

# Yorkhill News

housing association ltd

SPRING 2025

The Newsletter of Yorkhill Housing Association Ltd



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

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# Welcome from the CEO

**As we start heading into spring after another long winter, we have many things to look forward to and some successes to look back on.**

For the first time in a long while we had a red weather alert for a storm with storm Eowyn, and I am glad to see the staff and our dedicated contractors performed above and beyond the call of duty to ensure that people were protected during this time and any repairs to damage caused by the storm were carried out very quickly.

Estate Caretakers – We have in the last six months taken on two Estate Caretakers (Gerry and Zoltan) who have worked tirelessly to tidy up the backcourts and various other duties.

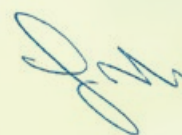
YHA are modernising many things as we move ahead and are exploring the use of Artificial Intelligence tools to help offer a better service for you, our residents. We have set up a working group to establish the best practice for using this.

We are also exploring how we can refurbish the Overnewton Centre to make it better suited

to the needs of modern users. While this is being investigated, the hall is still available to rent. Anyone who wishes to hire the centre should contact Gary Watson at [gwatson@yorkhillha.org](mailto:gwatson@yorkhillha.org)

I hope you enjoy reading our newsletter, and have a great spring!

Best wishes,



Tony Mallaghan  
Chief Executive



## Chair's Welcome

**I am pleased as always to take this opportunity to welcome readers to our latest newsletter – even more so since this is the spring newsletter, which means we are stepping into the brighter months at the end of another long winter!**

We hope you enjoy catching up on all the latest developments within the Association, as we continue striving to ensure Yorkhill is a place people are proud to call home. In this regard, I am particularly pleased to welcome our new Estate Caretakers and Clerical Assistant to the staff team, who have been a resounding success already. However, as always I must mention the crucial work done across the entire staff team. In addition to their valuable day-to-day work, I'm sure you'll be interested to read about some projects they've been hard at

work on recently, such as the window replacement programme along Argyle Street. Our planned upgrade and maintenance programmes also continue to run successfully. More information on this and other work will be available on our website and in our regular newsletter.

Many housing associations nowadays continue to operate in a very challenging environment.

We are required to balance regulatory and legal obligations together with ensuring the financial health of the organisation, while our primary aim remains the provision of a high-quality and efficient service that meets residents' expectations. I am pleased to say that we continue to remain in good standing in all these areas, and have a clean bill of regulatory health. You can read all about our latest regulatory engagement plan on page 4.

As Chair of our voluntary Management Committee, I attend a wide range of conferences and training events to ensure my working knowledge of the sector remains strong, however I would take this opportunity to make residents aware that we are always keen to hear from those with Yorkhill's best interests at heart. If you'd like to help contribute to the Association's future plans, or are interested in becoming a committee member, we'd be very pleased to hear from you.

I hope you find this newsletter helpful and informative, and enjoy the spring and summer ahead.

Best wishes,

*Yvonne Alexis*



# Staff In



Since our last newsletter was issued back in the summer, we have welcomed several new staff.



## Gerry Morgan and Zoltan Kolbanyi – Estate Caretakers

Gerry joined the Association back in September as an Estate Caretaker, bringing with him a wealth of experience in joinery and general maintenance. Meanwhile, Zoltan joined us as recently as February and has previous experience in gas engineering and neighbourhood maintenance. Many of our residents may already have spotted or even chatted with them, as they are always out and about in the area carrying out work to maintain the cleanliness and tidiness of closes and backcourts. Say hello if you see them around your property!

## Stacey Donachie – Clerical Assistant

Stacey has been with us since September as a Clerical Assistant. She works closely with the Estate Caretakers to co-ordinate their workload around the Yorkhill area, and provides additional support to the Customer Services and Maintenance sections. Stacey has vast experience in the care and additional support sector. There is also a good chance you could meet Stacey on the phones or at reception!

## Denise Napier

Welcome also to Denise, who arrived in February as a temporary Customer Services Assistant. Denise has previously worked at other Housing Associations, and so is already very familiar with many of the queries you may have when contacting our office reception.

