

Yorkhill News

housing association ltd

SPRING 2018

The Newsletter of Yorkhill Housing Association Ltd





Welcome to our Spring newsletter

There's been a lot going on since the start of the year and this edition is packed with information on how these activities affect tenants and owners.

Where possible, we try to involve residents in our decision making processes and we've included two examples of policy consultation exercises where your opinions have been noted and taken on board. We're looking for people to join us on estate management inspections where your comments and suggestions will be warmly welcomed. There's news about our new tenancy services for older people and information updates on a range of factoring and maintenance issues. If you are a lover of chocolate, there's a chance to win an Easter egg and there's a reminder about our prize draw surveys. Happy reading!

Nina Hepburn

All staff and committee at YHA were saddened to hear that our Secretary Nina Hepburn had passed away in February.

Nina joined the Management Committee shortly after moving to Overnewton Street in 2015. She quickly became a valuable member of the team with her common sense approach and strong admin skills. In September 2016 she was elected as Secretary of the Association. Despite her ongoing health problems, Nina was a reliable office bearer and carried out her duties with a cheery smile.

Our condolences are with her family and friends. We will miss her but remember her with fondness.



Membership

Do you value the local and friendly services provided by the Association?

Do you know that these services are managed and reviewed by a Management Committee of local residents?

This committee is elected every year at the Association's Annual General Meeting.

The AGM and committee election are legal requirements. The Association must have a minimum of seven elected members on its governing body.

The members of Yorkhill Housing Association are mostly local residents. Life membership costs £1 and is open to all adults who live in the area or have a legitimate interest in the Association's business activities.

Membership enables you to attend the AGM and hear first-hand about the Association's activities and plans. You may also if you wish, stand for election to the Management Committee or vote for nominated members.

Membership application forms are available at the Association's office.

Tenancy Services Assistant

Cat MacKenzie has recently been appointed to develop the role of Tenancy Services Assistant within our Housing Management team.

The primary purpose of this new position is to enable the Association to identify service adjustments that may be required for vulnerable residents. Cat's first target group will be our older tenants. Throughout the next year she will be making contact with the over 60's to build a register of specific needs for individuals that we may be unaware of.

This enhanced housing management service will be extended through time to include other tenants with disabilities or chronic health problems.

Examples of service adjustment requirements that could be requested are:

- Larger print letters for people that struggle with reading standard print size.
- Information provided through a translation service for tenants that have a first language other than English

- Arranging for a home review of benefit entitlements from our benefits advisor for tenants that may not be able to come to the office to meet with him.
- Referrals to Occupational Therapy for adaptation assessments (hand rails, shower room, easy grip taps, etc)
- Requesting that any visits or inspections from YHA staff are arranged in advance to allow a tenant's family member or friend to be present



It will take some time for Cat to get round all of our older and less able tenants.

You don't need to wait for her to contact you if you think that you would benefit from a service adjustment to make life a little easier. Just phone the office and arrange for her to pop out and talk to you.

We can't promise that we can meet all requirements, but we will consider your request and make what reasonable adjustments we can. We won't contact any other agencies or organisations without your permission.

Spring Competition

Our mother hen has lost her chicks! They are hiding in some of the pages in this newsletter. If you can find them, you'll have a chance of winning an Easter Egg. We have three to give away.

There are five chicks to find. All you have to do is find the pages where the chicks are hiding and send us a list of the page numbers. Don't forget to put your name and contact details. All age groups are welcome to enter!

Hand your entries into the office or email them to administration@yorkhillha.org

Closing date is 5pm Wednesday 28th March. The winners will be drawn from all correct entries.



Rent Setting, Consultation and Feedback

The annual rent increase is something very carefully considered by staff and committee every year. Before the final decision is made, the governing body (management committee) has a number of discussions on what services will be required for the coming year and beyond, the level of inflation and its impact on our service provision costs, and very importantly, the ability of our tenants to pay the increase. All tenants have the opportunity to participate in the decision making process by responding to the consultation document that is sent out before the increase rate is agreed.

Rental income pays for repairs, investment works, cyclical maintenance, loan repayments, some services, and staff and office costs. Some service costs are charged out and paid for separately from mainstream income. Rental income covers common repair and services costs carried out on behalf of YHA properties. Owners' common costs are charged to and paid by individual owners.

