Maryhill HOUSING

MARYHILL News

AUTUMN 2026

Creating Thriving Communities

At the start of July, we launched our Creating Thriving Communities Project, which invites all our customers, staff and key community stakeholders to get involved and help shape and improve the Association's approach to community engagement and wellbeing.

Tenants and factored owners received an invitation by text or email to complete our Creating Thriving Communities survey. The survey closed at the end of July.

As part of the project, we also recently ran two in-person community workshops with ARK Consultancy, specialists in helping organisations better understand and respond to customer needs.

Over the autumn months we will be working with ARK Consultancy, using the learning from the surveys and events, to develop our new Customer Engagement & Wellbeing Strategy, Communications Strategy and updated Customer Charter.

Award-Winning Service – Sustainment Success!

MHA's Tenancy Sustainment Service has won the Scottish Federation of Housing Associations' Community Project of the Year 2026 Award. This award is national recognition of MHA's commitment to ensuring that people thrive in their homes and communities.

Our Sustainment Officers, Tracey and Declan, provide support to households across Maryhill and Ruchill.

The officers can help you access local groups and services, improve your mental wellbeing, get out and about, increase your confidence, and help you stay settled into your home and community.

What tenants said about the service:

"The support that Tracey has provided, and continues to provide, has been invaluable."

"This has helped far more than anything the NHS has ever done."

"I'm so grateful that my Housing Officer at the time told me about this project and put me forward for it, as I'm not sure where I would have been without it."

"They have turned our lives around. They have never judged me or my partner. They make me feel secure."

This is a free service and is available if you:

- ✓ Are at risk of homelessness
- ✓ Have poor mental health
- ✓ Are a New Scot
- ✓ Are experiencing addiction issues
- ✓ Have children under 16
- ✓ Have previously been homeless
- ✓ Are leaving care, hospital or prison
- ✓ Are experiencing relationship difficulties

New Director of Development & Investment Appointed

Maryhill Housing Association is pleased to announce the appointment of Claire Monk as its new Director of Development & Investment.

Claire will lead the Association's development, investment and asset management activities, helping to deliver new homes, improve existing properties and support the creation of thriving communities across north Glasgow.

She brings extensive experience in housing development, regeneration and major capital projects, having worked across the public, private and third sectors throughout Scotland.

We warmly welcome Claire to Maryhill Housing and look forward to the experience and leadership she will bring to the organisation.

Maryhill Housing Interns Are Career Ready!

Career Ready is an organisation that aims to boost social mobility by connecting young people aged 15 to 18 with workplace opportunities and support. It delivers a structured programme of mentoring, a paid internship, masterclasses and workplace visits.

We were delighted to host two pupils during the summer holidays and were joined by Inaaya and May. The interns helped generate ideas for engaging more effectively with young people, supported marketing and communications activities, met with third-sector partners, and gained experience across a range of functions including HR, Finance, Procurement, Community Regeneration and Property Investment and Development.

We hope this experience was valuable and will help the interns secure future employment, with practical experience they can now add to their CVs.

WELCOME BACK, CALEDONIAN MAINTENANCE

You will probably be aware from previous communications that we recently ended our contract with CAS, our former close-cleaning contractor.

To ensure continuity of service, we appointed Caledonian Maintenance on an interim basis to provide close-cleaning services throughout June and July. Since their appointment, we have received fantastic feedback from residents regarding the standard of cleaning being delivered. We have also seen a significant reduction in the number of cleaning-related complaints, alongside several compliments recognising the high standards being maintained across our communal areas.

It is extremely encouraging to hear such positive feedback from our residents. Following a competitive procurement exercise, Maryhill Housing is delighted to announce that Caledonian Maintenance has been awarded the new close-cleaning contract, which formally commenced on **1 August.**

Caledonian Maintenance is no stranger to Maryhill Housing, having successfully delivered this service for many years in the past. We are therefore pleased to welcome the team back and look forward to building on the positive results already achieved during their interim appointment.

Gary Mooney, Operations Manager at Caledonian Maintenance, said:

"We are delighted to be back working with Maryhill Housing. Our team is committed to delivering a consistently high standard of service and ensuring that all cleaning specifications are met. We take great pride in maintaining residents' communal areas and will continue to provide the high-quality cleaning service that both residents and Maryhill Housing expect, supported by the hot water systems installed in all of our vehicles."

We would like to extend a warm welcome back to Caledonian Maintenance and look forward to working together to continue delivering clean, safe and well-maintained communal spaces for our residents.

Customer Satisfac

We told you in our Spring 2026 newsletter that we were planning to change the way we carry out our customer satisfaction surveys.

Instead of carrying out a survey of all tenants every three years, we confirmed that we would be asking a proportion of tenants for their feedback each year.

We have now completed the first year of this new approach, which will see the Association survey one-third of our tenants over a three-year cycle.

Tenants will only be asked once to complete a survey during the three-year period, with all surveys being carried out on a face-to-face basis.

We would like to thank those tenants who were contacted and met with Research Resource, our partners in this project.

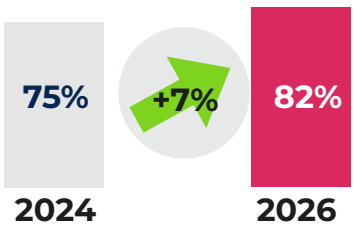
The infographic below provides a summary of the results. We will be assessing the detailed feedback gained from the survey and developing an action plan, and we will include details of this in our Christmas newsletter.

