

The Anchor

Barrhead Housing newsletter

 Barrhead
Housing



Welcome

Welcome to the spring edition of The Anchor!

Get the latest on all things Barrhead Housing- community highlights, inspiring stories, and exciting updates.

Meet Rena McGuire BEM, a true pillar of the community, and get to know her a bit better. You'll also find some inspiring real-life stories from our customers that we know will brighten your day.

Look at photos from all the incredible winter events that took place and join us in celebrating the rent consultation winners and our monthly team shoutouts for those going above and beyond.

Enjoy the read, and don't forget to tell us what you'd love to see in the next edition of **The Anchor**.

Lorna
Chief Executive

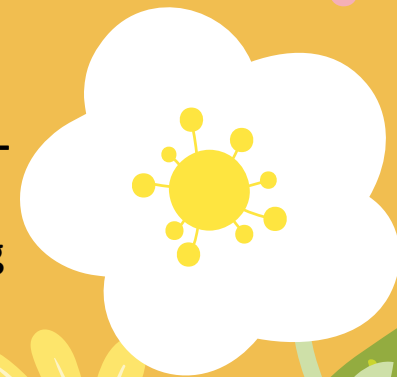
Easter Office Hours

Our office will be closed Friday 18 and Monday 21 April for Easter weekend.



In this edition:

- Rent consultation results and prize winners revealed - pg 4
- Win a LUXURY Easter Hamper - pg 5
- Barrhead Waterworks: a thriving community space powered by volunteers - pg 7



Spring 2025

Meet Rena McGuire, BEM - A Dedicated Barrhead Community Leader & One of Our Longest-Serving Board Members



About Me

A lifelong Dunterlie resident, I've been a passionate community rep since 1977. Giving back is in my DNA.

I've served on the Barrhead Housing Board for 19 years, progressing from member to vice-chair and then chairperson for four years. Leadership isn't just about a title—it's about taking responsibility and making decisions that matter.

I joined Barrhead Housing in 2006, attended countless conferences, built strong networks, and in 2014, I was honoured with the British Empire Medal. A true highlight.

Skills I Bring to the Role

Listening. Decision-making. Confidentiality. Integrity. These are the values I bring to the table.

Thinking of Joining a Board? Here's a Quick Tip

Take your time, don't rush, and don't let the information overload you. The best decisions come with patience and perspective.

Fun Fact

I love darts and used to play weekly. I met legends like Peter Wright & Gary Anderson.

Dream Big

Putting people first means ensuring affordability. I would love to find ways to ease financial pressure for Barrhead customers and the wider community, during these challenging times.





A Fresh Start and a New Hope

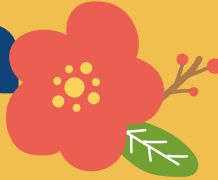
After a relationship breakdown, David found himself unable to afford his home and was eventually evicted. What followed was months of uncertainty, living in a hotel and struggling with his mental health. It was an incredibly difficult time, and things felt overwhelming.

But now, with a place to call his own, life is looking up. Since signing for his new home, he feels more stable and supported. Through our RAMH Be Well mental health service, he's getting the help he needs and is even looking into volunteering in the community - a step toward rebuilding his confidence and future.

Having a safe and secure home has made all the difference, proving that even after the hardest times, things can get better.



Alba Appreciation - Monthly Shoutout



Each month, we recognise a Barrhead Housing team member who truly lives our values of Respect, Aspiration, Dedication, Adaptability, and Responsiveness.

January shoutout goes to Kenny Lockhart, Asset Officer.

Kenny has put in incredible effort getting empty homes ready for new tenants, showing amazing resilience and dedication.

As a new team member, he jumped right in, asking the right questions and getting things done. He even helped test new ways of working, making the team more efficient for our customers. Great work, Kenny!



February shoutout goes to Jade Byers, Customer Services Hub Team Leader.

Jade has truly shone over the past few weeks, expertly handling the challenges of managing the Hub during sickness, staff transitions, and the onboarding of new team members.

At the same time, she's been welcoming new tenants at Connor Road with ease.

A huge shoutout to Jade for embodying our core values – dedication, responsiveness, and adaptability. Well done, Jade!"



