

SUMMER 2026

REIDVALE NEWS

THE NEWSLETTER OF REIDVALE HOUSING ASSOCIATION



50 YEARS OF

Reidvale
Housing Association

A DAY OF
FUN FOR ALL
THE FAMILY!

REIDVALE FUN DAY!

SATURDAY 25TH JULY 2026
12PM – 4PM

FREE EVENT!

EVERYONE WELCOME!



AT REIDVALE NEIGHBOURHOOD CENTRE
13 WHITEVALE STREET, GLASGOW, G31 1QW



Working together to support our community – brought to you by
The Halliday Foundation & Reidvale Housing Association



FACEPAINTER

ALPACAS & ANIMAL FARM

PERFORMANCES & MUSIC

BOUNCY CASTLE

BBQ & FOOD

MEET THE REIDVALE TEAM - CENTRE PAGES

www.reidvale.org.uk

Reidvale Housing Association, 13 Whitevale Street, Dennistoun, Glasgow G31 1QW

Keep your Reidvale membership active

Reidvale Housing Association is reminding members about an important rule that could affect their membership.

Reidvale's current Rules were adopted in 2021. This means that, for some members, the five-year membership rule may become effective this year.

Under the Rules, membership can end if a member does not take part in five Annual General Meetings in a row.

Taking part does not always mean attending in person. You can also keep your membership active by appointing a proxy, using any voting arrangements available, or submitting your apologies.

We do not want anyone to lose their membership simply because they did not know about this rule.

Being a member is one of the main ways local people can have a say in Reidvale's future. Members can vote at general meetings, elect Management Committee members and help keep Reidvale community-led.

If you are a member and cannot attend this year's AGM, please make sure you return your apologies or appoint a proxy.

If you are not sure what to do, please contact the Reidvale office. Our team will be happy to help.



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Housing Services Section



50 YEARS OF

Reidvale
Housing Association

MAIN OFFICE
13 Whitevale Street, Dennistoun Glasgow G31 1QW

T: 0141 554 2406

E: info@reidvale.org.uk

www.reidvale.org.uk

Property Factor Reg. Number PF000099
Registered Scottish Charity No. SCO44023

OPENING HOURS:

Monday – Thursday 9.00am – 1.00pm & 2.00 pm – 5.00 pm;

Friday 9.00am – 1.00pm & 2.00pm – 4.00pm



Update on Reidvale's Scottish Housing Regulator Engagement Plan

The Scottish Housing Regulator is the independent body that oversees housing associations and councils across Scotland. Its role is to protect the interests of tenants, homeowners and service users by making sure landlords are well run, financially secure and delivering good quality services.

Each year, the Regulator publishes an Engagement Plan for every landlord. This sets out how it will engage with them over the coming year and highlights any areas where it wants updates or additional assurance.

Many of our customers will know that Reidvale has been on an improvement journey in recent years following challenges identified in 2019. Since then, we have worked hard to strengthen the organisation, improve how we operate and build strong foundations for the future.

We were proud that, in late 2025, the Regulator confirmed that Reidvale had returned to full compliance with regulatory standards. Our latest Engagement Plan reflects that progress and confirms that we continue to meet the standards expected of a social landlord.

Over the coming year, the Regulator will continue to engage with Reidvale in relation to:

Area	What This Means
Governance and Financial Management	Ongoing updates on how we are maintaining strong leadership, decision-making and financial oversight
Improvement Planning	Monitoring progress against our wider improvement and assurance plans
Investment in Homes	Oversight of how we are planning for future investment in our properties
Stonework Repairs	Continued monitoring of our programme to address stonework repairs across our stock

We know there is always more to do, but we are proud of the progress made and remain committed to working openly and transparently with our community.

You can read the full Engagement Plan on the Scottish Housing Regulator's website here: **www.housingregulator.gov.scot/landlord-performance/landlords/reidvale-housing-association**

COULD YOU HELP LEAD REIDVALE?

Reidvale Housing Association is looking for new people to join our Management Committee.

The Management Committee is made up of volunteers who help lead and direct the Association. They make sure Reidvale delivers good services, stays financially strong, listens to tenants, manages risk properly, and continues to make a positive difference locally.