Background to the survey

537 Maryhill Housing Association (MHA) tenants answered a satisfaction survey to tell us how they felt about the services their landlord provides. This is done to report back to the Scottish Housing Regulator and allows Maryhill Housing Association to monitor and improve their services for customers. This newsletter presents the key findings from the 2026 survey and compares these to the results from MHA's 2024 tenant survey and also the Scottish Average for all Scottish social landlords for the year 2024/2025.

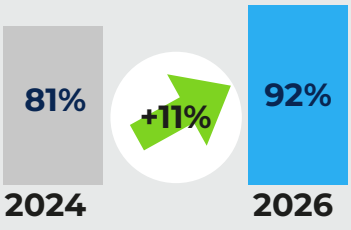
537
INTERVIEWS

JUNE 10 → JUNE 30



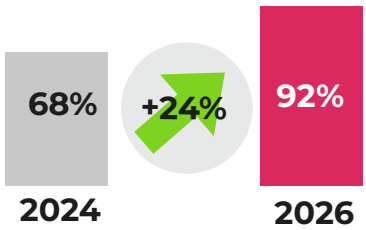
Scottish Average

82% of you told us that you were either very or fairly satisfied with the **overall service provided by MHA.** This is higher than the 2024 survey (75%).



Scottish Average

92% of you said that MHA was either very or fairly good at **keeping you informed about their services and decisions** which is higher than the 2024 survey (81%).

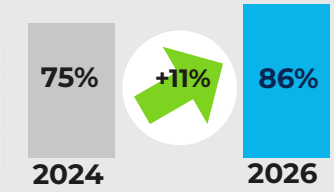


Scottish Average

92% of you said you were satisfied with **participation opportunities**, which is significantly higher than the 2024 result (68%).

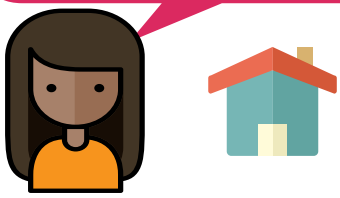
tion Survey 2026

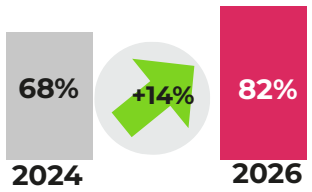
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Maryhill Housing Association?



Over 8 in 10 of you who have had repairs carried out in the last 12 months were satisfied with the **service you received (86%).** Satisfaction is higher than the 2024 survey (75%).

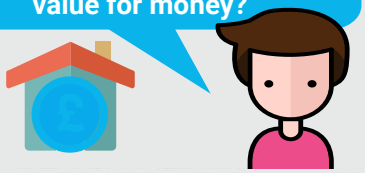
Overall, how satisfied or dissatisfied are you with the quality of your home?

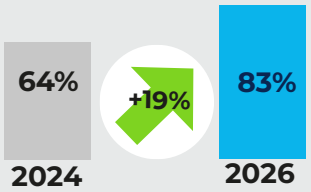




82% of you said you were very or fairly satisfied with the **quality of your home.** This is significantly higher than the 2024 survey (68%).

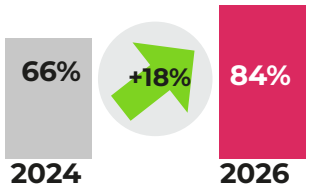
Taking into account the accommodation and services Maryhill provides, to what extent do you think that the rent for this property represents good or poor value for money?





83% of you said you felt the rent for your home was **good value for money.** This is significantly higher than the 2024 survey (64%).

Overall, how satisfied or dissatisfied are you with Maryhill's contribution to the management of the neighbourhood you live in?



84% of you were satisfied with your landlord's contribution to the **management of the neighbourhood** you live in, and significantly higher than in 2024 (66%).

Thank you for taking part in the survey. If you have any questions regarding the tenant satisfaction survey please contact **Research Resource** on **0141 641 6410**

Housing (Scotland) Act 2025

The Housing (Scotland) Act 2025 will introduce a number of changes to Scottish housing law aimed at strengthening tenants' rights, providing additional support for tenants and setting clear timescales for dealing with serious repair issues, particularly damp and mould.

The Scottish Government has developed a new Scottish Secure Tenancy Agreement and Short Scottish Secure Tenancy Agreement, which will be issued to social housing tenants from 1 August 2026. Further information can be found at **https://maryhill.life/housingact**

Most of the changes will take effect from 1 August 2026, with the exception of the legal timescales for dealing with damp and mould (Awaab's Law), which will come into force on 6 October 2026.

A summary of the main changes is provided below.

Domestic Abuse

The Association will be expected to provide appropriate support to tenants or members of their household whom they have reason to believe have experienced, are experiencing or at risk of domestic abuse and at risk of becoming homeless. The domestic abuse legislation has been strengthened to ensure that the Association plays a key role in removing abusers from social housing tenancies.

Improved Succession Rights

The qualifying residency period for an eligible relative or carer wishing to succeed a tenancy following the death of a tenant has been reduced from 12 months to six months.

The Association must be satisfied that anyone applying to succeed a tenancy has lived in the property for at least six months prior to the tenant's death. **It is therefore very important that you tell us who is living in your home. Failure to do so may affect future succession applications.**

Right to Keep a Pet

This is a new provision within the Act, allowing tenants to keep a pet with the written permission of their landlord, which must not be unreasonably withheld.