Congratulations to our Rent Consultation winners



A huge well done to **Barbara (£200)**, **Amanda (£100)**, and **Sheila (£50)** for taking part and winning big. Here they are collecting their prize money at Barrhead Housing. Thank you to everyone who participated—your feedback matters.

Rent Consultation Results

- 64% chose a 4.3% rent increase as their preferred option.
- Support for 4.8% and 5.3% was evenly split at 18% each.
- Those paying full rent mostly supported 4.3%, while benefit recipients had mixed views.

Key concerns: Cost of living (18%) and repairs & investment (7%).



Barbara



Amanda



Sheila

Our Customer Service & Assets teams have followed up on individual concerns around affordability, damp, mould, and repairs.

After reviewing your feedback, the governing board has decided to implement the 4.3% rent increase, as supported by the majority (64%).

Thank you to everyone who shared their views.

News and Updates

Connor Road – Mid Market Rent Flats Now Let

Four flats were snapped up through Vesta on December 21st, and our tenants were *over the moon* to move in just before Christmas. Now, all but one flat is let, and the feedback has been incredible.

It's been a year of hard work behind the scenes, but seeing our customers happy makes it all worthwhile. Special shoutout to Millie and her partner, who welcomed a beautiful baby boy, and her mother-in-law gave them the sweetest surprise - decorating their Christmas tree for their return to their new home.

Every customer received a special Vesta hamper as a warm welcome.



Customer feedback:

“Loving the flat! Almost everything’s moved in – looking amazing!”

“Thanks for all your help, we love it here!”

“We’re so excited – can’t wait to get things rolling!”

Jade has been out visiting new tenants this week, and the feedback is fantastic. Residents are very satisfied with their new homes.

Here’s to new homes and new beginnings.



Barrhead Housing is stepping up for a greener future

From energy-smart homes to tenant support, we're making sustainability happen.

Key initiatives in Barrhead Housing's Green Push

- **Low-carbon heating** for cleaner, affordable homes
- **Energy sensors** to help tenants cut costs
- **£50K+ in tenant support** through Citizens' Advice

Read the full story at
<https://www.scottishhousingnews.com/articles/barrhead-housing-doubles-down-on-commitment-to-green-agenda> or our website
<https://barrheadha.org/news/>.



Paying rent just got easier – PAY-BY-LINK



No more sharing bank details over the phone.

We can simply send you a secure link with your rent reference number, and you can pay directly – anytime, anywhere. Plus, you can use the link again and again. No apps or complicated steps required.

Reach out to one of our friendly customer service advisors in the Hub, and they'll be happy to assist you.

Easter Raffle Alert

Win a hamper basket packed with goodies, including a £50 voucher for Porter & Rye. Tickets are just £1 – available at Barrhead Housing reception (cash), or call/email us to arrange digital tickets & payment.

The lucky winner will be selected on **Wednesday 16 April**, just in time to receive their hamper before Easter weekend. Get your tickets now for a chance to win.

All funds go to Motor Neurone Disease (MND), our charity for 2025.





Barrhead Waterworks - A Space for Everyone

Did you know ERA (East Renfrewshire Additional Support Needs Parents Action Group) has transformed Barrhead Waterworks into a vibrant community hub, dedicated to supporting families with young people who have additional needs and local community groups.

Take a stroll and see for yourself. Access via the stairs or ramp at the Starbucks car park in the Barrhead retail park - you don't want to miss this hidden gem.

They're always looking for volunteers. Want to help? Get in touch at bryand@barrheadha.org.

- Kids can play, explore, and enjoy the outdoors
- Meeting space available - perfect for community groups to use
- Polytunnel for growing
- Indoor meeting space
- BBQ & pizza-making area
- Enjoy a scenic walk in a revitalised space
- Pick fresh fruit from the community orchard



Supporting You

Anti-Social Behaviour

Everyone deserves a safe and secure home. We're committed to tackling anti-social behaviour that impacts the wellbeing of our communities.

Working with East Renfrewshire Council and Police Scotland, we're taking action to keep your neighbourhoods safe. Our teams meet every week to discuss what's going in your communities and what steps we can take together to tackle known issues.

If you're facing issues, reach out – we're here to support you and take the necessary steps to resolve problems. Barrhead Housing takes a zero-tolerance approach to anti-social behaviour – we'll take action to protect you in your home.



