



# NEWSLETTER

Summer 2021

## 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.

## Public Holidays

Please note our office will be closed on the following dates:

Glasgow Fair Friday 16 & Monday 19 July 2021  
September Weekend Friday 24 & Monday 27 September 2021

## Corona Virus

As you are aware 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](mailto:admin@abronhillha.org.uk)
- Website <https://www.abronhillha.org.uk/>

Currently North Lanarkshire is in Level 2. During levels 4 to 1 working from home remains the default position. Only at Level 0 can office based working resume. Level 0 is programmed to apply from the middle of July. Therefore, it is unlikely that we will be able to open until early to mid August 2021; but this will depend on current moves to try and suppress the virus and the vaccination programme continuing at its current rate.

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

## New Development - Woodcutter Site

Abronhill Housing Association are delighted to announce our involvement in the above site. The properties which are being constructed by Clyde Valley Housing Association will be purchased by Abronhill Housing Association and available for rent. The development will bring 36 new properties to the Abronhill area. The properties will be a mixture of 2 and 3 bedroom flats and will include 2 wheelchair accessible family homes.

These properties will be added to our stock portfolio and will bring the number of properties owned by the Association to 258.



Please like our facebook page Abronhill Housing Association and check regularly for up to date information on the Association's activities. We have just relaunched our facebook page –

make sure you Like Us!

And we're on Twitter -  
[@Abronhill\\_ha](https://twitter.com/Abronhill_ha)



## Communities Recovery Fund

The Association successfully applied to the Communities Recovery Fund to assist our tenants and local community organisations.

So far we have been able to financially assist our tenants who have Thermaflow electric heating systems as they are expensive to run. The Association is also in the process of replacing these systems with a new gas combi boiler.

We have also issued over £2,500 of shopping vouchers to tenants who have children aged 16 or under.

We were able to offer £1,000 to Cumbernauld Foodbank.

We still have funding available to assist community organisations. If you are involved in a local community organisation and are looking for funding or sponsorship we might be able to help you. **Please contact a member of staff for more information.**



## Universal Credit-Update Housing Costs

If you are in receipt of Universal Credit, you will need to update your housing costs on your journal. This will allow us to confirm your address and housing costs liability.

We can then submit the information that is required to allow the correct amount of rent to be paid.

If you prefer to have your Housing Costs paid direct to the Association it is important to ask for managed payments from UC to come direct to the Association. Your Housing Officer can discuss what is the best option for you.



## 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 1.7%.

- 12 tenants responded to our request for feedback.
- 12 tenants found the proposed rent increase options reasonable.
- 1 tenant did not agree with the proposed rent increase.
- 1 tenant ticked both options, hence the total of responses is 13.

The proposed increase and feedback were discussed at our management committee meeting on 25 February 2021 where it was agreed to increase rents by 1.7%.



## Tenant Participation

Come and Join Us!

Would you or someone you know like to become a Member of the Association? Members are entitled to:

- attend the annual general meeting and any other general meeting of the Association
- elect management committee members
- stand for election to the management committee in their own category of membership
- appoint auditors

There is a one off £1.00 fee to become a member.

For more information, please Tel: 01236 457948 or e-mail [jdaisley@abronhillha.org.uk](mailto:jdaisley@abronhillha.org.uk)

# AFTAR Project - All round support for tenants & residents

The AFTAR project works in partnership with Abronhill Housing Association to provide one to one advice and support on a range of subjects including:-

- Benefits
- Employment
- Universal Credit
- Debt
- Consumer Form Filling
- Housing
- Council Tax

## CARES (Community Advice to Reduce Energy Spending) Project

Energy costs are increasing and more people are struggling to pay their fuel bills. The CARES project can help maximise energy efficiency within your home and secure more affordable energy costs. They can help you change supplier, make your home more energy efficient and make better use of your heating system.

You can also access support to improve your COMPUTER SKILLS via workshops and one to one work. You can ask for help in applying for Universal Credit, online shopping, applying for jobs, emailing and more.

If you would like an appointment to discuss any of the above with an advisor please contact the office on 01236 457948 or email [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk) or alternatively contact Maria Shelley on 01698 251981 or email [maria.shelley@motherwellcab.casonline.org.uk](mailto:maria.shelley@motherwellcab.casonline.org.uk)





## Regulatory Matters

The Association is regulated by the Scottish Housing Regulator and each year we must submit an assurance statement and other regulatory returns. These include the following: -

- Annual Performance Return against the Scottish Government's Housing Charter - 31 May
- An annual Loan Return - 30 June
- Five Year Financial Projections - 30 June
- Annual Financial Statements - 30 September
- Annual Assurance Statement signed by the Committee confirming its compliance with the Regulatory framework - 31 October.

We are pleased to report that for the year 2020/21 the Regulator has assessed the Association as being Compliant which is the lowest level of engagement a Housing Association can have.