As a Registered Social Landlord, Yorkhill Housing Association has a legal obligation to ensure and demonstrate its short, medium and long term viability. We also have a duty to consult with our tenants and take on board their opinions. Getting that balance right is never easy.

Our rent setting process also compares our rent levels with other nearby social landlords. 2017-18 average weekly rents are shown in the table below.

2017-18	1apt	2apt	3apt	4apt	5apt
Yorkhill Housing Association	£57.50	£69.22	£76.74	£88.35	£92.05
Combined local averages	£63.44	£74.05	£81.95	£91.67	£100.07

Source: Scottish Housing Regulator (average combined weekly rents of Partick and Glasgow West Housing Associations)

The Association issued the rent increase consultation document in November 2017 requesting feedback from tenants on a proposed increase of November RPI +1%.

November's RPI was 3.9%.

After considering our budget requirements and a detailed report on tenant feedback, the Management Committee decided on an increase of 2.9% for 2018-19. Increases become effective from 1st April.

A selection of some of the feedback we received follows:

- Rent increase is understandable and I wish to continue to live here, I hope I will be able to afford to do so.
- I'm sure most of your tenants appreciate that rents have to go up to maintain your excellent

services and do any necessary works. I certainly do, so keep up the good work.

- I would echo your sentiment that no-one likes to have to pay out more money than necessary. I also understand that costs are increasing and this affects the provision of services. I feel in 2017 I received service from the Association of a very high level and I was very satisfied. Ideally I would not want an increase in rent but realise it is something that is necessary. I feel the provision of affordable social housing should be paramount to YHA.
- Tenants having their rents set by the Association have no idea how much the rent will increase each year. Where is the cut off? Wages do not increase yearly. Council Tax and fuel bills are increasing continually. The way rents increase every year, it looks like it could soon be more affordable to pay a mortgage.
- I have always been agreeable to rent increases each year, however, as I have no increase in salary each year I worry about where it will end. Will there be a time when the rent stops at a certain amount? When properties have all been modernised perhaps?
- The whole focus of the letter seems to be steered towards raising the rent and by how much and trying to somehow justify it. As a full time worker on a relatively low wage these constant annual increases are getting harder to manage. Rent payments are increasing significantly faster than wages and therefore the ability to pay these increases.

Thank you to all who responded, your feedback is a very important part of our decision making process.





Electrical Safety Checks

Our Association is committed to undertaking safety checks on electrical installations within your home every 5 years.

Electrical installations deteriorate with age and time and our inspection and testing procedures will ensure they remain in a safe and satisfactory condition.

Inspections determine if there are any potential risks of electric-shock, fire-hazards, defective electrical work, overload of circuits and also highlight any lack of earthing and bonding.

All circuits are tested to ensure they are safe.

Typically access to your home will be required for a period not exceeding 2 hours.

Access is required in relation to your consumer-unit and all socket-outlets in order to enable a complete check to be undertaken.

Any identified remedial works will be undertaken following these checks in order to address any area of concern.

Our Association receives a copy of all Condition Reports for record purposes.

Your assistance in terms of allowing access at a pre-arranged date and time will be appreciated and contribute to the safety of all within your home.

Committed to Your Safety



Avian Pest Control

DA Hawks will be back in our area with their two Harris Hawks Pedro and Ellie from mid-March through to the end of the urban gull breeding season. This will be the second year of our estimated three year programme in attempting to reduce the flock size and deter nuisance birds from nesting on our properties. We wish to prevent the damage caused by the gulls to the roofs, and we need to protect tradesmen from the aggressive behaviour of the nesting birds.

In recent discussions with Glasgow City Council their representative reported ongoing success stories from Dumfries & Galloway and Dundee local authorities where hawking has been used to manage a similar problem. The sites in the borders and Dundee have had very large resident populations of urban gulls which eventually became a public nuisance. The programmes have taken between three and five years to significantly reduce the numbers of birds nesting at these areas.

It is worth reiterating that DA Hawks have a strict no kill policy where urban gulls are concerned and the Association fully supports this position. Pedro and Ellie are only there with the handler as a deterrent, they must be left alone at times but even then they do not and will not attack the gulls.

