

Yorkhill News

housing association ltd

AUTUMN 2023

The Newsletter of Yorkhill Housing Association Ltd



Autumn is here!

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CHANGES AT MALCOLM GREEN

At two minutes past six o'clock on 28th September it was over. My five-year term as Yorkhill's Chair – the maximum nowadays allowed by National Rules – came to an end. I was delighted to propose Yvonne Alexis as my successor and the Management Committee unanimously agreed.

When I took over from Helene Fitzgerald I thought I knew a lot about Yorkhill – I had been its Councillor for thirty years and part of the Housing Association since its inception – but I found I had much to learn. As Chair I now had to read the meeting papers three times instead of just once, to meet regularly with staff to ensure I fully understood the Committee business and through attending conferences and training sessions to keep up to date with the wider social housing movement. It was a much bigger commitment than I had imagined.

But it was thoroughly worthwhile.

The professionalism of Yorkhill's staff is second to none and the time commitment devoted by all Management Committee members, for no reward other than the satisfaction of helping their community, is outstanding. All organisations need both continuity and change and Yorkhill's Committee, with its half-and-half balance between residents and non-residents, tenants and owners, older and newer members, retired and employed, is well placed to meet the challenges of the next five years. Insulating our homes to make fuel bills affordable, zero carbon emissions, housing the homeless, developing the community spirit and ensuring that Yorkhill's social housing remains valued and locally managed, will be the big issues. I remain as a Committee member and shall give my successors full support.



YVONNE ALEXIS

This has been a challenging year so far for Yorkhill Housing Association, with the retirement of our long time Chief Executive Marion Menabney, and our Director of Property Services Pauline Hollinsworth, also a long-serving member of staff, each of them well over thirty years in post with the organisation.

Sadly we are losing a lot of experience and knowledge, however I and the rest of the committee believe we have been lucky in recruiting a new Chief Executive, Anthony Mallaghan, who comes from North Lanarkshire Council, and has many years of housing experience behind him.

In addition to the loss through retirement of Marion and Pauline, our Chair, Dr Malcolm Green, has also stepped down from his position, and I am pleased to have been elected to this role. I'd like to take this opportunity to say thank you to Malcolm, Marion and Pauline for their long service and continued support. Malcolm remains a committee member and will continue to support the organisation.

I have been on the committee with Yorkhill Housing Association for several years, most recently serving as Treasurer, and as Chair of the Finance and

Governance Sub-Committee, following the sad death of Helene Fitzgerald, the previous incumbent, a well-known figure in Yorkhill.

As you will know, we have been trying for several years to instigate a number of changes to properties in our area, the biggest change being the installation of new windows in many buildings. Finally, after the difficulties of Covid, and Brexit restrictions which made sourcing materials more difficult and expensive, we are making progress with these changes, and other changes such as replacing worn kitchens and bathrooms are also underway.

Over the next weeks and months we will be working hard to ensure that we provide a consistent and high level of service, with the support of a very strong and capable staff team, all of whom are essential to the smooth running of the organisation. We will take cognisance of feedback from customer surveys recently undertaken to improve and develop our interaction with you all, and look forward to the challenges and opportunities awaiting us.



YORKHILL

TONY MALLAGHAN

I am delighted to have this great opportunity to join an excellent housing association which is such an important part of the community of Yorkhill.

It is a privilege to take over from such an inspiring Chief Executive as Marion and I am enjoying working with the friendly professional staff and Committee at Yorkhill Housing Association.

We are progressing with many investment programmes for the homes in our area including

window replacement projects which will improve the energy efficiency of the homes as well as our ongoing Kitchen and bathroom replacement programmes. I am also looking forward to engaging more with local community groups as we have a shared vision for ensuring that Yorkhill remains a highly desirable place to live and work.



STAFF IN

Natalie Tobin was successfully appointed to the post of Factoring Assistant having covered the post on a temporary basis for several months. She has been a valued member of the Association having covered several roles on a temporary basis over the last two years. Natalie brings transferable skills from her years working in housing and has a build-up invaluable knowledge of the community and customers of the last few years.

Scott Kerr is our new Property Services Officer. With a background as an electrician and an HNC in Building and Construction, he brings a wealth of knowledge to the Association. Based in the Property Services department Scott will be working closely with our tenants and owners.

