

The Newsletter of Yorkhill Housing Association Ltd



## New Opening Hours

| Day       | Telephones Open              | Office Opening Hours          |
|-----------|------------------------------|-------------------------------|
| Monday    | 9am – 12.30pm / 1.30pm – 5pm | 10am – 12.30pm / 1.30pm – 4pm |
| Tuesday   | 9am – 12.30pm / 1.30pm – 5pm | 10am – 12.30pm / 1.30pm – 4pm |
| Wednesday | 9am – 12.30pm / Closed       | 10am – 12.30pm / Closed       |
| Thursday  | 9am – 12.30pm / 1.30pm – 5pm | 10am – 12.30pm / 1.30pm – 4pm |
| Friday    | 9am – 12.30pm / 1.30pm – 4pm | 10am – 12.30pm / 1.30pm – 4pm |



### ALSO INSIDE:

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# Welcome to our Summer newsletter!

**It's summer – although it might not feel like it with the horrible weather we've had so far. At Yorkhill Housing Association our financial year ended on 31<sup>st</sup> March 2024 and despite some tough challenges locally and nationally performance has been good.**

Both our local council and the Scottish Government have declared a housing emergency. This highlights the pressures that we, and our sector, have been dealing with for years. As a small Registered Social Landlord we are doing our best to help out in this crisis. A new Allocations Policy is in place and we have increased our stock levels over the past two years with some acquisitions. We are also making improvements to our current homes with new energy efficient measures, and after years of planning difficulties we are finally in a position where we will soon start the much-anticipated

work on replacing windows at our listed buildings on Argyle Street. Our Property Services Teams will be in contact with those tenants soon once they finalise their arrangements.

We are also looking at the wider community. In this newsletter you will find details of:

- Our contractor who is looking to recruit after working in our area;
- Links we are establishing with Jobs & Business Glasgow to help people find employment;
- Housing Perks, which we have introduced to save our customers money on their shopping; and
- We have partnered with Hyperoptic to provide ultra-fast broadband to all our properties at reduced prices.

We also have some plans for our Overnewton Street Community Centre up our sleeves so watch out in future newsletters for more details.

The staff carry out the day-to-day work for the Association, but its our Management Committee who help set the long-term strategy. We're always keen to hear from our customers, and I'd like to invite anyone who might be interested in joining our board to get in touch. We are here for our community so why not help out!

I hope you find this newsletter interesting. We would like to hear your thoughts on its contents, and if you have any suggestions for future editions. You will find details of a survey on the back page, and I would urge you to have your say. The Senior Management Team and Management Committee will read every response.

Kind regards,



Tony Mallaghan  
Chief Executive



## Chair's Welcome

**It's newsletter time again, and I'm delighted to have this opportunity to reach out to all tenants and others with an interest in the work of Yorkhill Housing Association.**

The new Chief Executive Tony Mallaghan and I have been adjusting to our new roles, learning more about the organisation and about the many issues facing housing associations across Scotland. Tony has the advantage of many years working in housing at senior local authority level, and I have been on a steep learning curve, ably helped by the training and development opportunities available to committee members from agencies such as EVH, Share and the Scottish Housing

Regulator, attending a number of events and conferences throughout the year, and by the expertise and support of other committee members.

The appointment of Grant Kennedy to the post of Deputy Chief Executive has enabled a much smoother transition from the outgoing team than we might have reasonably expected. Stewart Pattison was the most recent of the retirees, and we wish him all the very best.

I am pleased to note that the replacement of windows and doors at the Overnewton Court flats has been successfully implemented, and that tenants have very positive reviews of the changes which have taken place there.

Despite the difficulties of the past years in sourcing materials, with a significant increase in costs, we continue our planned upgrades and maintenance plans, and are confident that we are achieving considerable success in these areas.

I'd like to take this opportunity to thank the entire staff team for the work they are doing, and for their strong commitment to our tenants and other client groups.

Let's hope the rainy start to the summer soon ends, and we can all enjoy the next few months.

Regards

*Yvonne Alexis*



# Are you a Yorkhill resident looking for a job or a change in your career? Great news!

We're excited to announce a new **FREE** partnership between Yorkhill Housing Association and Jobs & Business Glasgow which will help you to succeed in your job search!

Finding a job can be tough. No matter your current work experience, qualifications, childcare needs, or any other obstacles you might be facing, this programme is here to help.