You do not need to be a housing expert to apply. We are keen to hear from people with enthusiasm, sound judgement

and a real interest in Reidvale and the local community.

Committee members are volunteers, but you will not be left to work things out on your own. Reidvale provides an induction, mentoring, training, clear information and support from experienced Committee members and staff. Reasonable out-of-pocket expenses are also reimbursed.

The expected time commitment is around two evenings per month, including meetings, reading papers, training and occasional events.

Join our
Management
Committee



This is a real opportunity to use your skills and local knowledge to help shape Reidvale's future.

To request an information pack or to discuss the role, please contact **corporatesupport@reidvale.org.uk**.

FURTHER EDUCATION AWARDS

Reidvale Housing Association is pleased to announce that we are exploring the reintroduction of our Further Education Awards scheme.

The awards are available to tenants, or members of a tenant's household, who have lived in the Reidvale area for at least one year before the start of their course.

Awards will be made for each year of an approved course, with the amount awarded depending on the type of course being undertaken.

Please note that only one award will be granted per applicant. Additional awards will not be available for subsequent courses. However, where a student transfers to a different course at the same institution, the award may be transferred at the discretion of the association.

Further details will be provided in our next newsletter. In the meantime, if you believe you meet the eligibility criteria and would be interested in applying, please register your interest by contacting Ann Dundas at **corporatesupport@reidvale.org.uk**. We will keep interested applicants informed as the scheme progresses.

MEMBERS INVITED TO REIDVALE'S AGM

Reidvale Housing Association's Annual General Meeting will take place on Wednesday, 9 September 2026 at 7:00pm in the Reidvale Neighbourhood Centre.

The AGM is open to members of the Association only. It is an important part of how Reidvale is run. It gives members the chance to hear about our work, look back at the year, ask questions, and vote in the Management Committee elections.

Reidvale has strong roots in the local community, and our members play an important role in keeping the Association community led.



The AGM is one of the main ways members can have their say and help shape the future direction of Reidvale.

Further information will be sent to members before the meeting.

Not a member yet? You can join for just £1. Just pop into the office to pick up an application.



BECOME A MEMBER OF REIDVALE

Your voice, your community, your future

Reidvale Housing Association belongs to its local community. Becoming a member is one of the simplest ways tenants can have a stronger say in how the Association is run.

Membership costs just £1. As a member, you can attend our Annual General Meeting, vote in Management Committee elections, and help keep Reidvale rooted in the needs and priorities of local people.

Being a member does not mean you have to come to lots of meetings or join the Management Committee. It simply means you care about Reidvale's future and want to play your part in supporting better homes, services and neighbourhoods.

Reidvale is moving forward and we want more tenants to be part of that journey.

To join please speak to our team at reception.

REIDVALE IN BLOOM

COMPETITION ANNOUNCEMENT

Reidvale Housing Association is excited to announce the launch of the “Reidvale in Bloom” competition!

This initiative encourages residents to enhance the beauty of their living spaces by improving the front/back gardens of their closes.

Whether you're participating as a close or as an individual, we want to celebrate your efforts.

Who can enter?

All residents who have made improvements to their front or back gardens are invited to participate. Whether you've recently started working in your garden or have been nurturing your plants and flowers for years, we want to hear from you! Also if you would like to nominate a neighbour who you know carries out work in your front or back garden please feel free to do so.

Important Guidelines

The gardens can be maintained collectively by the entire close or individually by residents.

Please remember that hanging baskets or any ornaments are not permitted to be affixed to the buildings themselves.

How to enter

If you have planted anything in your front or back gardens, or enhanced the space in any way ie. planters etc, we encourage you to reach out to us. Here's how to enter:

1. Contact Reidvale Housing Association to notify us of your garden efforts
2. Our team will schedule a visit to photograph your garden
3. These photographs will be presented to our judging panel, who will determine

the winners based on creativity, effort and overall impact

Deadline for Entries

Please contact us at your earliest convenience to ensure we have ample time to photograph and judge all entries.

For questions or to register your garden, please contact Reidvale Housing Association directly on **0141 554 2406**.

Happy gardening, and we look forward to seeing your wonderful blooms!



Bees in Your Garden — What to Do This Season

As the warmer months arrive, you may notice more bees buzzing around your garden. If they decide to make a temporary home nearby, our advice is simple — leave them be.