The Royal Society for the Protection of Birds says it "would always advocate non-lethal measures in the

first instance". The RSPCA say "The most humane way of deterring birds is to remove what attracts them to urban areas - mainly food or shelter." Means of doing this can include reducing food availability, or preventing them from accessing roofs or other areas where they could cause disturbance.

We will again seek feedback from our residents regarding the avian pest control programme and will report our results and findings later in the year. Last year our strategy was welcomed and supported by the vast majority of respondents to our feedback requests. One complaint was received from a resident who believed the programme was cruel and unnecessary. We appreciate the gulls will be noisy and will react when their nesting sites are disturbed by the presence of the hawks. However, this has been shown to be the most humane and cost effective method of dealing with the problem.

Stock Condition Survey Update

As you may be aware the Association has recently been carrying out internal and external surveys over a sample range of the properties we own or manage. We undertake these surveys periodically to make sure we keep our maintenance and investment plans as updated as possible.

Our internal surveys focus on kitchens, bathrooms and the overall condition of internal component parts. We are hoping to complete 190 internal inspections and so far have achieved 130.

The external surveys have been completed to 80 of the 106 closes which we factor. These inspections focus on the external fabric of the building, close doors, the common close, roofs, and back courts.



We would like to thank the tenants who have already given access to their homes for these important surveys. Tenants within the remaining properties will shortly be contacted requesting access to allow the survey programme to be completed. We will aim to be as flexible as possible to

accommodate specific access times.

The data received from these programmes is vital to our maintenance and investment planning activities. Your co-operation is essential to this process, as informed decisions cannot be made without accurate information.

Rechargeable Repairs

What Are Rechargeable Repairs?

Every tenant has a duty to look after their property in order to prevent accidental or deliberate damage caused by either themselves, a member of their household or a visitor.

If a repair is required in your home due to accidental, deliberate or negligent actions, then you will be responsible for the cost of the repair and this is known as a rechargeable repair.

Some examples of rechargeable repairs are:

- You have locked yourself out of your home or have lost your keys.
- Smashed windows, where this has been caused by a visitor, you or a member of your household

- A faulty electrical appliance such as a washing machine or microwave is causing the electrics to trip
- No heating or hot water and it is found that you have no credit in your meter

During the period 1st April 2016 – 31st March 2017 the Association issued £4,927.70 in rechargeable repairs to tenants. This is a considerable amount of money and affects our budget and the services we can provide to all our tenants.

If you have an outstanding rechargeable repair and do not currently have a payment arrangement in place, please contact your housing assistant to make a suitable arrangement.

Pets Policy Consultation and Feedback

Following consultation with tenants, our Pets Policy was reviewed recently.

The main objectives of the Pets Policy are:

- To encourage responsible pet ownership
- To ensure animals do not cause a nuisance to other residents

It is a condition of tenancy that written permission to keep a pet must be obtained from the Association.

The Association cannot refuse permission unless there are reasonable grounds.

Examples of grounds where consent would not be given or where it could be withdrawn include:

- If there is an actual or potential health hazard caused by the pet

- If the animal is causing an ongoing nuisance to other residents
- If the animal does not have a licence required by law
- If the animal is on a UK banned list

The Pets Policy covers a range of domestic animals including:

- Dogs
- Cats
- Caged birds
- Fish
- Small rodents
- Small reptiles and snakes

Written permission is not required for:

- Fish
- Hamsters, gerbils or guinea pigs
- Budgies
- Small lizards

The Associations Pets Policy was long overdue to be reviewed. We issued the proposed revised Policy to all tenants for their consideration and feedback in December 2017.

Several tenants responded to the consultation with valid points

that were taken into consideration during the final policy review.

The policy provides clear information and guidance to tenants about their rights and obligations in relation to keeping a pet. Yorkhill Housing Association does not have a legal remit to extend this policy to owners. However, we will work with Glasgow City Council, SPCA and other relevant agencies to take appropriate action against irresponsible owners who allow their pets to cause a nuisance to other residents.

The revised policy is available on request from the office. It can also be downloaded from our website.

