



Molendinar Park

housing association

MOLENDINAR • SUMMER • NEWSLETTER • 2008



SEE INSIDE FOR
DEVELOPMENT REPORT



CONTENTS

Development Report	Page 3
Housing Management	Page 4
a) Antisocial Behaviour	Page 4
b) Local Area News	Page 5
• Drakemire	Page 5
• Finnart	Page 5
• Bellgrove	Page 5
• Dalmarnock	Page 5
c) Rent Arrears	Page 6
d) Housing Benefit Information	Page 6
e) Environmental Issues	Page 7
Maintenance	Page 7
Home Contents Insurance	Page 7
Common Building Insurance	Page 8
Factoring Accounts	Page 8

Join the Association

The Association welcomes residents to become members of their Local Management Association. To become a member residents purchase a £1 share in the LMA which entitles them to attend and vote at General Meetings and to stand for election to the Local Management Committee. The Association believes that in this way activities will best meet

the needs and aspirations of the community.

If you wish to become a member please complete the details requested below and return the tear-off slip to the office at **3 Graham Square Glasgow G31 1AD with £1.**

However, should you wish to discuss the matter further, please contact Jayne Lundie on **0141 564 5256.**

I hereby apply for membership of:

Bellgrove Dalmarnock Drakemire Finnart

Local Management Association and enclose £1 for one share

Signed

Print Full Name

Address



DEVELOPMENT REPORT

MOORE STREET NEARS COMPLETION

Construction began on the 23rd April 2007 on the Association's latest development. It is being built by CCG and is due to complete in phases between August and September 2008.

There are 42 flats for rent in buildings designed by Richard Murphy Architects; Elder and Cannon; and JM Architects. These flats are funded by the Re-provisioning Programme and will be allocated to Glasgow Housing Association tenants whose homes are due to be demolished by GHA.

There are 29 flats for sale by Shared Ownership in buildings designed by Elder and Cannon; JM Architects; and Page/Park. These flats are on sale for between £115,000 and £120,000 for a one bedroom flat and between £135,000 and £150,000 for a two bedroom flat. Shared Ownership means that you purchase either 25%, 50% or 75% of a flat and pay a reduced rent on the remainder. For example, purchasing a 25% share in a one bedroom flat would cost £28,750-£30,000 with a rent charge of about £1,433 at current rent levels; a 50% share in a two bedroom flat would cost £67,500-£75,000 with a rent charge of about £1,267. You can then buy further shares until you own the property outright, if you so choose. Only 16 of these flats are still available as 13 have been reserved already.

Homestake is a new scheme introduced by the Scottish Executive. Under this scheme you must buy between 60% and 80% of the property.

However, there is no rent to pay on the balance. Instead the City Council retain the remaining share of the value of the property. If you so wish you may subsequently buy the remainder of the property. From day one, however, you are the sole owner of the property and the Council's interest is purely financial. There are 22 flats for sale under this option designed by Page/Park and JM Architects. Thirteen of these flats are still available as 9 have been reserved so far.

Nearly all the flats are south facing, insulated to a very high standard and heated by off-peak electric heaters. Most of the properties have either balconies, sunspaces or areas outside the flat where residents can sit. Bicycle storage is provided for most flats as well as car parking to the rear of the development and recycling bins are also incorporated into the design along with an enclosed storage area for bulk refuse.

Should you wish to discuss either Shared Ownership or Homestake further, or have your name added to the waiting list for our home ownership properties, you should contact Julie Smillie at the Association.





ANTI SOCIAL BEHAVIOUR

The Association has recently begun working in partnership with Glasgow Community & Safety Services and Strathclyde Police. The Association aims to:

- Adopt a zero tolerance approach to antisocial behaviour affecting Molendinar Park Housing Association tenants.
- Recognise that neighbour nuisance and antisocial behaviour is a multi-tenure issue and to ensure that appropriate mechanisms are in place to deal with the legal and practical issues associated with this.
- Practice early intervention and the use of all available approaches to conflict resolution to prevent escalation and ultimately stop the antisocial behaviour.
- Protect individuals' and households' entitlement to quietly enjoy their home.

The Association will record, investigate and action any reports of antisocial behaviour to the point of resolution, or where appropriate, make a referral to the Community Relations Unit.

All complaints of antisocial behaviour which are received will be placed in one of the following categories:

Category A – Very Serious Complaint
Complaints which concern a conviction for drug dealing, criminal behaviour involving

serious incidents of violence towards any member of the public including members of staff, serious assault, serious harassment, racial harassment, incidents of sectarian abuse and serious damage to property, including fire raising.

Category B – Serious Complaint
Complaints which concern aggressive/abusive behaviour, frequent disturbance, vandalism, drug/solvent abuse, verbal/written harassment, and frequent and persistent noise.

Category C – Nuisance Complaints
Complaints which concern simple breaches of tenancy conditions.