Bees are generally gentle creatures and stings are unlikely as long as they're treated with respect. While all female bees can sting, **solitary bees are not**

aggressive and will only sting if handled roughly. **Bumblebees and honeybees** are also very unlikely to sting while they're busy collecting pollen and nectar, as long as they're left undisturbed.

It's important to remember that **pest control will not remove bee nests**, as bees play a vital role in our ecosystem and their numbers are sadly in decline.

However, if you believe you have a **wasps' nest**, please get in touch with us and we'll arrange the appropriate support.

Did you know? Many British crops rely on bees for pollination — including broccoli, carrots, fennel, parsnips, turnips, kale, apples, raspberries and tomatoes. Protecting bees helps protect our food supply.



50 YEARS OF

Reidvale
Housing Association

Help shape support in Reidvale

Reidvale Housing Association and The Halliday Foundation are working together to shape what happens next at the Reidvale Neighbourhood Centre.

We want the centre to be a welcoming, useful and active place for local people. We also want to better understand what support people need, what would help bring people together, and how local people would like to get involved.

To help us do this, we are asking local people to complete our Reidvale Community Vision Survey.

The survey asks about the Neighbourhood Centre, local services, community activities, support needs, volunteering and how people would like to be kept updated. Your views will help shape our joint work over the next few years.

The survey should only take around 5 to 10 minutes to complete, and you can answer as much or as little as you like.

You can complete the survey online using this QR code, fill in the paper copy enclosed and hand it in at Reidvale Neighbourhood

Centre or Reidvale Housing Association, or speak to us in person at the Reidvale Fun Day on Saturday, 25th July 2026.

Everyone who provides their contact details can also choose to be entered into our £100 gift voucher prize draw.

This is a chance to tell us what matters to you, what would make the centre more useful, and what support would make the biggest difference locally.

**REIDVALE COMMUNITY VISION
SURVEY**

**Please take a few minutes to share your views
and help shape the future of support in Reidvale.**

Tenants and Residents



- do you have Home Contents Insurance?

Why do I need it?

As your landlord we cover the buildings insurance for your home but you're responsible, under the terms of your tenancy, for insuring your contents. It's always a good idea to shop around for a policy that will give you the cover you need.

Home contents insurance isn't compulsory, but it's a good idea to consider what a policy would cover you for. Home contents insurance can help protect your belongings from risks like fire, theft, water damage, and many more household risks, giving you peace of mind.

What does contents insurance cover?

Thistle Tenant Risks offer a Home Contents Insurance Scheme, designed specifically for residents in social housing, all our residents are eligible to apply. This policy can cover:

Furniture, Carpets, Curtains, Clothes, Bedding, Electrical items, Pictures, Ornaments.

Terms, conditions, limits and exclusions apply. For more information about our policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording by contacting Thistle Tenant Risks on the telephone number below or visiting **www.thistletenants-scotland.co.uk**

For more details or to get started, you have a few options:

- Call Thistle Tenants Risks on **0345 450 7286**
- Visit **www.thistletenants-scotland.co.uk** to learn more or to work out your sum insured.
- Complete this form to request a call back **www.thistletenants-scotland.co.uk/call-back**



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Our Data Protection Privacy Policy is online at **<https://www.thistleinsurance.co.uk/Privacy-Policy>**

149 & 157 Bellfield Street



Work is progressing well on site at present, the new brickwork to the front elevation is fully underway and our contractor Lochlie have now reached the second floor level, only one and a bit levels to go and this phase of works will be complete.

Once the brickwork is completed, Lochlie will begin installing the new windows which will make the building “wind and watertight” and allow the new plasterboard to be installed and form the rooms back to how they were before.

We are currently assessing the other works needed so we can start to firm up the overall completion date and let the tenants know when they can expect to move back in. We will update in the next newsletter so watch this space.

Some photographs of the site works.



MAINTENANCE

Annual gas servicing

As you are aware, we have a responsibility as your landlord to carry out an annual service to your home if you have gas central heating. It is really important we do this to ensure your heating is safe to use, but also pick up any possible repairs that could mean your heating stops working properly.

