

Molendinar Park   
*housing association*



SUMMER 2009  
NEWSLETTER



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# DEVELOPMENT REPORT

While the Moore Street development is now completed the Association is still busy with a variety of issues relating to it.

As everyone will be aware this is not a good time to be selling property. However, the high quality of the Moore Street development has ensured strong interest and 26 of the available flats have been sold to date with applications being received daily.

The allocation of the rented properties has also been a bit slow as we are required to allocate these to households identified by Glasgow Housing Association and they appear to have some difficulty in finding tenants who require a two bedroom property. Of the 42 flats available for rent there are still 12 awaiting allocation.

For the first year after completion the building contractor is responsible for remedying any defects arising from the building work and this means that we are not fully in control of the process. We, therefore,

must apologise to any residents who are finding that repairs take a little longer than our normal "same day" repair service.

In the Bellgrove area we are also looking at the possibility of developing allotments and, as a first step, the Molendinar Grove Garden and Allotments Association has been formed. Their first project is to try and obtain funds to transform two grassed areas in the Bellgrove Street/Graham Square car park into a herb garden and a community fruit garden.

We have requested funding from Glasgow City Council to enable us to purchase sites for future development in a variety of areas – from Glasgow Cross to Dalmarnock – but have not, as yet, been advised of the outcome.

Moore Street Photographs by: Andrew Lee



## ANTISOCIAL NOISE: ARE YOU BOTHERED BY NOISE?

It is a fact of life that we all make noise whether we are talking to others, entertaining, playing music or just going about our daily business. There are many different ways in which your neighbour can impact on you, from loud music to dogs barking and DIY to musical instruments. If you are being bothered by noise consider approaching those responsible for the noise to make them aware of the problem, they may not even realise that they are disturbing you. If this does not help, or you feel you cannot approach the noise maker, you can contact Glasgow Community Safety Services Noise Team who can help resolve your problem on 0141 287 6688.

For each antisocial noise complaint received, noise officers will call you back to discuss your complaint and offer advice. If the noise is ongoing, GCSS will measure the noise levels in your home to help assess the problem and see what action is required. The officers wear plain clothes, drive unmarked

vehicles and carry I.D. badges to prevent your neighbour from identifying you as the complainer. If the noise is excessive, a warning notice may be issued to the noise maker. If your neighbour does not then reduce the noise to an acceptable level, a £100 fixed penalty notice can be served. In the event of a fixed penalty notice not being paid, the case will be referred to the Procurator Fiscal (maximum fine £1,000) and the noise making equipment can be removed from the offender's home if appropriate.

## RENT PAYMENTS WITHDRAWAL OF PAYZONE FACILITY

Our Finance Department would like to give advance notification that, from the end of June 2009, tenants will no longer be able to use shops displaying the Payzone sign to make rent payments. Tenants can still make payments at PayPoint outlets or at the Post Office.

## HOUSING BENEFIT INFORMATION

### Do you receive Child Maintenance?

*New rules might help increase your income!*

The DWP has issued new guidance to housing benefit departments, which could help single parents on low incomes. From now on, maintenance payments are to be disregarded when assessing entitlement to housing benefit and council tax benefit. Therefore, if you have children and receive maintenance payments please contact: **Parkhead Benefit Centre 125 Westmuir Street.**

Even if you didn't qualify for housing benefit before, the disregard of child Maintenance could mean you now qualify for both housing benefit and council tax benefit.

## RENT ARREARS

As everybody knows, rent is important to the Association since it pays for maintaining, improving and managing our properties. Bringing down the level of rent arrears is a priority for us and housing officers have been focusing more of their time on tenants who owe money to the Association.

It is a condition of your tenancy agreement that you should pay your rent in advance by the 28<sup>th</sup> of each month for the month to come. If we do not receive payment by the 28<sup>th</sup>, your rent account will be in arrears. Every tenant's rent account is checked regularly. There is a procedure in place to ensure that any missed payments are chased up as soon as possible. A series of letters are sent and home visits carried out, to try and make contact with the tenant. 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. We can also arrange appointments with Money Advice and provide help with Housing Benefit applications.