Margaret O'Connor joins as our new Energy Advisor. Margaret will be working in the office on a Wednesday, Thursday, and Friday until the end of March 2024. Margaret will be looking to contact all our tenants to see what help and assistance they need to make their house as energy efficient as possible.



STAFF OUT

On a sadder note its nearly time to say goodbye to Aileen Brown. Aileen has worked with the Association for over 5 years as a Governance Assistant. Her role involved supporting the Chief Executive and Compliance Manager, but you may have met her at reception or spoken with her on the phone. Aileen is leaving to join another housing association in a promoted post. We wish her all the best!

It is also goodbye to Gemma Lumsden! Gemma was our Finance Assistant since February 2022, working to make sure our invoices are paid on time, salaries were correct, and our financial planning was accurate. Gemma is leaving to work in finance with a charity and she will also be greatly missed!





On 21st September 2023 Yorkhill Housing Association held its Annual General Meeting. This was well attended, and marked the end of Malcolm Green's time as Chair, and Tony Mallaghan's first AGM as Chief Executive.

A prize draw was held for those attending, the following won a £30 shopping voucher:

- R Lamb
- A Cleves
- Name withheld

Congratulations to the winners!

Are you interested in becoming a Management Committee member?

If you answer YES to any of the following questions, you should seriously consider becoming a Committee member at Yorkhill Housing Association Ltd.

- Do You live in Yorkhill?
- Do you have an interest in what happens in the Yorkhill area?
- Do you have a couple of spare evenings a month?
- Would you like your views to be represented in the decision-making process at Yorkhill Housing Association Ltd?
- Are you a Shareholder of Yorkhill Housing Association? (If not, it costs £1.00!)

Under the terms of the Association's Regulation Procedures there must be a minimum of 7 and maximum of 15 full members on the Management Committee for the Association to legally function.

Places on the Management Committee are open to all residents (tenants and owners) who are shareholders of the Association. The current committee is made up of local residents, a local councillor and other professional members who have an interest in the future of housing and community interest in Yorkhill.

To achieve this effectively, we require a balanced mix of ages, strengths, knowledge, views and experience. This ensures the community continues to provide local control and effectively set, monitor and achieve our future strategic direction.

If you are interested in becoming a Management Committee member please get in touch!

**YOU DON'T NEED TO BE A Y.H.A. TENANT
HAVE A SAY, IN WHERE YOU STAY
YORKHILL HOUSING ASSOCIATION 0141 285 7910**

Allocations Policy Review

The Association is currently reviewing its Allocations Policy and invitations are welcome to comment on the policy, its point structure, and the groups that have preference on allocations.

Some parts of the policy are mandatory under law, and some changes are required by new legislation. For example, the Association must have a housing waiting list which is open and accessible by all. Anyone over the age of 16 can apply for housing.

The Housing (Scotland) Act 2014 states that we must give 'reasonable preference' to certain groups. These are:

- People who are homeless, or threatened with homelessness

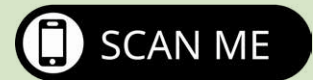
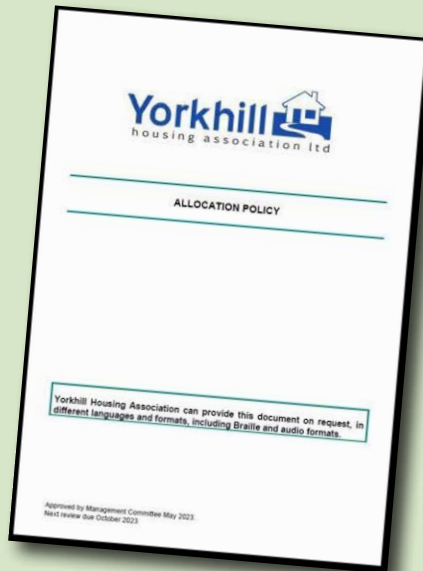
- People in unsatisfactory housing conditions
- People in under-occupied homes

The Association can also give preference to certain groups,

for example to alleviate local pressures, so long as they are not given more preference than homeless people.

Additionally our review will look at the points we award to applicants.

Please visit our website, or scan the QR code, to read more about the policy and have your say!



Care and Repair – for homeowners

Are you struggling to complete small repairs in your home?

