

# Kendoon Catch-up

## - Coronavirus Edition 2020



Welcome to this special edition of the “**Kendoon Catch-up**”.

I know these are very difficult and uncertain times, and I want you to know that everyone at Kendoon are doing their very best to look after you and keep those who works for us safe.

As you will be aware, Kendoon took the decision to close the offices on Wednesday 18th March, which gave us time to ensure that the team were able to work remotely and that we could deliver services to the best of their ability in a new and unusual environment. You will also be aware that we have had to reduce our repairs service to “life and limb” repairs only as many of our contractors stopped work in response to the guidance from the UK and Scottish Governments. I would like to thank you on behalf of the Management Committee for bearing with us, and being understanding and supportive of the staff team.

As you will appreciate, guidance and advice is changing daily, and I would encourage you to check our website at [www.kendoon.org.uk](http://www.kendoon.org.uk) to keep up to date with changes in service delivery. I would also encourage you to keep in touch with your housing officer if you have any queries, or require any assistance. The housing management and maintenance teams are always there to help, and have been providing intensive support, advice and assistance to Kendoon’s most vulnerable customers throughout the last few months.

Please continue to keep yourself, and your families safe. Thank you again for your patience, understanding and co-operation at this critical time.

*Linda Deulin,  
Chair*



# Stay Safe



Kendoon would like to thank our NHS and all of our key workers for their commitment and endeavours during the pandemic. A crisis like this hasn't been seen in the UK in a generation and has tested us all. The role that you have all played in this cannot be underestimated.

As you will be aware, the Scottish Government released a detailed plan on the lifting of lockdown measures over the next few weeks and months. We are currently in Phase 2 of the plan. Kendoon will ensure

that customers are kept updated on changes to our service provision throughout the process.

Please continue to keep up to date with the changing Government advice.

You can access it via: <https://www.gov.uk/coronavirus>

## Changes to Service Delivery

Customers will be aware that there has been a change in service delivery from mid-March due to the lockdown in place. At this time, we continue to deliver our services remotely, however as soon as we are able, we will strengthen our services, dependent on Scottish Government's guidance.

Currently changes to our service delivery include:

- Routine repairs reported are being logged and will be prioritised when our contractor is back to work.
- Life and limb emergency repairs only are being carried out
- Planned maintenance works such as new kitchen, bathrooms and heating are suspended. We are moving forward tendering for cyclical maintenance such as gutter cleaning, where possible.
- We cannot carry out home visits, however officers are available on their mobiles or by contacting the office number
- No face to face contact can be carried out, as above please contact officers directly
- Close Cleaning works restarted at the end of April, with appropriate risk assessments and PPE in place for our contractors
- Grounds Maintenance has begun gradually. We will be catching up with all outstanding works in the next weeks and months

---

## Garscadden House and Office Reopening Plan

At the moment, it is likely that Kendoon staff will not return to the office until Phase 3 of the Scottish Governments route map. Due to the requirement to implement physical distancing measures and other hygiene and safety measures in the office, the service will not be the same as that delivered prior to the pandemic. The team are preparing for the required changes to the office space, on implementing safety measures that need to be in place, and the impact this will have on how we deliver our services. This will be very different to that you experienced previously, until we are in a place where strict measures are reduced and we get back to our "new normality". The team will of course keep you updated on service changes, once detailed guidance has been received from the Scottish Government.

# Transfer of Engagements Update

We wrote to all tenants in early March to advise that we were in talks with Pineview Housing Association about a transfer of engagements. The proposed transfer will bring significant benefits to you including affordable rent levels, excellent service provision and further investment in your homes and local environment.

Unfortunately, soon after we issued the letter we went into “lockdown”. This meant that the planned meetings and contact from TPAS had to stop and we had to concentrate on immediate matters such as protecting the health and wellbeing of our tenants, staff, contractors and wider community.

TPAS (Tenant Participation Advisory Service) were appointed to oversee the transfer ballot process to ensure you have independent information to make an informed decision before you have to vote. Given that it is unlikely that public meetings will be allowable for some time, we have been working with TPAS to come up with other methods of communication with you all to allow you to participate in the process.

You will receive more information over the coming weeks on how we will be able to progress with the proposed transfer to Pineview.

If you have any queries about the proposed transfer please contact the Interim Director via the office number **0141 944 8282** or email **wendy@kendoon.co.uk**

## Keeping in touch with us during the Coronavirus Pandemic Are you getting our regular text message updates?

If not, it is probably because we don't have your up to date mobile phone number.