We would appreciate your help in providing access to your home, if you have any specific issues or questions please contact us at the office and we can hopefully answer them.

Electrical testing to your home

We need to carry out an electrical test to your home every five years, this covers the fixed wiring to the electrics and not your own appliances such as televisions and washing machines. By carrying out these tests we can identify any issues in your home and minimise any problems that might stop appliances working.



When our contractors or our own staff contact you with a test date we would appreciate your help in providing access. If you have any specific issues or questions please contact us at the office and we can hopefully answer them.

Test Your Smoke Alarms Every Week — A Simple Habit That Saves Lives

Your smoke alarm is one of the most important safety devices in your home, but it can only protect you if it's working properly. The Association test these annually and we are asking all tenants to make weekly smoke alarm testing part of their routine. It takes less than a minute and could make all the difference in an emergency.

How to test your alarm: Press and hold the test button for up to 10 seconds to ensure the alarm sounds and triggers the interconnected alarms. If there's no sound — or it's weaker than usual — report it to us right away so we can arrange a replacement.

Why it matters: Most fire-related injuries happen in homes without a working alarm. A quick weekly test ensures your alarm is ready when you need it most.



Let's keep our community safe by making this small but vital check part of our weekly habits.

Introduction to Alan Murphy

I am really excited to be joining Reidvale Housing Association as a Maintenance Officer. Having worked in social housing for a number of years, I understand the positive impact that good quality homes and responsive maintenance services can have on people's lives, and I am looking forward to playing my part in delivering that for tenants.

What excites me most is the opportunity to work closely with residents, colleagues, and contractors to make a real difference in the community. I am eager to bring my experience, learn from the team, and contribute to the excellent service that Reidvale Housing Association is known for.



Introduction to Steven Hamilton

I am delighted to let you all know that I am the new Estates Officer for Reidvale housing.

It is a different role from my previous position as the caretaker which most of you already know me for and have

really enjoyed over the years but now is the time for a new challenge. I am looking forward to meeting you all when I am out in the area and will be making sure the estate is kept up to a high standard, regards Steven



Electrical Upgrade Works

Scottish Power Energy Networks (SPEN) have met with Reidvale staff recently to discuss mains cable upgrade works that they will be undertaking to a number of properties in the Dennistoun area. This work is required to modernise the cabling to the area and minimise any faults found as electricity is used in our homes. Surveying to the properties will commence from 1st July and it is hoped that the surveys programme will take around 4 weeks.

SPEN have contracted the work to Quartzelec who have upgraded works to the north of Duke Street and in

Bluevale Street so are familiar with the area. The surveyors will have identification badges at all times.

In order to check the electrical cable routes, they may need access to some flats to confirm the electric meter location. There will be no need to interfere with your electric supply during the survey. There will be no cost for this work to tenants, owners or Reidvale.

SPEN and Quartzelec will then communicate with the affected residents as to when the cable upgrade works will be carried out, we understand this may start from September 2026.

Quartzelec are happy to answer any questions you may have directly on



 **01698 492000**



MEET THE RE

We are pleased to introduce Reidvale Housing Association's permanent staff team.

Our team is here to deliver good services, support tenants, look after our homes and neighbourhoods, and keep the Association running well.

Housing Services Team

Our Housing Services Team works directly with tenants and residents. They support people with their tenancies, help resolve issues, and work with the community to improve services.

The team is:

Head of Housing & Communities:

William Boale

Housing Officer: **Cara McFadden**

Housing Officer: **Mark Wilson**

Housing Assistant: **Allan MacKinnon**

Housing Assistant: **Cameron Murphy**

Scheme Manager at John Butterly House: **Catherine Cameron**



William Boale



Cara McFadden



Mark Wilson



Allan MacKinnon



Cameron Murphy



Catherine Cameron

Asset Management Team

Our Asset Management Team looks after repairs, maintenance, estate services and investment in our homes and local environment.

The team is:

Head of Asset Management: **Martin Sloan**

Maintenance Officer: **Alan Murphy**

Estates Officer: **Steven Hamilton**

Maintenance Assistant: **Layla Ferguson**

Maintenance Assistant: **Zofia Chamczyk**



Martin Sloan



Alan Murphy



Steven Hamilton



Layla Ferguson



Zofia Chamczyk

We are also currently recruiting a Senior Maintenance Officer to strengthen this team further.

