

Molendinar Park Housing Association

SUMMER 2013 NEWSLETTER



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OFFICE OPENING HOURS

Telephone: Monday to Thursday 9.00 am - 5.00 pm
Friday 9.00 am - 4.00 pm

The office will be open to the public at the following times:

Monday 9.00am – 1.00pm
Tuesday 9.00am – 1.00pm and 2.00pm – 5.00pm
Wednesday 9.00am – 1.00pm and 2.00pm – 5.00pm
Thursday 9.00am – 1.00pm
Friday 9.00am – 1.00pm

In the event of an emergency please phone the undernoted numbers:

Gas Central heating and hot water breakdowns: 01294 468113

In any other emergency contact: 0845 600 8693



USEFUL TELEPHONE NUMBERS

Out of Hours Emergency Number	0845 600 8693
Molendinar Park Housing Association	0141 564 5256
E-mail address (repairs):	repairs@molendinar.org.uk
Web Site Address	www.molendinar.org.uk
James Frew Limited (Gas Servicing)	01294 468113
Citizen's Advice Bureau - Bridgeton	0141 554 0336
Citizens Advice Bureau – Castlemilk	0141 634 0338
Cleansing/Bulk Lift/Disposal of Fridges	0141 287 9700
Environmental Protection Team (Dog Fouling)	0800 027 7027
Environmental Health	0141 287 2000
Castlemilk Police Office (Community Team)	101
London Road Police Office	101
Scottish Power	0845 272 7999
Stair Lighting	0800 595 595
Street Lighting	0800 373 635
National Grid Gas Emergencies (Formerly Transco Gas)	0800 111 999
Scottish Water (Customer Helpline)	0845 601 8855
Scottish Water (Emergency Helpline)	0845 600 8855
Housing Benefit & Council Tax Benefit	0141 287 5050
Samaritans	0141 248 4488
Turning Point	0141 427 8200
Women's Aid	0141 553 2022
Jobcentre Plus	0141 532 8500

IMPORTANT NEWS - CHANGES TO BENEFITS -

Universal Credit

Universal Credit is a new benefit that has started to replace six existing benefits with a simpler, single monthly payment if you're out of work or on a low income. Universal Credit will help you to be better off in work, start a new job or work more hours.

Universal Credit will eventually replace:

- **Income-based Jobseeker's Allowance**
- **Income-related Employment and Support Allowance**
- **Income Support**
- **Working Tax Credit**
- **Child Tax Credit**
- **Housing Benefit**

If you already claim a benefit, you'll continue to do so as normal and you'll be told when Universal Credit will affect you.

Universal Credit will be gradually rolled out in UK from October 2013 and will be completed by 2017.

There are no limits to the number of hours you can work a week. Your Universal Credit payment will reduce gradually as you earn more, so you won't lose all your benefits at once if you're on a low income.

How much you will receive depends on your personal circumstances. Universal Credit will be paid on a monthly basis, and will include any support for housing costs you're entitled to.

How you'll be paid

Universal Credit is paid differently to current benefits. It'll be paid once a month into your bank, building society or Post Office account.

Any help you get with your rent will be included with your Universal Credit payment and you'll then pay your landlord yourself.

Molendinar Park Housing Association is working closely with BCD Credit-Union. BCD already provides a range of banking services to Molendinar tenants and many have their Salaries, Pensions and Benefits paid directly into their personal BCD account.

BCD can set up a personal account for you and can also arrange for your rent payment to be paid directly into it. This can then be paid directly to Molendinar.

If you would like to benefit from this service then contact BCD Credit Union on 0141 550 4171 for further information.

The Bedroom Tax

In response to the Government's changes to Housing Benefit the Association has been contacting tenants who are deemed to be living in properties larger than their household size would warrant.

The rules state you will be allocated one bedroom for:

- **each adult couple**
- **Any other person age 16 or over**
- **Two children of the same sex under 16**
- **Two children under the age of 10 regardless of sex**
- **Any other child**
- **A carer (who does not normally live**

with you) if you or your partner need overnight care

Children who cannot share a bedroom because of a disability or medical condition may be entitled to an extra room. Claimants will need to contact Glasgow City Council Housing Benefit Department and provide medical evidence to support their claim.