LOCAL AREA NEWS

BELMGROVE

Summer is here again which means children in the area will be looking forward to the school holidays. Unfortunately the number of complaints regarding children playing football in back courts have increased and we would ask that parents/guardians be responsible and ensure that their children are playing safely in areas that will not cause disturbance to their neighbours. There are a variety of summer clubs/activities that will be operating in the area throughout the summer and further information on these can be obtained from Glasgow City Council on **0141 287 2000**. We would like to wish all kids in the area a SAFE and HAPPY holiday.

Just a reminder that bulk refuse is uplifted from the area on a Thursday. Any items requiring uplift should be left on the pavement for collection.

We are looking for residents to join the Local Management Committee. Meetings are held quarterly in the Association's offices and last approx 1hr 30mins. If you can spare the time and wish to have a say in how your area is managed please contact Julie Smillie for further details.

FINNART

Would you like to be involved and have a say on how the area you live in is managed? If the answer is yes then please come forward and join the Local Management Committee that operates in the area. Meetings are held quarterly in the Association's offices at Graham Square and last approx an hour. If you are interested please contact Julie Smillie for further details.

DRAKEMIRE

Although Drakemire is a wonderful complex and a place our residents agree is a great place to live we have a common room that could be used more than it currently is. If anyone has any suggestions of any activities that they would like to see the common room used for please contact either Olivia or Julie to discuss this.

DALMARNOCK

Dalmarnock Rewards

The Rewards cheques for the above scheme

were sent out in May. A total of 243 cheques were issued with 225 tenants receiving the full reward of £80, six tenants received £60 and eight tenants received £40. 92 tenants did not receive any rewards and this was due to reasons such as date of entry, rent arrears, unpaid rechargeable repairs or anti social behaviour. In some cases the rent arrear or the unpaid rechargeable repairs is a minor amount so this is the time to clear the debt so you do not lose out on your reward for next year.

A decision has also been taken if tenants do not give access for annual gas servicing after receiving a letter from the Association then they will lose the reward for the year.

Dalmarnock Sheltered Housing Complex

There are currently properties available in the Dalmarnock Sheltered Housing Complex. Sheltered Housing is a group of homes designed especially for older people. Each home is fully self-contained with its own front door. The idea is that tenants should live as independently as possible, but help is always available if needed. Each home is fitted with an alarm system so that in an emergency you can immediately get help. You are encouraged to socialise with other residents in the complex and to help each other where you can. The complex has communal facilities where residents can come together and which you share the use of.

The complex has the following facilities:

- **A Common Room Lounge** – with a small kitchen attached. This is the centre of social life at the complex.
- **Gardens** – and grounds are looked after by our contractors.

There are also a range of general services provided: Lighting, stair-cleaning and window cleaning in common areas, Kitchen and common room, Servicing boiler, Common area cleaning and materials, Telephone service – rental and calls (for use of the Wardens or for use by residents in an emergency), Landscaping, Miscellaneous (eg fire extinguisher services).

If you know of anyone that would benefit from Sheltered Housing accommodation in the Dalmarnock area please contact Jayne Lundie at the office.

RENT ARREARS

Under their tenancy agreement tenants are required to pay their rent to the Association monthly, in advance.

The Association's main source of income is rent. If tenants don't pay their rent this impacts on the Association's ability to fund repairs and the quality of the service we can deliver.

The Association checks every tenant's rent account regularly and there is a procedure in place to ensure that any missed payments are chased up as soon as possible. We will discuss any financial difficulties that are being experienced and are happy to make an arrangement for arrears to be paid to us in instalments tailored to suit the individual's financial circumstances.

Unfortunately, in some cases, tenants do not pay their rent or respond to our letters or visits. In these circumstances, legal action is necessary to recover the debt. At all times throughout the legal action process, the tenant can contact the office and make an arrangement to repay the outstanding arrears. Legal action can be put on hold if an arrangement is made and regular payments kept up.

In some cases legal actions progress to Court and at the end of the process the Sheriff may award a Decree which ends the tenancy and allows the Association to evict the tenant and any family staying with them.

This is not a situation that the Association wants to see anyone in, but if tenants do not pay their rent, then this is sometimes necessary.

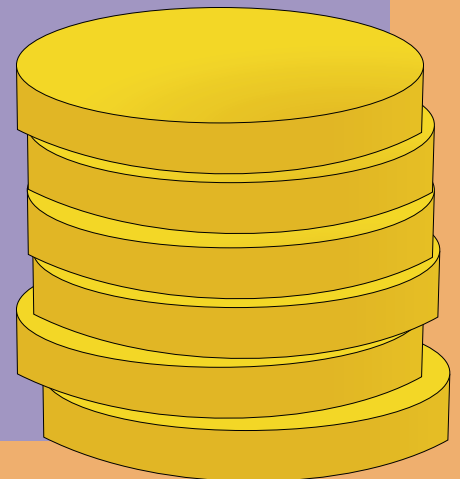
HOUSING BENEFIT INFORMATION

Housing Benefit is money to help people on low incomes pay their rent. The amount of Housing Benefit you will receive depends on:

- your rent
- you and your partner's income and savings
- who you live with (children or other adults), and their incomes
- your age, (there are special rules for people aged under 25 and people aged over 60 are allowed a higher savings allowance).

