



Molendinar Park

housing association

MOLENDINAR • WINTER • NEWSLETTER • 2010



WINTER 2010
NEWSLETTER
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CHRISTMAS CLOSURE

This year the office will close on Thursday 23 December 2010 at 1.00 pm and will re-open on Wednesday 5th January 2011.

In the event of an emergency during this period please phone the undernoted emergency numbers.

Central Heating and Hot Water Breakdowns: 01294 468113
Any other emergencies: 07946434040



Molendinar Park Housing Association Committee and staff would like to take the opportunity of wishing you all a Merry Christmas and a Happy New Year.



RENT REVIEW 2011 CONSULTATION

WHY ARE RENTS REVIEWED?

The rents we set are based on the spending plans of the Association. We are a not-for-profit organisation and all our income is used to pay for the cost of managing and maintaining our property and for the benefit of residents. We make certain assumptions about costs and inflation, decide where extra expenditure is required or where it can be held or reduced and then set rents at a level which covers these costs.

WHAT IS PROPOSED?

Below we set out our proposals for each of our Local Management areas and invite you to comment on these where appropriate. Please ensure that you comment on the section relevant to the area you live in.

The rate of inflation is currently 4.5%. This will change by January when the Committee make their final decision as inflation is expected to fall due to the effects of the recession. We have assumed the December figure will be 4%

1. BELLGROVE RENTED PROPERTY

We propose to increase rents for all properties by the December rate of inflation. Overall these proposals will increase rent levels by about £2.75 in Moore Street and £2.15 a week in other Bellgrove properties.

As a tenant in Bellgrove I believe this level of increase is:

Too Low ____ About Right _____ Too High _____

SHARED OWNERSHIP

The Occupancy Charge for each development is based on the loan repayments we require to make. When we build a property this charge is the absolute minimum we require to cover the loan repayments. We increase this charge for the first few years to provide a margin which can be used to avoid future increases if interest rates rise. We do not, at this stage, believe that we will require to increase the Occupancy Charge to any of the shared ownership developments except the Moore

Street development where charges may increase by the rate of inflation.

The Service Charges are set independently for each development based on actual or estimated costs over a four year period. Details of actual and forecast expenditure are sent to all sharing owners annually.

The Management Fee which we charge you is currently £275 per annum which includes your Building Insurance. We anticipate increasing this by £10 per year. This is an increase of 3.6% which is less than the anticipated inflation rate.

As a Sharing Owner in Bellgrove I feel these proposals are:

Too Low ____ About Right _____ Too High _____

2. FINNART

We propose to increase rents for all properties by the December rate of inflation. These proposals will increase average rent levels by about £2.30 per week.

As a tenant in Finnart I feel this increase is:

Too Low ____ About Right _____ Too High _____

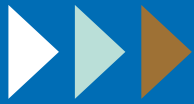
3. DALMARNOCK

We propose to increase rents for all properties by the December rate of inflation plus 1%. These proposals will increase average rent levels by about £2.00 per week. However, those tenants who qualify for the Dalmarnock Rewards by conducting their tenancy properly will receive £80 in April - equivalent to a rebate of £1.54 per week.

As a tenant in Dalmarnock I feel this increase is:

Too Low ____ About Right _____ Too High _____

Thank you for taking the time to read this. If you wish to let us know your views on our proposals for rents in your area please return this form within 14 days to the Association or email jayne@molendinar.org.uk



LOCAL MANAGEMENT ASSOCIATION

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, August 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 policies.
- 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 HA, 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 <input type="checkbox"/> | Dalmarnock <input type="checkbox"/> |
| Drakemire <input type="checkbox"/> | Finnart <input type="checkbox"/> |

Local Management Association and enclose £1 for one share

Signed _____

Print Full Name _____

Address _____



The Discretionary Financial Assistance Regulations 2001 provides the Council with an annual cash limited scheme which enables additional payments to be paid to council tax/ housing benefit claimants. In certain cases additional payments for benefit claimants who need extra financial assistance with their rent and council tax in cases where housing and/or council tax benefit does not meet the full value of their rent or council tax. Discretionary payments are not payments of benefit and are paid in addition to existing entitlement of housing benefit and council tax benefits.

WHO CAN CLAIM?