We are operating a priority transfer list for any tenant who wishes to move to a smaller property due to the bedroom tax and to date eight priority transfers have taken place.

The Housing Services Officers will continue to work with tenants, offering advice and support in managing these changes to housing benefit.

NEW COMPLAINTS HANDLING PROCEDURE

On 7th January 2013, the Association adopted the Scottish Public Services Ombudsman's (SPSO) new model complaints handling procedure. This will be used for complaints related to dissatisfaction with our standard of service or action with the Association has or has not taken. Molendinar Park Housing Association's definition of a complaint is:

'An expression of dissatisfaction by one or more members of the public about Molendinar's action or lack of action, or about the standard of service provided by or on behalf of Molendinar Park Housing Association'

A complaint may relate to:

- failure to provide a service
- inadequate standard of service
- disagreement with a decision where the customer cannot use another procedure (for example an appeal) to resolve the matter
- the Association's failure to follow the appropriate administrative process
- delays in responding to enquiries and requests.
- unfairness, bias or prejudice in service delivery
- failure to follow procedures
- lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- a repair that has not been carried out properly
- unacceptable behaviour by a member of staff, a committee member or a contractor

A complaint is not:

a routine first-time request for a service
a request for compensation only
issues that are in court or have already been heard by a court or a tribunal
an appeal against a decision where there is an established appeal route; these should be heard through the appropriate appeal process
an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.

Our complaints process provides two opportunities to resolve complaints internally:

- frontline resolution, and
- investigation.

Stage 1 Frontline Resolution

The Association aims to resolve complaints quickly and close to where we provided the service. This could mean an on the spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. We will give our decision at stage one in five working days or less,

unless there are exceptional circumstances.

If we cannot resolve your complaint at this stage, we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through stage two. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

Stage 2 Investigation

Stage two deals with two types of complaint: those that have not been resolved at stage one and those that are complex and require detailed investigation.

When using stage two we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within twenty working days

If our investigation will take longer than twenty working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I am still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints handling procedure (so please make sure it has done so before contacting the SPSO).
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court

Complaints about factoring

From October 2012 the Homeowners Housing Panel will try to resolve complaints and disputes between home owners and property factors. So if your complaint is about factoring services, and you are still dissatisfied after our investigation stage you will be able to go to the Homeowners Housing Panel.

MAINTENANCE

WINDOW REPLACEMENT PROGRAMME

The Association will be carrying out window replacements for 83 properties throughout its stock.

Undernoted is the planned programme for the financial year 2013-2014

If your windows are to be replaced the Maintenance Section will contact you shortly to make arrangements for access etc.

Area	
Drakemire	18 properties
Finnart	5 properties
Gallowgate	13 properties
Dalmarnock - Dalmarnock Court	15 properties
Dalmarnock - Tenemental properties	32 properties

Gas Maintenance Plan

All owners are strongly recommended to participate in a gas maintenance plan. These plans are specially designed to provide owners



Avoid the unexpected cost of central heating breakdown for as little as

£7.99 a month

To arrange expert heating care, call **0870 242 5037**

www.gasSure.com

of all gas central heating systems complete peace of mind, all year round, against boiler breakdown, gas and water leaks and emergency call outs. The Association uses the services of GasSure by James Frew although other plans are readily available.



G-Heat is an organisation funded by Glasgow City Council to provide home energy advice and to assist residents who may be experiencing difficulties with their energy suppliers or, with paying their bills. For further information on G.Heat and their services please contact Julie Smillie, alternatively you can contact G.Heat direct on 0800 092 9002.

Gutter Cleaning Programme

A reminder to owners that the gutter cleaning programme September/October this year and Scott Rae will be contact you shortly to discuss if you wish to participate in this programme.

DOG FOULING

Dog fouling continues to be a problem. It is dirty, dangerous and antisocial. For some reason, a minority of people think that failing to clean up after their dog is perfectly acceptable behaviour.

IT IS NOT ACCEPTABLE.