The Act sets out a clear timeframe requiring the Association to respond to requests to keep a pet within one month. If the Association does not respond within one month of receiving an application, permission will be deemed to have been granted.

The Scottish Government may introduce further regulations relating to pets in the future, and tenants will be advised of any changes.

Ask and Act*

The Act will require all public bodies, including housing associations, to proactively identify and support individuals at risk of homelessness and work in partnership with a range of organisations to help prevent homelessness.

Awaab's Law (Repairs)*

Awaab's Law is named after Awaab Ishak, a two-year-old boy who died in 2020 following exposure to serious mould in his home in England.

The Scottish Government has introduced this legislation to establish clear standards and timescales for dealing with damp and mould in rented homes. From 6 October 2026, the Association must:

- Investigate reports of damp and mould within 10 working days
- Provide tenants with a written summary of the investigation within three working days of the investigation being completed
- Commence any required repairs within five working days of the written summary being issued

These timescales may be extended where circumstances outside the Association's control prevent the work from being carried out. In these cases, we must explain the reasons for the delay and provide a revised timeframe.

Until the work can be completed, the Association must take reasonable steps to minimise the impact of damp and mould.

Delivery of Formal Notices

The Act now allows Scottish Secure Tenants and Short Scottish Secure Tenants to receive formal notices, such

- Important Information

as rent increase notifications, by email where a written agreement is in place between the tenant and the Association.

While this approach is already used within the private rented sector, we have decided not to introduce it at this stage. We may revisit this option in the future following planned upgrades to our IT systems.

What This Means for Tenants

All of the above changes will affect tenants who hold a Scottish Secure Tenancy. Further changes will take effect later in the year, and the enclosed information leaflet provides more detailed information about the amendments coming into force on 1 August 2026 and 6 October 2026.

For mid-market rent tenants who hold a private residential tenancy, it is only the changes above marked with an asterisk (*) which will apply. In addition, the following rights and implementation dates apply to private sector tenants:

- Mid-market rent tenants will have the right to make minor changes to their homes, such as putting up pictures and posters. These are referred to as Category 1 alterations, and permission cannot be unreasonably withheld. Category 2 alterations, such as painting walls, will continue to require landlord consent. Requests for alterations can only be considered where the tenant has lived in their home for at least six months. Further information on the commencement date for this provision will be provided once the Scottish Government publishes its guidance.
- A joint tenant living in a mid-market rent home will be able to end a joint tenancy without the agreement of the other joint tenant from April 2027.
- Increased compensation for tenants in cases of wrongful termination of tenancy will apply from 6 October 2026.
- The right to keep a pet is not currently in force for private sector tenants. Further information on the commencement date for this provision will be provided once the Scottish Government publishes its guidance.
- Improved succession rights will apply from 6 October 2026.

United Nations Convention on the Rights of the Child (UNCRC)

The United Nations Convention on the Rights of the Child (UNCRC) is an international treaty adopted by the United Nations in 1989. It came into force internationally in 1990 and was incorporated into Scottish law in 2024. The Convention sets out the rights of every child and young person under the age of 18.

The UNCRC places duties on public authorities, including housing associations, to ensure that children's rights are considered when making decisions and delivering services.

It also provides children and young people with routes to challenge public authorities if they believe their rights under the UNCRC have not been respected.

The UNCRC contains several core principles and rights which promote the view that every child has the right to be safe, healthy, educated, respected and listened to.

The UNCRC is relevant to the Association's role as a landlord, as our policies and procedures can directly affect children living in our homes, as well as those living in households where housing applications have been submitted.

Over the next year, Maryhill Housing will review a number of key policies and procedures to ensure that they remain compliant with the requirements of the UNCRC.

NETCALL:

The Future of Customer Interactions with Maryhill Housing

At Maryhill Housing, we are always looking for ways to improve the service we provide to our customers. Following your valuable feedback over the years, we have invested in Netcall, a modern customer contact platform that will enhance the way you interact with our Customer Experience Team. The new system went live on 27th August.

What Can Netcall Do That Our Current System Can't?

Multiple Contact Channels
Netcall allows us to manage customer enquiries from a range of channels, including:

- Telephone calls
- Emails
- Social media messages
- WhatsApp messages

This means you can contact us using the method that is most convenient for you.

Priority-Based Call Routing
The system can prioritise different types of enquiries, ensuring that urgent or high-priority calls are directed appropriately and dealt with more efficiently.

Voice Recognition Technology
Rather than navigating complex menu options, you can simply tell the system what you need. For example:

"I want to book a repair."

The system will recognise your request and direct you to the correct team.

Pre-Populated Customer Information
Netcall can retrieve your customer details before you speak to an adviser, helping us deal with your enquiry more quickly. **For security and GDPR compliance, we will still ask you to confirm certain information.**

What Does This Mean for You?

In short, we have invested in new technology and dedicated time to staff training because we have listened to what our tenants have told us. Our aim is to deliver a more efficient, responsive service and increase First Point of Contact Resolution, meaning more enquiries are resolved the first time you get in touch with us.

This is an exciting step forward for Maryhill Housing, and we look forward to hearing your feedback as we continue this journey together.

Shareholding Membership

Did you know that, for a one-off £1 fee, you can apply to become a shareholding Member of Maryhill Housing Association?

But you might also ask, why does this matter and what does it mean?