Discretionary housing payments are available to people who:

- are entitled to Housing Benefit or Council Tax Benefit (or both), and;
- need some more help with their housing costs (rent and council tax)

WILL I BE ENTITLED TO DISCRETIONARY PAYMENTS?

These payments are entirely discretionary and each case is assessed on its individual merits. Both the personal circumstances and the finances of the applicant are carefully considered. To receive a discretionary payment towards your rent you must be entitled to some housing benefit. To get a discretionary payment towards your council tax you must be entitled to some council tax benefit. A discretionary payment can only be made if it is believed that the applicant's circumstances warrant further financial assistance in order to meet housing costs.

HOW ARE DISCRETIONARY PAYMENTS PAID?

Any discretionary payments awarded for eligible rental charges will be paid along with your award of Housing Benefit either to you or direct to your Landlord.

WHAT ARE THE BASIC REQUIREMENTS IN ORDER FOR MY CLAIM TO BE CONSIDERED?

You must be entitled to Housing Benefit and / or Council Tax Benefit and there must be a shortfall between your liability to pay rent and/or council tax and the maximum amount of benefit that you can be awarded. The shortfall between your weekly rent liability and the maximum weekly housing benefit you could be awarded must be greater than £10.00 per week. The shortfall between your weekly council tax liability and weekly benefit award must be greater than £2.50 per week.

IN ADDITION TO THE BASIC REQUIREMENTS WHAT OTHER FACTORS WILL THE COUNCIL CONSIDER IN MAKING THEIR DECISION?

You must be experiencing financial hardship. This may be of a temporary or permanent nature. You will be asked to provide evidence of your expenditure to prove this. In addition to financial hardship you must also be experiencing at least one other difficulty that would contribute to your inability to meet your housing costs.

Listed below are some examples of the types of difficulties that may be considered. This list is by no means exhaustive.

- You or a member of your close family may be suffering from an illness
- You may be in debt and have a poor credit rating
- Disability
- You may be awaiting a decision on entitlement to a state benefit
- You are awaiting a decision on more suitable accommodation

HOW DO I CLAIM?

- You must complete the Application for Discretionary Housing Payments form, which can be obtained from your local Benefit office.
- Your claim form must be returned to the office that handles your Housing Benefit and Council Tax Benefit claim.



The 2011 Census Day is Sunday 27th March and will shape the lives of everyone in Scotland.

The census counts everyone. It asks the questions that help the government, local authorities and businesses to target billions of pounds worth of public services, including health, housing and transport. The census gives a snapshot of the nation, how we live in each community and how many people there are in Scotland. The statistics are so important that the census is required by law.

Census takers (enumerators) will deliver questionnaires to households throughout Glasgow East in March. They will be on hand to answer queries on the doorstep and follow up households that have not returned a questionnaire by the end of April. The questionnaire is to be filled in by the householder and should not take too long. There is space on the paper questionnaire for the details of up to five people. If your household is bigger than that you can ask for a continuation questionnaire. When you have finished, return it in the pre-paid envelope provided.



CAR CRIME

Leaving things in a parked car can make it more attractive to criminals. Even something as basic as a jacket can make your car more likely to be broken into. Find out what you can do to keep your car and its contents safe.

TOP TIPS TO KEEP YOUR VEHICLE SAFE

The best way to protect your belongings is to lock your car whenever you leave it.

Other things you can do include:

- removing everything from the car; don't even leave a jacket where it can be seen
- closing the sunroof along with the windows when you leave
- not storing things in the boot; take them with you
- storing car ownership information in your home, not your car
- having a routine to ensure you always take the keys out of the ignition
- taking removable stereos and sat nav equipment with you
- In addition, using secure (theft resistant) number plates can make your plates less attractive to thieves.

FIND THE SAFEST CAR PARKS

- Where you park can make a big difference to the safety of your car and your belongings.
- Look out for car parks approved by the

police Safer Parking scheme. You can find them by looking for their distinctive 'Park Mark' signs.

- Car parks in this programme follow strict rules designed to keep vehicles as safe as possible. Even in these car parks, though, you should still lock your car.
- You can find a list of approved car parks on the Safer Parking website.