## Staff Out

We sadly said farewell to Lisa Caine in February, who had been with the Association for nearly 12 years in a Customer Services role. Many of our residents will have gotten to know Lisa very well over the years, and she will be a big loss to the Association. We wish her the very best of luck as she moves on to other opportunities!

# 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](http://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**





# MEET THE CARETAKERS

Page 3 of this newsletter introduced readers to our new Estate Caretakers – Gerry and Zoltan – and our new Clerical Assistant, Stacey.

Many residents will already have encountered them around Yorkhill, and have hopefully seen the positive impact they have already had in their first few months. While Gerry and Zoltan are always out and about maintaining the estate, Stacey is hard at work back in the office co-ordinating their busy workload, as well as providing support to reception and maintenance colleagues.

## ROLE OF THE CARETAKER

Gerry and Zoltan's role varies widely – no two days are the same and they can both turn their hand to different things. However, some of their main roles are:

- Landscaping and gardening
- Ensuring closes, stairwells, backcourts and other common areas are in good condition
- Removing bulk waste
- Minor repairs

In December the Association were able to source a van for the Caretakers to help them carry out their role – residents will no doubt see the van all around the area.

# Regulatory Update

Our Association has an annual requirement to submit an Annual Assurance Statement to the Scottish Housing Regulator. It is a brief document, designed to allow Registered Social Landlords to highlight whether we comply with all of our legal and regulatory requirements and influences our overall compliance status in the eyes of the Regulator. The various levels of compliance are as follows:

<b>Compliant</b>	The RSL meets the Standards of Governance and Financial Management and regulatory requirements
<b>Working Towards Compliance</b>	The RSL does not meet the Standards of Governance and Financial Management and regulatory requirements, and it is working to achieve compliance.
<b>Statutory Action</b>	The RSL does not meet the Standards of Governance and Financial Management and regulatory requirements, and the Scottish Housing Regulator is using their statutory powers to address the non-compliance
<b>Under Review</b>	The Regulator has identified or received information that means they are reviewing the regulatory status of the RSL and they will update the regulatory status as soon as the review is complete.

Our latest Annual Assurance Statement was submitted in October and advised of full compliance.

For 2024, the Regulator requested all RSLs to specifically mention their level of assurance regarding

compliance with tenant safety requirements (such as damp/mould, gas, fire, electrical, lift, water and asbestos) and to highlight whether any of our properties contained Reinforced Autoclaved Aerated Concrete (RAAC), of which the Association has none.

Recently, the Regulator also published its latest annual Engagement Plan for our Association. Positively, they do not require any extra assurance about our performance and stability beyond the statutory information we must return every year, such as certain standard accounting and performance information:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and

- Annual Return on the Charter.

These are topics which our voluntary Management Committee at times focus heavily on. If you are interested in issues like this, please feel free to get in touch and inquire about membership.



# Rent Increase

**In November 2024 the Association was preparing to review our rent charges to change from 1<sup>st</sup> April 2025. Most Housing Associations will look at the most recent Consumer Price Index (CPI) rate, a reflection of the rate of inflation, when deciding what their future rents will be. During our preparations the CPI rate was 2.3%.**

During the 2023-24 rent increase consultation, rents were increased below inflation due to the cost-of-living crisis in the knowledge that future increases would need to be above-inflation to make up for the shortfall.

For this reason, an additional 1% was proposed, making for 3.3% increase. However, residents were also consulted on the possibility of a 4.3% increase,

with this additional sum allowing for the Association to retain its Estate Caretaking service, which we believe has been both popular and successful. Given that the Caretaking service is administered to the benefit of both tenants and factored owners, the increase in charges for both tenants and owners has therefore been calculated in a way that the service is funded equally from both tenants and owners. During our calculations, it was found that only an additional 0.2% was required to fund this service, which has resulted in a final increase of 3.5%.

The Management Committee and Senior Management Team read every response to the tenant consultation and considered the comments made. While the overall response was positive some raised money issues as part of the wider economic situation. Our rents were

described as affordable however money was clearly a pressure.