REIDVALE TEAM

Corporate Services Team

Our Corporate Services Team supports the day-to-day running of the Association. This includes finance, governance, administration and reception services.

Community Investment Officer: **James Berry**
Finance Officer: **Frances March**
Corporate Services Assistant: **Ann Dundas**
Receptionist: **Joshua Mackenzie**

The team is:



James Berry



Frances March



Ann Dundas



Joshua Mackenzie

Temporary support while we complete our structure

We also have colleagues working with us on a temporary basis while we complete our organisational structure.

Director: **Julie Smillie**, seconded from Molendinar Park Housing Association

Head of Corporate and Strategy:
Jamie Mallan

Compliance Officer: **Lindsay Gibb**, seconded from Molendinar Park Housing Association



Julie Smillie



Jamie Mallan



Lindsay Gibb

And finally, meet Poppy Fields

Poppy Fields is our unofficial Head of Office Security.

She is in the office a few days a week, keeping a close eye on visitors, staff morale and any biscuits left unattended.

She may not be on the payroll, but she is very much part of the Reidvale team.



What is damp, mould and condensation?

Damp looks like a wet patch on a wall or ceiling and appears when condensation is left for a long time. Left untreated, damp can cause structural problems over a long period of time.

Mould looks like little black dots in the corners of the windows or anywhere water collects. Mould can be bad for your health, so it's important you take action if you spot signs of mould in your home.

Condensation is when moisture or water in the air collects on a cooler surface.



Most people have a little bit of condensation, like the droplets you see on your windows after a shower. While it's usually nothing to worry about, condensation can lead to damp and mould if left for too long.

How can you treat mould?

Mould can be removed by scrubbing with a mould specific cleaning product from your local store or Supermarket. Please don't use a vacuum cleaner, bleach or washing up liquid on mould – none of these measures will be effective. When removing mould you should wear protective gloves and a face mask. Once the mould's removed, it is a good idea to redecorate using a good quality anti-mould paint.



What can you do to prevent condensation?

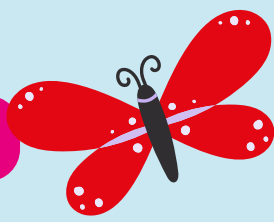
If your windows are getting steamy or your window ledges are wet then there's too much moisture in the air. Here are some tips to help you prevent condensation and mould in your home:

1. When cooking, close your kitchen, door and cover pots and pans with a lid so any steam is contained. Where possible have the window open or extractor fan on so steam can escape.
2. When showering, close your bathroom door to contain any steam and have the window open or extractor fan on so steam can escape.
3. Drain the water from your sink or bath as soon as it's no longer needed. This denies the water time to evaporate which, in turn, moistens the air.
4. Dry your washing outside where possible, or in the bathroom with the door closed plus window open or extractor fan on so moisture can escape.
5. Open the door of any rooms in your home which aren't being heated – warm rooms are less likely to be affected by condensation.
6. Open your windows plus any wall and window vents so any moisture can escape.
7. Keep your heating on a 'low' setting all day, whenever the weather's cold – warm rooms are less likely to have condensation. It's recommended that you don't allow the temperature in your home to fall below 14°C.
8. Keep furniture away from walls, particularly external walls to allow air to circulate around them. Allow room in and around wardrobes and cupboards for circulation.
9. Regularly wipe down windows, windowsills and walls to prevent condensation build-up.
10. If using a tumble-dryer, make sure the room it's in is well ventilated to enable any moisture to escape. This can be achieved by ensuring windows are open or by using a dehumidifier. Any tumble drier vents should go outside (unless it's self-condensing).



Have you taken steps to reduce condensation, but are still having problems?

- Sometimes, damp and mould is due to an issue with your property. If you have tried our tips but it's not making a difference, please let us know. It could be that we need to visit your home and offer advice on the next steps. Call us on: **0141 554 2406** or Email: **info@reidvale.org.uk**
- We'll always ask what you've done to try and manage the issue yourself. This helps us to understand and better diagnose what is going on.
- Working out what's causing damp or mould in your home isn't always easy. Damp or mould can be due to a combination of factors and therefore we may need to arrange to come to your home to inspect the issue.
- The measures we can take to help you tackle the problem include washing down walls, repairing a leak, installing ventilation and providing dehumidifiers and/or temporary heaters. This may take several visits and inspections for us to diagnose and treat the issue.



