The Anchor

Barrhead Housing

Barrhead Housing newsletter

Welcome

Welcome to the autumn edition of The Anchor.

As our 40th anniversary celebrations continue, there's plenty to look back on and even more to look forward to.

From welcoming 250 people to our fantastic Community Fun Day to celebrating our milestone AGM, it's been wonderful seeing our communities come together.

We're also looking ahead, with exciting plans for the former Arthurlie Social Club site, continued investment in our homes and new faces joining the Barrhead Housing team.

And most importantly, we're listening to you. Your feedback is helping us shape our services and make improvements where they matter most.

A huge thank you to our customers, colleagues and community partners for being part of our journey. Together, we're making Barrhead an even better place to live.

I hope you enjoy this edition and all the good news it brings!

Lorna

Chief Executive

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Autumn 2026

Meet Our New Graduate Apprentices!

We're delighted to welcome Rebecca Browning and Chloe Watterson, who have joined us as part of an exciting four-year Graduate Apprenticeship programme in partnership with Glasgow Caledonian University.

Combining university studies with hands-on experience, both apprentices will have the chance to earn their degrees while making a real difference in our communities.

Meet Rebecca – Assets

A Barrhead local, Rebecca is studying Quantity Surveying while gaining practical experience in our Assets team.

"I'm really enjoying putting my studies into practice, learning more about housing and asset management, and getting to know everyone. Being local makes working with the community even more rewarding!"

When she's not working or studying, Rebecca enjoys catching up with friends and family and listening to podcasts.

Meet Chloe – Data and Insight

Chloe is diving into the world of AI and Data Science, discovering how data can help shape better services for our customers.

"Housing is a completely new sector for me, and I'm loving learning how data connects to everything. It's great to be part of an organisation that genuinely cares about its people and community."

Outside work, Chloe loves spending time with friends and family and exploring new places – including a recent summer adventure travelling across America!



New Face, Same Community Focus



Say hello to Fiona, our new Customer Services Officer.



We're delighted to welcome Fiona McCluskey, who joined the Barrhead Housing team in September.

Bringing valuable experience from her previous role as a Financial Inclusion Officer with East Renfrewshire Council's Money Advice and Rights Team, she's already settling in and getting to know our communities.

"It's been such a positive start! Everyone has been so welcoming and supportive, and I already feel part of the team. I've really enjoyed getting to know Barrhead and, most importantly, our customers."

With a focus on delivering great services and making a positive difference for customers, she's looking forward to building relationships and finding new ways to improve the tenant experience.

She's already out and about carrying out annual tenancy visits, so you might spot her in your neighbourhood or see her in the office!

If you see Fiona, be sure to say hello and give her a warm Barrhead welcome!

Meet The Team



New Chair, New Chapter

We're delighted to announce Alan Oliver as our new Chairperson, taking over from John Hamilton following our recent Annual General Meeting.



As a Barrhead resident, Alan knows the local community well and is no stranger to Barrhead Housing, having served on our Board for the past four years.

A civil engineer with Transport Scotland, Alan brings valuable experience and a real passion for the area.

As we celebrate 40 years of making a difference, Alan is looking ahead to the next chapter, with a continued focus on providing quality, affordable homes, investing in our properties and supporting our communities.

We'd also like to say a huge thank you to John Hamilton, who has led our Board since 2021. Thankfully, John isn't going far – he'll continue to share his experience as Vice Chair.

Here's to 40 years of Barrhead Housing and an exciting future ahead. Welcome to your new role, Alan!

Stepping Up! Congratulations Nicola!



A familiar face taking on an exciting new role!

We're delighted to share that Nicola Roy has stepped into the role of Customer Service Hub Team Leader, covering maternity leave.

Nicola is already a familiar face at Barrhead Housing, having worked as a Customer Services Advisor in our Hub team. She'll now be bringing her experience and knowledge to this new leadership role.

It's fantastic to see our own team members developing and taking on new opportunities within Barrhead Housing.

A big congratulations to Nicola – we wish her every success in her new role.