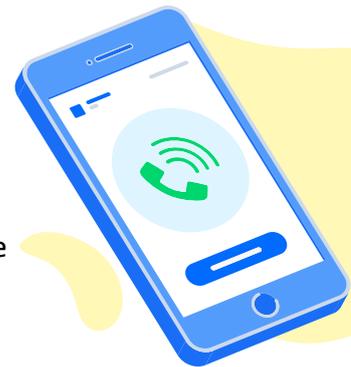
Please update us with your mobile, landline and email address to help us communicate with you at this difficult time. If you don't have a mobile you can provide a family member's number as long as they agree to this.

We are sending out regular information on things like:

- sources of help for people
- claiming benefits
- prepayment meters and keeping your energy on
- bin collections and special uplifts
- repairs services
- difficulty paying your rent

Please email us with your contact numbers. Remember to include your name and address in the email.

Email **admin@kendoon.org.uk** or phone us on **0141 944 8282** (during office hours).



## Staff Contacts

Although the team are remote working, please continue to contact the office telephone number on **0141 944 8282**, or email **admin@kendoon.org.uk**. Alternatively, individual officer contact details are below:

**Admin/Finance Assistant - Jane Craig**  
e: jane@kendoon.org.uk | t: 07939 453254

**Senior Housing Officer - Alison Vass**  
e: alison@kendoon.org.uk | t: 07939 452050

**Senior Maintenance Officer- Alan Skimins**  
e: alan@kendoon.org.uk | t: 07939 454902

**Maintenance Officer- Gerry Will**  
e: gerry@kendoon.org.uk | t: 07939 436707

**Housing Officer- Gayle Gawel**  
e: gayle@kendoon.org.uk | t: 07939 441240

# Bulk Waste and Flytipping

GCC continue to provide a domestic waste and recycling service. To ensure good hygiene, please wash your hands before and after putting your bin out. If you, or any of your household, have symptoms of coronavirus, please store personal waste, such as used tissues in a disposable plastic bags. Securely tie and double bag this waste, keeping it separate for your other household waste for at least 72 hours and then place this in your bin.



As you will have noticed, Kendoon has provided a private contractor to collect bulk waste and fly tipping fortnightly during the pandemic. This has included emptying of contaminated domestic waste bins, and cleaning up contaminated domestic waste that had been dumped on our estates.

Glasgow City Council suspended bulk waste collections. Some Community Recycling Centres reopened on Monday 1st June, with new measures in place to keep people safe. We are not aware of when bulk waste services will begin again.

**Please do not leave bulk waste at the designated bulk waste site at the end of Kendoon Avenue. This is no longer a bulk waste collection point. We are working with GCC to add signage that indicates this and that no waste should be left as this will be treated as flytipping. We are also intending to work with GCC Environmental Task Force to ensure a visible presence to deter flytipping. Fixed Penalty Notices can be given to those who flytip and we will be working closely with the Council to reinforce this message.**

You must not leave any bulk waste items at this point as this can encourage vermin and can be a health and safety risk. If you have bulk waste, you should currently advise us, and in future call GCC bulk waste team for a collection. We will advise you when the GCC bulk waste service is backup and running.

---

## Vulnerable/Elderly Customers – Help and Advice

Throughout the pandemic, the team have been, and continue to, carry out weekly welfare calls to our vulnerable or elderly tenants. We have supported customers by:

- **Arranging delivery of food parcels**
- **Arranging delivery of hot meals**
- **Contacting GP's**
- **Arranging delivery of prescriptions**
- **Contacting support workers**
- **Providing emotional and wellbeing support for customers who feel isolated**
- **Checking on customers mental health and offering referrals where appropriate**
- **Supporting customers to access additional funds**
- **Contacting the shielding freephone number to follow up on support**
- **Contacting the high risk freephone number to arrange support**
- **Providing advice and information on a number of areas on our website and by telephone**



It is important that you let us know if you are shielding or self-isolating so we can tailor services appropriately to your needs at that time. If you feel you could use some more support or advice, please do not hesitate to contact your Housing Officer.

**If you have any concerns about a neighbour, please let us know.**

# Pest Control - Rodents



The Maintenance Team are aware of and are responding to complaints of rodent infestations in a few gardens in our estate. This is not an issue that is unique to Kendoon, nationally there has been a large increase in the number of rodents in gardens and common areas. This is due to the traditional sources of food for rodents not being available during the pandemic, and they have been moving closer to homes across the UK.

We are also working with Environmental Health Officers from Glasgow City Council who have responsibility for the treatment and eradication of rodents across the city, regardless of ownership of the property. Currently, GCC are only dealing with external infestations due to the pandemic. We have carried out site visits with them to investigate the problem.