One of our expert job advisers, will give you the skills and confidence you need to feel great about your job search, including:

- **Developing great job search and application skills**
- **Creating a strong CV and prepare for interviews**
- **Exploring training and paid work placement opportunities**
- **Gaining access to in-work support and guidance**

This programme goes beyond just finding a job. Learning new skills and finding a job that you enjoy can have a positive impact on your whole life – it can improve your finances, make you feel better about yourself, and benefit you in many other ways.

## READY TO UNLOCK YOUR POTENTIAL?

- Register your interest with the Jobs & Business Glasgow Customer Service Team: **Freephone 0300 123 2898**
- Email: **contact@jbg.org.uk**
- Make an appointment through your Housing Officer at Yorkhill Housing Association office.

Take charge of your future and join us today!



## Emergency Repairs Contact Details



As of 2nd April 2024 we moved to a new out-of-hours telephone service, run by Saltire Facilities Management Ltd.

From this date if you have any emergency repairs when our office is closed please call Saltire on **01698 743612** who will arrange for our usual contractors to attend if required.

Please keep a hold of this number in the event of an emergency, and please do not use any old numbers you have for emergency repairs.



## USEFUL CONTACTS AND LINKS

- SALTIRE – OUT OF HOURS REPAIRS - **01698 743612**
- Domestic abuse support services: Anyone can call the free 24-hour National Domestic Abuse and Forced Marriage Helpline Scotland on **0800 027 1234**.
- Samaritans can provide emotional support to anyone in emotional distress, those struggling to cope or at risk of suicide or harm, and can be reached on **116 123**
- SAMH – Scottish Association for Mental Health: **samh.org.uk**
- Glasgow City Council Pest Control: **0141 287 1059**
- If you smell gas, please immediately contact National Grid on **0800 111 999**
- If there is a power cut in your area, please contact Scottish Power on **105**
- Police, Fire Brigade, Ambulance – Emergency **999**
- Non-emergency – Police **101**
- NHS 24: **111**
- Jobs and Business Glasgow  
Freephone: **0300 123 2898** • Text: **07393 753 298**  
Email Customer Service Team: **contact@jbg.org.uk**

# Estate Management Policy Review



**The Association will be reviewing its Estate Management Policy, and is eager to receive any comments or feedback on the aspects of the policy most important to you.**

Some content within the policy will have lost relevance since its last review, and requires to be updated. Examples would include the Regulatory and performance standards cited within, or that the Sheltered/Retirement Housing Complex no longer has a Warden.

Nonetheless, if there is anything within the policy you would like to have your say on, please visit our website or scan the QR code!

The Association will also be hosting a focus group in the coming months as part of the review of this policy, if you are interested in attending please let us know.



# GOODBYE MARGARET

The Association sadly said goodbye to Margaret O'Connor at the end of March, who helped Yorkhill residents in her capacity as Energy Advisor by securing



energy efficient household items to assist with maximising efforts to heat homes and reduce energy costs over the colder months of the year.

Through Scottish Government funding, the Association was able to provide residents with well over 400 fuel vouchers across the board and issue energy efficient goods worth over £16,000.

Margaret will be greatly missed and we wish her all the best!

## 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**

# New Close Cleaning Contractor



Our new close cleaning contractor AL Scrubz Cleaning started on 1st April 2024, and so far we think everything has been going well. But we'd like to hear from you!

AL Scrubz has signs in closes asking residents directly for their feedback on their services as they aim to deliver these to a high standard, however we would also like to invite residents to share their thoughts with us directly.

You can do so by completing a form on our website at [www.yorkhillha.org](http://www.yorkhillha.org) (you can scan the QR code with your phone to go directly to the survey), by email to [administration@yorkhillha.org](mailto:administration@yorkhillha.org), by telephone on 0141 285 7910, or by visiting our office during our opening hours.



We're always keen to hear from our tenants and residents so please let us know what you think – if its good or bad!

# Backcourt Competition



**A reminder that we are once again running our competition for the best kept backcourt in Yorkhill. The competition will run until the last week in August 2024 with a prize of £50 in vouchers for plants or flowers.**

We know not every backcourt in the area has an area for plants and flowers but residents from these blocks are not excluded from the competition. A well-kept backcourt does not necessarily need to have flowers and plants in it.