Maryhill Housing Association was formed in 1977 as a community-based housing association, by and for the tenants of the area. Our founding principles are set out in our legal document, called the Rules, and we remain committed to these principles of community ownership, accountability and social purpose to this day.

We are not run for profit; we are run for the benefit of our customers and the communities we serve.

As a Member, you would play an important role in the governance of the Association, ensuring we remain true to our charitable objectives, approving key constitutional changes, appointing and holding the Board of Management to account, and providing oversight at AGMs.

Any customer of the Association, or any person who supports the objects of the Association, can apply to become a Member. All applications received then go to the Association's Board of Management for approval.

As a Member, you can:

- Attend the Annual General Meeting, where you:
  - » Receive the report from the Chair on the Association's activities for the previous year
  - » Receive the annual accounts and auditors' report
  - » Elect Board members
  - » Appoint the external auditors for the following year
  - » Consider any other business on the agenda
- Attend any Special General Meetings, which are sometimes called for specific reasons, such as to consider changes to the Association's Rules
- Stand for election to become a Board Member
- Nominate other shareholding Members for election to the Board

If you are interested in applying to become a Member, please contact **corporatesupport@maryhill.org.uk** or call us on **0141 946 2466.**

If you don't think membership is for you, there are other ways you can get more involved in the Association. These include:

- Joining the Tenants' Scrutiny Panel
- Joining an area-specific RTO (Registered Tenant Organisation)
- Joining the Tenant Service Improvement Group
- Attending the Owners' Forum

If you are interested in any of these other ways to get involved, please contact **corporatesupport@maryhill.org.uk** or call us on **0141 946 2466**.

Tenant Scrutiny Report

Maryhill Housing's Tenants' Scrutiny Panel is committed to independently reviewing and monitoring the delivery and performance of the Association's housing and maintenance services.

The Panel's overall aim is to ensure that, as a landlord, the Association provides services of the highest standard that meet the needs of tenants and other customers.

The Panel's aim through its scrutiny work is to identify what works well, understand service delivery challenges and make recommendations to the Senior Management Team and Board members on how services could be improved for all tenants and other customers.

The Panel recently completed its first detailed scrutiny project, reviewing the roles of Housing Officers and Customer Advisers. The Panel presented its report and recommendations to the Association's Board of Management at the end of June.

In carrying out the scrutiny project, the Panel undertook a range of tasks, including:

- Reviewing the 2024 Customer Satisfaction Survey findings
- Reviewing complaints data
- Interviewing and surveying staff
- Conducting an independent tenant survey

The Panel's detailed and well-thought-out report set out 22 recommendations for improving services for customers. The Board and senior staff welcomed the Panel's report, and most of the recommendations have been agreed by the Board for implementation.

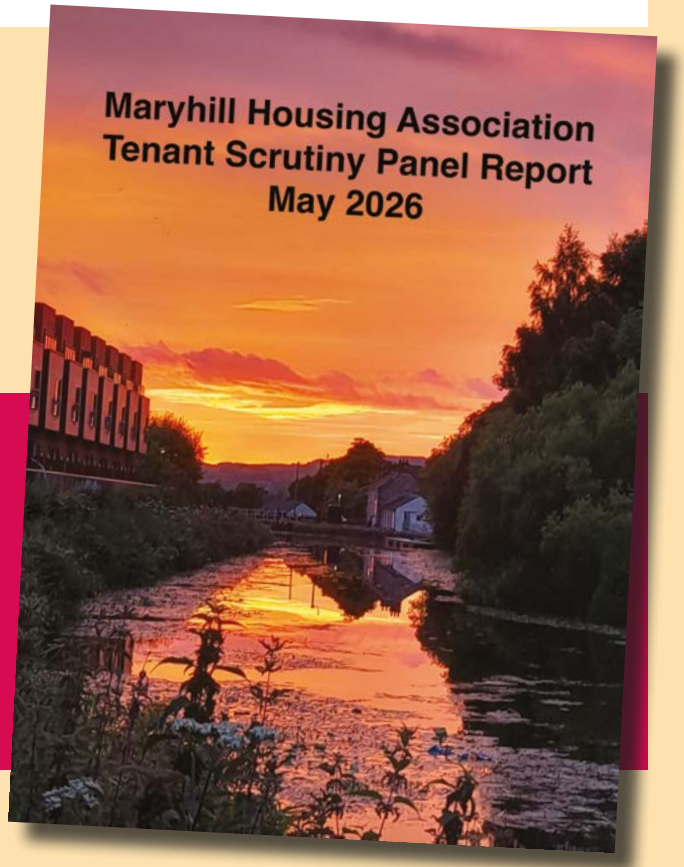
You can read the Panel's report and the management responses to the recommendations on our website here: **https://maryhill.life/scrutinyreport**

We are currently recruiting new members to join the Scrutiny Panel. Any Maryhill Housing tenant or factored owner is welcome to apply.

The Panel meets regularly at our Garrioch Road office and plays an important role in reviewing and scrutinising the services that matter most to our customers, including:

- Repairs and maintenance services
- Improvement programmes
- Communal cleaning and grounds maintenance
- Other key housing services

Full training and support will be provided to all Panel members, so no previous experience is required.



If you are interested in joining the Panel, you can find out more by:

- Visiting our website: **https://maryhill.life/tenantscrutiny**
- Emailing us at: **corporatesupport@maryhill.org**
- Calling us on: **0141 946 2466**

We would be delighted to hear from you.