Unfortunately, there is no quick solution to the eradication of pests whether it be in a home or in a garden, and requires time to bait and trap pests. The Association are not only working with GCC, but also use a private pest control contractor who has been responding to any incidents reported.

If you are worried there may be rodents in your garden or in a communal area, it is important that you contact Glasgow City Council (GCC) for assistance in dealing with the problem.

This is a free service and can be accessed by the following contact methods:

**Phone:** 0141 287 1059

**Email:** [public.health@glasgow.gov.uk](mailto:public.health@glasgow.gov.uk)

**Online:** <https://www.glasgow.gov.uk>

GCC, Pest Control Officers advise that holes (e.g. around skirting/floor-boards or in cupboards) should not be filled until treatment is complete to avoid pests being trapped in the building.

Once the treatment is complete, please contact the office on **0141 944 8282** to arrange for holes and/or points of access to be filled in.

## Help protect your home from pests by:

- Keeping food products in metal or glass containers with tight fitting lids
- Putting outdoor rubbish bags in wheelie bins with closed lids to prevent rodents feeding on the content
- Cleaning up pet food and bird seed debris, and store pet food in robust containers with fitted lids—preferably above ground level
- Keeping gardens free from debris and keep clutter to a minimum
- Don't feed birds with bread as the rodents will be attracted to this

## Help with Energy

The UK Government has agreed emergency measures with energy suppliers to support you if you're using a prepayment meter or if you are struggling financially.

### Options may include:

- **Reviewing bill payment plans, including debt repayment plans**
- **Payment breaks or reductions giving you more time to pay**
- **Access to hardship funds (in some cases)**
- **No credit meter will be disconnected during the pandemic. Visit your supplier's website or contact them for specific advice**

If you or someone you know is vulnerable, of pensionable age, has children under 5 years old, a disability or a long-term medical condition, it's important to let your energy supplier know. Each energy supplier keeps a priority Service Register of people who may need additional assistance, such as in a power cut or in dealing with supplier representatives. It's free to be added to the list.



# Paying your Rent



We know this is an unsettling time. If you're concerned about paying your rent during the coronavirus pandemic, please contact us. We can help you manage your rent payments and refer you for a telephone appointment with our Welfare Benefits Advisor. We can support you with Universal Credit or Discretionary Housing Payment applications. We can also refer you or support you to access other available financial support that have been put in place during the pandemic. Please contact your housing officer on the telephone numbers listed on the previous page.

However, it is important that you continue to pay your rent to avoid getting into debt. You can continue to pay by:

- **Direct Debit or Standing Order**
- **At any PayPoint facility**
- **At any Post Office**
- **Or online at [www.allpayments.net](http://www.allpayments.net) whilst our office is closed**

Please contact the housing team if you need further information.

---

## Life and Limb Repairs

Currently there is no change to the provision of our reduced repairs service. Some of our contractors are returning back to work subject to the Scottish Governments advice on the phasing of lifting many lockdown restrictions, this is likely to be on a phased basis. Until that time, we are providing the following "life and limb" repair service:

- **Repairs which affect the fabric of a building, such as a roof leak**
- **No heating or hot water**
- **Plumbing emergencies, such as no washing facilities or a choked toilet (where there is only 1 in the house)**

Routine repairs that have been reported, are logged and will be prioritised for when contractors return to work. It is likely that, as we phased the change in our repairs service throughout the pandemic, we will follow this in lifting restrictions. This means we are likely to move to an emergency repairs service first, and then start work on the logged routine repairs. We will advise you via text and on our website when changes to our service delivery are in place.

This is to ensure that, as our contractors return to work, we are reviewing their risk assessments and plans to ensure the continued safety of our customers, and of the operatives themselves. They will be wearing PPE if they have to repair an issue in your home and we would ask that you continue to respect the 2m rule for social distancing. As we have been, we will also continue to ask questions about your health status, to lessen any risk for you and our contractors, when you report repairs. It's very important that you continue to advise us if you are unwell with coronavirus symptoms, self-isolating or in the shielded group, so we can ensure appropriate measures are in place.

Your personal information is only held for the period of time it is appropriate and in compliance with data protection requirements.

---

## Out of Hours "Life and Limb" Repairs

Glasgow City Building continue to provide out of hours repairs service. As with above, this is limited to critical or life and limb emergency repairs. If you require a life and limb repair outwith normal office hours, please continue to call **0800 595 595**. You will be asked questions regarding your health to ensure the protection of your household and the operatives.