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

## Recognising a good neighbour

**Do you know a good neighbour? We'd love to hear about them!**

Perhaps they look after the backcourt or garden. Keep the common close clean and tidy. Help neighbours in other ways such as taking in deliveries or going to local shops for each other.

Tell us your story about a good neighbour and in future newsletters we could recognise and reward their efforts!

Please either email [administration@yorkhillha.org](mailto:administration@yorkhillha.org), call the office on 0141 285 7910 or do so in writing to the office at 1271 Argyle Street, Glasgow G3 8TH.



## Welfare & Money Advice

**Scott Burke is our Welfare Rights Officer. Scott can help with anything benefit related – claims, appeals, sanctions – if you need help get in touch! Scott works on a Wednesday and can meet you in the office, or at home if you can't make it in. Please contact the office to make an appointment.**

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*

# Our Performance

Our financial year runs from 1<sup>st</sup> April to 31<sup>st</sup> March each year. Following the end of the year we must submit performance information to the Scottish Housing Regulator in a process known as the Annual Return on the Charter (ARC). Every Registered Social Landlord (RSL) and Local Authority (LA) in Scotland submits their performance information in the same format, with the same calculations, in order to

ensure this matches everyone else and we can benchmark our performance against others.

Our ARC return was submitted on 31<sup>st</sup> May 2024. The Regulator has not yet published everyone's performance, and when it does we will notify everyone in our Annual Landlord Report. In the meantime we have provided a snapshot of some key figures for your information compared with our own performance last year.

## Satisfaction

Tenants satisfaction was more-or-less comparable with the previous year, except in one key area; the satisfaction with the management of the neighbourhood. The Association received lots of complaints on household waste collection and pest control – both of which are the responsibility of Glasgow City Council. We will engage with the council to help resolve these concerns but unfortunately there is a city-wide issue with these issues. We have engaged with elected members, and with collaborative groups such as the Glasgow and West of Scotland Housing Forum to try to find a positive way forward.

1. Percentage of tenants satisfied with the overall service provided by Yorkhill HA

2023/24  
**90.32%**

2022/23 91.98%

2. Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions

2023/24  
**90.32%**

2022/23 84.43%

7. Percentage of tenants satisfied with the quality of their home

2023/24  
**90.32%**

2022/23 93.4%

12. Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service

2023/24  
**96.71%**

2022/23 96.97%

13. Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in

2023/24  
**77.42%**

2022/23 89.15%

25. Percentage of tenants who feel the rent for their property represents good value for money

2023/24  
**84.95%**

2022/23 88.68%

29. Percentage of factored owners satisfied with the factoring service they receive

2023/24  
**82.89%**

2022/23 85.98%

# Performance in 2023/24

## Repairs

Our Property Services team were able to keep very high standards compared with 2022/23. The average length of time to complete repairs were almost the same as the previous year and substantially better than the Scottish average (3.4 hours for emergency repairs, 6.9 days for non-emergency repairs).

6. Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)

2023/24  
**76.02%**

2022/23 71.21%

11. How many times in the reporting year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked

2023/24 **0**

2022/23 2

9. Average length of time taken to complete non-emergency

2023/24  
**2.23 days**

2022/23 2.07 days

10. Percentage of reactive repairs carried out in the last year completed right first time

2023/24  
**98.14%**

2022/23 98.24%

8. Average length of time taken to complete emergency repairs

2023/24  
**1.78 hrs**

2022/23 1.7 hrs

## Rent Management

Our Housing Management team worked hard to collect rent due. This year we managed to very slightly improve on last year's arrears, with some very good performance throughout the year unfortunately becoming undone with some late payments being received in April causing a last-minute rise at the last month. We are confident that arrears figures will continue to improve.

26. Rent collected as percentage of total rent due in the reporting year

2023/24  
**100.05%**

2022/23 99.9%

27. Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year

2023/24  
**5.27%**

2022/23 5.29%

## Void Management

We managed to slightly reduce the number of days homes were empty, and reduced the number of times offers were refused. Last year was particularly difficult with homes abandoned, or recovered through eviction, resulting in delays to clear the properties. The Association will continue to allocate homes to tenants in line with our policies, procedures, and regulatory and legislative requirements.