Engaging with our customers

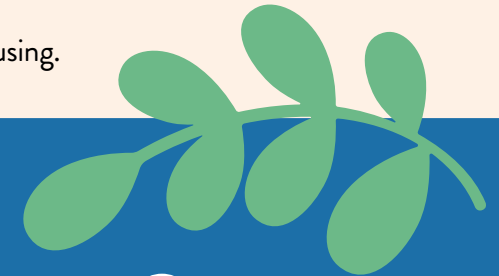


Welcome Aboard

We're thrilled to warmly welcome our new customers from Hanover Housing.

Zubeida Yusuf, our Customer Services Officer, has met with all the residents, and they're settling in perfectly.

Thank you for choosing Barrhead Housing.



Service Improvement Group

Huge thanks to our Service Improvement Group (SIG) for their amazing work on behalf of our customers.

After a thorough review of how we handle empty homes, the group made 19 recommendations to the governing board. Great news - all of them are now being put into action.

Barrhead Housing is committed to improving the quality of homes at the letting stage and make them even more attractive to new customers.

The SIG is already gearing up for their next area of focus and can't wait to see their recommendations come to life.



Damp & Mould

– report early, 

protect your home

At Barrhead Housing, we take damp and mould issues seriously. If you spot any, contact us for an inspection so we can fix it fast.

The main causes of damp and mould:

- **Rising/penetrating damp:** Water or moisture entering the building – this causes mould growth.
- **Condensation:** Moisture from daily activities like showering, cooking, and drying clothes. If this moisture can't escape, it can lead to mould.
- **Condensation damp:** Happens when homes are not heated or well-ventilated by extractor fans or opening windows.

Reporting early and improving ventilation can help prevent bigger problems down the line.



Legionella Alert: Stay Safe, Stay Informed

Legionellosis refers to infections caused by bacteria like *Legionella Pneumophila*, including the serious Legionnaires' disease. It's a risk for anyone, but those over 50, with weakened immune systems, or who smoke, are most vulnerable.

Legionella bacteria can thrive in home water systems under certain conditions:

- Water temps between 20°C and 50°C
- Presence of rust, algae, or limescale

The bacteria spread through tiny droplets in water - think showers, taps, and spa baths.

How Barrhead Housing helps: We treat water tanks annually.

We also need your help. Follow these extra safety steps to prevent Legionella:

- Keep hot water at 60°
- Clean & descale showerheads every 3 months
- Flush your water system if away for 7+ days

Let's work together to stay safe.



Assets Update

Missed Gas Service Charges from 1st April 2025

Starting 1st April 2025, customers will be charged for missed annual gas service appointments. This change is necessary to cover costs and keeps homes safe.

Missed appointments waste money and mean we have less for repairs, maintenance and essential services for you, so let's work together.



☒ MARK YOUR APPOINTMENT
DATE

☒ GIVE US 48+ HOURS' NOTICE
TO RESCHEDULE

☒ MAKE SURE SOMEONE IS HOME

AVOID CHARGES - STAY ON
TOP OF YOUR APPOINTMENT.
THANKS FOR HELPING US
KEEP YOUR HOME SAFE.

Estates Update

Tackling Fly-Tipping Head-On

We're installing CCTV in key areas to deter illegal dumping and catch offenders. Fly-tipping harms our environment and creates health risks, but with your help, we can keep our community clean and safe.

Report any suspicious activity to help us take action and keep things cleaner for everyone. Let's work together to protect our space.

Got concerns? Contact your local Customer Services Officer.



Garden Competition and Good Neighbour Award 2025



Exciting news. Last year, we reintroduced our garden competition and good neighbour award – and we're bringing them back again this year.

Grab your gardening tools and let's make it even bigger than last year!

Nominate for Best Garden, Most Improved, Best Balcony, Best Close, and Good Neighbour awards. With Spring on the way, summer will be here before we know it – stay tuned to our social media for details on how to enter.



Free Theatre Show Brings Magic to Barrhead

In Cahootz teamed up with Barrhead Housing Association and MCN Ltd to bring Hopscotch Theatre Company to town for a free performance of Pinocchio. 222 people enjoyed the show at St John's Church Hall over two nights.

In Cahootz Barrhead runs weekly drama workshops for over 70 young people through Barrhead Housing Brighter Futures programme - building confidence, skills, and friendships.

