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# Molendinar Park

*housing association*



386-434 Baltic Street 1902



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## RENT REVIEW 2005

The Association operates with separate budgets for each of the four areas where we own property. Rents are set at a level which reflects the costs actually incurred in each area and therefore vary from area to area. In all areas rents are determined by what we require to spend on the following:

### Administration and Overheads

Reactive Maintenance

Cyclical Maintenance

Major Repairs

Loan Repayments

Other Housing Costs (Property Insurance, Legal Fees etc)

Provisions for Future Major Repairs

Service Costs

The Association does not generate or retain any surplus or profit from rental income. All income from rent is spent on one of the above categories. Rent charged in one area is always allocated to expenditure in that area. There is no transfer of income and expenditure between areas.

**The inflation rate in December 2004 was 3.5%.**

### Bellgrove

Rents, and Occupancy and Service Charges for Shared Ownership properties, in Bellgrove are set for each development individually and these are then added together to make up the overall budget for the area. In 2005/06 overall expenditure in Bellgrove for each category of expenditure, and that category as a percentage of total expenditure, will be as follows:

Administration and Overheads	£89,791	32.33%
Reactive Maintenance	£8,981	3.23%
Cyclical Maintenance	£23,857	8.59%
Major Repairs	£5,000	1.80%
Loan Repayments	£96,918	34.89%
Other Housing Costs	£9,314	3.35%
Provisions for Future Major Repairs	£4,496	1.62%
Service Costs	£39,400	14.19%
<b>TOTAL EXPENDITURE</b>	<b>£277,757</b>	<b>100.00%</b>

The rent, occupancy charge and service charge increases required for each development to generate income of £277,757 are as follows:

Rent	
515-525 Gallowgate	+3.5%
15-19 Bellgrove Street	+3.5%
50 Graham Square	+3.5%
11-27 Graham Square	+3.5%



Shared Ownership	Occupancy Charge	Service Charge
4 Bellgrove Street-505 Gallowgate	+0%	+0% (£360pa)
535 Gallowgate-25 Sword Street	+0%	+0% (£348pa)
9-11 Bellgrove Street	+0%	+7.14% (£360pa)
10-30 Graham Square	+0%	+0% (£312pa)
7-11 Graham Square	+0%	+0% (£480pa)

In addition the Management Fee for Shared Ownership properties will increase from £195 to £200 per annum (2.56%) and the Factoring Fee for properties owned outright will increase from £97.50 to £100 per annum (2.56%). The charge for property insurance remains unchanged at £50 per annum.

### Finnart

There are no service charges in Finnart. In 2005/06 overall expenditure in Finnart for each category of expenditure, and that category as a percentage of total expenditure, will be as follows:

<b>Administration and Overheads</b>	<b>£28,440</b>	<b>29.53%</b>
<b>Reactive Maintenance</b>	<b>£5,318</b>	<b>5.52%</b>
<b>Cyclical Maintenance</b>	<b>£13,670</b>	<b>14.20%</b>
<b>Major Repairs</b>	<b>£9,814</b>	<b>10.19%</b>
<b>Loan Repayments</b>	<b>£36,597</b>	<b>38.00%</b>
<b>Other Housing Costs</b>	<b>£2,463</b>	<b>2.56%</b>
<b>Provisions for Future Major Repairs</b>	<b>£0</b>	<b>0.00%</b>
<b>Service Costs</b>	<b>£0</b>	<b>0.00%</b>
<b>TOTAL EXPENDITURE</b>	<b>£96,302</b>	<b>100.00%</b>

The rent increase required in Finnart to generate income of £96,302 is 3.5%.

The factoring fee will be increased from £51.40 to £53 per annum (+3.1%)

The charge for property insurance remains unchanged at £50 per annum.

We will begin a programme of replacing all the windows in Finnart with new double-glazed windows in 2005/06. In order to keep rent increases to the rate of inflation this work will be phased over the next 7 to 8 years.

### Drakemire

There are no factored properties in Drakemire. Residents pay Rent and a Service Charge. In 2005/06 overall expenditure in Drakemire for each category of expenditure, and that category as a percentage of total expenditure, will be as follows:

<b>Administration and Overheads</b>	<b>£21,990</b>	<b>22.73%</b>
<b>Reactive Maintenance</b>	<b>£4,500</b>	<b>4.65%</b>
<b>Cyclical Maintenance</b>	<b>£9,444</b>	<b>9.76%</b>
<b>Major Repairs</b>	<b>£3,412</b>	<b>3.53%</b>
<b>Loan Repayments</b>	<b>£13,269</b>	<b>13.72%</b>
<b>Other Housing Costs</b>	<b>£952</b>	<b>0.98%</b>
<b>Provisions for Future Major Repairs</b>	<b>£12,878</b>	<b>13.31%</b>
<b>Service Costs</b>	<b>£30,296</b>	<b>31.32%</b>
<b>TOTAL EXPENDITURE</b>	<b>£96,741</b>	<b>100.00%</b>



The overall increase in Rents required to generate income of £96,741 is 4.5%. However, Service Charges have been reduced by just under 30%. Rents have also been rationalised so that everyone is paying the same rent for similar property. Overall every resident will pay less than last year ranging from £0.24 to £424 per year. The average saving per resident is £255 per year.

