



Bridgewater Bulletin



Current Office



New Office, India of Inchinnan

WE ARE MOVING!



HERE TO HELP
Page 4



BUSINESS PLAN
Page 8



AGM
Page 11



COMPETITION WINNERS
Page 16

We Are Moving!



After working from Bridgewater Shopping Centre since April 1998 we are moving to a new office in August 2023. While our base in the shopping centre has served us well over the last 25 years, there are a number of reasons we are moving office:

- Over the years, the number of tenants and other service users visiting the office has declined significantly due to technological advancement and online payment systems.
- A survey of tenants during Covid (Jan 21), found that 77% of tenants surveyed stated there had been no change to the way they engaged with the Association since the office was closed
- The Launch in 2022 of our customer portal, MyBHA, has meant more customers are managing their accounts online
- The current office is no longer fit for purpose, requiring extensive improvements
- Our new office will provide the Association with sufficient space, allow for full disabled access and better conditions for customers visiting the new office and our staff team.

The new office will be a great improvement on our current office and will help us deliver a better customer experience to all of our residents in Erskine and the surrounding areas. We will have better facilities and hope to be able to deliver a higher quality of service to all of our customers.

Current Office



New Office, India of Inchinnan



Our new office is within a section of ground floor west at India of Inchinnan -

**Bridgewater Housing Association,
India of Inchinnan,
Greenock Road,
Inchinnan PA4 9LH**

We will continue to provide services while we prepare for the move and will keep any disruption to a minimum. Our current telephone number will remain the same and you can still access all our services from our online customer portal mybha.org.uk

Regular updates will be provided on our website and social media, but please do not hesitate to contact us if you have any queries.

We will be providing our services from Inchinnan with effect from August 2023, the exact date will be confirmed in due course.

Bus services to the new office run from Erskine Town Centre every 30 minutes, they are: 757, 23/X23



For those driving to the office, there is ample off-street parking available just put PA4 9LH into your Sat Nav.



Customers who may be unable to visit the new office can arrange an appointment at home or at our Cullen Community Office by calling 0141 812 2237



Regular updates will be provided on our website and social media, but please do not hesitate to contact us if you have any queries.



0141 812 2237



admin@bridgewaterha.org.uk



Customer Portal: mybha.org.uk



@Bridgewaterha



@Bridgewaterha



www.bridgewaterha.org.uk

Social Housing Fuel Support Funding

We are here to help!

Bridgewater has been helping our tenants with the cost of living crisis and we are pleased to advise that £50,000 funding from the Scottish Government's Social Housing Fuel Support Fund (administered by SFHA) has been awarded to the association.



The funding has enabled the Association to work in partnership with the Wise Groups Home Energy Advice Team (HEAT). HEAT provides mentoring support and advocacy to vulnerable households to ensure no one has to struggle between choosing to heat or eat.

We were also able to purchase energy efficient products such as airfryers, slow cookers, energy efficient light bulbs and high tog quilt covers to help tenants in need. We have distributed:

- Over 300 of referrals to the Wise Groups Home Energy Advice Team (HEAT) who have issued £50 credit/ top up to 300+ tenants to help with fuel costs
- 230 Airfryers
- 100 Slow cookers
- 110 high tog quilt covers
- 600+ energy efficient light bulbs



Some quotes from tenants

Everything much appreciated, first class
Mr Smith

All support was much appreciated
Mrs Nixon

Great idea and a great help
Mrs Donnelly

Brilliant idea top marks to whoever organised it
Mrs Anderson

Brilliant, loving the airfryer
Mr Murray

Just wonderful, feels very lucky, couldn't believe the kindness
Mrs Wilson

Fantastic, so helpful
Mrs Brown

Much Appreciated

Really helped her and her husband at a very difficult time for them
Anonymous

Very Grateful, much appreciated
Mrs Caldwell

Absolutely fantastic, must be the luckiest tenants in Scotland, so happy and appreciates everything we do
Mrs Ross

Small Grant Scheme 2022/23

FLAIR – the Federation of Local Housing Associations in Renfrewshire and East Renfrewshire, which includes Bridgewater Housing Association, Barrhead Housing Association, Ferguslie Park Housing Association, Linstone Housing Association, Paisley Housing Association and Williamsburgh Housing Association launched FLAIR for LIFE in 2022.