As part of their personal development award, youth theatre participants designed a Christmas bauble for every family to take home. Plus, guests received festive goodies thanks to local supporters.

Annmarie Strain from In Cahootz said: *"If you don't ask, you won't get – so I asked. Our town is at the heart of all I do. If I can inspire even one person, I'm happy. Believe in yourself, just like Pinocchio - dreams do come true"*



Brighter Futures Project Partner Dunterlie Foodshare Spotlight: Barrhead Residents Come Together for Annual Celebration

The Dunterlie Foodshare Lunch brought the community together at Dunterlie Resource Centre for a day filled with great food and even better company. Over 60 people joined the celebration.

Special shoutout to chefs Babs Fulton & Hilary Smith for their amazing cooking, with support from Neill Patton (Corra Foundation).

Every week, the Dunterlie Foodshare provides free shopping bags with essentials like milk, soup, pasta, fresh fruit & veg to residents with a G78 postcode.

THANK
YOU

A huge thank you to all the amazing volunteers and partner organisations for making a difference.

Foodshare runs
Fridays
11AM-12PM
all welcome.





HOUSING PERKS

for Barrhead Housing Customers

We've partnered with Housing Perks to offer exclusive discounts for the next 12 months, thanks to our Community Benefits with James Frew.

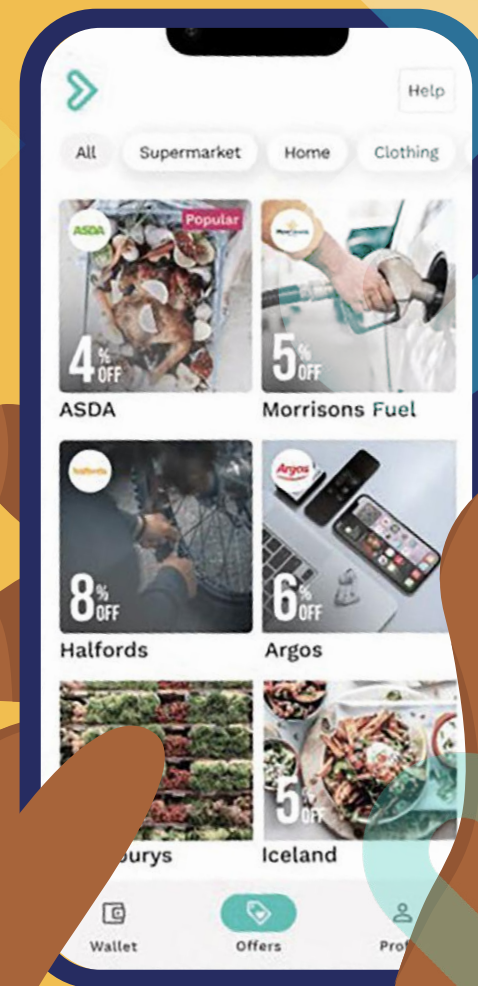
Get savings in Tesco, Asda, Amazon, Argos, B&M and more through the invite-only app.

How to get started:

1. Download the app via google play or apple store
2. Enter ID: **Barrhead Housing Association**
3. Enter your **tenancy** reference number

Need help? Contact us at enquiries@barrheadha.org

**Save on
everyday
essentials and
shop smarter.**



Textile Recycling Bank at Auchenback Resource Centre

Donate your textile waste & support your community.

A new textile recycling bank is now at Auchenback Resource Centre! Drop off clothing, fabrics, and shoes – for every tonne donated, £200 goes back to your local area.

Once £500 is raised, your community can apply for a grant through Barrhead Housing Association. Let's make a difference together.

Got questions?

Email enquiries@barrheadha.org

You can now donate textile waste to help raise money for your community!





Dolly Parton's Imagination Library

Dolly Parton's Imagination Library - FREE BOOKS for Kids Under 5



Are you a Barrhead Housing customer with a child or children under 5? They can receive a **FREE** book every month, thanks to Dolly Parton's Imagination Library.

A high-quality, age-appropriate book delivered, specially wrapped and addressed to them - every month, for free.