Thankfully the CPI rate has reduced, however many tenants may still be feeling the effects of the cost-of-living crisis. We would encourage you to read our section on Universal Credit migration too, if you are likely to be affected by this.

We will update our tenant's Direct Debits to reflect the new amount, however if you pay by Standing Order you will need to update this with your bank.

If you have any problems paying your rent, or if you have any other debt or money worries, please get in touch as soon as possible. We offer free, independent, advice from a Welfare Rights Officer or the Drumchapel Money Advice Centre. Please get in touch for a referral if you would like this service.







# Framing the Future: Restoring Charm with Modern Windows

**The Association is delighted so far with the progress of a recent window replacement project at the B- and C-Listed properties along Argyle Street. The complexities of being able to carry out such works on listed properties while preserving their unique heritage has meant that staff have worked hard to progress this, and now that works are nearing completion it is great to see that work pay off, giving a fresh-looking and high quality upgrade for residents.**

Listed buildings come with the challenge of maintaining their historic integrity. The windows, often some of the most visible features of a structure, play a pivotal role in defining the overall aesthetic and character of a property.

Our team took great care to ensure the new windows closely matched the style and materials of the originals, while providing improved energy efficiency and longevity. This careful balance of modern performance with historical

accuracy was key to the project's success. The upgraded windows now offer better insulation from noise as well as drafts, which we hope will have a positive impact on residents' energy bills in years to come.

Feedback from residents and local stakeholders has been very positive. Our CEO, Tony Mallaghan, said: "We are delighted with the new windows that are being installed for our residents. It has been a challenge to find window designs that would be in keeping with the terrace's B-listed status while giving the energy performance needed to help people have warm homes and the soundproofing that double glazing provides.

"These, along with the other energy efficiency measures such as the Association having a joiner carrying out internal draft proofing, will make a significant difference to the comfort of our residents and the work is being carried out to the same high standards that CCG delivered in our previous contract at Overnewton Court."

We're proud of the work that's been done and are grateful to

everyone who was part of this transformation. The Association has worked closely with CCG Construction Group, who will have fitted 351 Sash and Casement Timber windows across 42 homes and we thank them for their work.

Stay tuned for more updates on future initiatives as we aim to continue improving and enhancing our community.





# Analogue-to-Digital Telecare Switchover at Overnewton Court

Telecare providers, including Glasgow Health and Social Care Partnership, who offer vital remote monitoring and support to individuals, particularly those in vulnerable or elderly communities, have historically relied on analogue technology. However, with the UK's telecom networks phasing out their analogue systems, Scotland will soon transition to digital services, which offer numerous advantages, including faster response times and more reliable connections.

The switchover will require households that currently use analogue Telecare devices—such as personal

alarms or remote monitoring equipment—to upgrade to digital-ready devices. These updates will ensure continued support and allow users to benefit from the improved functionality of modern, digital telecare systems.

The Association have already successfully ensured our Telecare installations at Overnewton Court - which has many residents who may rely on this technology – by having made these necessary changes ahead of the 2027 deadline. We would also like to thank Tritec Solutions for their assistance in carrying out works, and are pleased that residents can rest assured that their telecare installations will continue to be fit for the digital age.

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## Essential Safety Checks

**At the end of the year 2024-25, we are pleased to again note that we did not fail to complete any annual gas safety visits in our properties. While this is an excellent track record, failing to do so would see us fall short of our legal requirement to ensure your home is safe in this regard.**

Additionally, we carry out an Electrical Safety Inspection in properties every 5 years, which is also

crucial in keeping our residents safe. We therefore respectfully remind residents to ensure access can be gained for these essential works to be carried out. While we do our best to accommodate specific requests and requirements, allowing these works to be completed within your home is a condition of tenancy.

As always, if you have any maintenance-related queries about your home, please contact the Association and we will be happy to help.



# UC Migration

**UC** Universal  
Credit  
MANAGED MIGRATION

**Our tenants have started receiving letters from the Department of Work and Pensions about a managed migration to Universal Credit (UC).**

Those affected will have three months to apply for Universal Credit or they may lose their entitlement, as their 'legacy benefits' will stop - these include Housing Benefit, Tax Credits, Income Support and ESA.

