

Molendinar Park Housing Association



SUMMER 2012 NEWSLETTER

50 GrahamSquare&Orchard Garden

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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 9.30am - 1.00pm
Tuesday 9.30am - 1.00pm and 2.00pm - 5.00pm
Wednesday 9.30am - 1.00pm and 2.00pm - 5.00pm
Thursday 9.30am - 1.00pm
Friday 9.30am - 1.00pm



IMPORTANT PHONE NUMBERS

0845 600 8693

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) & emergency Number	0129 446 8113
Cleansing/Bulk Lift/Disposal of Fridges	0141 287 9700
Environmental Protection Team (Dog Fouling)	0141 287 6698
Environmental Health	0141 287 2000
Castlemilk Police Office (Community Team)	0141 532 4988
London Road Police Office	0141 532 4600
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 1500

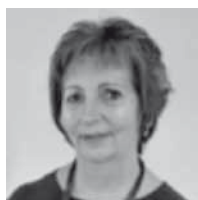
A NEW CHAIR FOR THE ASSOCIATION



Andy Scott stood down as chair after five years at the

helm. Our new chairperson is Lori McElroy, MBE who has been a committee member since August 2005.

Lori was Secretary of the Association from June 2011.



As Lori is now Chair a new Secretary was also elected.

Margaret O'Donnell,

one of our Dalmarnock Local Management Committee members, is the Association's new Secretary.

We also have two new committee members,



Mr Jim Connelly who represents the Dalmarnock Local

Management Committee and



Mrs Caroline McKinlay representing Bellgrove Local Management Committee.

GOOD NEIGHBOUR AWARD

We are pleased to announce that the Association will shortly be introducing an Annual Good Neighbour Award. This award will recognise the people within our

communities who go the extra mile to make their community a better place by helping others.



THE SCOTTISH HOUSING REGULATOR (SHR) WANTS TO HEAR YOUR VIEWS

The Scottish Housing Regulator (SHR) is asking for your views on its proposed report to tenants on their landlord's performance on the indicators for the Scottish Government's Social Housing Charter.

The Scottish Parliament agreed the Charter in February 2012. It sets out standards and outcomes that describe the results that tenants and other service users can expect from landlords.

The Regulator worked with stakeholders to develop the range of indicators it proposes to use to help it monitor how well landlords are doing on the Charter outcomes. It is now consulting on these indicators. The consultation also sets out how the Regulator will inform tenants and other service users about how a landlord is performing. This will give tenants and other customers of social landlords an insight into the comparative performance of their own landlord.

Kay Blair, the Regulator's Chair said "We are consulting on the proposed range of indicators and information that we will require landlords to give us so that we can monitor and report on their achievement of, or progress towards, the Charter. The indicators will be key to our approach to regulation but these are not the only way we will assess social landlords' progress. We will also use a range of other approaches including thematic inspections. We are also consulting on how we propose to report our findings which will help tenants to find out how their landlord is performing and compare with other landlords. We are very keen to hear from tenants, homeless people and others who use the services of social landlords."

The consultation runs from 1 June to 24 August. The Regulator is holding a series of events across Scotland for tenants, homeless people, other service users and landlords to discuss the proposals.

You can get the consultation document and more information on the consultation events on SHR's website or by contacting the Regulator.

You can find the details below:

website:

www.scottishhousingregulator.gov.uk/consultations

phone:

0141 271 3810

e-mail:

consultation@scottishhousingregulator.gsi.gov.uk

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**.



CHANGES TO THE WELFARE BENEFIT SYSTEM – UNIVERSAL CREDIT

The Government plan to phase in a new “Universal Credit” from October 2013 which will provide both in and out of work benefit support for working age claimants.

The Universal Credit will be a single monthly payment, paid in arrears, direct to the claimant and will replace: working tax credit, housing benefit, income support, income-based job seekers allowance and income-related employment and support allowance. Where a couple make a joint claim they will have to decide who receives the single payment.