A **FREE** Handyperson Service for **home owners and private rented tenants**, is available to people in Glasgow where all members of the household are **aged 65 and over or have a disability, irrespective of age.**

What can Care and Repair help with?

- Change light bulbs / toilet seats
- Install new smoke detectors or change batteries
- Fit shelves, bannisters, towel rails, grab & hand rails
- Prepare the home for works such as central heating or medical equipment being delivered
- Fit thresholds and secure loose flooring to prevent trips and falls
- many other jobs!

Care and Repair also provide **advice and assistance on larger repairs** as well as a **Home and Hospital** service to help prepare the home for return from hospital, irrespective of whether you own or rent your home.

Payment is only required for materials provided.



To make a referral, contact Care and Repair for further information on 0141 433 2749 or visit <https://southside-ha.org/care-repair-referral-form>

Bulk and Waste

The Association has noticed a spike in refuse and bulky waste being deposited in the backcourt areas across the stock in recent months. Therefore, we would like to remind you of the correct methods of disposing of waste and refuse.

Backcourt Bins and Refuse

When disposing of household waste and refuse, please ensure that you place it inside the bins provided in backcourt. Waste deposited in the backcourts out with the bins will not be collected by cleansing and will attract vermin. Please ensure that you also deposit items within the correct bin, as cleansing will not collect contaminated bins.

Green Bins – are for general household waste.

Blue – are for recycling, if you are unsure on which items should be placed in this bin please check Glasgow City Councils website.

Any missed bin collections should be reported directly to Glasgow City Council.

Commercial Bins - Owners and residents of commercial properties should ensure that they use their own bins and not dispose of commercial waste in domestic bins. Equally, residents of domestic properties should not dispose of household waste in commercial bins.



Bulky Waste Collection

Glasgow City Council offer a service for bulk uplifts from residents in flats and main door properties and residents can place a request by using their online form 24/7 or by phone, 0141 287 9700, on Tuesday and Wednesday 9am - 3pm.

Their charges are as following:

- Standard items: £5 per item
- Large electrical items: £5 per item
- Special items: £80.00 per uplift

Bulky waste should only be presented on the day before your collection date and not left out on the street or backcourt. Please see the council's website for more information.

Unfortunately, they will not accept requests from residents in high rise properties or properties with internal bulk chambers who should instead contact the Association, please note a charge will be applicable for this service.

Unauthorised Waste Disposal

Bulk items, waste and refuse dumped in the backcourt area is classed as unauthorised waste disposal. Regular occurrences will be reported to Environmental Health as waste can attract vermin and pose a health and safety concern. The Association take unauthorised waste disposal seriously and if we are able to identify the culprit(s), we will take appropriate action.

Where the Association is unable to identify the culprit(s) and is required to arrange for a backcourt to be cleared this will incur a cost. Owners of the properties will be recharged their share of the costs as specified in their deed or factoring agreement. The overall costs will be reflected when considering rent or service charges for Association tenants.

Urban Pests

The Association has seen an increase in reports of urban pests not only in common areas but within properties. Below are the most common pests with information on what they are, how to spot their presence and what action should be taken.

Bed Bugs

What are they? A small blood-sucking insect. They live in cracks and crevices in and around beds. They come out at night and bite exposed skin to feed.



How to spot? They are about the size of a grain of rice. Check around crevices and joints of mattress and soft furnishings, for either black spots or white eggs. Also bites on your skin and an unpleasant musty smell.

Where do they come from? They are not native to Scotland, they are usually brought in by people who have been abroad. Either on their suitcase or their clothing. Bed bugs are not caused by an untidy home.

How to get rid? This is not an easy task if the property has a serious infestation a treatment by a contractor would be required. Also, the resident would have to dispose of their soft furnishings. The Association would investigate before considering instructing a treatment.

Mice

What are they? Small mammal with pointed snout, small, rounded ears and long hairless tail. Mice are active all year round and preferred food is cereals.



How to spot? Ammonia like smell, small dark droppings, greasy marks on skirting board, shredded materials or gnaw marks.

Where do they come from? Mice are always present. During winter months they will attempt to get into properties for heat. Keeping food securely sealed, not leaving out loose food and blocking possible access points are good prevention measures.

How to get rid? Glasgow City Council provide a free Pest Control Service for mice within your property (not in common areas). You can contact them by calling 0141 287 1059 or via www.glasgow.gov.uk. They will advise the Association of any action we are required to take.