Great Gardens, Great Neighbours

Big cheers for the people making our communities bloom and bringing neighbours together.

Communal Garden – Edward Welsh

A colourful communal garden with a magical fairy-light glow after dark.



Individual Garden – Joseph Connelly and Helen McDonald

A stunning, colourful garden that turns heads and brightens the neighbourhood.



Community Champion – Cara Docherty

A local superstar giving her time to Dunterlie's community groups and families.

Community Champion – Sandra Paterson

From shopping for neighbours to sharing home baking, Sandra's kindness goes a long way.

A huge congratulations to our winners - you're what makes our communities special!

News and Updates



Investing in talent, delivering results

Two students, two projects and a big impact at Barrhead Housing!

This summer, we welcomed Daniel Lee and Adam Taylor, two Master's students on placement through The Data Lab Academy, who brought fresh ideas and impressive skills to our team.

Daniel developed a new way to assess our homes, helping us make smarter decisions about future investment.

Adam created live performance dashboards, making it easier to track results, spot issues and cut down on paperwork.

Both tackled real challenges and delivered fantastic results in just a few months!

A huge thank you to Daniel and Adam for their hard work and fresh thinking. We wish them both every success in the future.

Supporting You

THISTLE TENANT RISKS

Your Home. Your Stuff. Is It Covered?

Could you afford to replace your belongings if disaster struck?

Barrhead Housing's insurance doesn't cover your furniture or personal belongings, so it's worth thinking about contents insurance.

Thistle Tenant Risks offers cover designed for social housing tenants, protecting against things like fire, theft and water damage. You can also shop around to find what works best for you.

Making a Claim? Keep It Honest!

Insurance fraud is no small matter! In 2025, insurers detected £1.34 billion in fraudulent claims. Even exaggerating a genuine claim can count as fraud.

Our tip: Stick to the facts, keep evidence where possible and never exaggerate.

Want to know more? Visit Thistle Tenant Risks or call 0345 450 7286.

Protect your belongings. Keep your claims honest. Simple.



Assets Update

Gutter Cleaning

Our gutter cleaning programme is underway!

Paterson Safety Anchors have recently started working across our properties, clearing gutters and helping keep our homes in good shape.

It might take a little time to get round to every property, but all properties included in the programme will be covered.

Got a question or concern? Just get in touch with the Barrhead Housing team – we're happy to help!



PROCAST
CONSTRUCTION | ENERGY | CONSULTING
BUILDING SUSTAINABLE FUTURES THROUGH EXPERTISE

Raising the Roof at Simpson Gardens

We're investing in better homes with our latest roof replacement programme.

Work kicked off on 5 October at Simpson Gardens, with Procast Building Contractors replacing roofs, gutters and rainwater systems, supported by A.D.A Construction Consultants.

The project will run for around 14 weeks, with work carried out in phases to keep disruption to a minimum.

Residents have already been updated, and scaffolding is going up as work gets underway. The team will keep access and safety a priority throughout.



A big thank you to residents for their patience while we make these improvements.

Assets Update

More Repairs, More Support!

consilium contracting services



Over 1,500 repairs completed this year – and we're keeping up the pace!

Our repairs team has been busy, with 99% of repairs fixed first time, 90% customer satisfaction and emergency and routine repairs completed within target timescales.

We've also welcomed Consilium to our repairs service, providing electrical and plumbing repairs, plus out-of-hours support.

Spotted something that needs fixing? Don't wait! Even small issues can become bigger problems.

Report it early. We'll take it from there.

Big Plans for the Heart of Barrhead

From vacant site to vibrant new community space – exciting things could be coming to Ralston Road

We're progressing plans to acquire the former Arthurlie Social Club site, working in partnership with East Renfrewshire Council.

Our vision? Much-needed affordable homes and a modern community hub, bringing together our team, local organisations and the people of Barrhead.

And there's more! The plans could also see our current office transformed into even more affordable homes, giving the town centre a fresh boost.

It's still early days, and we want the community to help shape what's next.

Watch this space – exciting possibilities are ahead for Barrhead.