FLAIR for LIFE is a small grant programme for individuals, residents associations and community groups can apply for up to £1,500 for projects which promote good mental health and wellbeing within communities in Renfrewshire. FLAIR for LIFE is supported by Scottish Government's Community Mental Health and Wellbeing Fund.

The Association is pleased to advise we have received a total of £4,000 funding for 2023/24, therefore, any individuals or groups who have not received previous funding and wish to enquire should contact admin@bridgewaterha.org.uk

Bridgewater is delighted to have awarded grants totalling £5,175 to 6 local projects for the period 2022/23:

Name of Group	Description of Project	Amount (£)
Bargarran Primary School	The pupils are transforming their school garden area by using it to grow fruit and vegetables and create a calming space for others to enjoy. The purchase of a polytunnel would be used for all year round growing. See Case Study on pages 6 and 7	1,500
MBC Social Committee	To help alleviate loneliness and isolation and wellbeing: <ul style="list-style-type: none"> • Christmas afternoon Tea • Absent Friends event • Festive Pantomime with coach transfer • Bingo fun afternoon including room hire, prizes and catering. 	1,400
Erskine New Interest Group	The group would arrange a cruise on the River Clyde with a meal, theatre trip and transport	1,000
Erskine Youth Football Club	To help the local community football club provide football camps during the summer and encourage more sport/football activity events at the Football Club.	500
Robertson House Friends & Family	To alleviate loneliness and isolation and wellbeing through a range of weekly / monthly activities including Bingo, cinema night, themed parties and entertainers.	305
Riverside Senior Citizens Group	Every Tuesday afternoon a range of activities : Music, Bring & Buy, Fish Supper Days & Dancing	470
Total		5,175

CASE STUDY: BARGARRAN PRIMARY SCHOOL, ERSKINE



Mrs. McGhee, a teacher at Bargarran Primary School, Erskine approached Bridgewater enquiring if there was any support or assistance available to help the children achieve their John Muir Award and Keep Scotland Beautiful's 'It's Your Neighbourhood' initiative. Mrs. McGhee wanted to improve the school garden and woodland area to support the children's mental health and create outdoor learning opportunities.

The school applied for the Flair for life Small Grant funding which is supported by Scottish Government and Engage Renfrewshire's Mental Health and Wellbeing Fund and were awarded £1500. The school used the bulk of the grant money to purchase a polytunnel. Mrs McGhee stated

"The polytunnel has been an amazing addition to our school garden as it will allow us to grow for longer periods throughout the year. We have had groups of pupils in using real life skills to measure and plan for the polytunnel and also fit staging inside. We were lucky enough to have the Spencer Group (construction workers currently working on Erskine bridge) to build the poly tunnel for us which was a fantastic help.

Some of the money was used to purchase compost, seeds, tree and some raised beds. We have had members of the Erskine community garden in to support us with and have had lots of generous donations from parents.

The remainder of the money will be used to purchase some additional kitchen equipment and food to host a community lunch event. Unfortunately, due to changes in legislation, some members of staff had to complete a food hygiene course before cooking with the children. This event will take place next year and we will be using the produce from the garden to support this.

The grant has also supported us in gaining our Keep Scotland Beautiful, It's Your Neighbourhood Advancing award, which we are very proud of.





Every pupil in the school has had the opportunity to participate in gardening activities. It has provided multiple opportunities for outdoor learning and mindfulness activities. They have enjoyed and learned from these new, hands-on experiences.



"I have really enjoyed measuring the staging for the poly tunnel. I feel calmer outside when I'm working in the garden."

"We love the garden because it's nice to see things grow when you put all the hard work in."

"What I like most about all the work we've done, is that we got to watch all the seeds we planted grow. The polytunnel will be great next year because we can plant things that won't grow outside normally. I can't wait to cook the food we've grown."

"I love being in the garden because I like planting. I like learning about how plants grow and how to attract pollinators by using flowers like marigolds and calendula."

"My favourite part of this year was harvesting our sunflower seeds to keep for next year. We've stored them in the polytunnel. It's good that we don't have to buy them anymore."