Cockroaches

What are they? Cockroach is a small insect. They prefer wet, humid conditions typically found in kitchen and bathrooms. They are nocturnal animals only coming out at night and are attracted to all food types.



How to spot? Unusual smell, droppings, smear marks and skin sheds. The German cockroach has two dark stripes across their back.

Where do they come from? They are common in the UK and are notorious for their world-wide distribution.

How to get rid? Common bug sprays are useful but not if there is a serious infestation. In the event of an infestation the Association would investigate and if required instruct a contractor to carry out a treatment.

Rats

What are they? A mammal, the most common in the UK is the Brown Rat. They can grow up to 40cm in length with a tail shorter than their head and body. They have a blunt nose, small ears the thick body. Preferred food is cereals but will eat other food items.



How to spot? Rat droppings, rub marks, scratching noises, rat holes/runs, rat nests and footprints.

Where do they come from? Again, like mice they are always present more likely in common areas but on occasion will enter properties. Ensuring rubbish especially food waste is disposed of correctly is essential to preventing rats.

How to get rid? Glasgow City Council provide a free Pest Control Service for rats within your property and in common areas. You can contact them by calling 0141 287 1059 or via www.glasgow.gov.uk. They will advise the Association of any action we are required to take.

No one wants to have these pests in their property or in the common close or backcourt. Therefore, the Association and residents must do all they can to prevent it. Residents are responsible for dealing with minor cases. In the event of an infestation, you must report this to the Association. Further information on pests can be found on Glasgow City Council's website www.glasgow.gov.uk. If anyone requires this article in larger text or alternative language, please contact the office.

Advice Team

New Energy Advisor!

Welcome to Margaret who joins as an Energy Advisor for the Association.

Margaret's role is to provide information, advice and assistance on insulation and energy efficiency, and to help find funding to help with your energy costs.

If you feel you are rationing your energy use, or if you have self-disconnected from your heating

supply (or are about to) Margaret might be able to help!

We have received some funding from the Scottish Government and might be able to provide you with money to help with your heating bills, and some energy efficient measures or appliances.

If you would like to talk to Margaret about your options please call her on 0141 285 7910.



Tenancy Support

Cat MacKenzie is our Tenancy Services Assistant. Cat contacts every one of our tenants on a yearly basis to find out if they need any support to live in their home. She can make referrals to other agencies such as Social Work, Occupational Therapy, your doctor or NHS, or support organisations such as Turning Point, GAMH, or Simon Community. Or if you need more support referrals can be made to food banks or other crisis teams.



Welfare Advice

Claire Findlay is our Welfare Rights Officer. Claire can help with anything benefit related – claims, appeals, sanctions – if you need help get in touch! Claire works on a Wednesday and can meet you in the office, or at home if you can't make it in.

We also have links with Drumchapel Money Advice Centre. They can also help with benefits, but additionally can help with money and debt advice too. If you would like a referral please let us know!



*Drumchapel
Money Advice
Centre*



The Defibrillator And I

by Gurmeet Mattu

So there I was sitting at my computer desk one morning. It's in the corner so I was facing the wall and the TV was in the opposite corner behind me. BBC Breakfast was on and they were doing an item on defibrillators, which I knew very little about as I refuse to be concerned with things I couldn't spell. But my dad and older brother both suffered from heart problems so I was vaguely interested.

I wondered if there was a defibrillator in the Overnewton Court building as we were all elderly and liable to suffer from various ailments. So, some investigating, and it turns out there wasn't one. The nearest one was in Tesco which wasn't ideal as, even though it was only a hundred metres away, by the time you ran round, found the manager, identified yourself and explained your need, the likelihood of your victim not needing it any more was more than likely. After all cardiac arrests don't mess around and when you need 500 volts pumped into you, you don't want to be kept waiting.

So, I reckoned we needed a defibrillator in Overnewton Court but where did one buy one and how much did they cost and did you need to be trained to use them. All questions I didn't know the answer to as I had missed the defibrillator class at school. So I emailed and asked my local councillor, Angus Millar, as they're very useful for that sort of thing, and also do a very nice ham sandwich. He put me onto St John, the ambulance people, who deal with that sort of thing, and so I contacted them.