HOW TO KEEP YOUR CAR SAFE AT HOME

- Thieves sometimes break into houses looking for car keys. They can also use wires and hooks 'to try and drag' your keys through the letterbox.
- Keep your keys away from doors and windows, and tucked away out of sight.
- Have your vehicle's windows etched with its registration number or the last seven digits of the vehicle identification number (VIN).
- This can put criminals off, as it makes your car more difficult to sell. It also makes it easier for police to get your car back to you if it is stolen.

GET HELP IF YOU'RE BUYING A CAR

- If you're thinking of buying a car it's a good idea to do a little research before you buy. Some vehicles are more secure than others.
- The insurance research company Thatcham allows you to compare the security of new cars, motorcycles and trucks.
- It gives each vehicle a point score. That score can show you how the car you're thinking of buying compares to others on the market.
- If you're buying a used car, the Driver and Vehicle Licensing Agency (DVLA) can also tell you what it knows about the vehicle. That information can include the make and model, the year it was built, and whether tax is owed on the vehicle.

ROBBERIES

Robberies are crimes that often involve violence or threats. The chance that this will ever happen to you is quite small, but you should be aware of what you can do to keep yourself and your property safe.

TOP TIPS FOR STAYING SAFE

If you have to walk alone at night take extra care. Stay on roads that are well lit and relatively busy. To stay safe, you can also:

- plan your route in advance
- avoid short cuts that involve alleyways or walking across parks or commons unless they are well-lighted
- if you're carrying a bag, try to have it across your chest and keep your hand over the fastening
- be aware of your surroundings and stay alert to what's going on around you
- be careful with your electronics; talking on a mobile phone, listening to an MP3 player or carrying a laptop bag shows thieves that you have something to steal
- don't carry important documents or credit cards that you do not need
- avoid using cash machines at night
- only take your wallet out when you need to
- if you think you are being followed, cross the road or go into a shop and stay there until you're sure you're safe

STAYING SAFE ON PUBLIC TRANSPORT

If you are traveling by yourself and you know how to get home, using public transport is safer than walking. However, you should still use common sense to protect yourself.

If you are waiting for a bus or a train, stand in a well lit area near other people. Once you are on board, try and sit near other people and make sure you know where the emergency alarms are.

Don't be afraid to change seats or carriages if you feel unsafe, even if it seems rude to do so.

TAKING CARE AT CASH MACHINES

Choose a well lit cash machine that can be seen from the road, or from nearby houses.

Ideally, you should get cash out from machines located inside businesses such as banks or building societies.

Stay alert and keep an eye on who is about – if someone suspicious is waiting nearby, find another cash machine.

Don't be distracted by people you don't know trying to talk to you while at the cash machine.

When taking money out of the machines, stay aware of your surroundings. Keep an eye on the people around you. Are they keeping a reasonable distance? If they're too close, cancel your withdrawal. Have your card out and ready before you actually walk up to the cash machine. Make sure no one can read your PIN number when you enter it, and put your cash away quickly.

KEEPING YOUR MOBILE PHONE SAFE

The most common item stolen in a robbery is a mobile phone, so make sure you keep your phone safe.

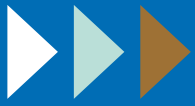
If you're not making a call, keep your phone hidden away. Keep it in one of your front pockets or inside a bag. Don't attach the phone to your belt or hang it around your neck.

REPORTING A CRIME

If you have been robbed or someone has attempted to rob you, please report the crime immediately. Call 999 as soon as you can safely do so, either from your mobile phone, a call box or from a nearby shop or business.

A police officer or member of police staff will ask you to describe what has happened and where you are. They will ask if you're hurt, and if you are they will send an ambulance to help you.

Remember that giving as full a description of the robber as you can, will assist the police in investigating the crime.



PERSONAL SAFETY ADVICE FROM POLICE DURING THE FESTIVE PERIOD

LEAVING YOUR HOUSE (HOME SECURITY)

- Secure Windows and Doors – DO NOT LEAVE GROUND FLOOR WINDOWS OPEN
- Consider a lighting timer switch especially if you are not returning until the hours of darkness
- Consider leaving radio/TV on timer to have sound coming from within
- If the house has an alarm – USE IT!

AT HOME

- Under no circumstances should you give any personal details over the phone, never give your PIN number or security number on the reverse of your card unless you have called the number and are sure of whom you are speaking to
- Secure your home before retiring to bed for the evening ensuring all windows and doors are secured.