14. Percentage of tenancy offers refused during the year.

2023/24  
**16.28%**

2022/23 26.47%

30. Average length of time taken to re-let properties in the last year.

2023/24  
**8.39 days**

2022/23 8.75 days

C4. Number of abandoned homes during the reporting year

2023/24  
**5**

2022/23 3

# Legionella

The Association has recently begun working with H2O Legionella Control Services to conduct a programme of inspections and risk assessments on water storage tanks found in the loft space of many of Yorkhill's properties, to help prevent the risk of Legionnaire's disease.

You may have heard of Legionnaire's disease, which is caused by the more commonly known 'Legionella' pathogen, which has the potential to cause serious respiratory issues if inhaled from infected water droplets. It often manifests as with pneumonia- or flu-type symptoms, and is of particular risk to those who are elderly, smokers or otherwise immuno-compromised.

Because cases of Legionella are often traced back to water systems, taps, shower heads, hoses and humidifiers which are not properly maintained, there may be steps you could take to further minimise the risk of Legionella growth in your home:

- The optimum water temperature for Legionella growth is 20-45 degrees Celsius, so water should be run out-with this range.
- Cleaning appliances such as taps and shower heads regularly can prevent any potential food sources for bacteria to develop from.
- If you have any appliances that are infrequently used, it is still a good idea to run them regularly to prevent any water stagnating.

# Attic Fan Servicing

As part of the Association's responsibility to maintain the common aspects of our properties, we recently completed the cyclical maintenance program to all common ventilation systems, which was carried out by The Ventilation Experts.

These checks are usually carried out on a yearly basis with the Association giving the instruction for these works to be carried out annually, and any follow up repairs being carried out separately and not part of the contract.

Continuing the Association's commitment of giving the best service to our residents we have been discussing an all inclusive service with the contractor, we will be inviting all owners of properties where communal fans are in operation to attend a series of meetings to discuss this new 5-year option going forward. The all inclusive service includes all servicing and repairs required, with the added benefit of a complete new system being installed in year 5. Ensuring all equipment is up to date, in perfect working order, and should mean no additional charges to owners for repairs.

The Association feel that is the best option going forward and look forward to discussing this with owners. The association will be in touch with times and dates of the meetings in the near future.

Tenants can get discounts with over 100 brands with a new free discount app

Search Housing Perks on your app store and enter your tenancy reference



Scan Me





# Close Painting

**The Association is pleased to confirm that the 2023/24 close redecoration programme have been completed.**

The contractor J.S. Harvie has proved to be a worthy asset to the association with their work being carried out to a high standard. The Association will ensure this continues through inspection at various times of the contract as we enter its next phase.

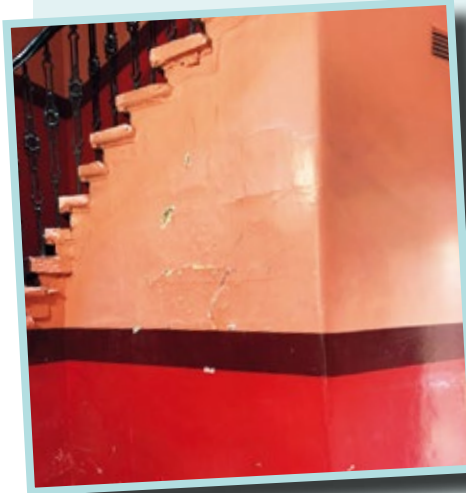
We are extremely pleased with the contractor's attention to detail and their professionalism which has led to no issues being reported to the Association by residents – nonetheless we would welcome any comments, good or bad.

Many owners did take up the option of including the flat door being painted at an extra cost to complete the overall finish.

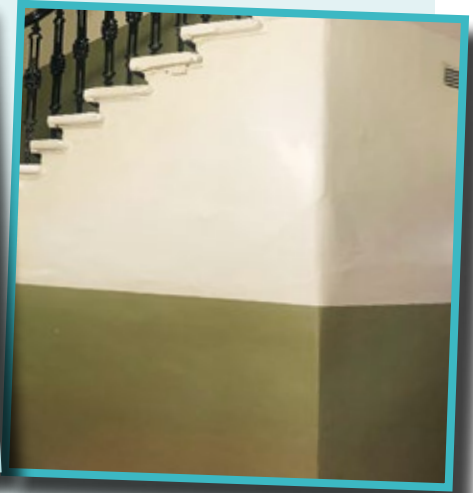
As we select the next phase of common closes to be done, we would like to encourage all residents to be involved in the process from attending meetings through to choosing the colours they would like the close to be painted.