Stock Condition Surveys 2026/27



We will shortly be contacting our tenants to arrange a stock condition survey of some of our tenants homes, these surveys will be done by our Assets team along with surveyors from The John Martin Partnership (JMP).

Some of the tenants we have spoken to have asked questions around this.

Why do you need access to my home?

The survey data collected will be used to determine the Reidvale's future investment needs and assess compliance with the Scottish Housing Quality Standard. This will help to update our plans for future improvements to our tenants homes and also discuss with you areas that you feel we should prioritise.

This is an important part of our planning for the future investment in the housing stock and would appreciate your help in providing access to your home. It would be appreciated if you could update Reidvale with your contact telephone number and email address so we can update our records.

What happens if I don't provide access?

If for any reason we cannot get access, then it is likely your home won't be included in the current programme of replacements so it is really important that when we contact you we arrange a date to visit.

What else can I do?

It's really important we have the correct telephone number and email address for you and also your preference over how we contact you.





Your Safety Matters:

Don't Miss Your EICR Appointment

Why It's Important to Give Access for Your Electrical Safety Check (EICR)

Every home we manage must have a valid **Electrical Installation Condition Report (EICR)**. This is a legal requirement designed to keep you, your family and your home safe. An EICR checks the condition of your electrical wiring, sockets, consumer unit and other fixed electrical components to make sure everything is working safely and isn't at risk of overheating or causing a fire.

If you have received an appointment to carry out this essential safety check, our approved contractors need access to your home. **Please make sure you keep your appointment or contact us as soon as possible if you need to rearrange.**

Why access matters:



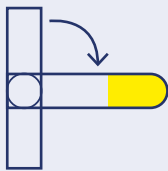
- » **It keeps you safe.** Faulty electrics are one of the leading causes of house fires. Regular inspections help prevent dangerous issues before they develop.
- » **It's a legal requirement.** As your landlord, we must ensure your home meets electrical safety standards.
- » **It only takes a short time.** Most inspections are completed within an hour, and our contractors will always work professionally and respectfully.

By giving access, you're helping us keep your home safe and compliant. Thank you for your cooperation — it makes a real difference to the safety of everyone in our community.



Emergency Procedures in the Event of a Gas Leak

If you suspect that you have a gas leak or smell fumes you must carry out the safety procedures noted below.



Turn gas off at the meter.



Extinguish all naked flames.
Do not smoke.



Open windows and doors to ventilate the property.



Do not use any electrical switches or appliances.



Phone Scottish Gas Network on
0800 111 999.

Scottish Gas Network will normally call within one hour from your call. It should be noted that the engineer will not press the door entry button to your flat. You must therefore watch for the engineer and open the door to the close.

POWERCARD AND QUANTUM METER CARD USERS

Please ensure that you have sufficient cards to cover your electricity and gas needs over holiday periods.

Should your quantum meter display "Call Help" please contact the emergency number on the card. The Association is unable to assist if there is a fault at the meter.

SMART METERS

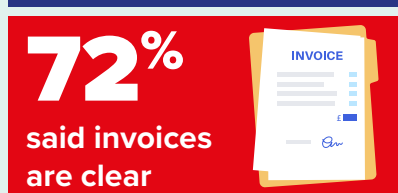
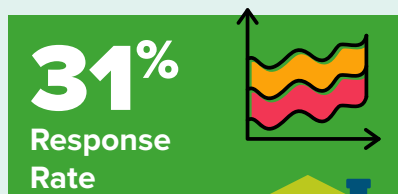
Instructions to top up your smart meters are normally found directly from your energy provider, this could be via their website or if you have an "app" to access your account.



FACTORING CUSTOMER SATISFACTION SURVEY



Thank you to everyone who took part in our 2026 survey. Your feedback is helping us improve our service.



Thank you again for taking part. We will keep listening and acting on your feedback.