Again this will have massive implications for residents used to budgeting on a weekly/

fortnightly basis with individual benefits being paid on different days/weeks. In addition currently around 96% of all Association tenants who are entitled to housing benefit are used to their benefit being paid direct to their landlord. However, most working-age tenants will not be able to choose to have their benefit paid direct to the Association from next October.

These welfare reforms are very complex and wide ranging. We would urge anyone who has concerns about this issue to contact the Citizens Advice Bureau or similar advice agency for free, independent and confidential advice on how they are likely to be affected.

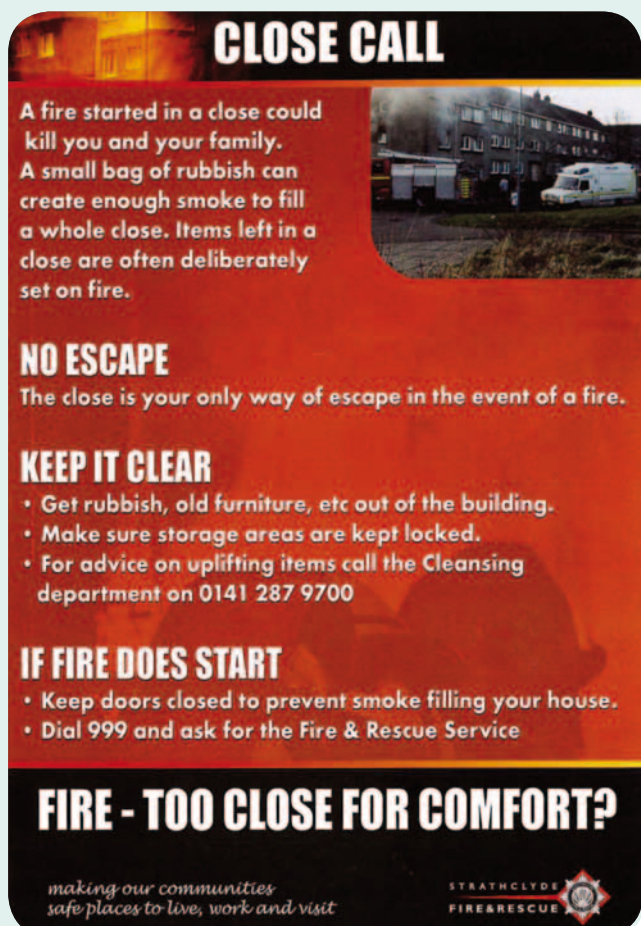
CHANGES TO HOUSING BENEFIT – THE BEDROOM TAX

As from April 2013 Housing Benefit for working age social rented tenants will be restricted for those who are occupying a larger property than their household size would warrant. For

instance tenants who live in a three bed-roomed home, but are deemed to only need two bedrooms, will have their housing benefit reduced and will have to pay the difference for having the extra room.

The Association has identified some tenants who may be affected by these changes and have offered the tenants concerned the option of submitting a transfer application for a house which is deemed to be suitable for their household composition and these applications will receive priority.

If you feel you are in this category please contact your Housing Services Officer to discuss any concerns you may have.



CLOSE CALL

A fire started in a close could kill you and your family. A small bag of rubbish can create enough smoke to fill a whole close. Items left in a close are often deliberately set on fire.

NO ESCAPE
The close is your only way of escape in the event of a fire.

KEEP IT CLEAR

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items call the Cleansing department on 0141 287 9700

IF FIRE DOES START

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire & Rescue Service

FIRE - TOO CLOSE FOR COMFORT?

making our communities safe places to live, work and visit

STRATHCLYDE FIRE&RESCUE

LOCAL MANAGEMENT AREA NEWS

BELMGROVE

As a result of some residents being concerned about crime in the Moore Street area Julie Smillie arranged a Public Meeting which was held on 25th April. Officers from Strathclyde Police and a representative from Glasgow Community and Safety Services came along. Despite all residents being invited the turnout was very poor. However, the residents who did take time to attend came away reassured by that crime rates within the Bellgrove/ Gallowgate area is far lower than in other parts of the East End.