Eviction for rent arrears is always a last resort but, unfortunately, in some cases where tenants do not pay their rent or respond to letters or visits this is the only option left to the Association.



# HOUSING MANAGEMENT

## LOCAL AREA NEWS

### BELMGROVE

#### Welcome

We would like to take this opportunity to welcome our new residents of Moore Street to the Bellgrove community and sincerely hope that you are settling in well and enjoying your new homes. Should you have any questions regarding your home or the community please contact Julie Smillie who will be happy to assist with any enquiries you may have.

#### Local Management Committee

Can I remind all residents that the Association operates a Local Management Committee in the Bellgrove area and we are always keen to welcome new members. If you have a spare couple of hours quarterly and, if you would like to be involved and, have a say in how your community is managed then please contact either Julie Smillie or Jayne Lundie at the office who will be happy to give you further details.

#### Community Garden/Allotments

As a result of the Association receiving a lot of enquiries from Bellgrove Local Management Committee members and residents requesting that we give consideration to developing a community garden and allotments within the area the Association held a public meeting on 22 April to discuss this matter.

The meeting was a huge success and as a result Molendinar Grove Garden and Allotments Association was established. Meetings will be held every six weeks to progress the development of the garden and hopefully in the future the allotments. If you would like to get involved please contact Julie Smillie for more details.

#### Summer Holidays

The summer holidays are just around the corner and we would like to take this opportunity to wish all the children a safe and happy summer break. However, we would like also to remind parents/carers that this is the time of year where the Association receives most complaints regarding children causing nuisance or disturbance and would appreciate your co-operation in ensuring that your children play safely and happily but without causing annoyance to surrounding residents.

### DRAKEMIRE

The Association was pleased to be able to provide a new TV for the common room recently as the old one was past its best. We hope all residents are enjoying their new TV especially, our more enthusiastic residents who use it to view instructions for their keep fit group, keep up the good work folks!

The lunch club and other activities within the complex are and, continue to be very successful however, if you have any ideas of activities you would like to see happen within the complex then please speak to Olivia who will be only too happy to discuss this with you.

### FINNART

Unfortunately as a result of some residents continuing to experience problems parking in the area we would request that residents be considerate to their neighbours when parking and not to park in such a way that could cause obstruction to other residents. There is no allocated parking within the area and parking is available on a 'first come, first served' basis and although frustrating we would ask that residents be as tolerant as they can and consider others in the area. If you have any questions, please contact Julie Smillie.

### DALMARNOCK

Tracy McLaughlin has quickly settled into her role of Housing Services Officer and has been getting to know the residents of Dalmarnock over the past six months. I am sure everyone will agree that Tracy has brought a wealth of experience with her and this can only enhance the service provided by the Association.

#### Dalmarnock Rewards

Once again those tenants who have kept to the terms of their tenancy agreement have been rewarded. The majority of tenants have received the full reward of £80. However, new tenants who moved into their property only received a payment for each full quarter they have been a tenant. Similarly, any tenant who had an arrear, a rechargeable repair charge or legal fees outstanding in any quarter, lost £20 for that particular quarter.



## DISPOSAL OF RUBBISH



The Association is becoming increasingly concerned about the way some tenants in the tenemental properties are disposing of their household rubbish.

Domestic rubbish must be bagged and placed in the communal bins provided

Bulk items, ie items that will not fit into the communal bins, should be placed on the pavement (no other location) first thing on a Thursday morning (at no other time)

Please be aware that the money which is spent on cleaning up rubbish which has been incorrectly disposed of is money which could be spent on repairs and service improvements. Persistent offenders will be referred to the Environmental Health Department who may impose fixed penalty notices.

## DOG FOULING



It has been noticed within the area that there has been an increase in dog fouling on the pavements and common areas. It is recognised that some of our residents do 'Bag it and Bin it' however some residents don't. We would urge residents to do the right thing and 'Bag it and Bin it'.

Glasgow Community & Safety Services have Community Enforcement Officers who patrol the streets and have the power to issue fixed penalty fines of £40 to anyone who does not clean up after their dog. The penalty increases to £60 if not paid within 28 days. Glasgow City Council and Molendinar Park Housing Association have taken a zero tolerance approach to these offences and the Association is arranging for the Community Enforcement Officers to target the Dalmarnock area.