You can read more about the role of the Scottish Housing Regulator at:



<https://www.housingregulator.gov.scot/for-tenants>

## 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](mailto: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](mailto: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.
- You can phone a Housing Officer and they can take rent payments over the phone via callpay



## Test It Tuesday!!!

It is a harsh reality that you are more than twice as likely to die in a fire at home if you haven't got a working smoke alarm. A smoke alarm is the easiest way to alert you to the danger of fire, giving you time to escape.

The more alarms you have, the safer you'll be – as long as they are working – so make sure you test them every week. Easy to remember – Test It Tuesday!

Fire and rescue services also offer free home safety visits to eligible customers. This involves them visiting your home and offering fire safety advice for you and your household.

If your home has smoke and heat detectors, it is important that you look after them and follow the manufacturer's instructions. If any are not working, please contact us immediately.

It is essential that you test the battery in your smoke and heat alarms regularly to make sure it works – only a working smoke alarm can buy you and your family the valuable time you need to get out, stay out and telephone 999.



So remember three simple words –  
Test It Tuesday.

## Fire, Heat Alarm & Carbon Monoxide Detection Contract

Letters have been issued to all tenants who have still to have their Fire, Heat Alarm and Carbon Monoxide Detection alarms upgraded. New legislation has been passed by the Scottish Government and the Association has until February 2022 to bring all their properties up to the new standard.

The contract has been awarded to **Stevie Thomson Joinery** who will contact tenants to arrange a suitable date for this work to be completed. We appreciate your assistance in having this very important upgrade carried out to your home.

---

**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.

---

## 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: [abronhillha@btconnect.com](mailto:abronhillha@btconnect.com) and we will take on board all suggestions.



## Thermaflow Boiler Replacement Contract



The contract to replace the thermaflow boilers has been awarded to James Frew Gassure.

Before the new boiler can be installed there must be a gas connection at the property. The Association has arranged for this to be carried out by Scottish Gas Networks (SGN) once the gas connection is complete the tenant must arrange for a gas meter to be installed by a utility company of their choice. Once the meter has been installed please let the Association know so that we can arrange the installation of the new boiler with our contractor.

## 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.



## 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.



## Committee Member Changes

We wish to welcome Robert Brownlee who joined the Association's Management Committee in May 2021. He fills a vacancy following Mary McGuire's resignation earlier in the year. A big thank you to Mary's involvement and support for the Association.



And we also wish to say farewell and a heartfelt thanks to Linda Black who retired from the Committee at the end of June this year. Linda has supported the Association over a number of years and was Chairperson for a period of 4 years. We wish her well in her retirement.

## PERFORMANCE UPDATE

Here is an update on our performance as at 31 March 2021. We have included information on the Association's performance over the previous 2 years to allow comparisons.

Area of Performance	Association performance at 31 Mar 2019	Association performance at 31 Mar 2020	Association performance to 31 Mar 2021
% of rent lost through properties being empty in the year	0.32%	0.68%	2.5%
Average length of time taken to relet properties in the year	17.5 days	28.3 days	89.29 days
Anti social behaviour cases resolved within locally agreed targets in the year	100%	100%	100%
Average length of time for emergency repairs	2.44 Hours	1.88 Hours	3.41 Hours
Average length of time for non-emergency repairs	3.54 days	4 days	6.83 Days
Percentage of repairs completed right first time	93.83%	94.79%	89.98%

The impact of Covid 19 has had an effect on the performance of the Association over the last year. This is due to restrictions being in place in relation to lettings and the repairs we have been able to carry out in our properties

### Complaints Performance

Between 1 April 2020 and 31 March 2021, the Association received 3 complaints at frontline and 3 Stage 2 escalated complaints that required input from a manager.

### New Gas Servicing and Maintenance Contractor

We wrote to all tenants who have a gas central heating system in April to advise that we have appointed a new gas service and maintenance contractor James Frew, Gassure. If you need to report an out of hours emergency gas repair please call 01294 468113 or if you prefer you can email [repairs@gassure.com](mailto:repairs@gassure.com) (please note email is monitored until 10pm)

For all other emergency out of hours repairs (non-gas related) please continue to contact Rodgers and Johnston on 0800 999 2520.



## CONTACT US

Our Housing Services are available from:

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.

Our office remains temporarily closed due to current Corona Virus restrictions.:

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.

## Useful Numbers

Below are some numbers which may be of use:

Police Scotland	- 101	Scottish Water	- 0845 601 8855
Crimestoppers	- 0800 555 111	Council Tax &	- 01698 403210
Citizens Advice	- 01236 723201	Housing Benefit	
Benefits Agency	- 0345 604 3719	North Line	- 01698 403110

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](mailto:admin@abronhillha.org.uk) | Web: [www.abronhillha.org.uk](http://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