New Tenant Handbooks Now Available

We have recently introduced two new handbooks designed to provide residents with easy access to important information about their tenancy, rights and responsibilities. One handbook has been produced for Maryhill Housing tenants and another for Maryhill Living mid-market rent tenants.

The handbooks cover a wide range of topics, including rent payments, repairs, anti-social behaviour, tenancy responsibilities, transfers, home safety, complaints and the support available through Maryhill Helps.

Whether you are a new tenant or have lived in your home for many years, the handbooks are a useful guide to the services we provide and what you can expect from us as your landlord.

The handbooks are available on our website or using the QR codes opposite. If you would like a printed copy of the relevant handbook, please contact us on **0141 946 2466** or email **enquiries@maryhill.org.uk**

Respecting Staff, Customers and Visitors

At Maryhill Housing, we are committed to providing a safe, inclusive and respectful environment for our staff, customers, contractors and visitors.

We recognise that there will be times when customers are frustrated or experiencing difficult circumstances, and we will always do our best to listen, provide support and find solutions wherever possible. However, we will not tolerate abuse, discrimination, harassment or threatening behaviour towards our staff, contractors or fellow customers.

We ask everyone visiting our offices or interacting with us through any of our services to treat others with courtesy and respect. By working together in a positive and considerate way, we can ensure that Maryhill Housing remains a welcoming place for everyone.

Thank you for helping us maintain a safe and respectful environment for all.

Reporting Anti-Social Behaviour (ASB)

We have recently produced a new Anti-Social Behaviour (ASB) Guide for Tenants to help residents understand what ASB is, how to report it and what support is available. The guide explains how we investigate reports, the timescales involved and the information that can help us take appropriate action.

The leaflet also provides practical guidance on the types of behaviour that may be considered anti-social, such as persistent noise nuisance, harassment, vandalism and threatening behaviour, as well as examples of issues that would not normally be treated as ASB.

If you experience anti-social behaviour, we encourage you to report it as early as possible. The guide includes details of our ASB reporting process, information about incident diaries and details of the support available to those affected.

Our aim is to work with residents and partner agencies to help create safe, respectful and welcoming communities where everyone can enjoy their home and neighbourhood.

The leaflet is available on our website or using the QR code opposite. If you would like a printed copy of the leaflet or would like to report ASB, please contact us on **0141 946 2466** or email **housingmanagement@maryhill.org.uk**

Disposing of Batteries Safely

Glasgow City Council has asked us to remind customers of the importance of disposing of batteries and electrical items containing lithium-ion batteries safely.

Recently, there have been several incidents where these items have been disposed of in household waste bins and subsequently caught fire. This presents a serious risk to waste collection crews and members of the public.

Please ensure that batteries and electrical items containing lithium-ion batteries are disposed of at one of the dedicated recycling points.

For further information, including details of your nearest recycling point, please visit: **https://www.glasgow.gov.uk/batteries**

Investment in New Cleaning Equipment for Our Multi-Storey Properties

As part of our ongoing commitment to maintaining high standards across our communities, the Neighbourhood Team has recently invested in three new iMop cleaning machines for use within our multi-storey properties.

Before making this investment, the team reviewed and tested a range of cleaning equipment through demonstrations and trials. Following careful consideration, the iMop was identified as the best solution to improve cleaning standards within our landings and newly refurbished foyers in the mini multi-storeys.

All team members covering stair cleaning have already successfully completed certified iMop training. This equipment now becomes part of our routine cleaning programme, helping us to deliver a more thorough and efficient cleaning service throughout our buildings.

We are confident that residents will notice a real difference in the appearance and cleanliness of our communal areas as these machines are integrated into our regular cleaning schedule.

Pictured: Neighbourhood Officer Tommy undertaking an assessment as part of his iMop training.

We regularly seek feedback from residents through customer satisfaction surveys in our multi-storey properties and look forward to hearing about the positive impact this investment has on the service we provide.

Water Risk Assessments – Resident Information

Maryhill Housing Association has appointed Damada, a specialist water risk management company, to carry out water risk assessments on cold water storage tanks across our housing stock.

Damada has recently completed assessments at properties at Oran Place and, over the coming weeks, will be attending a number of our tenement properties, followed by our four-in-a-block homes.

Where inspections are required, residents in the affected properties or blocks will receive communications in advance to make them aware of the visit and any access requirements.

These assessments are an important part of our ongoing programme to ensure that water systems remain safe, compliant and well maintained. To allow Damada to complete the necessary inspections, we ask residents to provide access when requested. Refused or delayed access can prevent essential checks from being carried out and may impact our ability to ensure the safety and quality of water systems within our properties.

We appreciate your co-operation and support in helping us maintain safe homes for all residents. If you have any questions, please contact us on **0141 946 2466** or at **enquiries@maryhill.org.uk**

Estate Management Updates

Our Neighbourhood & Compliance Manager and Neighbourhood Team Leaders have been working closely together to review a number of our estate management services, including landscaping, bulk uplift collections and bin provision. The aim is simple: to ensure we continue to improve services and deliver the best possible environment for our residents.

In-House Landscaping Team

To support the increased demands of the growing season, we have expanded the resources within our in-house landscaping team. This additional investment will help us maintain our open spaces and communal areas to a high standard throughout the summer months.

To further improve the service, we have introduced additional quality audits carried out by our Clerk of Works and Neighbourhood Team Leaders. We have also started issuing customer satisfaction surveys to gather feedback directly from residents.