Once again, thank you for providing feedback and contributing to our decision making process. Below is a selection of some of the feedback we received:

- *I agree with most of the Policy except for keeping dogs in the retirement housing complex. Dogs large or small can be noisy with their barking and padding about. I certainly would not like a dog in a flat near me.*

YHA – This is a good point as no-one wants to be disturbed by a dog constantly barking, however, the Policy already covers this and where an owner fails to keep a pet under control, permission for the pet can be withdrawn.

- *I would welcome stricter vetting of suitability of pets and numbers kept. I understand that you cannot guarantee a tenant is capable of looking after a pet but a clear outline of rules and responsibilities should be provided. Also adequate training for larger breeds of dogs would be a good idea.*

YHA – Again there are some valid points made here. When YHA are considering an application to keep a pet we will look at size of property, any previous issues with having a pet and number and type of pets already being kept in the property. We can also request that owners of larger dogs undergo suitable training for both the owner and the dog but cannot enforce this.

- *I think the Policy is very fair, however, I disagree that dogs should not be allowed in backcourts surely if the owners are a responsible owner and clean up any fouling this should not be prohibited.*

YHA – We do not allow dogs in the backcourt as not everyone likes dogs and the backcourts are mainly small restricted areas. They are common areas and all residents are equally entitled to be in them at any time.

- *I have no problem with people having pets but feel there is a rise in the amount of dog fouling in the area. Is it possible to have dog waste bins in the area?*

YHA – Glasgow City Council provide dog waste bins in many parks and public spaces. The Community Council is currently enquiring about the possibility of some bins being provided in the immediate area. Glasgow City Council can also issue fixed penalty fines of £80.00 to any owner who does not clean up their dog's mess or does not dispose of the waste in the correct manner.

Prize Draw!



Satisfaction Surveys and Household Census Returns

Tenants have been receiving housing management customer satisfaction survey forms to complete and return to the office throughout 2017-18

Every tenant that returns a form will entered into a prize draw; to win a £30.00 gift card for a shop of their choice.

There will be four winners for the satisfaction survey drawn on 3rd April 2018.

Housing Management staff will soon be preparing letters for the annual rent increase. With these letters we will also be sending a household census form to be completed. Every form returned will be entered into another prize draw.

One winner will be drawn on 3rd April 2018 to win a £30.00 gift voucher of their choice.

In total there will be 5 winners, so make sure you complete and return your forms before 9.00am on Tuesday 3rd April 2018 to be in with a chance of winning.

Good Luck Everyone!

Block Buildings Insurance Renewal 2018-19

The common block buildings insurance policy is being renewed from 28th April 2018 and affects all properties owned or managed by the Association.

In order to ensure we obtain value for money, the Association tenders for insurance under European Procurement Regulations every three years. 2018-19 will be our third year under the current tender arrangements. Claims experience plays a significant part in maintaining lower rates, therefore it is in every owner's interest to ensure that losses through claims are kept to a minimum.

How can you help?

Carrying out simple things like renewing bath and shower seals on a regular basis or having bath/shower waste systems checked can help to minimise potential claims for damage from water leaks.

These are fairly easy steps to avoid property damage.

Influences affecting future premiums

Sums insured on all properties and commercial premises are being increased by 2% from April 2018 to ensure we continue to cover reinstatement losses in the event of a major claim.

Policy renewal will be affected by an increase in Insurance premium tax (IPT). This is a tax levied by the Treasury and is passed on through policy premiums which has increased during the last year from 10% to 12%. This rate has doubled in the last few years but remains lower than in several European Countries.

All owners will be issued with new policy documents in the coming weeks and a statement of service appendix will be issued to all owners showing an update of costs for 2018-19.



Update on Argyle Street Projects

Residents in the properties from 1189 to 1317 Argyle Street are still waiting for news of progress on the planned windows and fabric projects.

As noted in previous editions of the newsletter, the Association has been endeavouring to initiate works in Argyle Street to offer new windows and carry out repairs to the stonework. Discussions have been ongoing with Glasgow City Council's Planning department for a considerable time, at least three or four years. Clearly, this is far longer than the Association would have liked. The properties within the two affected blocks are the only ones owned by the Association that do not have any form of double glazed windows.