You must make a claim as soon as possible. The claim is based on the date of application so delaying will reduce the Benefit received and may lead to arrears which you will be responsible for. If you have provided the Council with all the information asked for but have been waiting for more than 14 days, you can ask Glasgow City Council's Financial Services Benefits Office for a payment on account.

If you are still having difficulty paying your rent after receiving Housing Benefit you should seek money advice as soon as possible. In some cases, the amount of Housing Benefit you get may not cover all of your rent. If you are receiving Housing Benefit but are still having difficulty meeting your rent, in limited circumstances you may be able to get extra help from the Discretionary Housing Payment Fund.



ENVIRONMENTAL ISSUES

DISPOSAL OF RUBBISH

There is an ongoing problem of tenants not disposing of bulky items of domestic waste correctly. In some cases the rubbish is dumped at the air space gates at the tenemental properties.

The cost to the Association in clearing this rubbish is money that could be spent on repairs and service improvements.

This is completely unnecessary as Environmental Protection Services provides a special uplift service for bulky items of domestic waste which is free of charge for most items. Please contact Glasgow City Council on **0141 287 9700** for information on this service.

DOG FOULING

There is a persistent problem of owners who permit their dogs to foul on public spaces. These

inconsiderate dog owners allow their dogs to roam about with no thought for the nuisance it may be causing or the mess it leaves on the pavements and open spaces, places where the rest of the community, including children, have to "watch their step". If your dog makes a mess it does not take much effort to pick up this mess and dispose of it. Under the Dog Fouling (Scotland) Act 2003 owners may be subject to a fixed penalty notice of **£40.00**. Anyone witnessing owners persistently allowing their dog to foul on public spaces, should contact the Environmental Protection Team on **0141 287 6698**.



MAINTENANCE

GUTTER CLEANING PROGRAMME

The Association has instructed AW Property Maintenance to carry out this year's gutter cleaning programme. The work is due to commence from mid October and carry on through to mid November, weather permitting. Unfortunately the Association cannot give an exact day and time.

Any owners who wish to be included in the programme should contact the Maintenance Department for a quotation. Owners who live in a four in a block type property where the Association have an interest in the block will automatically be included in the programme and will be notified prior to the work starting.

GAS SERVICING

The gas servicing programme continues and we would ask for your co-operation in providing access for servicing work to be carried out. The Association has a statutory obligation to carry out an annual gas safety check and failure to give access may result in the Association forcing access to your property.

WINDOW RENEWAL CONTRACT

The Association will continue the window renewal programme in Dalmarnock, Finnart and Drakemire.

Tenants affected will be contacted in the near future giving details of when this work will start.

CYCLICAL PAINTERWORK PROGRAMME 2008/2009

New build properties in Dalmarnock, Finnart, Bellgrove

Again the Association will notify tenants and residents affected prior to the work starting.

HOME CONTENTS INSURANCE

The Association operates an exclusive service to tenants and owner-occupiers which is very competitively priced and can be paid by monthly instalments. For more details of the scheme and an application form contact Jayne Lundie on **0141 564 5256**.

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

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 £50.00. There is an excess of £250 for each claim. For more information please contact either Jayne Lundie or Isobel Clarke 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.

FACTORING ACCOUNTS

The Association is in the process of changing over their computer software and this has led to a delay in processing the factoring invoices for the period 1st October 2007 and 1st April 2008. However, it is envisaged the accounts

should be out by the end of July. The Association apologises for any inconvenience this may have caused.

The Association would like to take the opportunity of thanking those owners who pay their factoring accounts on time. However, in some cases, owners do not pay their accounts or respond to our letters or visits. In these circumstances, legal action is necessary to recover the debt. At all times throughout the legal action process, the owner can contact the office and make an arrangement to repay the outstanding arrears.

Legal action can be put on hold if an arrangement is made and regular payments kept up. As a last resort, if the debt is not discharged, then the Association may place an Inhibition Order on the property which means the owner cannot sell or re-mortgage the property without the Inhibition Order being discharged. In these cases the owner is responsible for all legal costs incurred.

USEFUL TELEPHONE NUMBERS

Molendinar Park Housing Association	0141 564 5256
Molendinar Park Housing Association Emergency Number (Out of Hours)	07946 434040
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)	0141 287 6698
Environmental Health	0141 287 2000
Castlemilk Police Office	0141 532 5100
London Road Police Office	0141 532 4600
Scottish Power	0800 27 27 111
Stair Lighting	0800 595 595
Transco (Gas Leaks)	0800 111 999
Scottish Water	0808 100 5333