What you told us:



- ★ Most customers are satisfied with the factoring service
- ★ Repairs and maintenance scored well
- ★ Most customers find invoices clear
- ★ Some customers want clearer information and better communication

Block meetings for factoring customers



Over the coming year, Reidvale Housing Association plans to hold a series of block meetings for our factoring customers.

A block meeting is a local meeting for owners and residents who share a building or close. It gives people the chance to speak with us about the issues that matter in their block, ask questions, raise concerns and hear more about planned works, repairs, maintenance and factoring services.

These meetings are intended to be practical and focused. They will help us understand what is working well, what needs attention and how we can improve communication with factoring customers.

We know that every block is different. Some buildings may have specific repair issues, common area concerns, close cleaning matters

or questions about future works. Block meetings will give customers a clearer way to discuss these issues together and with the Reidvale team.

We will be in touch with factoring customers as dates are arranged.

If you would like more information, or if you are interested in a block meeting for your building, please contact us at the office.



LOST YOUR KEYS? LOCKED OUT?

Please do not force entry to your home. This will result in your having to pay a substantial bill. Phone the emergency number, there will be a call out charge, but this will be considerably less than the cost of a new door.



And another way to contact Reidvale

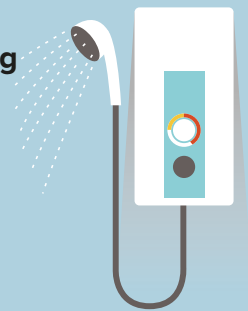
Email is increasingly used too and can be more convenient for you to contact us, especially when the office is closed. Please ensure you let us know your correct email address too.



Changing Your Kitchen or Bathroom Suite? Renewing Doors, Floors or any permanent Fixtures?

Please remember that you must contact the Association for permission prior to undertaking any type of upgrading works. All works must be approved in writing by the Association and costs and plans of the proposed work should also be submitted.

If you would like to discuss what you would like to do, please get in touch, again prior to any work starting.



Annual Visits

The housing team's programme of annual visits is well underway; visits will typically be done a close at a time and you will receive a letter to inform you when the housing team will visit your property. These visits are a chance for us to ensure we have all the most up to date information on record and it allows for residents to raise any issues they may have in relation to their tenancy. If you have missed your annual visit, you can contact our office to book a visit.



HOUSING OFFICER AND HOUSING ASSISTANT PATCHES

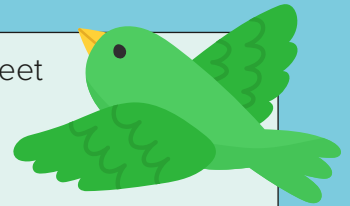
CARA McFADDEN
Housing Officer



ALLAN MacKINNON
Housing Assistant



348 – 502 Duke Street
Millerston Street
Whitevale Street
Garfield Street
Thomson Street
Annbank Street
Reidvale Street
Annbank Place
All John Butterly House Complex



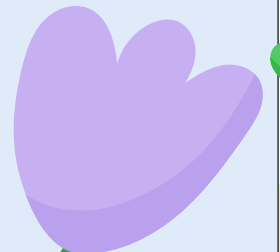
MARK WILSON
Housing Officer



CAMERON MURPHY
Housing Assistant



290 – 342 Duke Street
Bluevale Street
Bathgate Street
Bellfield Street
Sword Street
Bellgrove Street
Reidvale Street



Keep Reidvale HA Informed: Why Up-to-Date Household and Contact Details Matter

As a social rented tenant, keeping Reidvale HA informed about your household and contact details is not just a courtesy—it's essential for maintaining a safe, responsive, and well-managed tenancy.

Why It's Important

1. Emergency Contact

In case of emergencies—such as repairs, safety issues, or urgent updates—we need to reach you quickly. Having your current phone number and email address ensures you're not left out of important communications.

2. Household Changes

If someone moves in or out of your home, or if your household circumstances change (e.g., a new baby, a carer joining the household), we need to know. This helps ensure your tenancy agreement remains accurate and that your housing needs are properly supported.

3. Access to Services and Support

Additional services, such as welfare support, community events, or maintenance scheduling. Keeping your contact details up to date means you won't miss out on these opportunities.

4. Legal and Safety Compliance

Accurate household information helps us comply with legal responsibilities, such as fire safety checks, occupancy limits, and safeguarding procedures.

