers	– 0800 555 111	North Line	– 01698 403110
Citizens Advice	– 01236 723201		
Benefits Agency	– 0345 604 3719		
Scottish Water	– 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.



Tel: 01236 457948

Email: admin@abronhillha.org.uk

Website: www.abronhillha.org.uk

Registered under the Co-operative and Community Benefits Societies Act 2014 (No 2443 R(S)
and with Scottish Housing Regulator (No HCB 275 AL)

Abronhill Housing Association is a registered Scottish Charity (Number SC033116) Tax Reference CR533055