At the same time I needed to establish if the residents wanted a defibrillator on the premises as I gave up being a dictator a long time ago. So, poster in the lift, looking for views and positive response, which was just as well as a defibrillator was going to cost us £1000 and the money had to be raised from somewhere. Angus also mentioned that the Area Partnership might put some money towards it but that's where we hit Snag 1. The Overnewton Court Residents Association, (OCRA) on whose behalf I'd be applying for funds, had been formed as a casual rabble with no formal constitution or committee. We were ad hoc, meant to organise quiz nights and Christmas dinners, and had no bank account and the council weren't going to just hand over cold cash because we wanted an electric shock machine. No they wanted to do things formally, which I thought meant buying a tuxedo, but really they just wanted to do a bank transfer. Now, creating a formal organisation is a pain so I approached Yorkhill Housing Association and asked them to apply for the funds as I'd have to ask them for permission to install the thing anyway; it was their property after all. They must surely have a bank account to stash away all our rent money and they agreed to apply to the Area Partnership for the money.

Meanwhile frantic fundraising by OCRA with curry nights, burger nights and raffles, all of which raised a quarter of the money we needed. The Association agreed to top it up, so between the residents, YHA, GCC and St John we'd pulled it off and Overnewton Court would have a defibrillator available to all and able to save lives. I do like a happy ending and this story looks like having one. I wonder how much a geriatric nurse to look after us old codgers would cost?

Property Acquisitions

The Association was successful in applying for funding to acquire properties earlier this year. The local authority allocated funding from Glasgow's Affordable Housing Supply Programme 2022/23 which was set up to address the range of housing pressures that Glasgow is currently experiencing. These include:

- Working towards reducing homelessness (including families)

- Supporting displaced Ukrainian households to access settled housing
- Supporting households during the cost-of-living crisis
- Increasing the availability and supply of affordable housing in the city

With the allocated funding the Association acquired six properties and carried out upgrades to the properties including kitchen and bathroom replacements, new windows and central heating. The properties were brought up to a

high standard, with one of the properties being converted to an accessible flat.

The acquisition of these properties has increased our homes for social rent to 462. Housing Services Manager, Grant Kennedy, said "I am delighted the Association was able to purchase these homes. This means that we have more homes we can offer to our very large waiting list! The new tenants have settled in well and are delighted, They love their new properties. We would like to wish them all the best!"



Flat to Flat leaks...

The Association are experiencing a high number of flat to flat leaks between owners.

So what can I do if I am being flooded from above?

Contact the Association's Factoring Team. If we have contact details for the owner of the flat above, we can contact the owner on your behalf. We can also help you manage the claims and repairs process if there is damage to your property.

Environmental Health can also assist owners with leaks from above, depending on the circumstances. They have powers to force owners to carry out repairs and ultimately force access and carry out the repairs, recharging the owner for the cost, plus administrative costs.

It is always good to find out who owns or manages the flat above prior to any leaks occurring. Get to know your neighbours. If the property is let out you can find the landlords details via Landlord Registration <https://www.landlordregistrationscotland.gov.uk>



Finally, carry out regular checks on your property - check water seals, plumbing, washing machine etc., making sure that you do not cause any issues for your neighbours.

Switch to Direct Debit

Modern life is hectic – but paying you factoring charges by Direct Debit can help. It takes away much of the hassle associated with paying bills and means that you can spend more time doing the things you want to.

Direct Debit is one of the safest and most convenient ways of paying your bills:

- Payments are made automatically, so bills are never forgotten and there's no risk of late payment charges.
- Organisations using the Direct Debit Scheme have to pass a careful vetting process, and are closely monitored by the banking industry.

- The Direct Debit Guarantee protects you and your money in the unlikely event that there is an error in the payment of a Direct Debit, for instance if a payment is collected on the incorrect date, or the wrong amount is collected.

You can choose a payment date to suit your needs, helping you easily schedule your bills. Payments can be made monthly allowing you to spread costs over the quarter or payments can be made quarterly for the full invoice amount.

Direct Debit payments come with a guarantee. So, you're automatically protected by three important safeguards:

- An immediate money back guarantee from your bank or

building society in the event of an error in the payment of your Direct Debit

- Advance notice if the date or amount changes
- The right to cancel at any time.