Please see below a few before and after pictures which we hope will show the improvement this can make to the common area of the properties.

## 5 HASTIE ST



Before



After

## 16 BLACKIE STREET



Before



After

# Apprentice Opportunity

**As a commitment to the Association and to give back to the community the contractor has suggested they are open to offer an apprenticeship, adult apprenticeship or full-time employment to the right candidate.**

This would be subject to the contractor's recruitment process following interest from all who show the necessary qualities required by the contractor.

We have included the contractor's details below for anyone who is interested in this opportunity to contact them directly.

Grant Gibson - Managing Director  
Mob. 07836 366412  
Tel. 0141 445 2772  
Email. [grant@jsharvie.net](mailto:grant@jsharvie.net)  
Web. [jsharvie.co.uk](http://jsharvie.co.uk)

**J. S. HARVIE & CO**  
PAINTING CONTRACTORS  
GLASGOW EDINBURGH LONDON

# Tenement Law: Compulsory Owners Association

The Scottish Law Commission recently published a discussion paper containing provisional proposals for the introduction of owners' associations.

The paper runs to over 200 pages and follows a recommendation in 2018 that establishing owners' associations could help improve the condition of tenements throughout Scotland.

The purpose of an owner's association ('OA') would be to manage maintenance and repair of the building fabric, with key features including the OA having a separate legal personality, the

requirement to hold an annual meeting and to prepare an annual budget and repair plan.

It is suggested that OAs would be created for each tenement through mandatory statutory provision with a new Owners' Association Scheme replacing the current Tenement Management Scheme set out in the Tenements (Scotland) Act 2004.

The paper explores in detail what powers an OA would have and suggests a general power to do anything necessary to manage the tenement. This general power could be supplemented with other key powers such as carrying out maintenance and improvements, entering into insurance contracts,

opening bank accounts and investing or borrowing money.

The paper consults on various other factors including a potential register of OAs, appointment of an OA manager, decision making by members and considers potential Human Rights implications.

The Scottish Law Commission's consultation is open for comment until 1st August 2024 and a final report will be prepared thereafter. Owners should consider how these proposals may impact them and if they wish to respond to the consultation with their views.

The consultation is available on the Scottish Law Commission website.

 Under One Roof

## Under One Roof Scotland

Tenement building in Scotland require care and attention to ensure that they stay standing strong into the future.

Under One Roof Scotland is a dedicated charity which provides free and impartial information to tenement flat owners on issues relating to tenement maintenance, common repairs and retrofit. There is a dedicated website filled with information (<https://underoneroof.scot/>) and an ask an expert section.

They recently shared useful information on condensation and mould, see opposite:

**Use a dehumidifier**  
If an area or room is particularly **damp** or has **high humidity**, consider using a dehumidifier to **prevent moisture** build up.





**Use extractor fans**  
When **cooking** or **having a shower**, make sure to turn on the **extractor fan** to **remove moisture** from the air.





**Open windows**  
With the weather getting a bit warmer (finally!), it's a better time than ever to **open your windows** for at least **15-20 minutes daily** to allow for fresh air circulation.





**What can you do to keep your property ventilated and free from mould and condensation?**






**Dry clothes outside**  
When drying clothes, try to avoid doing so indoors, as it can increase indoor humidity levels - **hang clothes to dry outside** when possible or **near to an open window**.

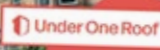




**Proper ventilation in flats is essential for preventing condensation and mould.** If you are struggling with ongoing damp and mould in your property, it is worth seeking professional help to assess the problem and find suitable solutions.

**Need more support with an issue in your tenement building? Visit our website or send us an enquiry.**





# A day in the life of a committee member (Mic Ralph)

**I was delighted when I was asked to do a short article to give some insight into being a Management Committee member for the YHA newsletter. So let me introduce myself. I am Mic Ralph, a retired Transport Planner with over forty years' experience working in both Local Authority and the private sector. I joined the Management Committee in October 2022.**

I am a Glaswegian born and bred, having grown up in tenements on the other side of Kelvingrove Park. My first flat away from the family home was in Yorkhill, where I lived with my wife for five years. At this time, I knew Yorkhill was a great area to live, but the time spent living here was special. It was and still is such a vibrant, multicultural area with so many great attractions right on its doorstep. The easy connections to the city centre and other parts of the West End make it such an attractive place to live.