Your feedback is incredibly valuable to us, so if you receive a survey, please take a few moments to complete it. Your comments help us identify areas for improvement, celebrate what is working well and address any concerns residents may have.

Bulk Uplift Service

Many residents will be aware that our bulk uplift service has faced a number of challenges in recent months, including restricted access to Dawsholm Recycling Centre and increased levels of fly-tipping at some collection points.

Our **Neighbourhood & Compliance Manager** is working closely with Glasgow City Council to explore ways of improving the service and reducing delays. As part of this work, we have reviewed and updated our collection schedule and will be issuing information to households detailing their designated bulk collection point and collection day.

Residents can help us improve the service by ensuring that bulky items are placed at the correct collection point and are only put out the evening before the scheduled collection day. This will help to keep communal areas clear, reduce the length of time waste is left outside and minimise the risk of attracting vermin.

Bin Improvements

We have recently undertaken bin surveys across a number of our neighbourhoods and, as a result, have repaired or replaced several damaged bins. Work will continue across other priority areas to ensure residents have access to adequate waste disposal facilities.

Glasgow City Council has confirmed that, where bins are damaged by its cleansing teams, responsibility for repairs or replacement will sit with the Council. If you witness a bin being damaged during a collection, we encourage you to report this directly to Glasgow City Council as soon as possible so that the issue can be addressed quickly.

Landscaping Service – Ramora

We have listened carefully to feedback from residents regarding the landscaping service provided by Ramora. In response, our Contracts & Compliance Team has been working closely with the contractor to drive improvements and ensure the service meets the standards residents expect.

The positive impact of this work is already being seen. Our Contracts & Compliance Officer, Andrew Keenan, has reported a significant reduction in complaints and a notable increase in compliments relating to the service.

To support ongoing improvements, additional quality inspections are now being carried out by both Andrew and our Landscaping Clerk of Works. Customer satisfaction surveys have also been introduced, giving residents another opportunity to share their views.

If you receive a survey, we would be grateful if you could take the time to complete it. Your feedback plays a vital role in helping us monitor performance, identify areas for improvement and ensure we continue to deliver services that meet the needs of our communities.

Maryhill Transformational Regeneration Area (TRA) Updates

Collina Street Neighbourhood

Following community consultations, we submitted a planning application in March to deliver new housing and landscape improvements on the area of derelict land around Collina Street. The proposals include a mix of housing options to meet a range of local needs, including social rented homes, retirement flats, mid-market rent flats, new-build shared equity properties and homes for private sale. The development will also enhance the surrounding environment through significant landscaping improvements.

North Maryhill TRA

Last year, we appointed Robertson Construction to deliver landscape and drainage improvement works to the area of land adjacent to Kilmun Street. These works are essential to enable the delivery of new housing as part of the North Maryhill TRA masterplan. The works are progressing well and are scheduled for completion in the autumn.

Further details about the Maryhill TRA projects can be found on our development website at **https://maryhillhousing.dev**

970 Maryhill Road: Before and After

In each issue, we will feature recent investment works carried out in partnership with our contractors.

Working with our contractor, Go Wright, we recently removed the existing painted render system at 970 Maryhill Road and replaced it with a more durable, long-life render system. We also carried out stone and render repairs throughout the block to improve both the appearance and longevity of the building.

This project highlights the benefits of investing in a long-term external fabric solution.

£381,654

IN TENANT FINANCIAL GAINS!

Our Financial Support Officers have been working hard and, since April, have generated £381,654 in financial gains for tenants. Angela, David and Robyn have supported 272 clients and achieved some excellent outcomes.

One tenant received a backdated payment of £6,000 after we represented them at a disability tribunal and will now be £430 per month better off. Another tenant was helped after experiencing fraudulent activity on their bank account. Our officer applied for a crisis grant on the tenant's behalf and contacted the bank to report the fraud. The tenant was delighted with the support received and was able to recover the money that had been taken from their account.

If you would like help to check whether you are entitled to any benefits, or to ensure you are claiming everything you are entitled to, please call **0141 946 2466** to make an appointment or email **fst@maryhill.org.uk**

Glasgow Tool Library

Glasgow Tool Library is based in north Glasgow and is a community-run library providing affordable access to the tools and equipment you need for your home, garden and hobbies. Join them to save money, clear out the clutter and do your bit for the planet.

Members can access over 1,000 items of community-donated equipment, including lawnmowers if your grass has been getting a bit too long over the summer.

Find out more at: **https://www.glasgowtoollibrary.com** or email **hello@glasgowtoollibrary.com**.

Reducing Waste, Raising Funds

In partnership with the Lintel Trust and Clyde Recycling, we have installed a textile bin at Glenavon. For every tonne of textiles collected, we raise £500 to invest back into the community.

Not only are we preventing waste from going to landfill, but we are also able to give back to the community. In June, we reached our first tonne milestone and will be getting in touch with tenants so that you can vote for which local project will receive the funding.

Keep your eyes peeled for the winner in the next edition of the newsletter!

linteltrust

Community Fund

Local people, tenants and community groups can all suggest Community Fund projects to improve the Maryhill and Ruchill communities. This contributes to our aim of inspiring passion in people and in our communities.

Community Fund requests must be able to demonstrate value for money and meet at least one of the following criteria:

- Enhance the quality of life in areas where Maryhill Housing tenants and others live. Examples include improving the environment, promoting safe, healthy and vibrant communities, or providing support for events and activities that encourage community cohesion.
- Encourage community involvement that will positively impact Maryhill Housing residents and their families. An example is encouraging volunteering.
- Promote equality of opportunity within the areas that Maryhill Housing serves.