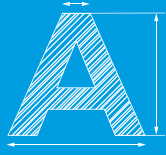
Switch to Direct Debit – it's as easy as 1-2-3

1. Get your bank account details handy
2. Call us on 0141 285 7910
3. We'll do the rest



A-Z of Factoring

Do you ever wonder what your factor does? Here is an A-Z of factoring, covering a sample of what we do for you, some terminology and other useful information.



Asbestos Surveys

- We have a duty of care to both owners and contactors to identify the presence of asbestos in common areas to ensure a safe living and working environment.



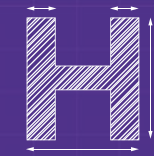
Gutters, roofs and chimneys

- we arrange annual (or more frequently if required) roof inspections and gutter maintenance to help limit water ingress from the roof.



Buildings Insurance

- The Association provides buildings insurance for owners which covers both private areas and common areas, ensuring the building is insured to full reinstatement value.



Health and Safety

- as factors we will look after the Health and Safety aspects for the common building ensuring fire safety equipment is maintained e.g. dry risers and our insurance provides public liability cover. REMEMBER you are responsible for Health and Safety in common areas and should keep the common areas and stairs clear.



Common Parts / Areas

- are parts of the property or development that are shared between two or more owners and are usually looked after by the factor.



Inspections

- we carry out periodic property inspections to evaluate the overall condition of the communal areas to ensure everything is in good working order and common areas are maintained.



Drainpipes and drainage

- we will look after your common drainpipes as cracked, blocked and leaking drainpipes can saturate walls which can in turn lead to cold, damp and rot. We will also help with blocked common drains within the curtilage of the property. It is your responsibility to help ensure drains don't get blocked. Don't pour fat, oils, dairy products down the sink and remember only flush the three "P's" down your toilet (pee, poo and (toilet) paper).



Joint Partnership Working

- the Association has close partnership working with Glasgow City Council and Environmental Health as well as other agencies. We can help owners access eligible funding (when available) and assist with environmental health issues.



Environmental Services

- some of the environmental services we can provide are landscaping, backcourt maintenance, bin store sweeping, etc.



Knowledgeable and Experienced staff

- we have knowledgeable and experienced colleagues in all our departments from our Factoring team to our Property Services Team, our Housing Team to our Financial and Corporate team.



Floats and Advance Payments

- A float is a deposit which is used to make sure factor has enough money to pay for regular costs or small repairs in between invoicing periods. In addition to this you may be asked to make advance payments for specific repairs or improvements.



Legionella

– where there are common cold water storage tanks we assist you by carrying out legionella testing to maintain a safe living environment.



Managing Insurance Claims

– we will liaise with the insurance company and contractors on your behalf should you experience an insurable peril. Helping to take the pressure of you and make the process as seamless as possible.



Neighbours

– we take away the stress from owners, by working with you and your neighbours to organise repairs on your behalf and collect payments.



Out of Hours Service

– owners have access to our out-of-hours emergency repairs service when the office is closed for common repairs issues (see our website for more information).



Preservation

– we help to preserve your building by arranging cyclical and planned maintenance to look after the components of your building e.g., roof, stonework, etc.



Qualified Contractors

we hold a list of contractors and ensure that contractors on our list have the relevant qualifications, insurance, health and safety, etc.



Reactive Repairs

these types of repairs make up a large % of repairs that we carry out for owners. They are repairs that have not been planned and are carried out on a responsive basis when reported to the Association, for example, a broken close door lock.



Services

– we arrange a number of services on behalf of owners such as close and window cleaning.



Title Deeds and Deed of Conditions

– are legal documents that set out homeowners obligations and responsibilities for the upkeep and maintenance of common part / areas. Under One Roof –



Under one roof website

provides Impartial advice on repairs and maintenance for flat owners in Scotland <http://underoneroof.scot/>



Vandalism

– if any part of the common areas is vandalised, we will arrange any repairs and insurance claim (if applicable). Don't forget to report vandalism to common parts to the police and provide us with the crime reference number.



Water ingress

– we can provide you with assistance to help you deal with water ingress. If the water ingress is resulting from a communal area, we will arrange the repair and if it is resulting from another property we can help you contact the owner to ensure the cause is repaired.



(e)Xperience

– Yorkhill Housing was established in 1977 has over 45 years' experience in the Housing and Property Sector.



