

Yorkhill News

housing association ltd

WINTER 2023

The Newsletter of Yorkhill Housing Association Ltd



Merry Christmas

and a **Happy
New Year!**

from the staff and committee
at Yorkhill Housing Association



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Welcome to our Christmas newsletter!

The staff and committee of Yorkhill Housing Association wish a very Merry Christmas to all our tenants, owners, and customers!

We hope that you find the information in this newsletter to be useful and interesting. There are some helpful tips for keeping your home safe and warm during this winter, including free help for our tenant's heating bills, as well as some practical assistance.

Also included is some information on recent events, and things our staff have been working on for our tenants and customers. This year has brought new changes, opportunities, and challenges for the Association, and our staff have worked hard to achieve excellent results!

If you have any questions on this newsletter, or suggestions for future editions, please do not hesitate to contact us!

We all hope you have a good festive break, and wish you a Happy New Year when it comes!

Kind regards,



Tony Mallaghan
Chief Executive



Energy Advice!

Our Energy Advisor has been busy phoning tenants to provide energy efficiency measures in their homes! Margaret O'Connor can offer some items of need for example radiator reflectors, draught excluders, window films or seals, energy efficient appliances such as slow cookers or air fryers, and other measures to assist with maximising the heat in your home.

There is also money available to our tenants for help with paying their fuel bills. **You do not need to**

be in receipt of any benefits – all tenants are eligible!

Information can also be provided on both the Warm Home Discount and the Priority Service Register.

Do you require some financial help with heating of your home? If yes, contact our Energy Advisor!




Margaret is currently contacting all our tenants, but if you not have received your telephone call yet we ask that you contact Margaret on 0141 285 7910.



Bin Collections During Christmas & New Year 2023-24

Please be aware that Glasgow City Council Cleansing Staff will be on holiday on Monday 25th & Tuesday 26th December 2023, also Tuesday 1st January & Wednesday 2nd January 2024.

Therefore, your general waste and recycling will not be collected on above dates. For information on your collection dates please go to www.glasgow.gov.uk/collectiondays and use bin collection calendar search using your post code. You can also use this page to report any missed bin collections.

Previous	December 2023							Next
Mon	Tue	Wed	Thu	Fri	Sat	Sun		
				1	2	3		
4	5	6	7	8	9	10		
								
11	12	13	14	15	16	17		
								
18	19	20	21	22	23	24		
								



Blue Bins are emptied every 16 days.



Green Bins are emptied every 8 days.

Poppy Appeal

The Association's Chief Executive, Tony Mallaghan, attended the launch event of the Ahmadiyya Muslim Elders Association's Poppy Appeal campaign on the 19th October, held in the local Baitur Rahman Mosque.

Also in attendance were Glasgow Lord Provost Jacqueline McLaren,

the Manager of Poppy Scotland West, and members of the Baitur Rahman Mosque.

Tony was delighted to be invited to the event and was interested to hear from the Imam on their work in the local community. Tony said "I really enjoyed meeting the Imam, and the members of the Mosque and Elders Association.

I'm grateful for the invite and hope that we can work together in the future, especially due to being such close neighbours."

The Association displayed a collection box in the office reception, with staff and visitors contributing to the fund by buying a poppy. The proceeds will be returned to the Mosque soon!



Condensation - What is it? Where does it come from? Where does it go?

Condensation occurs when moist air comes into contact with a cool surface and creates water droplets. On windows, the glass mists up and drops of water run down the window. When it happens on a wall, the wall soaks up the moisture and if left for long enough untreated can become damp. Mould may also grow on the damp areas.

Your body produces moisture all the time through breathing or sweating. We also put a lot of moisture into the air when we take a bath or shower, cook or wash the dishes. Moisture is also produced when we dry clothes indoors or use a tumble dryer or when ironing clothes.

Not so long ago many of our buildings had natural ventilation also known as (adventitious ventilation) this naturally occurring ventilation happened because homes had chimneys for example. There were often draughts at doors and windows (no brush strips or door seals in those days). We now have homes that could be described as being sealed with many homes having double glazing and additional draught proofing – by sealing this natural ventilation we are reducing the airflow within the property which would have naturally removed excess moisture from the air – this moisture can then collect on cold

surfaces as described above. So, if you see condensation/moisture or mould forming **you may need to do something - dry off or open a window to let the moisture escape or clean off & remove the mould!!**

Where is it most likely to happen?