So, what's the problem? Well, these properties are 'B' and 'C' listed, which means there are a number of requirements for planning consent that do not apply to other buildings.

Despite several meetings with

planners, the Association has been unable to agree on proposals that meet the objectives of both parties.

Our original specifications have been revised and amended to move closer to the planners' requirements but we appear to have reached a stalemate position, in particular with regard to the 'B' listed properties.

The Association's position is that windows should be energy efficient and preferably low maintenance, while the stone repairs should be as cost effective as possible with minimum disruption to the building.

The window replacements are not common works and therefore do not require consent or participation from owners. Stone repairs are common and will need to have

majority owners' consent before they can be instructed.

To make some progress, last year the Association took the decision to separate the overall project into two phases. The 'C' listed properties which span 1287 to 1323 Argyle Street face less restrictions and can move forward.

We are currently obtaining indicative costs to allow consultation with owners in this block to commence. All affected owners will be contacted directly by the Association in due course.

This doesn't mean the other block has been forgotten. We will continue to seek a mutually suitable resolution to the problems.

Residents will be kept up to date via the Newsletter and website as progress is made.



Backcourts and Garden Maintenance 2018

The backcourt and garden maintenance scheme will start again from April to October 2018. Costs for this contract are currently being obtained and will be issued to owners in their annual Statement of Service appendix which will be issued soon.

Under the contract the following tasks are carried out:

Grass cutting, shrub pruning, hard brushing to paths and outdoor stairs, hedge cutting, some weed control.

Do You Have Green Fingers?

As a resident you can do your bit to enhance this service within your own backcourt or front garden.

Residents are encouraged to take an active interest in keeping their front and back gardens tidy and where possible in bloom over the spring and summer months. Flowers or shrubs can make quite a difference to your outdoor environment. It's a good way of neighbours working together to achieve common goals of keeping tubs, planters, raised beds or borders in bloom. Why not try a common herb area?

Last year showed the positive impact of local kids taking on some planting tasks with their parents to improve their common backcourt.

Good luck and happy gardening!



Are You Struggling With Your Mortgage?

Yorkhill Housing Association is registered with the Scottish Government for the 'Home Owners' Support Scheme'.

This means that in certain circumstance the Association may be in a position to purchase an owner's property and rent it back to them if they need to sell but want to remain in their home.

An application would have to be made to the Scottish

Government. The Association can help with this process through providing basic information and advising of the procedure that needs to be followed.

In order to be eligible for the scheme certain criteria needs to be met and this includes:

- Having been unable to pay their full agreed mortgage amount for at least 3 months;
- Being behind by at least the same amount as one monthly payment of their mortgage

For further information please contact Stewart Pattison or Pauline Hollinsworth at the Association's office.

CONFESSIONS OF A COMMITTEE MEMBER

BY GURMEET MATTU

There are times, when a meeting drags on past the two hour mark, when you wonder just why you're sitting there. After all, social housing isn't your life and this isn't paying you. But you're a volunteer and if you care about the community you have to do your bit. But does it have to be so dull?

After a year and a half I'm finally learning that yes, it has to be dull sometimes, because it's complex. A Housing Association has to comply with a lot of legislation and has a Regulator to answer to, so it can't just behave as it might like to. As a committee member you have a responsibility to ensure that the Association sticks to those rules. I'm really looking after my own interests because I'm a tenant of the Association too, so everything it does affects me.

But let's go back to the beginning and why I joined the committee. It was because they require a minimum number of committee members or they'll get shut down. I'm fiercely proud of Yorkhill and I didn't want that to happen so, to be honest, I joined just to make up the numbers. But it wasn't what I expected because there's a lot more to it than just turning up. For a start they send you the papers pertaining to the meeting around a week beforehand and these have to be studied.

The guidance in dealing with these is in the policies the Association follows and there are more of those than you could shake a stick at, if that's your idea of a good time. Honestly, there's a policy for everything, a standard that some previous committee has set and which you, in your turn, will be expected to review and update if required. Actually, that's a lie, there isn't a policy for everything, the staff can eat as many Mars bars as they like. But that's about all that isn't regulated to some degree.