If you have information that would help to identify those responsible for the dog fouling problem then please free phone the Clean Glasgow hotline 0800 027 7027, with the following information:

1. Name of dog owner, if known;
2. Address of dog owner, if known;
3. Time and location of offence, and
4. Description of owner and dog.

LOCAL AREA NEWS

BELMGROVE

BE RESPONSIBLE - Unfortunately there has been an increase in complaints to the Association regarding dog fouling in the area. We would urge all dog owners to ensure that they pick up after their pets so we can keep our area clean and free from hazard. Anyone wishing to report dog fouling

DALMARNOCK

Dalmarnock tenants rewards 2012/2013

The Association is delighted to announce that 78% of households in the Dalmarnock area qualified for a tenant reward for the year 2012/2013.

REMEMBER

There are some reasons why you could lose out on a cheque and these are:

1. Rent Arrears
2. Rechargeable repair
3. Improper disposal of bulk refuse
4. Anti-social behaviour (including not clearing up after your dog)
5. Failure to give access for the Annual Gas Service

Bogus Callers

We have been advised that “bogus callers” have tried, thankfully unsuccessfully, to enter residents’ properties under false pretences. They state that the Association has sent out a letter advising residents that work is to be undertaken in their property. Under no circumstances should you let anyone into your home unless you know that you have booked an appointment via the Association. Always ask for identification and if in doubt please contact the Association.

DRAKEMIRE

We are pleased that we are able to replace the windows in 18 flats this year. Work will commence at the end of June and is due to be complete by the middle of July. The remaining

FINNART

As always we are appealing for residents to come forward and join the Local Management Committee. Meetings are held quarterly and last

issues can contact Clean Glasgow, the number is highlighted in the newsletter.

BE CONSIDERATE - The School holidays are here again and the kids in the area will be looking forward to a long break from school, however we would ask that kids be considerate to their community and don’t cause damage or disturb other residents throughout the summer months.

Cleansing

Disposal of Rubbish

Once again, we must bring to your attention the fact that residents are not disposing of general refuse properly in the Euro bins provided. This encourages vermin to the area, eg rats, foxes and birds which scavenge the bags. This in turn disperses the rubbish all over the backcourts. The Association asks that all residents are more vigilant when disposing of their refuse, not only to keep your back court clean and tidy but also for the safety of the children playing outside.

Bulk uplifts in the tenement blocks

All large bulk items must be left in the backcourt area at the air space gates for Glasgow City Council to uplift. The number to call is 0141 287 9700. Please ensure that items are left in a tidy manner and secured so that they cannot be strewn all over the backcourt. The Association also requests that you ensure children are not allowed near any such items as it could cause harm if there are breakable items stored.

Residents living in the four in a block or main door properties can designate the area for the bulk uplift, eg side back or front garden when calling Glasgow City Council to arrange the uplift.

flats will have their windows renewed next year.

If you know of anyone looking for a flat in Drakemire please ask them to contact either Olivia or Julie who will be happy to give them an application form.

for approximately an hour. Being a member will give you an opportunity to have a say in decisions that will affect your area. If you are interested in getting involved please contact Julie Smillie for more information.

PROPERTY MANAGEMENT SERVICES FOR OWNER OCCUPIERS

The Association provides a factoring service for owner occupiers. This service is for the management of common repairs, maintenance of the common property and common building insurance. Each owner is charged a management fee for the administration of this service.

Owners have a responsibility to keep their property and its common parts maintained. These responsibilities are clearly laid down in the Burdens Section of the Title Deeds which all owners are provided with when taking ownership of the property. Where a factoring service is provided owners are required to pay any management fees. When a property is sold, the new owner takes over responsibility for maintaining the property and paying for the factoring service.

COMMON BUILDINGS INSURANCE

The Association has a common buildings insurance policy covering all its properties. Owner occupiers of property in areas managed by the Association can take advantage of this

Please note that all owner occupiers in flatted and terraced properties are legally bound to show a copy of their building insurance premium on an annual basis to the Association.

The Association will include factored properties in a long term maintenance programme aimed at preventing the property falling into disrepair. Examples of cyclical repairs are: gutter cleaning; close painting.

If you have an emergency with a common repair please contact 0845 600 869. If there is a problem within your property then you must make your own arrangements.