Condensation can occur on the cool parts of walls, particularly outside walls. It can appear as a dark patch in corners near skirting and on the ceiling. The side walls of windows can also be affected. Cold/cool areas with poor ventilation will attract condensation when there is any excess moisture being produced within the room. Behind furniture, particularly wardrobes and beds when placed against outside walls. Bedrooms are often at risk because they are

cooler. Double glazed windows may sometimes have surface condensation temporarily in kitchens and bathrooms when cooking or bathing. If you notice condensation is on your window where the glass meets the window frame you must wipe it off and dry the surrounding area as quickly as possible more so if you have timber windows as prolonged exposure to untreated condensation can in extreme cases cause the timber and/or seals to **rot**.

To prevent mould, open a window after bathing or use the extractor fan and wipe the tiles down. You may have communal ventilation via air vents on ceilings or walls it is important these are cleaned regularly to ensure maximum air flow at all times, **(If you are unsure how to do this contact us and we can demonstrate this to you)**





Each time you flush the W/C cistern it fills with cold water moisture may condense on the cistern. Make sure you dry and clean this if it happens to pre-vent **mould**.

Reducing the risk of condensation in your home:

- Keep a window open if drying clothes & don't dry clothes over warm radiators
- Keep the kitchen door closed & keep lids on pots & pans when cooking
- Keep the bathroom door closed when running a bath or showering
- Use the extractor fan in the kitchen and bathroom or open a window
- Let air circulate don't overfill cupboards & wardrobes or put furniture & beds too close to walls
- Don't use gas or paraffin heaters - properly heat and ventilate rooms at risk
- Put the tumble dryer hose out the window or door.



Some ways to remove mould

It isn't particularly difficult to remove mould, simply spray a good anti-mould cleaning product following the manufacturer's instructions for use onto the affected area & wipe off. You may prefer to use natural products such as white vinegar or lemon juice - these can be used by spraying/applying neat or diluted onto the affected area and leaving for 30 minutes to an hour before scrubbing and rinsing away with warm water and a clean cloth. Repeat as necessary with increasingly concentrated solutions until the mould is completely removed.

Keep your home warm:

Utilise your heating system to best suit your routine - Don't trap heat don't put furniture in front of radiators

Thick curtains stop heat escaping close them at dusk & keep open on warm days to help warm rooms - Open doors in sunny rooms to let warm air circulate.



What to do next

If you find condensation and problems with mould follow the advice in this leaflet or contact us. We will discuss this with you, we may arrange a home visit or a visit by our specialist contractor to survey the areas to determine the cause.

Overnewton Community Centre


The Overnewton Centre reopened in July 2023 and is now available for hire. The hall is available for sports clubs, events, or meetings.

Please contact the Association on 0141 285 7910 or email administration@yorkhillha.org to arrange a viewing or make a booking.

The Association is working in partnership with Community Links Scotland to conduct a feasibility

study and business plan for the building. We recognise that the centre is a valuable asset to the local community, and we would like to gain the view of tenants, owners and the wider local community.

We will be conducting a questionnaire during December and a copy will be posted and emailed via Survey Monkey, we would be grateful if you could complete and return it to us to give your views!

Overnewton Centre Survey 

This survey is part of a consultation which is reviewing and improving the facilities at the Overnewton Community Centre and the wider Overnewton area. This is your chance to help your views be taken into account. It is your chance to help your views be taken into account. It is your chance to help your views be taken into account.

Q1. Overnewton Centre Activities

Activity	Very important	Important	Less important	Not important	No opinion
Music Lessons					
Indoor Bowls					
Physical/Totter Games					
General Club					
Health Activities					
Craft Classes					
Low Cost Food and Drink					
Children Learning Project					
Art and Craft Classes					
Learning Classes					
Wings					
Smoking/Alcohol/Drug Addiction Services					
Cafe					

Q2. Services provided

Service	Very important	Important	Less important	Not important	No opinion
Facilities/Advice rights advice					
Health and wellbeing services					
After school care					
Free bank exchange					
Community information					
Food Project					
Other services					



Focus Groups

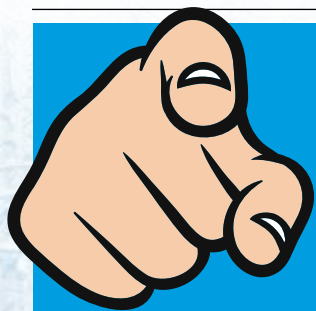
We recently held a series of focus groups to discuss some ongoing issues. Local people – tenants and owners – attended some meetings to discuss customer engagement, a new allocations policy, and our factoring service.