OUT AND ABOUT

- Don't take short-cuts through dark alleys, or across waste ground
- When walking alone, walk facing traffic to avoid cars pulling up behind you unnoticed.
- If possible carry a personal attack alarm
- If you have a mobile phone keep it to hand

in a pocket etc, have 999 speed dial, make sure it is charged and in credit, record your IMEI number in case of loss or theft.

- Before using your mobile phone, look around first to ensure it is safe.
- Use a security lock code on your mobile phone
- Carry your bag close to you, if someone grabs your bag, don't fight to keep it, let it go you could get hurt.
- Carry as little in the way of valuables as possible.
- Try to carry your keys in your pocket.
- Don't take lifts from strangers
- Stick to well lit main paths.
- In parks etc keep to recognised paths
- Remember I-Pods don't allow you to hear traffic or someone approaching you from behind.

PUBLIC TRANSPORT

- Try to avoid isolated or poorly lit bus stops
- When travelling alone on a bus, sit in an aisle seat near the driver where possible. Don't get hemmed in.
- On a train, sit in a compartment where there are several people, ideally in a seat next to the exit.
- Use only reputable taxi firms which display proper signage.





BELMGROVE NO ROOM AT THE INN



There will certainly be no room at the Inn on Moore Street this Christmas as the Association are delighted to announce that the last rented property within the Moore Street development has been let. The rented properties within Moore Street were let to GHA tenants whose properties had been earmarked for demolition through Glasgow City Council's re-provisioning programme. The process has been a lengthy and sometimes difficult one but the Association are now confident that Moore Street will flourish and would like to thank all residents for their patience throughout the allocation process.

applicants able to take first floor properties. If you know of anyone who would like to apply for an upper flat they can contact Julie Smillie on 0141 564 5256. Alternatively, they can speak to Olivia, the warden.

The annual Christmas lunch for Drakemire residents this year will be held on Thursday 16th December 2010 in the common room. If you are a resident of Drakemire we hope you will be able to come along and enjoy the day, as the last few years have been a great success.



G Heat held a surgery in the Association's offices on Wednesday 10th November. 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. As the surgery was so successful G.Heat intend to hold another surgery on 1st December to which all residents are welcome. For further information on G.Heat and their services please contact Julie Smillie, alternatively you can contact G.Heat direct on 0800 092 9002.

FINNART CAR PARKING

May we take this opportunity to once again remind you there are no designated car parking spaces allocated to individual residents. We would ask that residents are considerate to their neighbours when parking in the area.

WINDOW REPLACEMENT

The window replacement programme is ongoing and in this financial year, three properties have had their windows replaced bringing the total number to 11.

GUTTER CLEANING

AW Maintenance has now completed the gutter cleaning programme. If you are an owner occupier and have participated in the programme then the full cost plus the Management Fee will be included in your factoring invoice for the period 1st October - 30th April.

If you have any comments regarding this service please contact the Maintenance Officer either by telephone or in writing.

DRAKEMIRE

The complex offers light support to enable people over 60 years of age to continue to live independent lives but with the reassurance that the Warden is available if they require assistance.



The complex is well maintained and the accommodation is of a very good quality. There is a range of social activities which enhance the quality of life of the residents. The warden, Olivia, runs a lunch club twice a week in the common room. There is a conservatory, internet access and a TV/DVD area. There are good health care facilities nearby and the local pharmacy delivers prescriptions.

Although the waiting list for the complex is healthy most applicants on the list have requested ground floor properties, therefore there is a shortage of

DALMARNOCK ANNUAL GENERAL MEETING

The AGM was held on Monday 8th November 2010 in the Warden's office in the Sheltered Housing Complex. The only people who attended the meeting were members of the local management committee. Please note it is important that shareholders of the local management association attend these meetings as it gives them the opportunity to air their views on what is going on in the area.



WINDOW REPLACEMENT PROGRAMME

The window replacement programme has recently commenced in Phase Two and will be carried out over a number of years. Eleven properties have now benefited from having their windows replaced in this phase.

If you have any comments regarding this matter please contact Scott Rae, Maintenance Officer.

GUTTER CLEANING

AW Maintenance has now completed the gutter cleaning programme. If you are an owner occupier and have participated in the programme then the full cost plus the Management Fee will be included in your factoring invoice for the period 1st October – 30th April. If you have any comments regarding this service please contact the Scott Rae, Maintenance Officer.