Bridgewater Housing Association launches new five-year Business Plan

Bridgewater Housing Association are excited to launch our new and ambitious Business Strategy for the next five years.

This new Business Plan reaffirms Bridgewater's commitment to its vision to be a customer focused organisation that delivers the best affordable housing and services to people who need them most.

Our five-year plan includes our new BRIDGE values which emphasise our commitment to supporting our people to be the best they can be to deliver affordable, modern, high-quality housing and services to our tenants and other customers. We will continue to develop innovative models of customer service and housing support, while meeting the challenges of achieving sustainability and value for money.

The Business Plan outlines Bridgewater's key strategic objectives for the next five years as well as the route map to achieving these goals and how these will be resourced.

Bridgewater's CEO Andy Thomson said:

"Our Business Plan is a crucial document as it sets out our plans for the coming years and that informs our relationships with our customers, lenders and our regulators. The document has been shaped by our Board, customers and our team with whom we consulted widely to develop our thinking and set out our priorities.

Our vision is a very simple one. To work collectively to make Bridgewater one of the leading housing providers in the country and to continue to make Erskine a desirable area to live and work.



SECTION 2: Our Strategy

Our strategy provides an over-arching framework and guides all our activities. It helps us articulate in a clear and consistent way, steer an agreed course towards achieving these, maintain our pace, standards set by our Board. Our strategy comprises three core elements: our Vision, Values and Strategy.

Our Vision
Our vision is to be:

A customer focused organisation that delivers the best affordable housing and services to people who need them most.

Our Values

We have recently reviewed and updated our organisation's values to reflect the positive, modern, progressive approach that staff have towards our customer base and each other. We put people first and are proud of our culture. Our new BRIDGE values:



SECTION 3: Governance and Risk

Governance

Bridgewater is not only a landlord or factor, but we are also an employer, strategic partner, and active community member. The daily operation of the business is managed by our employees who work towards our goals and objectives including those laid out in this Business Plan.

As a registered social landlord and registered charity, our Board and staff must ensure compliance with a range of legislation and regulatory standards. This ranges from housing, employment, core sector and health and safety legislation, through to regulatory standards from the Scottish Housing Regulator, OSCR (Office of the Scottish Charity Registrar) and the Financial Conduct Authority.

Risk Management

Our Board is responsible for overseeing risk management. It is charged with monitoring risk management of high-level strategic risks, reviewing Bridgewater's risk appetite, ensuring certain controls are in place and reviewing our approach to risk management.



SECTION 5: Supporting Strategies

To achieve the objectives outlined in this Business Plan, there are several key plans and strategies (and a policy schedule) that support the core Business Plan in delivering our business objectives. The supporting documents go into the detail of each area and examine the impact each will have on the business.

How will we know we have been successful?

As part of the full business plan we have a Delivery Plan which has a detailed set of key outcomes. These will be reviewed by the Board every year. If you would like a copy of the full Business Plan and Delivery Plan please see our website www.bridgewaterha.org.uk or contact us and we can send you a copy.



To support delivery of our objectives we have refreshed our values to ensure they match the Association's ambitions and keep us focused on what matters most to our customers."

Alastair Morris, Chair of Bridgewater's Board said:

"Our new Business Plan is all about how we will deliver great quality homes and enhance the services that our tenants, and other customers receive. Our 5-year strategy sets out our objective to be a provider of high quality, affordable, and safe homes and the high standards we set for ourselves in achieving that goal."

The Business Plan is now available to view along with a summary version containing the key points, from our website www.bridgewaterha.org.uk



Engagement Plan

The Scottish Housing Regulator (SHR), which regulates social housing in Scotland, has published its Engagement Plans for the coming financial year. In recent years we have not had to provide the SHR with any information other than the standard annual returns all housing associations have to submit.

Again, the Scottish Housing Regulator don't currently require any further assurance from Bridgewater Housing Association Ltd other than the annual regulatory returns required from all RSL's.

You can see a copy of our Engagement Plan here www.housingregulator.gov.scot

EVH Cost of Living Grant

Bridgewater is delighted to announce that thanks to the award from Employers in Voluntary Housing (EVH) Cost of Living Grant (£2,500) we have been able to help alleviate loneliness and isolation by continuing to deliver, until the end of March 2023, our activities programme of free weekly Art Crafting Class and Strength & Balance Classes to our tenants in sheltered and extra care housing.