This year, our Community Fund Panel was delighted to approve applications from 12 Maryhill and Ruchill community organisations and residents to deliver projects that help improve our community through physical and social activities. The projects that were awarded funding are as follows:

- **YoMo** – Summer Gala Day on Friday 31 July
- **Shakespeare Street Youth Club** – Summer Residential Break
- **WSREC** – continuation of the Chai and Chatter project
- **Halo Arts** – Additional Support Needs drama classes
- **Glasgow Riding for the Disabled Association** – upkeep costs for a therapy pony
- **St Mary's Primary Parent Council** – summer trip to a safari park
- **High Park Parent Council** – resources for children with additional support needs
- **Maryhill Men's Shed** – workshops in partnership with Boomerang Woodwork
- **Walking Netball** – hall hire costs
- **Homestart Glasgow North** – Making Connections, an educational programme for parents and carers who have an autistic or neurodivergent child in their care
- **NUC** – Acting Up Youth Theatre Project
- **St Gregory's Food Bank** – food purchases

Changes to the Two-Child Rule for Universal Credit

Since April 2026, the Department for Work and Pensions (DWP) has changed the rules relating to the child element of Universal Credit. The child element is no longer restricted to two children, meaning eligible households will receive support for each child in their care. As a result, some households may see an increase in their Universal Credit entitlement.

Some people may be affected by the benefit cap as a result of these changes. If you think you may be affected, please contact our Financial Support Team on **0141 946 2466**. We can help you explore options to challenge the benefit cap or reduce its impact.

Universal Credit Changes

In April 2026, the DWP also introduced a number of changes to Universal Credit and the Limited Capability for Work and Work-Related Activity (LCWRA) element.

The standard allowance of Universal Credit is set to increase above inflation, rising from £92 per week this year to £106 per week by 2029.

However, the LCWRA element has been reduced for new claimants from April 2026. The amount has decreased from £432.27 to £217.26 per month. If you already receive the LCWRA element, your entitlement will remain unchanged, although the payment rate will be frozen until 2029/30.

Best Start Grant: School Age Payment

Applications for the Best Start Grant School Age Payment are now open and will remain open until 28 February 2027.

The payment is £319.80 per child for children born between 1 March 2021 and 28 February 2022. It is one of the Best Start Grant payments and is available only in Scotland. Eligible families have until midnight on 28 February 2027 to apply.

The payment is available to parents and carers who receive certain benefits and is intended to help with the costs associated with a child starting school. Support is available for all eligible children within the same household.

School Age Payment is paid automatically to people who receive Scottish Child Payment. Anyone who does not receive Scottish Child Payment, or who has opted out of automatic payments, should submit an application.

Housing Benefit and Pension Age Review

Glasgow City Council is currently carrying out a review of Housing Benefit claims for pension-age customers, excluding those who receive Pension Credit. The review is intended to ensure that the correct level of benefit is being paid.

If you are affected, the review will be carried out by telephone. You will receive a letter at least two weeks in advance advising you of:

- The date of the call
- The telephone number we will call you on
- That the call will be made from a withheld number between 9.00am and 5.00pm
- The information you should have available during the review

Please note that the call will appear as No Caller ID or Withheld Number. You will never be asked for your bank details during the review.

Failure to participate in the review may result in your Housing Benefit being suspended or cancelled.

If you receive a review letter or telephone call and require any assistance, please contact Maryhill Housing. We will be happy to help.

Planning Ahead: How We Manage Major Works

When you own a flat in a tenement block, significant work may occasionally be needed, such as roof repairs, external rendering or structural works. These larger projects, known as major works, can feel daunting, especially where costs are high. However, they do not happen overnight. We follow a clear process designed to keep owners informed, involved and confident that decisions and funds are handled properly.

How major works are identified

Routine maintenance, such as replacing a close light, repairing a downpipe or fixing a door entry system, can usually be instructed as these works fall under our delegated authority limit. Major works are different. They are larger, more costly projects that normally require owner consultation before anything is instructed. Where no delegated authority limit is set in the title deeds, we will take a pragmatic approach and consult owners where works are estimated to cost more than £2,000.

Major works may be identified through planned maintenance inspections, professional building surveys or reactive repairs that reveal a deeper issue. Spotting problems early gives owners more options and more time to plan financially, which is why we encourage prompt reporting and proactive inspections.

Quotes, options and voting

Once a major works project is identified, we prepare a specification of works so contractors can price the job accurately. We then seek quotes in line with our procurement policy. This competitive process helps protect owners from overpaying and allows us to explain clearly why a particular option or contractor is recommended.

Owners are then given clear information about why the work is needed, the options available, the benefits and drawbacks, and the estimated costs. Before any significant project is instructed, owners vote on the proposal. Each owner, including the Association, has one vote per property, and a simple majority of more than 50% is required to approve the works.

If the majority agrees, the work is instructed and all owners are notified. If the majority disagrees, or there is no clear response, the proposal is put on hold and reassessed. This process reflects the requirements of the Tenements (Scotland) Act 2004 and the Property Factors (Scotland) Act 2011, which protect owners' rights and set the framework for decisions about shared buildings.