# Estate Management

## Gas Servicing

We are required by law to carry out an annual gas safety check. This has not changed during the pandemic, and is in line with national industry guidance. It is vitally important that we make sure your gas supply and your boiler is safe and working properly.

Gas Safety operatives from Glasgow City Building have been trained to keep you and themselves safe during the check and will follow robust protocols when in your home. This includes always maintaining a 2 metres distance from yourself. They will ask, where possible, that you stay in a different room.

If you are in the extremely clinically vulnerable group (the shielded group) and have an upcoming gas safety check due, please contact Gerry Will, Trainee Maintenance Officer on **07939 436707** to let us know that you are medically vulnerable and that you don't want someone in your home. We'll then rearrange your gas safety check until after you've stopped isolating.

However, if you smell gas, or if you have any concerns about the safety of your appliances, switch everything off and call the gas emergency service on **0800 111 999**.



### UNACCEPTABLE BEHAVIOUR

As with any other service provider, our staff do not come to work to be verbally abused when they are carrying out their day to day work, with the aim of improving our customers environment and wellbeing. The Association do not accept, and will not condone this behaviour, and will not hesitate to take action against customers who are persistently verbally abusive or aggressive to staff. A copy of our Unacceptable Behaviour Actions Policy is available on our website or by contacting the office.

## Close Cleaning

If you live in a close you will be aware that our Close Cleaning service returned to work at the end of April. They will continue to provide a full close cleaning service. Please respect social distancing measures if you are in the common close at the same time as the operatives.



## Grounds Maintenance



We are working with our new grounds maintenance contractor, ID Verde, to begin work in our estate and they have started work on Monday 8 June 2020. They are working to ensure that they have all measures in place to provide a full service to us. As with the close cleaning service, **please respect social distancing measures when the contractors are on site.**

# Worried About Domestic Abuse?

If you are in danger call 999. Police Scotland will help.

Please do not hesitate to contact your housing officer if you are experiencing domestic abuse, we will treat all disclosures as confidential and provide advice and information or referrals to appropriate support agencies.

Support services are available if you are experiencing abuse in your home:

**Scotland's Domestic Abuse and Forced Marriage Helpline** – this is available 24/7 and can be contact by calling **0800 027 1234** or by emailing [helpline@sdfmh.org.uk](mailto:helpline@sdfmh.org.uk). This service also provides a webchat facility, which can be found at [www.sdfmh.org.uk](http://www.sdfmh.org.uk)

**Mens Advice Line** – **0808 801 0327**

**Galop National LGBT and Domestic Abuse Helpline** – **0800 999 5428**

**Scottish Womens Aid** - <https://womensaid.scot/>

**Scottish Womens Rights Centre** – provides free legal information, advice and representation to women suffering domestic abuse. Further information can be found at [www.scottishwomensrightcentre.org.uk](http://www.scottishwomensrightcentre.org.uk)

**Rape Crisis Scotland** – provides support to anyone suffering sexual violence. Contact can be made via **08088 01 03 02** (freephone number) available every day, between 6pm and midnight. Further information can be found at [www.rapecrisiscotland.org.uk](http://www.rapecrisiscotland.org.uk)

## Working with Partners

Throughout the Pandemic, Kendoon has been working with partners in the local area and beyond, to provide support to our customers. This includes working with the Drumchapel Community Council, COVID19 working group, Thriving Places, Glasgow Mutual Aid, Glasgow City Council and Aberlour Trust.

In recognition of the increased demand and need for food during the pandemic, Kendoon has donated £500 to Drumchapel Foodbank.

## Useful Telephone Numbers

**Scottish Government Coronavirus Helpline** – 0800 111 4000

**GCC Social Care Direct** – 0141 287 0555

**Drumchapel Police Station** – 0141 532 3600

**Glasgow Life** - Universal Credit Support Service - 08081 699901

**Drumchapel Food Bank** - 0141 944 3335

**Gas Leaks** – 0800 111 999

**Scottish Water** – 0800 0778 778

**Crimestoppers** – 0800 555 111

**The Samaritans** – 116 123

## Contact Details

**Kendoon Housing Association Limited**

Suite 18, Garscadden House,  
3 Dalsetter Crescent, Drumchapel,  
Glasgow, G15 8TG

T: 0141 944 8282 | E: [admin@kendoon.org.uk](mailto:admin@kendoon.org.uk)

**W: [www.kendoon.org.uk](http://www.kendoon.org.uk)**

Registered charity number: SC038430

Designed and Printed by:

Soapbox Design, Maryhill

T: 0141 561 7073

E: [glasgownorth@soapboxdesign.co.uk](mailto:glasgownorth@soapboxdesign.co.uk)