These were well received and we heard some excellent feedback from our panel. The discussions and their comments helped us revise our policies, and make improvements to our service.

The Association is keen to hold more focus group meetings to listen to our customers, and to hear how we can improve. Subjects may include estate management, our void property procedures, or our



rent consultation process. If you would like to be involved in any future focus groups please contact the office!



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**

Recognising a good neighbour

We were pleased to hear from residents at our retirement complex telling us about their good neighbour. We've been hearing praise for Penny Roberts for her efforts at getting people together, helping out her neighbours, and making the complex a nicer place to live.

Despite being wheelchair-bound Penny cooked Christmas dinner for her and a few neighbours last year, with this year seeing 8 neighbours coming to hers for a festive meal. Throughout the year Penny has also been hosting tea groups and lunch clubs within the common room and is well thought of by her neighbours.

Tenancy Services Assistant, Cat MacKenzie, said "all year I've been hearing about Penny's efforts to get people together. It's amazing that she is so keen to forge a neighbourly friendship within the complex, and feeding people who could be otherwise alone on Christmas day is just fantastic!"

On hearing this news we wanted to recognise her amazing efforts. Pictured is Penny receiving a bunch of flowers and a gift card from Grant Kennedy, Housing Services Manager, on behalf of the Association for being such a good neighbour.



We send our warmest congratulations to Penny!

Do you know a good neighbour? We'd love to hear about them! We'd like to continue to recognise good neighbours. Tell us your story about a good neighbour and in future newsletters we could recognise and reward their efforts!

Festive Rent Payment and Advice Services

Please do not ignore your rent payment over the festive period. We understand that money can be tight at this time of year and it is important to stay in touch if you feel you are unable to manage your bills.

Our Housing Management staff, Welfare Rights Officer, and Energy Advisor are here to help. If you are struggling please get in contact with a member of our

team who will be able to offer some confidential advice.

The last day for payments at the office, in person or via phone will be Friday 22nd December 2023.

If our office is closed you can still make payments by using your Allpay card at a Paypoint or Post Office, or on our website. Finally you can pay via BACs bank transfer – please call us to confirm our bank details and the process of paying via this method.



Paying your Factoring Account

Please note that our invoices are due for payment within 14 days of the invoice date. If you are experiencing financial difficulties, your payment will be late or you would like to make an arrangement to pay the invoice, please contact the factoring team by visiting the office, calling 0141 285 7910 or by email at administration@yorkhillha.org.

If you do not understand, or wish to query any part of your invoice, please call our Factoring Team as soon as possible after receiving your invoice. By doing this, we can update our systems to ensure that you are not pursued for any amounts that are disputed and not yet resolved. All non-disputed parts of the invoice should be paid, as normal, within the 14-day period.

You can pay your account by the following methods:

At the Office

You can pay your account by visiting the office and asking for the factoring department or by telephone using your debit or credit card.

Bank Transfer

You can transfer funds from your own bank account to ours. Please contact us for our bank details if you do not have them already.

You must quote your RN reference number in order that we can allocate your payment.

Cheque Payment by Post

If paying by cheque, please ensure that you write your RN reference number on the back of your cheque to enable your payment to be allocated to your account. Cheques should be made payable to Yorkhill Housing Association Ltd and posted to Yorkhill Housing Factoring Department, 1271 Argyle Street, Glasgow, G3 8TH. Please enclose a stamped addressed envelope if you require a receipt.

Please do not send cash by post.

Standing Order or Direct Debit

This method allows you to spread the cost of your account by monthly payments.