Some sheltered housing tenants received their Cauldery voucher from Lorraine Kay, Housing Support Co-ordinator

The EVH grant has also helped the Association work in partnership with Cauldery Garden Centre, Erskine on their newly launched 'SOUP-ER Gift' to help customers with this great value offer during this cost of living crisis. We received a special discount from Cauldery which has meant the EVH grant has gone further and all of our sheltered tenants (95) can enjoy a visit to the garden centre with a friend, family member or neighbour and be treated to a free meal for two people.



Tenants will enjoy a fantastic value three course meal, including delicious homemade soup, freshly prepared sandwiches to order, any drink (hot or cold) and a Cauldery classic cake for each person. There is no doubt this will assist our sheltered tenants enjoy a visit to Cauldery, meet up with family/ friends and help budgets go a little further.

QUOTES:

"Thank you very much for this lovely surprise"

"Love Cauldery"

"Bridgewater HA have done great for the tenants"



Annual General Meeting

This year's AGM will take place on Tuesday 29th August at 5.30pm in The Salvation Army Hall, Kilpatrick Drive, Erskine.

Invitations will be sent to our Share Members soon. If you would like to become a Share Member which will entitle you to come along please contact our office for an application form. admin@bridgewaterha.org.uk



Charitable Donation

Bridgewater were pleased to make a charitable donation of £150 to CHAS Children's Hospices Across Scotland to support one of our tenants fundraising for the children's charity.



STAFFING CHANGES

Kay Walker

We were sad to say farewell to Kay Walker, Welfare Rights Officer. Kay was initially employed by Linstone Housing Association in 2013 and she provided a Welfare Rights service to our tenants. Kay then became a Bridgewater employee in January 2019 and left in January 2023 to pursue new interests.



Brenda Gibson

We also said goodbye to Brenda Gibson, Repairs Manager, on 30th April. Brenda joined the Association in January 2018.



We thank them both for their hard work and commitment to Bridgewater, during their time with us.

The Staff and Board wish them well in their new ventures.

Property Services and

Reactive Repairs Update

The Association continues to operate with an approved list of local contractors to carry out reactive repairs. We continue to receive positive feedback from customers with the standard and attitude of the contractors.

The contractors that the Association has appointed and may carry out work within your property include:

- Sheils and Kennedy
- Brican
- Alwurk
- MCS Safety Systems
- Rogers Electrical
- James Frew (Reactive and Emergency Out of Hours Contractor)

Each contractor carrying out work will carry a Bridgewater Housing Association I.D. badge and will present it on request and **will not cold call** at your property.

When calling the Association to report a repair, you will also be notified of the name of the attending contractor. Should you have a contractor show up at your property unannounced or are unsure if the contractor is genuinely working on the Association's behalf, please call the Association on **0141 812 2237** to confirm.

For any Out of Hours Repairs (Joinery, Plumbing & Electrical) Emergencies, please call James Frew on: 01294 468 113.

We would like to hear your feedback if you have recently had a repair carried out in your property. Please call the Association on **0141 812 2237** or email repairs@bridgewaterha.org.uk with positive feedback, or are unsatisfied with a recent repair to raise a complaint, which we would be happy to resolve.

Improvement Works To Extra Care Facilities

Brican have recently completed major improvement works to the Extra Care facility at Clayson House. These works were to re-purpose existing rooms to create a large storage cupboard, new staff room and most importantly, a new private family room, providing a safe space for families to meet with carers and support staff.

Staff at the facility are delighted with the works and Brian Mulholland of Brican also commented "Brican are happy to assist the staff at Clayson House and Bridgewater Housing Association in providing important staff facilities and a safe space for families."

Bridgewater have also procured the upgrade to the common lighting at the Extra Care development at Robertson House, which will be carried out in the near future.



Condensation And Mould Update

Condensation And Mould

Bridgewater encourages our customer's to report any Condensation, Dampness or Mould within your property to our Property Services Team. The faster the issue is reported, the faster we can have the issue resolved.

