

Molendinar Park Housing Association



SUMMER 2011
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 9.30 am - 1.00 pm
Tuesday: 9.30 am - 1.00 pm and 2.00 pm - 5.00 pm
Wednesday: 9.30 am - 1.00 pm and 2.00 pm - 5.00 pm
Thursday: 9.30 am - 1.00 pm
Friday 9.30 am - 1.00 pm

USEFUL TELEPHONE NUMBERS

Molendinar Park Housing Association

Out of Hours Emergency Number 0794 643 4040

| | |
|---|--|
| Molendinar Park Housing Association | 0141 564 5256 |
| E-mail address (repairs): | repairs@molendinar.org.uk |
| James Frew Limited (Gas Servicing/Repairs) | 01294 468113 |
| 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) | 0141 532 4988 |
| London Road Police Office (Community Team) | 0141 532 5315 |
| Scottish Power | 0845 2700 700 |
| Stair Lighting | 0800 595 595 |
| National Grid Gas Emergencies (Formerly Transco Gas) | 0800 111 999 |
| Scottish Water | 0845 601 8855 |
| Benefit Agencies | |
| Job Centre Plus | 0141 532 8500 |
| Housing Benefit & Council Tax Benefit | 0141 287 1500 |

PEEK PROJECT

(POSSIBILITIES FOR EAST END KIDS)

The PEEK Project will be running a holiday club over the summer holidays starting on Monday 4th July. There are only 50 places available each day and places will be given on a strictly first come first served basis.

Enclosed is a pamphlet giving details of what is on offer and how to go about booking a place.



IMPORTANT CHANGES TO HOUSING BENEFIT

You may already be aware that there are some changes in the pipeline for those in receipt of housing benefit.

Some of these changes have been noted below, however, the Local Authority will be writing to people currently in receipt of housing benefit to explain all the changes.

- **Child benefit is no longer counted as an income when calculating how much housing benefit or council tax benefit you can get.**

This means that some people currently receiving housing benefit and council tax benefit will receive more benefit with which to pay their rent and council tax.

- **The deductions made from housing benefit will gradually increase if there is an adult living in your household who you do not claim benefit for. An example would be an adult son or daughter.**
- **Housing benefit will be restricted for some people who are living in a property that is larger than their household size. This will apply to working age customers renting from a social landlord.**

If you have any queries concerning your housing benefit claim or how any of the changes may affect you, please contact your local Housing Benefit Office:

Housing Benefit Overpayment Deductions

If for some reason a tenant is over paid Housing Benefit, it is Financial Services policy to recover the overpayment from the tenant's current award of Housing Benefit. They can reduce the award by £9.90 per week meaning tenants will have to find this additional sum of money to pay in rent to the Association. This can therefore cause additional financial hardship for tenants. Tenants can request Financial Services to reduce the Housing Benefit overpayment deductions if they can show they are suffering financial hardship.

Have you heard of Discretionary Housing Payments?

Are you struggling to pay your rent and council tax? If you get some Housing Benefit (HB) and Council Tax Benefit (CTB) but still have to pay something to your rent and council tax and are experiencing problems with this you can apply for Discretionary Housing Payment (DHP). This is a temporary discretionary payment to help you with your rent and/or council tax costs while you try to get back on your feet financially.

DHPs are normally paid for a limited period, usually up to six months. However, the payment can be continued after the initial period if you can show that you are still suffering financial hardship. You don't have to be working or on any earning's replacement benefits to apply. The only criterion you must meet is that you get some HB/CTB already. You may have to show why you are struggling financially and this can be done by completing a basic income and expenditure sheet to show the money you have coming in and going out.

Changes to the Right to Buy as a result of the Housing (Scotland) Act 2010

The Housing (Scotland) Act 2010 states that new tenants entering the social rented sector for the first time after 1st March 2011, and those returning to social housing after a break, do not have the right to buy. Only those tenants who have been in continuous occupation of their current home before 1st March 2011 will retain the right to buy. Most tenants will have the “Modernised Right to Buy”, which was introduced in the 2001 Housing (Scotland) Act which will become effective in 2012 and some tenants will have the Preserved Right to Buy.