Assets Update

Awaab's Law: Damp or Mould? Don't Wait – Tell Us

Your home should be safe, healthy and comfortable. Damp and mould should never be ignored.

From 6 October 2026, new legislation known as Awaab's Law strengthens how social landlords respond to damp and mould concerns.

At Barrhead Housing, we've introduced a new approach to make sure your concerns are taken seriously and dealt with promptly.

When you contact us, we'll ask a few simple questions, assess how urgent the problem is, arrange an inspection and keep you updated on what happens next.

The most important thing? Tell us as soon as you spot damp, mould or excess moisture.



You don't need to know what's causing it or try to fix it yourself.

Spot it. Report it. Let us help.

Contact the Barrhead Housing team if you have any concerns.

People

Your Feedback Matters

Had a chat with our Hub team? We want to hear from you.

We're sending short surveys by text to randomly selected customers who've contacted our Hub.

What's working well? What could we do better? Your feedback helps us improve.

Responses are anonymous, unless you choose to leave your details.

A big thank you to everyone who's responded so far.

Got a survey text from us? Have your say – we're listening.

40 Years, 250 Smiles and One Brilliant Day!

What a way to celebrate 40 years of Barrhead Housing!

Our 40th anniversary Community Fun Day brought together 250 people for a fantastic celebration filled with fun, laughter and community spirit!

Held at Arthurlie House in July, the event was all about bringing people together and celebrating the community that makes Barrhead Housing so special.

A huge THANK YOU to everyone who came along, joined the fun and helped make the day one to remember!

40 years of homes, people and community – and plenty more to celebrate.









A Full House for Our 40th Anniversary AGM

What a fantastic turnout – and plenty to celebrate!





Customers, members, partners and staff came together for our Annual General Meeting, marking 40 years of Barrhead Housing!

And what a year it's been! We celebrated £3.4 million invested in homes and affordable housing, alongside an incredible £9.4 million generated in social value, benefiting over 800 people.

Guests also enjoyed a trip down memory lane with entertainment from local favourites Geez a Break, performing *Songs of the Silver Screen*.

A huge thank you to everyone who joined us and helped make our milestone AGM one to remember!

Community Investment

Santa's Coming to Barrhead!

We're as busy as Santa's elves planning some FREE festive fun – so get these dates in your diary.



Wednesday 2 December

Christmas Party and Lunch for our over-65s at Shanks Bowling Club, Victoria Road.

Wednesday 9 December, 4–6pm

Santa's Grotto and Children's Christmas Party at Auchenback Resource Centre.

Keep an eye on your texts and emails – more details coming soon.

Got a question? Email **hilarys@barrheadha.org**

SPOOK-TACULAR

Fun in Dunterlie

Over 50 ghosts and ghouls took over Dunterlie Resource Centre for a frightfully fun Halloween party.

Teaming up with Happy Dunterlie, we served up plenty of spooky fun, from Halloween crafts and decorating tote bags to making lollipop ghosts.

A fang-tastic time was had by all!





Shop Smart, Save Big This Christmas!

Christmas shopping? Get up to 20% off with Housing Perks.

From Tesco and Asda to Amazon, Argos and more, Barrhead Housing customers can enjoy exclusive discounts on everyday essentials and festive shopping!

HOUSING PERKS

Our customers have already saved over £900 – why not join them?

Thanks to MSI, who are sponsoring the Housing Perks app for another year through their Community Benefits contribution, customers can continue to enjoy access to these fantastic savings.

Download the FREE Housing Perks app and start saving today.



Scan the QR code on the poster or download the app to get started.