Tenants should be aware that they will receive an initial letter from the DWP advising that they will soon be affected by the migration, with a second letter following when they are due to be migrated. If applicants apply following this second letter they will be entitled to transitional protection, ensuring they receive at least the same amount as they did in legacy benefits. If tenants apply prior to this second letter they will not receive this transitional protection.

When you make a claim it will take around 4-5 weeks until you receive your first UC payment. You should receive a part-payment of your legacy benefit before your first UC payment.



As Universal Credit replaces Housing Benefit tenants will also receive money to cover their rent, and this should be paid to the Association as quickly as possible. Tenants may wish to set up a Direct Debit so that the rent payment is taken on the same day you receive your Universal Credit.

If you have received this letter we would urge you to contact us at the office by telephone or in-person, or you can visit <https://yorkhillha.org/universal-credit-migration/> to request an appointment with our Welfare Rights Officer.

## Overnewton Centre

**Our staff and Management Committee are in the early stages of reviewing potential upgrade and refurbishment options for the Overnewton Centre, with a view to it having a more central role within the Yorkhill local community. We hope in future that it will be able to accommodate a variety of uses.**

For now though, the Centre is already used by a number of sports and leisure clubs to great effect. If you are currently involved in organising any leisure activities and would like to make use of the Centre, please contact us here at the office.



# VERMIN UPDATE AND ADVICE



The Association has recently developed a detailed plan of action to tackle some of the areas in Yorkhill most affected by vermin activity, as the issue continues to grow right across the city. As staff, we relish the opportunity to co-ordinate action alongside residents (both tenants and owners), contractors and other agencies.

The presence of vermin is often **not** the fault of residents. We recognise that our housing stock profile often consists of older tenement buildings with multiple occupants and communal bin stores. Please never feel that reporting an issue such as this will be met judgementally.

However, it can always be useful to give advice on good practice to ensure everyone is doing what they can to minimise the presence of vermin. Below are some of the key areas of good practice:

- Avoid leaving bulky waste items at the front or rear of your building – heavier items such as mattresses and furniture can be good hiding spots for rodents and act as breeding grounds for other nasty bugs and bacteria. Moreover, the chances of being bitten by someone attempting to move the bulk item is increased. Please ensure you arrange for correct bulk waste disposal by requesting an uplift from Glasgow City Council at Bulky Waste Uplifts

can be requested from Glasgow City Council by visiting <https://www.glasgow.gov.uk/bulkywaste>. On Tuesdays and Wednesdays between 09:00 and 15:00, they can also be contacted by telephone on 0141 287 9700.

- Avoid leaving food waste out in the open, or feeding birds – this will provide a food source for the vermin.
- Avoid leaving pet food out overnight, and ensure floors within flats are clean and free of debris. Rodents can be attracted to food sources in places that are hard to see such as cupboards and behind household appliances.

The Association's Caretakers have been working hard recently to maintain backcourts and gardens, and regular inspections are carried out to check for signs of vermin activity, or risks that may attract them. However, following good practice as a resident also contributes massively.

If, unfortunately, you spot rodents or signs of activity in your home, please contact Glasgow City Council's Pest Control team in the first instance via <https://www.glasgow.gov.uk/pestcontrol> or by calling 0141 287 1059. The Pest Control team investigate and treat these issues, however in certain circumstances the Association may be required to carry out proofing or sealing points of entry into properties. If you require any more advice, please contact us at the office.

## SHARE Awards 2025

We are delighted to announce that Yorkhill Housing Association has been shortlisted for the **Excellence in Property Management** award at the SHARE Awards 2025!

This award recognises outstanding performance in property management by either a team or an individual. The recipient(s) have demonstrated exceptional skills in managing properties, ensuring high standards of maintenance, tenant satisfaction, and operational efficiency. Their efforts have significantly contributed to the overall success and reputation of the properties they manage.

Our staff team work very hard to achieve the best possible outcomes for our tenants, and we are very proud of our performance in property management!