The result of the Housing (Scotland) Act 2011 is that the following new tenants will not have the Right to Buy:

- A person becoming a social housing tenant for the first time after 1st March 2011
- A person who was a social housing tenant under a tenancy created on or before 1st March 2011 but who leaves the social housing sector for a period of time and then returns after 1st March 2011.

| Years spent as a tenant | Tenancy began before transfer of stock to MPHA | | Tenancy began after transfer of stock to MPHA | Tenancy of new-supply house began on or after 1 March 2011 or if the tenant is a 'new tenant' after 1 March 2011 |
|-------------------------|--|------------|---|--|
| | Houses | Flats | All properties | All properties |
| 0 to 2 | Cannot buy | Cannot buy | Cannot buy | Cannot buy |
| 2 to 4 | 32% - 34% | 44% - 48% | Cannot buy | Cannot buy |
| 5 to 9 | 35% - 39% | 50% - 58% | 20% - 24% | Cannot buy |
| 10 to 14 | 40% - 44% | 60% - 68% | 25% - 29% | Cannot buy |
| 15 to 19 | 45% - 49% | 70% | 30% - 34% | Cannot buy |
| 20 to 24 | 50% - 54% | 70% | 35% or £15000 | Cannot buy |
| 25 to 29 | 55% - 59% | 70% | 35% or £15000 | Cannot buy |
| 30 and over | 60% | 70% | 35% or £15000 | Cannot buy |

Succeeding to the tenancy

You can count time spent living in a house if you succeeded to (took over) the tenancy when your husband, wife, partner (including civil partner), parent, or the person who was a joint tenant with you died. These must be continuous periods of occupation up to your present tenancy, unless your landlord agrees to, or in some cases has to, ignore an interruption resulting from circumstances outside your control.

If you are unsure of your right to buy status in your current tenancy then please contact your housing services officer for advice.



COMMITTEE & STAFF NEWS



Karen Dolan, the Association's Secretary, stood down from the Management Committee at the AGM on the 21st June 2011 as she has been offered a job at the International School in Luxembourg.

Karen has been involved with the Management

Committee since 2000 initially representing the Take Root Group on the Committee and laterally as an individual member. She became Secretary in June 2005. Her contribution to the Association over the years has been substantial and she was heavily involved in the development of Moore Street.

Karen's work with the Association was much appreciated by everyone and it is with regret that we wish her farewell but hope her new venture is very successful.

Betty Canning, the Association's cleaner, handed in her dusters and retired at the end of last year. Betty was employed by the Association since 2001 and was a valued member of staff. Betty will be missed by staff and committee but we wish her all the best and hope she enjoys her well earned retirement.



Betty with Andy Scott, Chairperson and Margaret O'Donnell, Dalmarnock LMC representative

G Heat will hold a surgery in the Association's offices on the morning of 5th July 2011.

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.**



LOCAL MANAGEMENT AREA NEWS

BELMGROVE

CONGRATULATIONS!



The Association is delighted to announce Mrs Tague as the winner of the Energy Efficiency Survey. A delighted Mrs Tague is pictured here receiving her cheque from the Association's Chairperson Andrew Scott.

The Energy Efficiency Survey carried out in the Moore Street development was useful to the Association in determining how energy efficient the flats were and would like to thank all residents who participated in the survey.

Summer

Summer has officially arrived in Bellgrove although you wouldn't be able to tell with the recent weather!

Summer in Bellgrove is a time when people are out and about, there is fruit on the trees in Graham Square and Moore Street which residents are welcome to pick. But, it's also a time for school holidays which means a long summer for our younger residents and this can be a challenge for parents/carers to plan activities to keep them occupied.

Our youngsters are an important part of the community and we wish them a safe and happy summer break. However it is important that parents and carers supervise their children and ensure that they are not allowed to cause disturbance to other residents throughout the holidays.

Information on some activities is highlighted in this newsletter however Glasgow City Council also operates summer activities. For information on play schemes and activities being run by Glasgow City Council in your area this summer please call 0141 287 2000.



FINNART

Come on Board

We are sure that you care about your area as much as we do - so why not get involved? A Local Management Committee operates for your area and we are in need of residents to come and join us. The Local Management Committee plays a vital part in the decision making process for your area. Meetings are held at the Association's offices quarterly, they take place in the evening and last approximately an hour. If you are interested we would be delighted to hear from you so please contact Julie Smillie for more details.

PARKING

Unfortunately there still seems to be some confusion and tension regarding parking in the area.

The Association appreciates that there is limited parking in the area however we would like to clarify that there are no allocated spaces and residents must park on a first come, first served basis. It is understandable that residents like to park outside their property however this is not always possible and we would ask that residents be respectful to their neighbours and do not park in such a way that could cause an obstruction.