What You Should Update

- Phone number(s)
- Email address
- Names of all household members
- Any changes in household composition
- Preferred method of contact

How to Update Your Details

- Email or phone contact with your housing officer
- In-person visits to the housing office

If you're unsure how to update your details, contact us and we'll be happy to help.

Stay Connected, Stay Supported

Keeping us informed helps build a stronger, more responsive relationship. It ensures your home remains safe, your tenancy secure, and your needs understood. Take a few minutes today to check your details and make any necessary updates—it's a small step that makes a big difference.

Keeping Backcourts Clean and Tidy

We remind all residents that refuse bins in the backcourt must be used correctly, failure to do so can lead to these bins not being collected and this can have consequences for the cleanliness of bin areas and backcourts.

Green Bins: these bins are for general waste. Please ensure waste is properly and securely bagged.

Blue bins: recyclable material- paper, tins, cans, cardboard, plastic bottles. Any material placed in plastic or bins bags can also result in these bins not being collected.

Please be aware that any bin bags or rubbish left outwith the bin will not be collected by the cleansing operatives. A build up of rubbish around bins can also result in them not being emptied.

Any missed collections can be reported to the council via their website.



Blue Bin Dry Mixed Recycling

Collected every 16 days



Paper, Cardboard, Tins, Cans, Plastic bottles

Yes

Paper

- ✓ Newspapers, magazines, leaflets and envelopes
- ✓ Brochures, catalogues and junk mail

Tins and Cans

- ✓ Drinks cans and food tins, aluminium cans and empty aerosol cans

Cardboard

- ✓ Cereal boxes and cardboard packaging
- ✓ Brown corrugated cardboard, toilet and kitchen roll tubes

Plastic Bottles

- ✓ Cleaning product bottles, toiletry bottles, drink and milk bottles, sauce bottles

No

- ✗ Food
- ✗ Glass
- ✗ Plastic carrier bags
- ✗ Plastic film/polythene
- ✗ Polystyrene packaging
- ✗ Food and drinks cartons
- ✗ Plastic pots, tubs, trays including yoghurt pots and margarine tubs
- ✗ Books
- ✗ Packaging with food waste residues including takeaway pizza boxes and crisp packets



No plastic carrier bags

Fire Safety in Closes

As part of ensuring the safety and tidiness of common areas we request that all residents keep doorways and stairways free of any objects that could cause a trip or other safety hazard. Items that may appear simply decorative or well placed could still pose a potential hazard in the event of a power cut of fire. Please consider the safety your household and your neighbours.





2026



PUBLIC HOLIDAY

JULY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

AUGUST

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

SEPTEMBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

OCTOBER

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

DECEMBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

REIDVALE HOUSING ASSOCIATION USEFUL TELEPHONE NUMBERS

MAINTENANCE AND REPAIRS:
0141 554 2406 – OPTION 1
GENERAL ENQUIRIES:
OPTION 3
PAYMENTS: OPTION 2

If you call and the phones are busy please leave a voicemail and a member of staff will return your call.

EMAIL ENQUIRIES: info@reidvale.org.uk

MAINTENANCE AND REPAIRS OUTWITH NORMAL OFFICE HOURS: 0141 554 2406 – OPTION 1

THEN CHOOSE OPTION 1 FOR NO CENTRAL HEATING OR HOT WATER AND OPTION 2 FOR ALL OTHER EMERGENCY REPAIRS

IF YOU CAN SMELL GAS: 0800 111 999

POLICE SCOTLAND: 101

SCOTTISH GAS NETWORKS (QUANTUM METERS): 0800 048 0303

SCOTTISH POWER: 0843 658 0939 STAIR LIGHTING: 0800 595 595



50 YEARS OF

Reidvale
Housing Association

13 Whitevale Street, Dennistoun Glasgow G31 1QW

T: 0141 554 2406

E: info@reidvale.org.uk

www.reidvale.org.uk

Property Factor Reg. Number PF000099
Registered Scottish Charity No. SCO44023

Monday – Thursday 9.00am – 1.00pm & 2.00 pm – 5.00 pm; Friday 9.00am – 1.00pm & 2.00pm – 4.00pm