Barrhead Housing

HOUSING PERKS

You can now pay less with up to 20% discount for what you already buy online and in store with your Housing Perks. The free app will help you to save money on the essentials:

UP TO 20% DISCOUNT

✔ GROCERIES ✔ CAR ✔ PHARMACY ✔ CLOTHING
✔ SCHOOL UNIFORMS ✔ STATIONARY & BOOKS
✔ HOME FURNISHINGS & DIY ✔ FAMILY DAYS OUT

HOW IT WORKS

1. Download the app for free to your device available from Download on the App Store / GET IT ON Google Play
2. Buy a voucher with up to 20% discount
3. Voucher appears in app within seconds ready for you to use

Scan Me

HOW TO SIGN UP

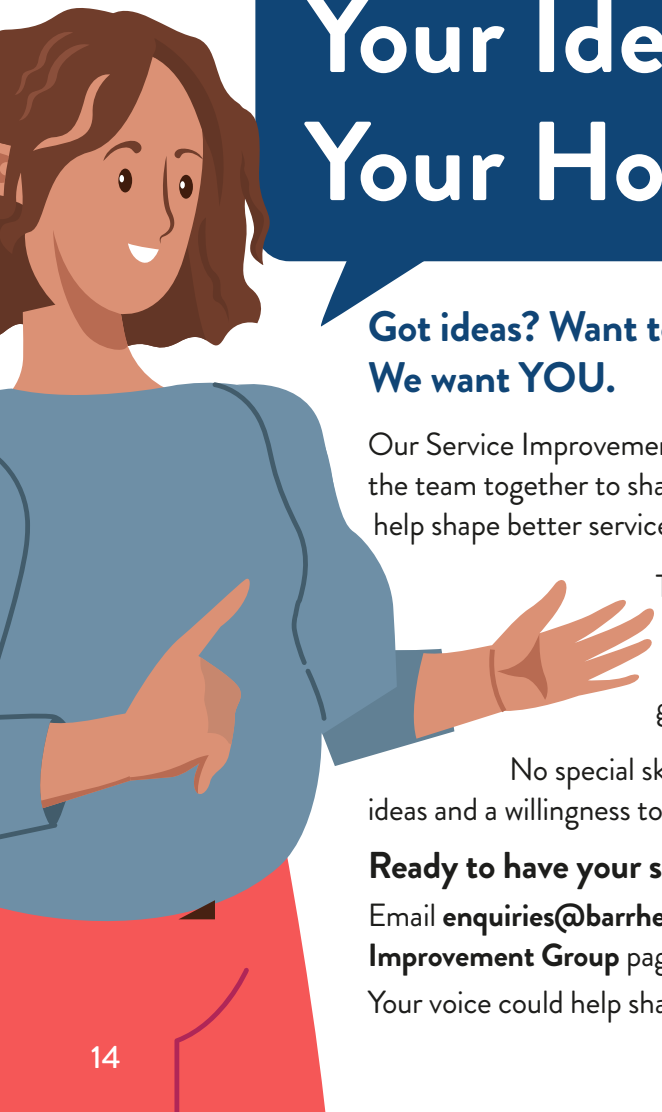
- When you download the app, select Barrhead
- Your account will be registered to your Barrhead address, so keep your tenancy reference handy.



Start saving today!

Community Investment

Your Voice. Your Ideas. Your Housing



Got ideas? Want to make a difference? We want YOU.

Our Service Improvement Group brings customers and the team together to share ideas, have their say and help shape better services at Barrhead Housing.

The group has already been busy sharing feedback – and we'd love more customers to get involved.

No special skills needed, just your opinions, ideas and a willingness to make a difference.

Ready to have your say?

Email **enquiries@barrheadha.org** or visit our **Service Improvement Group** page.

Your voice could help shape what we do next!

Brighter Futures Project Partner Spotlight



You Said, We Did

You said...

"We want to see more of Barrhead Housing in our neighbourhoods."

We're doing...

We're looking at ways to make our estate walkabouts more visible, so you know when we're in your area and have more chances to chat with us.

You said...

"It's not always clear who's responsible for communal areas."

We're doing...

We're reviewing how we work with partners to make responsibilities clearer, improve communication and tackle neighbourhood issues.

You said...

"Listen to us, but don't keep asking the same questions!"

We're doing...

We're looking at how to make better use of feedback you've already shared, cutting down on repeat questions and unnecessary surveys.

Barrhead Housing

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
Follow us on Instagram

If you have an emergency repair, please call 0800 652 0633.
If you have no heating or hot water, please call Gas Sure on 01294 468 113.

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	Shay Young, 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