LOOKING AFTER YOUR PROPERTY AND YOUR AREA

We would like to remind all tenants they have a responsibility to take reasonable care of their house. Tenants will be recharged for any repair being carried out which is not due to fair wear and tear.

Where outgoing tenants leave their house in a state of disrepair this has an adverse effect the major repairs budget and delays major repairs such as installing new windows, kitchens and bathrooms etc. to occupied properties. Over the past couple of months some houses, such as those shown below, have been handed back requiring considerable expenditure to bring them up to a lettable standard.



Another drain on the budget is when rubbish is not disposed of correctly. Domestic rubbish must be bagged and placed in the communal bins provided and in no other location. Bulk items, ie things that will not fit into the communal bins should be placed on the pavement on a Saturday morning. Residents who are incorrectly disposing of their rubbish are costing the Association money in clean ups, money which could be better spent on repairs and service improvement.

SHELTERED HOUSING RESIDENTS

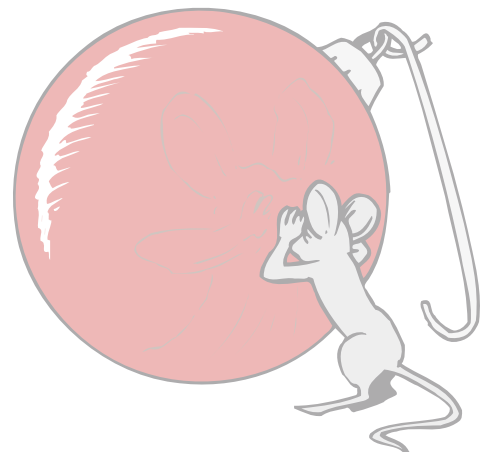
As usual all sheltered housing tenants in the complex will receive the usual Christmas gift of £10. Tracy McLaughlin will deliver this gift to all sheltered housing residents on the morning of Thursday 16th December.

WEEKLY HOUSING SURGERY

In order to provide a more accessible service to the residents of Dalmarnock it is intended to hold a weekly housing surgery every Thursday afternoon between the hours of 2.00 pm and 4.00 pm in the Warden's Office in the Sheltered Housing Complex. The aim is to provide residents with a convenient contact point to discuss any housing matters that concern them.

We are hoping that the first date for the surgery will be mid January. More information regarding this service will be provided early January.

PLEASE NOTE THAT TRACY MCLAUGHLIN, HOUSING SERVICES OFFICER, WORKS MONDAY, TUESDAY, THURSDAY AND FRIDAY AND IS NOT AVAILABLE ON A WEDNESDAY.





MAINTENANCE

ANNUAL SMOKE ALARM AND EXTRACTOR FAN SERVICING

The above annual servicing programmes have recently been completed and we would like to thank you for your co-operation in this matter.

GAS SERVICING

In the past the Association has experienced difficulty in gaining access to some properties to carry out the annual gas safety check. However, this year there have been few problems and we would like to take this opportunity to thank our residents for co-operating and allowing us to carry out this essential service.

LANDSCAPE MAINTENANCE

With the growing season over, the landscape maintenance team at Land Engineering have concluded their summer work programme. Over the winter months the team will carry out pruning and de-littering until the new programme starts in the spring.

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.

COLD WEATHER

Winter is upon us again and the Association would like to ask all residents to ensure they take appropriate measures to heat their properties if they are going away over the holiday period to safeguard against burst pipes. In addition we would request that you leave contact details with a neighbour or the association to ensure you can be contacted should there be a need.



PROPERTY MANAGEMENT SERVICES FOR OWNER OCCUPIERS

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

 *Continued on page 12*

HOME CONTENTS INSURANCE

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.

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 to recover arrears and the owners will be responsible for any legal costs incurred.



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0870 242 5037

www.gassure.com

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

Emergency Number (Out of Hours)..... 0794 643 4040

Molendinar Park Housing Association 0141 564 5256

E-mail address (repairs):..... repairs@molendinar.org.uk

James Frew Limited (Gas Servicing) 01294 468113

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 (Community Team) 0141 532 5315

Scottish Power 0845 272 7999

Stair Lighting 0800 595 595

National Grid Gas Emergencies (Formerly Transco Gas) 0800 111 999

Scottish Water..... 0845 601 8855