We are also very proud of the staff who made this happen, and we are looking forward to finding out if we will win in April 2025. Watch this space to find out!





# Get Involved:

## Join Our Management Committee and Make a Difference

**We are committed to providing high-quality, affordable housing that meets our residents' needs. As a community-based organisation, we believe that the voices of those who live in the area should be loud and clear, and one of the best ways to amplify your voice is to join our Management Committee and become an active part of shaping the Association's strategies.**

The Management Committee is at the heart of our decision-making process, providing leadership and oversight on everything from housing policies to service delivery. As a member, you'll have a unique opportunity to influence how we operate and ensure our services meet the needs of residents.

### Why Join the Management Committee?

- 1. Make a Real Impact:** Members have a direct say in the key decisions affecting your home and the Yorkhill community. It's an opportunity to make a lasting, positive impact on housing services and the environment you live in.
- 2. Develop New Skills:** Volunteering as a committee member provides an excellent chance to gain new skills, including leadership, decision-making, and governance. Whether you're looking to enhance your professional development or simply give back to your community, the role offers valuable experience.
- 3. Represent Your Community:** As a committee member, you'll represent the views and needs of

fellow residents. Your first-hand knowledge of living in Yorkhill gives you a unique perspective that helps the organisation ensure its services remain resident-focused and responsive to evolving needs.

- 4. Work with a Dedicated Team:** You'll join a passionate, committed team of individuals who share the common goal of improving housing and services. Together, you'll collaborate to address issues, find solutions, and steer the direction of the association with the residents' best interests at heart.

### What's Involved?

The Management Committee meets regularly to discuss a variety of issues, including policies, budgets and service delivery. Meetings are typically held once a month (Thursdays at 6pm), with occasional additional sub-committee work or training sessions. No previous experience is required—just a passion for improving your community and a willingness to get involved.

### How to Apply

If you're a resident of Yorkhill and are interested in joining the Management Committee, we'd love to hear from you! Simply contact us here at the office to find out more or express your interest. We'll be happy to provide more details about the role and the application process.

By joining the Management Committee or volunteering with us, you'll help ensure that our Housing Association continues to serve the needs of our community, creating a better living environment for everyone.



# Spring Quiz

For this newsletter, we thought that instead of a crossword or wordsearch, it would be appropriate to run a spring-themed quiz!

Please feel free to email your quiz answers to the Association to [administration@yorkhillha.org](mailto:administration@yorkhillha.org), and the entrant who gets the most answers right will receive £50 in Argos shopping vouchers, to be announced in our next newsletter!

Can you answer the following questions correctly?

- 1) Every year, millions of tourists visit Japan during the springtime to admire which flower?
- 2) What kind of animal delivers Easter eggs to children?
- 3) The 1st of April is also known as what?
- 4) What star sign would you be if you were born on the 22nd of April?
- 5) Which spring flower is commonly associated with Saint David's Day, which takes place on the 1st of March?
- 6) Which small white flowers are among the first to emerge in the UK spring?
- 7) Which singer was top of the UK charts on Easter Sunday in 1998, with 'My Heart Will Go On'?
- 8) Which famous major golf tournament takes place every year in early April?





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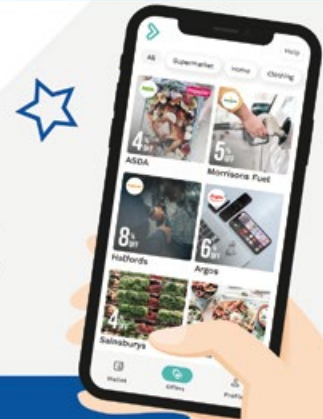
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## HOW TO SIGN UP

- When you download the app, select Yorkhill Housing Association
- Your account will be registered to your Yorkhill address, so keep your tenancy reference handy.



Start saving today!

# Office Closures

Please be advised that over the spring, our office will close for the Easter weekend (Fri 18-Mon 21 April). Meanwhile in May, the office will also close on Monday 5 May, and for the Spring Holiday of 23-26 May.

Emergency numbers will be in place over these days, and Saltire's out-of-hours call handling can be reached on 01698 743612.



## 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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