Here are some handy tips to minimise Condensation, Dampness or Mould in your property:

- Wash down any mould with hot, soapy water
- Ensure window trickle vents at the top of the window are open at all times
- Ensure windows are open for a short period each day
- Ensure the property is heated
- Ensure kitchen/bathroom windows are open when cooking or bathing and doors are closed
- If you are ever unsure or would like further advice, please request a property inspection by a member of the Association's Property Services Team



Gas Servicing

For any gas heating or hot water Out of Hours Emergencies, please call City Technical Services on: 0333 202 0708.

If you smell gas or think you may have a gas leak:

- Phone **SGN** immediately on: **0800 111 999**
- Don't smoke
- Don't use naked flames
- Don't turn electric switches on or off
- Open windows and doors to get rid of the gas



Property Services and

Cyclical and Compliance:

Interlinked Smoke/Heat Detectors

The Association would like to thank all tenants for providing our contractors access to fit the now mandatory interlinked smoke and heat detection system.



As the system is now a legal requirement to be fitted within all Bridgewater properties, tenants, the Association and contractor's worked well together to achieve this target.

Cyclical Decoration Update

J.S. Harvie completed year 1 of the 4 year cyclical decoration contract, which seen internal works to common blocks within the Bargarran and North Barr areas, whilst finishing in Park Mains.

Year 2 of the Programme has started and J.S. Harvie has capitalised on the good early summer weather by focusing on the stock's external components.



You may see J.S. Harvie will be carrying out the following decoration works:

- Common close decoration (walls, ceilings and doors)
- Timber cladding
- Boundary fencing
- Handrails
- Timber door screens and windows

Landscaping

Bridgewater's landscaping contractor Idverde are now working through the Association's summer programme. There has been issues with delays in grass cutting, which Bridgewater and Idverde are addressing and aim to catchup to the programme.



Gutter Cleaning

Patterson Safety Anchors Ltd have started Year 1 of the Association's 4 year gutter cleaning contract. You will see Patterson's out and about within the community . If you are unsure or would like to find out information on the gutter cleaning of your property, please email repairs@bridgewaterha.org.uk.



and Factoring Update

Planned Maintenance

What investment work did we carry out in 2022/23:

- Kitchen replacements: 42
- Bathroom replacements: 7
- Boiler upgrades: 5
- Roof renewals: 1
- Car Park and Footpath resurfacing: The 4 year programme is now complete



Right To Repair

As a tenant of Bridgewater Housing Association, you have a right, under the Scottish Secure Tenants (Right to Repair) Regulations 2002, to have certain small repairs that you report to us carried out within fixed time limits. These repairs are known as 'Qualifying Repairs' and are listed in the table on our website. The value of the repair must also be estimated to be less than £350.

You have the right to instruct an alternative contractor to carry out the work if it is not completed within these fixed time limits stated in the table on the website. You may also have a right to financial compensation if we don't get your repair done on time. If your repair is a 'Qualifying Repair', it will say so on the receipt that we send you when we instructed our contractor to carry out your repair.

Although we do our best to ensure that all repairs are carried out within specified timescales, some jobs are not completed on time.

For further information on Right To Repair, please go to:

www.bridgewaterha.org.uk/repairs-and-maintenance and choose "Right To Repair" or alternatively, ask a member of staff.



MyBHA Portal



If you have not already registered, you can register your details at MyBHA – <https://my.bridgewaterha.org.uk> or you can register and log in via our website

Registration is simple and free. Once registered, you can log in and:

- ✓ Pay your rent or look at the payments you have made recently;
- ✓ View and print out your rent account statement;
- ✓ Make changes to your contact details and household details;
- ✓ Report a repair and monitor it's progress
- ✓ View all the repairs that you have reported over the last 12 months;
- ✓ Join our Paper Free Service to receive documents by e-mail or view documents online
- ✓ Request to change your rent payments to Direct Debit;
- ✓ Make changes to your tenancy;
- ✓ Contact us and send us documents
- ✓ Participate in online surveys and consultations, amongst other things...

MyBHA – <https://my.bridgewaterha.org.uk> is updated every day and we are always working on new ways to make our service even better, so make sure you log on regularly. We aim to offer all our other services online too, so if you find you can't do something on our web portal that you would like to – let us know!

Competition Winners

As advertised in our last edition we ran a competition for anyone who had registered for our new customer portal by 31st March would have the opportunity to win £50 worth of Morrisons Vouchers, which were donated by our Contractor Allwurk.