When you get that you start to realise just what it takes to operate a Housing Association, which satisfies the needs of its tenants and its overseers. Being a freelance self-employed writer means I'm used to being my own boss and doing what I like, but this is a very different ball-game and it takes a while to get used to it. We can't just raise rents as and when we feel like it and there are limits to how long we can take to carry out a repair. Everything's regulated and it's my duty, as

a committee member, to hold the staff to account, to ensure that they are fulfilling their remit. The staff don't get to award a contract to a pal and a committee member has no say in allocating properties.

Having said that they're all sweethearts and I love them to bits, even when they call me and ask me to attend a tender opening I wasn't expecting. Two committee members please, because it's all about checks and balances. But at one meeting I'm sitting at the table and thinking to myself that I'm just totally the wrong type of person to be involved in this kind of thing. I'm a creative, a doer, a maker of decisions, not a committee guy. And that's when I start considering leaving. But I don't want to just walk away, so I start to think about what I'm contributing. And that leads to what Housing Associations are all about. Housing, or shelter, if you will, is a basic human need, but it costs money. If you're earning well you could get a mortgage and buy, or you could go to a private landlord and pay through the nose for lousy premises and service. But what if you don't have a lot of money? You still need somewhere to stay and that's where social housing comes in. Good housing, low rents, prompt and efficient maintenance and service, the way property renting should be.

The way the body politic has manipulated things it carries a stigma now to live in rented housing and not in a bought house, but the truth of the matter is that until very recently even the middle classes were happy to live in 'coocil' hooses. House ownership is an



aberration when considered in a European context where most people live in rented premises. In Germany home ownership is at 40% and in France it's 50%. In Britain it's 60% and those countries are doing a lot better than us. Make your own decisions on that. As the Independent says in an article on the issue, 'There is no social disgrace to being a tenant in Paris or Lyon.'

And that's the nub of the matter, social disgrace, because I've been a fighter for social justice all my life and just because Margaret Thatcher made home ownership a pre-requisite of belonging to a society she also said never existed, it doesn't mean I'm going to fall for it. No way, that's not what I was put on this good Earth for. Which is why I'm no longer a committee member or, at least, I've stopped referring to myself as one. Now, actually, I'm a warrior for social housing as I think that's a lot more fitting. But one warrior can't win a war. Care to start an army?

Award for Gurmeet

Don't be fooled by the cynical tone of Gurmeet's account of his experience as a committee member. He has just been awarded the 'Governance for Scottish Housing Associations' certificate, a customised SQA accredited course specifically designed for voluntary committee members. Gurmeet is the first member of Yorkhill Housing Association's Management Committee to gain this qualification.

He didn't achieve that by daydreaming at meetings! Congratulations Gurmeet, and well done for sticking at it, even through the boring bits.



Glasgow Housing Register Northwest

In previous editions of the newsletter we have reported on the increasing number of applications received since the Association joined the online common housing register back in April 217.

The scheme is co-ordinated by Glasgow City Council, with thirteen participating social landlords covering a number of areas in north-west Glasgow including Springburn, Maryhill, Drumchapel, Partick, Yorkhill and Anderston. Its original aim was to make applying for social housing as simple as possible by enabling one online application to be made to several social landlords.

The number of applications received, particularly by the west end housing associations has been far in excess of what was anticipated. This has created significant problems with

administration of the scheme. Yorkhill Housing Association is one of the smallest associations yet has received the largest number of applications. At present we have almost 2,000 applicants on the list with a backlog of 700 applications waiting to be processed. Other partner organisations were reporting similar situations.

To put these numbers into perspective, our organisation allocates between 20 and 30 flats each year. The majority of these are one bedroom apartments. On average, only about half of allocations are taken from the waiting list as we also operate a transfer list for our tenants and have referral agreements with the City Council for homeless nominations.

Just before Christmas, the Council responded to concerns raised by the partner landlords and suspended the online application



system. It remains closed for the time being while solutions are sought to the problems.

In the meantime, YHA tenants wishing to apply for transfers within the area can apply direct to the office.

Neighbourhood Inspections – Get involved and share your views

A reminder of our invitation to join our staff in their inspection of your back court and immediate surrounding area – a chance to see for yourself how common areas are managed by the Association on a day to day basis.