How the costs are worked out

As part of the voting process, owners will receive written confirmation of the estimated cost of the works, their apportioned share in line with the title deeds, any professional fees, the major projects administration fee set out in the Written Statement of Services, any available council grant funding, whether funds are required upfront before works begin, and the payment options available, including any payment arrangements that can be considered, depending on individual circumstances.

During and after the works

Once work begins, we manage the project on behalf of owners by liaising with contractors, monitoring progress and carrying out quality checks. When the work is complete and the contractor's invoice has been verified, costs are processed and recharged to your account, with clear information about what has been charged and why.

Emergency works

Occasionally, work cannot wait. If there is an immediate safety risk or a situation that could cause serious damage to the building, we may need to act without the full consultation process. In these cases, we will notify owners as quickly as possible and provide documentation of the decision and costs.

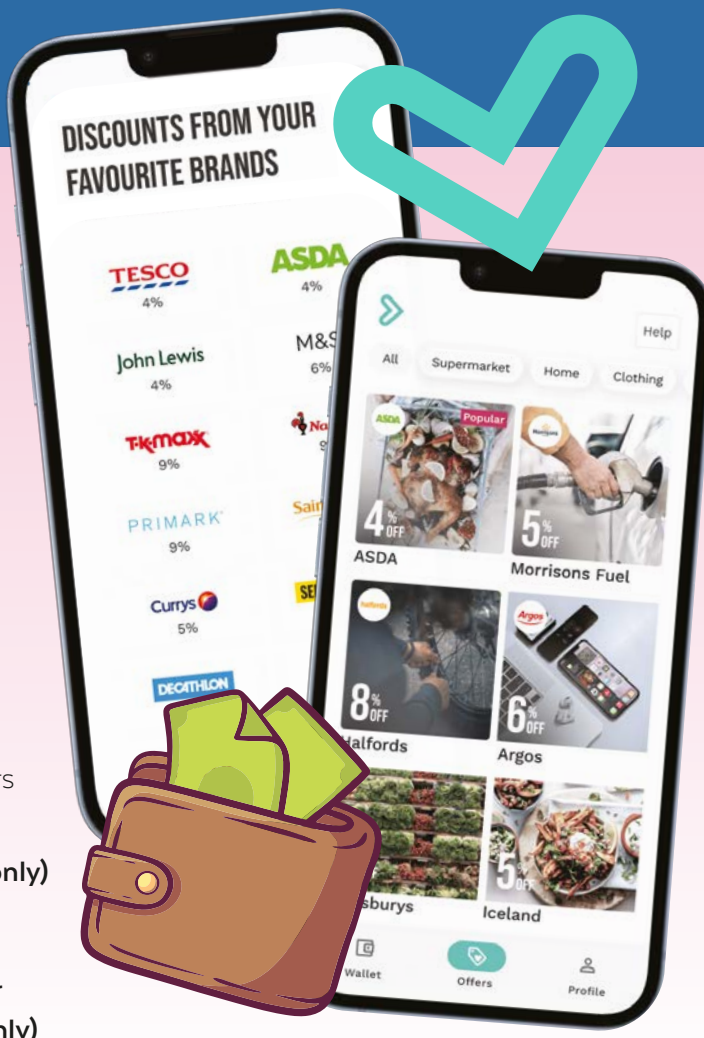
What this means for you

Major works can feel like an unwelcome surprise, but the process is designed to give owners notice, a voice and confidence that any works are being delivered in line with legislation and an owner's respective title deed. If you have questions about a proposed project, how costs have been calculated or what may be coming up for your building, please get in touch early.

Your building is a shared asset. Looking after it well, together, helps protect both the value of your home and the quality of life of everyone who lives there.

HOUSING PERKS

The Money-Saving App



We would like to remind you of our partnership with Housing Perks, a money-saving app designed specifically for social housing tenants and factored owners. This app offers you the opportunity to save money on a wide range of everyday essentials, helping to make life a little easier and more affordable.

Housing Perks can help you save money on various purchases, from day-to-day shopping essentials to larger one-off purchases. We are delighted to offer this resource to our owners and hope you will find it helpful in managing your day-to-day expenses.

Examples of current offers include:

- **4% off Tesco (in-store only)**
- **4% off Asda**
- **1.5% off Amazon**
- **5% off Marks & Spencer**
- **7% off B&M (in-store only)**
- **9% off Primark (in-store only)**
- **5% off Just Eat**

Please let us know if you would like to be included in the scheme by the end of August.

We will gather the details of interested owners and purchase additional subscriptions at the start of September. There will be a £1 joining fee to cover your subscription. We will then issue you with a QR code for the app and provide details on how to sign up using your owner's reference number.

Please contact us on **0141 946 2466** or at **enquiries@maryhill.org.uk** if you would like to be included, have any questions about the scheme, or would like further information.

We Speak our Customers' Language.

Please contact **translate@maryhill.org.uk** if you require this document in a different language or format.

إذا كنت ترغب في النشرة الإخبارية بلغة مختلفة ، فيرجى الاتصال بنا على التفاصيل أدناه.

Jeśli chcesz otrzymywać biuletyn w innym języku, skontaktuj się z nami pod poniższymi szczegółami.

如果您希望使用其他語言的新聞通訊，請通過以下詳細信息與我們聯繫。

Maryhill Housing Association Ltd, 45 Garrioch Road, Glasgow, G20 8RG

T: **0141 946 2466** · E: **enquiries@maryhill.org.uk** · W: **www.maryhill.org.uk** · @MaryhillHousing

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