You the Customer

– remember we are your agent and are managing the property on your behalf, so please let us know when we are not meeting your expectations or when we get something wrong, this will help us resolve any issues. Equally let us know when we have got it right, as this will also help us maintain our standards.



Zinc, Lead, Mortar Flashings

– A Flashing is a sheet of thin, impervious material used to prevent water penetration or seepage into a building. They can be made from various materials with the most common being made from Zinc, Lead or Mortar. As part of our roofing contract, we will check the flashings on the roof.

Window installation update

The Association currently has three window projects in progress:

46 Overnewton Street

We are replacing the windows in our retirement housing complex, which consists of 39 individual flats, as well as guest rooms, visiting service room, laundry and associated common areas – approximately 216 windows in total.

Works here involve not only windows but removal and reinstatement of panels on the exterior of the building and window panels/ledges to the interior of the building.

This project has gone through the appropriate procurement process, and the contract was awarded to CCG. Project Management of this project is being carried out by our appointed consultant Langmuir Hay.

A successful residents meeting was carried out with CCG and YHA both present, where the final design of the new windows was agreed.

The contract is ongoing and is expected to finish by the end of October.



Sample of window for 46 Overnewton Street



New "Comfort" handle, located at the bottom rail of the window, as selected by residents.

1291-1317 Argyle Street (C – LISTED)

This Pre-1919 block is 'C' listed, and we have obtained planning consent and full approval for the installation of wooden sash and case double glazed windows to replicate the style of the original single glazed windows.

YHA owns 13 of the 25 flats in the block, and there are 12 privately owned flats. As with all contracts of this type to date, owners are being invited and encouraged to take part in the window replacement contract with costs to be paid in advance of ordering the windows.

This work will be procured through the Scottish Procurement Alliances Window Replacement Framework, and we hope that work will start in early 2024.

1189 -1263 Argyle Street (B – LISTED)

The Association has obtained full consent to proceed with the installation of wooden sash and case double glazed windows at this pre-1919 block. Again, this will replicate the style of the original single glazed windows.

YHA owns 24 of 62 flats in the block. As with the C Listed building, the 38 owners will be invited and encouraged to take part in the window replacement contract with costs to be paid in advance of ordering the windows.

As noted above this work will be procured through the Scottish Procurement Alliances Window Replacement Framework. We and we hope that work will start in the second spring 2024.

Repairs Satisfaction Survey Winners

The Property Services Team would like to thank all residents who took to the time to return and complete the repairs satisfaction survey. The satisfaction surveys are important to the Association as it helps us review and improve our service and also lets us know what we are doing well.

As a thank you to residents who

take the time to complete and return the survey, two winners are selected at random to win a £30.00 voucher of their choice. This year the two lucky winners both selected Marks and Spencer vouchers, which were presented to them by our Finance Manager, Gary Watson.

We would like to congratulate our two winners Thomas Cowan (Overnewton Street) and Eileen Dickson (Regent Moray Street) and hope they buy themselves something nice with the voucher.



New Homemaster system

The Association has recently started using a new housing management IT system called Homemaster, by Designer Software. The system is more modern and efficient than our previous system and has many new features which means our staff can work more effectively.

One fantastic new feature is a customer portal. This will allow tenants and factored owners to be able to log in to the system, view their rent or factoring account, log and monitor repairs, and many more functions.



Staff are currently testing this feature, and we would like to invite you to come and test the system yourself to make sure it works the best it can for our customers! You don't need to have good IT skills – in fact it would be helpful to have a wide range of skills, from beginner to expert, to make sure the portal is as user-friendly as possible.

If you would be interested in testing the new portal before it goes live please contact the Housing Management team!

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Emergency Repair Contractors

Heating, hot water and gas repairs – Alba Gas –

0771 737 7352

All other emergency repairs – Totalis on
0141 889 0089

Heating, Hot water and gas repairs at
Overnewton Court Only:

- ECG – 07817 482 637 or
07817 614 337 or 01698 828 778

These numbers are 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

www.yorkhillha.org,

0141 285 7910,

administration@yorkhillha.org



Find us on
Facebook

[/Yorkhill Housing Association](https://www.facebook.com/YorkhillHousingAssociation)

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Scottish Housing Regulator 209 • Scottish Registered Charity SC0403346

Financial Conduct Authority 2302 RS • Property Factors Register PF000220