If you think you would be interested in taking part there is still time to put your name forward for the first phase of proposed inspections in March. We normally carry out estate management inspections on a Wednesday morning, but we could be flexible if that doesn't suit.

If you are interested and have an hour to spare, please contact the office either by telephone on 0141 285 7910 or email administration@yorkhillha.org Staff will contact you nearer the time to arrange dates and times for the inspections.



Data Protection (General Data Protection Regulation)

The General Data Protection Regulation (G.D.P.R.) will come into force on 25 May 2018. It replaces the 1998 Data Protection Act. Originally proposed by the European Commission the regulation is designed to strengthen the rights of individuals with regard to how their personal information is processed.

The regulation provides the following rights for individuals:

The right to be informed, the right of access, the right to rectification, the right to erasure, the right to

restrict processing, the right to data portability, the right to object and rights in relation to automated decision making and profiling.

In basic term this means that where you are asked for personal information about yourself you must be advised of:

- the purpose of the information you are being asked for, and this must be lawful;
- if the information you provide could be shared with others;
- how long the information can be held for;
- your right to object to data held about you (in certain

circumstances); and

- your rights to see information held about you.

After 25th May, all new customers of the Association will receive a Fair Processing Notification when tenancy or factoring agreements are signed. This provides the information listed above. We will be issuing Fair Processing Notifications to our existing tenants and owners during May.

If you would like further information on the General Data Protection Regulation please contact the Association's Compliance Manager Stewart Pattison.

Inspired by our Pets Policy...



A Dug, A Dug By Bill Keys

Hey, Daddy, wid ye get us a dug ?
A big broon alsation ur a wee white pug ?
Ur a skinny wee terrier, ur a big fat collie?
Aw, daddy, get us a dug. Will ye?

Whit! An' whose dug'll it be when it durties the flerr,
An' wets the carpet and messes the sterr?
Its me ur yer mammy'll be tane furra mug,
away oot'n play, yer no getting a dug.

Bit Daddy, thur gi'en them away
Doon therr at the RSPCA.
Yu'll get wan fur nothin, so ye will.
Aw Daddy, get us a dug, Will ye?

Dji hear um? Oan aboot dugs again?
Ah think that yin's goat dugs'n the brain.
Ah know whit yu'll get: a skite oan the lug
If ah hear ony merr aboot this bliddy dug.

Aw, Daddy, it widny be dear tae keep
An'ah'd make it a basket fur it tae sleep.
An'ah'd take it fur runs away ower the hull.
Aw, Daddy, get us a dug. Will ye?

A doan't think thurs embdy like you:
Yi could wheedle the twist oot a flamin' corkscrew.
Noo! Get doon aff my neck. Gies nane a yur hugs.
Aw right. THAT'S ANUFF. Ah'll get ye a dug.

Aw Daddy! A dug! A dug!

Backcourt Competition

Once again we are on the lookout for the best kept backcourt in Yorkhill. This year it could be your backcourt picking up a prize of £50 in vouchers for plants or flowers.

The competition will run until the last week in August 2018 and the winner will be announced at the AGM in September. Not every backcourt has suitable growing areas for plants and flowers but we have seen many examples of imaginative use of space and containers during the past few years. There are some lovely backcourts in Yorkhill; if you think yours is one of them, let us know!

Please feel free to email entries to the Association to administration@yorkhillha.org or send them to our Facebook page: www.facebook.com/yorkhillhousingassociation



OFFICE CLOSURE DATES

The office will be closed on Friday 30th March and Monday 2nd April.

We re-open at 9am on Tuesday 3rd April 2018.

Emergency Repair Contractors

Heating, hot water and gas repairs – Alba Gas – 0771 737 7352

All other emergency repairs – Totalis on 0141 889 0089

For 46 Overnewton Street only: – Heating, Hot water and gas repairs
ECG – 07817 482 637 or 07817 614 337 or 01698 828 778

These numbers are only for use when the Association's office is closed.

During normal business hours all repairs should be reported through the office: 0141 285 7910.

IF YOU SMELL GAS OR SUSPECT A LEAK AT ANY TIME CONTACT SCOTIA GAS NETWORKS - 0800 111 999 IMMEDIATELY.

Contact us

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