LOCAL MANAGEMENT AREA NEWS

DRAKEMIRE

Welcome Back Olivia

We are delighted to announce that Olivia is well and truly on the mend and is back at work following her unfortunate accident when she suffered a broken wrist. Welcome back Olivia we missed you!

A Great Place to Live

The Association operates an open waiting list so if you know of anyone who would like to live at Drakemire Avenue then please get in touch and request an application form.

Dalmarnock Gala Day

We would like to advise all residents that the Dalmarnock Community Centre's Summer Gala Day will take place on Monday 15th August, with lots of fun activities being arranged for local kids and residents.

DALMARNOCK

Rewards

The Dalmarnock Rewards Scheme for 2010-2011 was a great success with over 77% of Dalmarnock tenants receiving either the full or partial reward. The Association awards £20.00 for each full quarter where tenants have complied fully with all aspects of their tenancy.

Dalmarnock AGM

The Association will be holding the Dalmarnock AGM on 15th August at 6.00pm and we are hoping for a good turn out from all of our Dalmarnock members.

Fly Tipping in the Area

Once again we must bring your attention to the fact that some tenants' are continuing to dispose of their household and bulk items in an unacceptable manner. In particular, bulk items are being dumped at the airspace gates around Lily Street, Sorn Street and Connal Street. Clearing these areas is very costly to the Association and impacts on our Repair Budget.

Domestic Rubbish should be placed in the communal bins provided. If you have bulk items to be disposed of please contact the Cleansing Department on 287 9700 to find out when any items can be put out on the pavement (no other location) for uplift.

The Association is working in partnership with Glasgow Community Safety Services who have Enforcement Officers in the area. If any resident is identified as being responsible for fly tipping these officers may issue an 'on the spot' fine.



MAINTENANCE

TENANTS' RIGHT TO REPAIR

The Association aims to complete all emergency repairs within 12 hours. However, tenants who have signed the Scottish Secure Tenancy have the right to have certain types of emergency repairs carried out within the following specified times below. If we fail to complete the work in time, tenants have the right to appoint another contractor, from the Association's approved lists, to carry out the work. This applies only to work costing less than £350. Compensation of £15 per job and £3 per day until completion is payable if the Association fails to meet these completion targets.

Further information on the Right to Repair Scheme is available from the Association's office.

REPAIR RESPONSE TIMES

| | |
|--|--------|
| Blocked fire or boiler flue | 1 day |
| Blocked or leaking drains, soil stack, or toilet | 1 day |
| Blocked sink or bath | 1 day |
| Complete loss of electrical power | 1 day |
| Insecure window, door or lock | 1 day |
| Unsafe access path or step | 1 day |
| Significant leaks and flooding | 1 day |
| Partial or complete loss of gas supply | 1 day |
| Partial or complete loss of space or water heating | 1 day |
| Toilet not flushing | 1 day |
| Unsafe power, sockets or fittings | 1 day |
| Complete loss of water supply | 1 day |
| Partial loss of electrical power | 3 days |
| Partial loss of water supply | 3 days |
| Loose banister or handrails | 3 days |
| Unsafe floor or stairs | 3 days |
| Defective kitchen or bathroom extractor fan | 7 days |

MEDICAL ADAPTATIONS

The Association is committed to ensuring that its properties meet the long term need of tenants wherever possible. Over time you may find that some aspects of your home are no longer suitable for your changing needs. For example, you might start to have increasing difficulty managing the stairs or accessing your bath.

All tenants can apply for a transfer to a more suitable property but this is subject to the requirements of the Association's transfer policy and the turnover in our stock. In many cases, particularly with older residents, the preferred option may be to continue to stay in their present home and arrange for adaptation work to be carried out.

Adaptations are works carried out to tenants' homes which make the house more suitable for tenants' physical frailty or problems with their sight/hearing. These adaptations can range from a single grab rail beside a bath, flashing light unit to enable a deaf tenant to 'hear' the door buzzer or more extensive work such as the replacement of a bath with a level access shower.

Funding is provided by Glasgow City Council on an annual basis to enable housing associations to carry out adaptation work. However, this adaptation grant is a fixed amount and the Association ability to carry out the requested work will depend on us having sufficient funds available. There is some doubt as to whether these funds will be available in the future given the Government's current budget cuts

The Association can only consider requests for works which are recommended by an Occupational Therapist from Social Work Services. If you are presently experiencing difficulties with your present home and think that adaptation work could help you then please contact the maintenance officer in the first instance for general advice.