Please note the Association has recently introduced the facility to pay by direct debit. If you wish to pay by this method, please contact Isobel Clark or Jayne Lundie. Alternatively you can download a direct debit mandate from the Association’s website which you should complete and return to the Association’s offices.

policy which has an annual premium of **£55.00**. The excess on the policy is **£250** for each claim. For more information please contact either Jayne Lundie or Isobel Clark on **0141 564 5256**.

HOME CONTENTS INSURANCE

Molendinar tenants and residents can arrange for insurance cover for the contents of their home at a special affordable rate where premiums can be paid fortnightly or monthly cash, monthly by direct debit or annually.

The cover, specially arranged by **This Tenants Contents** has been designed to help tenants and residents insure most of their belongings as easily as possible and also covers them against theft, vandalism and fire. The minimum values of possessions that can be insured are £9,000, if aged under 60, or £6,000 if aged over 60. The fortnightly premiums start from £1.53 a fortnight, £1.11 a fortnight respectively, (premiums vary depending upon your sum insured and postcode)

Tenants and residents can also increase cover for an additional premium to include extended accidental damage cover, cover for wheelchairs/scooters and hearing aids as well as personal effects outside their home.

For immediate cover call This Tenants Contents on lo-call 0845 601 7007 or email: Tenantscontents@jltgroup.com

FACTORING ARREARS

The Association accepts that owners who owe factoring charges to the Association are likely to find being in arrears stressful, particularly if they have multiple debts



and inadequate or irregular income. The Association will therefore take a sympathetic, yet firm, approach to owners in arrears. In doing this the Association recognises that arrears arise for different reasons and therefore recovery procedures should be flexible and responsive to individual circumstances.

Wherever possible, Association staff will seek to recover any arrears with the voluntary co-operation of the owner concerned. The Association will, however, be prepared to take legal action – up to and including putting a charge on the property to recover arrears and the owners will be responsible for any legal costs incurred.

WHAT IS THE LOCAL MANAGEMENT ASSOCIATION?

- The Local Management Association is open to all tenants, sharing owners or owner occupiers who reside in properties originally built by Molendinar Park Housing Association and managed by the Association.
- As a member you will have the right to stand, nominate other members and vote in the annual elections
- It is a way of showing your support for local community control
- Membership costs £1 and is valid as long as you live in a house in the Local Management Association area

Why should I get involved?

- If you don't join the Local Management Association you won't have a say in who is elected to the Committee
- Whether you are a tenant or an owner occupier decisions will be made which affect you
- Not everyone will want to be involved at Committee level but by joining the Local Management Association you can show your support and have your say at the Annual General Meeting

REMEMBER! MEMBERSHIP IS OPEN TO ALL RESIDENTS – IT IS NOT LIMITED TO ONE PERSON PER HOUSEHOLD!

What is the Local Management Committee?

- The Local Management Committee will be elected by the members of the Local Management Association
- There are up to 15 places on the Local Management Committee
- While all members of a household over the age of 16 can join the Local Management Association only ONE member of a household can sit on the Local Management Committee at a time
- The Local Management Association is entitled to nominate three of its number to represent them on the Management Committee of MPHA

How will the Local Management Committee work and what will it decide?

- The Local Management Committee will meet every three months (February, May, June and November)
- It will consider reports from staff of MPHA on the number of repairs, the number of complaints and amount of money spent
- It will review policies such as the allocation policy, estate management and maintenance policy
- It will make recommendations on whether or not to renew maintenance contracts
- Each year it will agree the local budget for repairs and decide on the priorities for cyclical maintenance and major repairs
- It will make recommendations on rent levels and factoring charges to MPHA
- It will advise the Management Committee of MPHA whether or not the Association seeks to recover possession of a house through the Courts

If you wish to become a member please complete the details requested below and return the tear off slip to Molendinar Park Housing Association, 3 Graham Square, Glasgow G31 1AD with £1. However, should you wish to discuss the matter further please contact your Housing Services Officer.

I hereby apply for membership of: Bellgrove Dalrnarnock Drakemire Finnart

Local Management Association and enclose £1 for one share.

Signed

Print Full Name

Address