If you wish to report a dog fouling issue please contact Clean Glasgow on **0800 027 7027** or the Association on **0141 564 5256**.

# MAINTENANCE

## ANNUAL GAS SERVICING



It is imperative that your gas system is checked and serviced annually and it is also a statutory responsibility for the Association to ensure it is done. Most of our residents co-operate fully with us in arranging for this essential check to be carried out in their home. However, for some of our residents this check is delayed unnecessarily through repeat no access.

If you fail to allow access after two written requests from the Association legal action will be taken which could ultimately result in forced access to your property. This will incur legal expenses which you will be responsible for. You will also be responsible for any lock change charges resulting from a forced access.

In the Dalmarnock area if legal action is taken to gain access you will not receive the annual reward until all legal expenses are cleared. Any rechargeable repairs in connection to forced entry will also have to be paid before the reward is reinstated.

## APPRENTICESHIP WITH JAMES FREW



James Frew, one of Scotland's largest independent plumbers has partnership agreement with the Association to provide gas servicing and maintenance services for its residents. This company will be recruiting a potential apprentice from within the Association's locality to join its successful apprenticeship programme. To this end the Maintenance Officer has recently written to all residents on the Association's data base aged between 16 and 18 years of age asking if they are interested in being considered for this apprenticeship programme. A list of all those people who expressed an interest has been submitted to James Frew who will conduct interviews in the near future and a suitable candidate will be selected for the apprenticeship programme.

## MEDICAL ADAPTATIONS

The Association has secured grant funding to enable the provision of medical adaptations, ranging from level access showers and overbath showers to fitting handrails. This funding will ensure the Association meets the needs of tenants to enable them to enjoy independence, privacy and dignity.



# PROPERTY MANAGEMENT SERVICES FOR OWNER OCCUPIERS



## Common Building Insurance

All owners of the Association are legally obliged to have building insurance for their properties and the Association has the right to see proof of this on an annual basis. Failure to present this information within fourteen days of a request for this information may result in the matter being placed in the hands of the Association's solicitors and you will be liable for any legal expenses incurred.

The Association has a common building insurance policy covering all its properties. Owners occupiers of properties managed by the Association can take advantage of this policy which has an annual premium of £55. There is an excess of £250 for each claim. For more information please contact Jayne Lundie or Isobel Clark on 0141 564 5256.

## Home Contents Insurance

Have you ever thought what would happen if you had a burglary? Or supposing you had a fire in your home, could you afford to replace your furniture out of your own pocket? It's an alarming thought but unfortunately these things do happen. Other less alarming things happen too such as freezers defrosting and washing machines overflowing.

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

## 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.

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Installing • Maintaining • Repairing

Avoid the unexpected  
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heating breakdown  
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[www.gassure.com](http://www.gassure.com)



# USEFUL NUMBERS

Molendinar Park Housing Association	0141 564 5256
Molendinar Park Housing Association Emergency No	07946 434040
James Frew Limited (Gas Servicing and Repairs)	01294 46811
Cleansing/Bulk Lift/Disposal of Fridges	0141 287 9700
Environmental Health	0141 287 2000
Scottish Power	0800 272 7999
Stair Lighting	0800 595 595
Transco (Gas Leaks)	0800 111 999
Scottish Water	0845 601 8855
Castlemilk Police Office	0141 532 5100
London Road Police Office	0141 532 4600

## BENEFIT AGENCIES

Job Centre Plus	0141 532 8500
Housing Benefit & Council Tax Benefit	0141 287 1500

## OFFICE OPENING HOURS

### By Telephone:

**Monday – 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 to 5.00 pm

**Wednesday**  
9.30 am – 1.00 pm and  
2.00 pm to 5.00 pm

**Thursday**  
9.30 am – 1.00 pm

**Friday**  
9.30 am – 1.00 pm

# 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.

Molendinar Park   
housing association

Bellgrove  Dalrnarnock  Drakemire  Finnart

Local management Association and enclose £1 for one share.

Signed .....

Print Full Name .....

Address .....

JOIN