MAINTENANCE

MAJOR REPAIR PROGRAMME 2011-2012

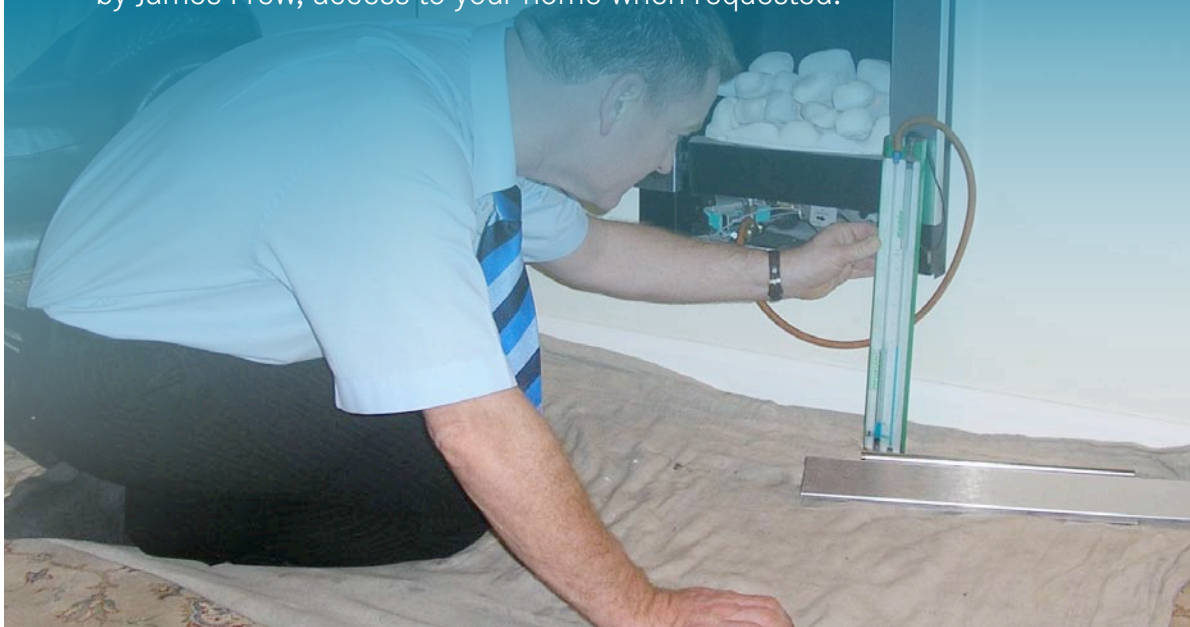
In Dalmarnock the Association will install new windows in twenty properties, renew six kitchens, renew six central heating systems and refurbish five bathrooms making an investment totalling over £116,000 in the area.

In Finnart Street and Square the Association will renew eight central heating systems, replacing windows in three properties and replace one kitchen - investing over £30,000.

In Drakemire Avenue the Association is replacing windows in four properties and replacing two kitchens - a total investment of over £31,000.

GAS SERVICING

The Association has a statutory obligation to carry out an annual Gas Safety check and servicing to the gas boiler, fire and any other associated appliances to ensure they are in working order. (Gas Safety Installations & Use Regulations 1998). It is important that all tenants co-operate with the annual gas checks by giving the contractor, GasSure by James Frew, access to your home when requested.



GAS MAINTENANCE PLAN

The Association recommends that all owners 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.

GasSure[®]
Installing • Maintaining • Repairing

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

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 property and common building insurance. Each owner is charged a management fee for the administration of this service.

GUTTER CLEANING PROGRAMME

A reminder to owners that the gutter cleaning programme will commence September/October this year and all owners who live in terrace properties who wish to take part in the programme this year should contact the Maintenance Department for further details.

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.

OVERDUE

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.

INSURANCE

COMMON BUILDINGS

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

May we take this opportunity to remind you of the importance of insuring your contents against loss or damage. The Association is not responsible for replacing damaged contents. The Association participates in the SHFA Diamond Scheme which offers tenants and owner occupiers the opportunity to insure the contents of their homes at a low cost. The premium can be paid by monthly instalments by swipe card at any post office, any pay point outlet or by Direct Debit.

For more details of the scheme and an application form, please contact: Anna Ellis on 564 5256.

Alternatively you can phone SFHA Diamond Insurance Hotline on 0845 601 6006.



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!

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 Dalmarnock Drakemire Finnar

Local Management Association and enclose £1 for one share

Signed

Print Full Name

Address

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