Most of the time as a kid, I was playing in Kelvingrove Park, and when it rained - which happened from time to time - we played in the Art Galleries. I am pleased to say I continue to visit the Galleries regularly and I have a lot more appreciation for the wonderful collection of art and antiquaries on display. The Circus and Carnival at the Kelvin hall were also a regular haunt at Christmas time. Then as the Kelvin hall reinvented itself over the years, I enjoyed playing 5-a-side and watching athletics. In its current manifestation I also use the gym facilities (though 'enjoy' may be too strong a word for that!).

I am aware that, as in many areas, the original population can be concerned about gentrification, and the subsequent price hike that comes with it. However in all aspects

of life, much like the Kelvin Hall, things move on and it is important that the area remains diverse and vibrant.

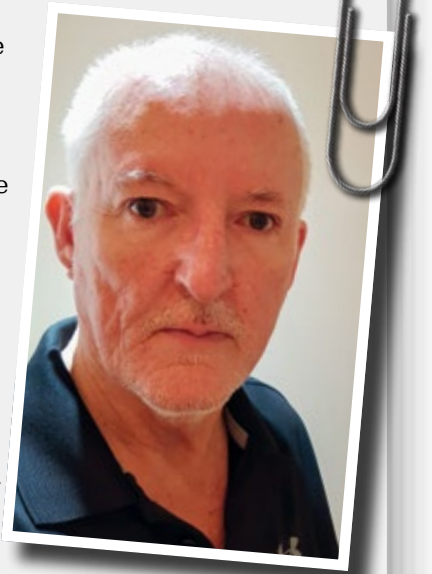
It is also important that the local community have a voice. I know we have Yorkhill & Kelvingrove Community Council, however I feel that Yorkhill Housing Association can and do help represent the interests of the people in our immediate area. The Association has around 500 flats and also factor nearly 500 private flats, so we are not an insignificant organisation.

I am keen to enhance the community spirit in Yorkhill and to establish links with other community groups in the area. I am hoping to help YHA arrange a Yorkhill festival next year, and with a bit of luck it will be on a dry day!

I am also pleased that the Association is making progress on the refurbishment of the Overnewton Centre, with a view of having a reinvigorated and more usable community-based asset.

If you also have an interest in the area, why not consider joining the Management Committee - the staff are great at helping new members find their feet, plus from time to time there are chocolate biscuits! Feel free to get in touch with give the office an email or call to learn more.

I look forward to meeting you soon and hopefully we will have a great summer!





# Factoring Invoices

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](mailto: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.



**hyperoptic** We're in your corner

## Yorkhill Housing!

Hyperoptic's hyperfast full fibre broadband is available in your area.

That means you could be enjoying some of the most reliable broadband in the UK – from **just £12 a month.**

To order, visit [hyperoptic.com/extremesocial](https://hyperoptic.com/extremesocial), call **0333 242 0224** or scan here  
Use promo code **EXTREMESOCIAL**

**Which?**  
Great Value  
BROADBAND PROVIDERS  
MARCH 2024

Offer ends 31/12/2024, is subject to Hyperoptic's Residential Terms of Service (see [hyperoptic.com/extremesocial](https://hyperoptic.com/extremesocial)) and is open to new residential customers only using promo code EXTREMESOCIAL. We reserve the right to withdraw the promotion at any time, with or without notice. UK's most reliable broadband technology. Ofcom UK Home Broadband Performance report September 2023. Trustpilot ratings data taken from Trustpilot website and correct as of 16/05/24.

**Trustpilot**  
Excellent ★★★★★



**Thank you for reading our Summer Newsletter. We are always keen to know what people think of its contents, and to hear any suggestions for future editions!**

We would be grateful if you would fill in the form below and return this to the office, or complete the form online on our website: [www.yorkhillha.org](http://www.yorkhillha.org).

One lucky responder will win a £30 shopping voucher – chosen at random from all responses.



Name:

Address:

Please rate our newsletter out of 5:



What did you like or dislike about our newsletter:

Do you have any suggestions for future editions?:

## Contact us:

Yorkhill Housing Association Ltd, 1271 Argyle Street, Glasgow G3 8TH

Tel 0141 285 7910 • [administration@yorkhillha.org](mailto:administration@yorkhillha.org) • [www.yorkhillha.org](http://www.yorkhillha.org) • Find us on Facebook /Yorkhill Housing Association

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