Keep us up to date with changes

Let us know if you move home, are selling, have a new contact number or would prefer contact by email or text. We need this to ensure that we hold up to date information for correspondence or if we need to contact you about your property. To check or update your details please contact the Factoring Team on: 0141 285 7910 or email administration@yorkhillha.org

Repairs and Maintenance Advice

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



Help save your drains

Over the past 12 months the Association has experienced an increase to sewage backing up. This has had financial implications on homeowners as well as causing distress to residents. A large number of the blockages have been caused by misuse of the drains by residents e.g., flushing items down the toilet and pouring things down the drain. All of which is preventable. Be considerate to your neighbours and look after your drains.

In the bathroom, follow the "Three P's



rule" and only flush pee, poo and toilet paper. In the kitchen, fat, oil and grease in liquid form can congeal, harden and stick to the inside of drains and sewers.



Contents insurance provides cover for home contents and personal belongings in the event of a fire, flood, theft and many more household risks.

See below real-life claim example:

*One customer suffered water damage from the flat above, their neighbour left the tap running with the plug still in the sink and left the property, forgetting about it. The customer returned home to find water coming through the ceiling of the kitchen, living room, bedroom, and bathroom. Carpets in the bedroom and lounge were saturated, in the bedroom the mattress was soaking wet and in the kitchen the kettle and toaster were floating, the air fryer had water inside, the cupboards had to be emptied to be allowed to dry and all packaged food was thrown out, and the cooker and fridge freezer had water running down the back.

Fortunately, this tenant had a home contents insurance policy which meant she could claim for the damaged items which were her responsibility, and the claim was settled within 4 weeks of the incident.

*True example of claim made via the Thistle Tenant Risks home contents insurance schemes March 2023
Source: Agnes Insurance Ltd

For further information contact:

Thistle Tenant Risks on 0345 450 7286

Visit www.thistletenants-scotland.co.uk, where you can also request someone to call you back!

Limits and exclusions apply. A full policy wording is available on request.

THISTLE
TENANT RISKS

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority Firm Reference Number 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

PREVENTING FREEZING PIPES

Cold temperatures can cause water pipes to freeze. Freezing in a pipe creates a lot of pressure inside the pipe and can cause the pipe to burst and likely lead to serious flooding, especially when there's no one around to turn off the water. The best prevention

against frozen pipes is to keep them warm enough to stay above the freezing point. You can do this with any one of six simple steps or, better still, a combination of measures.



CHRISTMAS ELECTRICAL SAFETY TIPS

Twinkling lights and decorated trees are sure to bring cheer to many homes this festive season. To make sure everyone can enjoy their decorations and stay safe, here are a few safety pointers to keep in mind:

CHRISTMAS LIGHTS

Always check your Christmas lights are not damaged or broken before you put them up. Don't use lights that are damaged or faulty.

Only replace bulbs/lamps with the same type and rating as those supplied, do not connect different light sets together and keep lights away from anything that can burn easily.

External lights must be of outdoor type, do not use internal lights externally.

Switch off lights and unplug them overnight or when leaving your flat.

If you can, use LED lights. They are safer as they operate at a lower voltage, less likely to overheat and also save you money as they are more energy efficient compared to standard bulbs/lamps.

CHRISTMAS TREES

Keep trees away from heat sources, especially fires and portable heaters.

AVOID ELECTRICAL OVERLOAD

Christmas may mean extra



electrical appliance to connect. Make sure you never overload power sockets and avoid use of multiple-socket extensions.

TEST SMOKE AND CO ALARMS

Ensure your devices are fully operational by undertaking regular testing, correct operation of these devices can save lives.

**COLOUR
ME IN**
just for
fun



Christmas Closing

Our office will close at 1.00pm on Friday 22nd December 2023, and will reopen at 9.00am on Thursday 4th January 2024.

Please note the office will also close early on Friday 15th December 2023 at 12noon.

If you have an emergency repair during these closure times which cannot wait until we reopen, please contact our out-of-hours repairs service on **0141 889 0089**

For central heating issues for YHA tenants (Excluding Overnewton Court) and owners on our current servicing contract call Alba Gas **07717 377 352**

Overnewton Court tenants experiencing a central heating fault call ECG on **07817 482637** or **07817 614337**

Close lighting repairs should be reported to City Lighting **0800 595 595**

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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