Our aim is that all our residents are free from the fear of anti-social behaviour so, if you are experiencing or if you have witnessed any anti-

social behaviour or crime in your area it is really important that you contact us and/or Strathclyde Police in order that the Association can take action against the individuals responsible and keep Bellgrove a pleasant place to live.

The summer holidays have arrived and whilst the Association hope the kids have a happy and safe holiday we would ask that parents/guardians ensure that the kids are not causing any damage to property or nuisance to other residents.

Glasgow City Council have a comprehensive summer programme for the kids packed with fun things to do. If you would like further information on what's on for the kids this summer please contact Glasgow City Council on **0141 287 2000**.

FINNART



Your Association Needs You

Are you interested in your community?

If your answer to that is yes then please get involved. The Association is desperately seeking new members for the Local Management Committee which operates in the area. Meetings are held

in the Association's offices quarterly and last approximately an hour. All reasonable expenses will be reimbursed. If you are interested in getting involved please contact Julie Smillie.

DRAKEMIRE

We are always looking at ways to improve our service to you. If you have any suggestions or any ideas of things you would like to see introduced please let Olivia or Julie know.

Do you know anyone interested in becoming a resident of Drakemire? If so please contact either Olivia or Julie who can arrange to provide them with an application form.

DALMARNOCK

HOUSING SERVICES OFFICER

It is with regret that we bid farewell to Tracy McLaughlin who is off to Australia to start a new life with her husband and two children.

I am sure you will agree that Tracy has been a great success in Dalmarnock and has impacted



Morag Henry

greatly in the area. She will be missed by the local management committee and tenants as well as staff.

However, we have a temporary Housing Services Officer, Morag

Henry, who started on Monday 11th June. Most of you will already have dealt with Morag in her capacity as Maintenance Clerical Officer. Morag will be out and about, getting to know the area and introducing herself to tenants.

TENANT REWARDS FOR YEAR 2011/2012

The Association is delighted to announce that 257 households qualified for a tenant reward for year 2011/2012:

206 households received the full reward of £80,

16 received £60, 21 received £40 and 14 received £20.

REMEMBER

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

- Rents arrears
- Rechargeable repair
- Improper disposal of bulk refuse
- Anti-social behaviour
- Failure to give access for the Annual Gas Servicing

MAINTENANCE



STAFFING

Anna Ellis has been appointed temporary Maintenance Clerical Officer whilst Morag Hendry is covering the post of Housing Services Officer in the Dalmarnock area. I am sure over the next few months Anna will provide the same excellent service that Morag has provided in the past.

TREE SURVEY

The Tree Survey commissioned by the Association is complete. The Association now holds an up to date database of all trees within our areas and any maintenance issues have been identified and dealt with.

LANDSCAPING COSTS FOR OWNER OCCUPIERS IN DALMARNOCK

The Association received representation from owner occupiers in Dalmarnock about how the landscaping costs were being apportioned.

Having checked the Title Deeds it transpires that we have been undercharging owners for landscape maintenance. As this has been brought to our attention we are now required to charge owners the full amount due.

As from 1st April 2012 the Association will apportion all charges in line with the terms and conditions laid down in the Title Deeds for each individual area. If you do not have a copy of your Title Deeds there is a master copy held in the office and you are welcome to arrange to come into the office to have sight of these Title Deeds.

GUTTER CLEANING PROGRAMME

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

GAS MAINTENANCE PLAN

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

FEEDING WILD BIRDS

Please do not feed wild birds. The scattering of food on the ground attracts pigeons to roost on roofs and window sills. It also attracts vermin and has caused problems in the past.

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. Owners are required to pay for common repairs and, where a factoring service is provided, 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.

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.

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

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**.

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.

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.

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

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.

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 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