The lucky winners were:- Karen Watson, Paige Tweedie, Paul Mann & Craig McGregor.

Congratulations to you all!





Volunteer Board Members Wanted



- Do you have some free time which could assist the local community?
- Are you interested in delivering high quality services that help improve people's lives?

We are looking to recruit additional members to our Board of Management with relevant expertise/backgrounds.

In addition to having such a background you will require to demonstrate a real desire and interest in helping the Association provide high quality housing and property services to our service users throughout Erskine and Renfrewshire.

For an informal discussion, more information or to register your interest, please contact us on **0141 812 2237** or email **admin@bridgewaterha.org.uk**

You will need to be able to commit to attending up to 11 Board meetings per year which are held on a Wednesday usually at 5:30pm. These meetings can be attended in person at our office or accessed remotely. Although this is a voluntary position, travel and other approved expenses are payable.

You will receive support and training including a formal structured induction programme in order to assist you fulfil your responsibilities.

If you are interested and think you have the skills, enthusiasm and commitment to make a contribution to our Association, we would love to hear from you.



You Are Not Alone

Don't feel trapped by loan sharks

A loan shark lends money illegally. They are unlicensed traders who rip you off and often use threats and violence to enforce their loans.

If you have borrowed money from a loan shark don't feel isolated, there is support available. You haven't broken the law - they have.

To report them in confidence:

- ▲ Call **0800 074 0878**
- ▲ Text 'loan shark' and the details to **07741 701 325**
- ▲ Email **stopillegallending@cosla.gov.uk**

To check whether someone lending you money is authorised by the Financial Conduct Authority visit: <https://register.fca.org.uk>

For more information please visit: www.stopillegallending.co.uk



Changes to Garden Waste Uplift

Your garden waste service is changing



As part of actions to meet the financial challenges faced by the council, an annual charge of £40 will be introduced from 10 July 2023 for the collection of garden waste from residents. Council and housing association tenants should apply and pay for a permit in advance of the new service starting on 10 July 2023.

Permit applications should be made by 25 June 2023 to ensure it is in place when the new service begins on 10 July 2023. The permit should be reapplied for annually so it is in place for the start of each financial year on 1 April and, once purchased, it will be logged onto our system and a permit will be posted out for their brown bin.

The council is not legally required to collect garden waste, so the decision has been taken to introduce this charge in line with two-thirds of other local authorities who offer a garden waste collection service in their areas.

Further information on the service, including applying for a new or replacement permit, is available on Renfrewshire Councils website at www.renfrewshire.gov.uk/garden-waste-collection.

If a member of the community does not have internet access, they can visit their local library to be supported to apply or they can call 0300 300 0380. Paper applications will be available in due course at libraries and Renfrewshire House in Paisley, but the online form should be used in the first instance if possible.

Any questions on the service can be emailed to the team at garden.waste@renfrewshire.gov.uk.



PUBLIC HOLIDAYS

The office is closed on the following dates:-

- **Glasgow Fair** - Friday 14th and Monday 17th July
- **September Weekend** - Friday 22 September and Monday 25th September

If you have an emergency repair when the office is closed, you should contact one of the emergency phone numbers:

- **JAMES FREW: 01294 468 113** (For all emergency repairs including joinery, plumbing & electrical)
- **CITY TECHNICAL: 0333 202 0708** (For all gas heating or hot water repairs.)

If you smell gas or think you may have a gas leak:

- Phone **SGN** immediately on: **0800 111 999**
- Don't smoke
- Don't use naked flames
- Don't turn electric switches on or off
- Open windows and doors to get rid of the gas

If you have a loss of power:

Phone **Scottish Power** on: **0800 092 9290** or **105**

If you have a loss of water:

Phone **Scottish Water** on: **0800 0778 778** or
by email to: help@scottishwater.co.uk
or via **MyBHA** for anything urgent

Bridgewater Housing Association Ltd, First Floor Bridgewater Shopping Centre, Erskine PA8 7AA

Tel: 0141 812 2237 Email: admin@bridgewaterha.org.uk www.bridgewaterha.org.uk

 @bridgewaterHA  @BridgewaterHA»