Interested?
Email Laurie: lauried@barrheadha.org

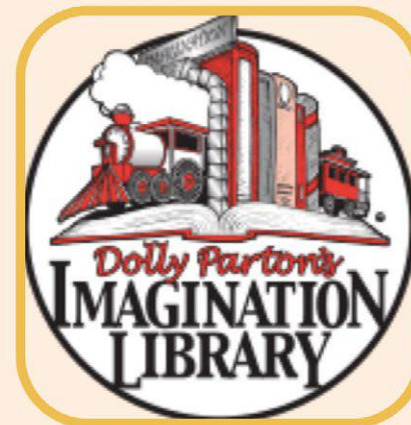
ARE YOU A
BARRHEAD HOUSING
CUSTOMER?

DO YOU HAVE A
CHILD OR CHILDREN
UNDER 5?

WOULD THEY LIKE A
FREE BOOK EACH
MONTH?

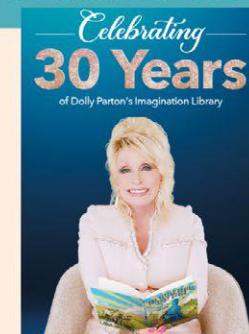
IF ALL THE ANSWERS
ARE YES THEN
CONTACT US BELOW

If you want to your child to
receive **FREE** books then
please contact Laurie
lauried@barrheadha.org



HOW IT WORKS

Each month Dolly posts a high quality, age appropriate book to children from birth to age five. The books are specially wrapped and addressed to the child, and are delivered at no cost



Did You Know This About Us?

**We aim to answer your calls
within 30 seconds - and our
team tracks this every month.**

Year-to-date: 79%

Goal: Keep improving

Thanks for your
patience & support.

**Barrhead Housing is raising
funds for Motor Neurone
Disease (MND) this year.**

We've got a bunch of exciting ways to raise
money, starting with an Easter Hamper
giveaway and staff taking part in the Kiltwalk
this April.

Stay tuned for more ways to get involved.

**5 of our staff turn
40 this year.**

In our small team, that's 5
people born in 1985. It's
a BIG year for Barrhead
Housing with a lot of big
birthdays.

We're now on Instagram

Come get to know us, stay updated,
and chat with us on a whole new
platform.

Follow us [@barrheadhousing](https://www.instagram.com/barrheadhousing) and keep
your eyes peeled for fresh content.

Got questions? Slide into our DMs.

You Said, We Did

You said...

Our landscaping service and estate need more attention

You said...

You are worried about personal finances

You said...

You want upgrades to your home to be a priority

We did...

Increased frequency of team visits to our estate to ensure work is carried out to the expected standards. The estate is looking very tidy over the winter period ahead of the Spring programme of works.

We did...

Identified households struggling to offer personalised support with the cost of living through our own data and those responding to the rent consultation, so we can help them directly.

We did...

Provided information to customers on their own homes on when they can expect improvements to kitchens, bathrooms etc. This will also be available on our upcoming tenant portal.

MAKING A DIFFERENCE

We are always here to help

Call us: 0141 881 0638

Email: enquiries@barrheadha.org

Web: www.barrheadha.org

Out of hours repairs: 0800 652 0633

Download the Barrhead Housing
App from the Google or Apple Stores.

Follow us

 Follow us on Facebook

 Tweet @BarrheadHousing



Office and Drop-In Hours

Day	Office Hours	Drop-In Locations	Team Member
Monday	9AM – 5PM	Auchenback Resource Centre 10:30AM – 12:30PM	Hilary Smith, Tenancy Readiness Officer
		Auchenback Resource Centre 10AM – 1PM (First Monday of each month)	Sandra Nelson, Customer Services Officer
Tuesday	9AM – 5PM		
Wednesday	9AM – 5PM	Barrhead Foundry 1PM – 4PM (First Wednesday each month)	Ashley Burns, Customer Services Officer
		Include Me 2 Club Cowan Park 2PM – 4PM (First Wednesday each month)	Sean Fitzharris, Customer Services Officer
		Glen Community Hall, Neilston 2:30PM – 4:30PM (First Wednesday each month)	Zubeida Yusuf, Customer Services Officer
		Digital Drop-In, Sheltered Housing Complex 11:30AM – 12:30PM	Laurie Duffy, Community Investment Officer
Thursday	9AM – 5PM		
Friday	9AM – 4PM	Food Share, Dunterlie Resource Centre 11:30AM – 12PM *Hilary will be available to chat from 9.30am*	Hilary Smith, Tenancy Readiness Officer