### Dalmarnock

There are Service Charges in respect of the Sheltered Housing in Dalmarnock. In 2005/06 overall expenditure in Dalmarnock for each category of expenditure, and that category as a percentage of total expenditure, will be as follows:

Administration and Overheads	£266,221	36.66%
Reactive Maintenance	£85,000	11.70%
Cyclical Maintenance	£131,569	18.12%
Major Repairs	£79,138	10.90%
Loan Repayments	£104,797	14.43%
Other Housing Costs	£34,926	4.81%
Provisions for Future Major Repairs	£0	0.00%
Service Costs	£24,548	3.38%
<b>TOTAL EXPENDITURE</b>	<b>£726,199</b>	<b>100.00%</b>

The rent increase required in Dalmarnock to generate income of £726,199 is 4.5%.

However, Service Charges for residents of the Sheltered Housing have been reduced by just under 45%. Rents have also been rationalised so that everyone is paying the same rent in the Sheltered Housing. Overall every Sheltered Housing resident will pay less than last year ranging from £76 to £587 per year. The average saving per resident is £400 per year.

The factoring fee will be increased by 3.5%. The charge for property insurance remains unchanged at £50 per annum.

This rent increase will enable us to begin a programme of replacing all the windows in Dalmarnock with new double-glazed windows in 2005/06. The programme will only involve 8 houses a year for the first two years but will speed up in following years. The programme will start in the 4-in-a-block properties then move on to the new build properties. This programme will take about seven years to complete. The tenements will be left until the end as we are examining the possibility of obtaining funding to replace these with new properties in a few years time.

We will also be introducing a new scheme in Dalmarnock in 2005/06 called *Dalmarnock Rewards*. Full details of this are set out elsewhere in this Newsletter.



## DALMARNOCK REWARDS

The Association is introducing a new scheme for Dalmarnock tenants in 2005/06 called **Dalmarnock Rewards**. This is based on a scheme which has been run by Reidvale Housing Association for the last two years. Basically, it is our way of rewarding those tenants who conduct their tenancy in the proper way. Most tenants pay their rent every month, make their Housing Benefit applications at the right time and do not cause nuisance to their neighbours or damage our property. However, we spend a lot of time – and of your rent payments – on the few who do not make any effort to do these things. **So we are going to balance things up a bit by giving £50 to every tenant who makes the effort.**

**How will it work?** Every tenant starts the year with a credit of £50. For each quarter – that is April to June; July to September; October to December; and January to March – in which you are in arrears at the end of any month you lose £12.50. You will also lose £12.50 for each quarter in which you owe us money for rechargeable repairs at the end of any month. If you or a member of your household commit any minor anti-social behaviour you will lose £25 and you will lose the full £50 if the anti-social behaviour is major.

At the end of the year we will write to you telling you how much, if anything, you have lost and send you a cheque for **£12.50, £25, £37.50 or £50**. You do not have to do anything – except abide by the terms of your tenancy agreement. In Reidvale around 70% of tenants receive the full £50 each year.

**Everyone is eligible for the Reward – it does not matter if you pay your rent yourself or if it is paid by Housing Benefit.**

**You must, however, be a tenant at the end of the year to receive your payment – so if you move away before the end of the year, or buy your house, you will not receive a payment. Similarly, new tenants only qualify for each full quarter they have been a tenant. For example, if someone takes up a tenancy in May they will not be eligible for a payment in respect of the quarter April to June.**



The scheme will come into effect from April 2005 and Reward payments will be sent out in April/May 2006. So if you are a little in arrears, or owe us money for a rechargeable repair now is the time to clear the debt so you do not lose out on your Reward.

## HOUSING BENEFIT DECENTRALISATION

As previously notified by the Association the Housing Benefit Section has been decentralised from 280 George Street and any queries you may have should be directed to the undernoted offices.

### **Bellgrove/Dalmarnock/Finnart**

125 Westmuir Street  
Glasgow G31 5EX

**Tel No: 0141 287 1500**

### **Drakemire**

61 Dougrie Drive  
Glasgow G45 9AP

**Tel No: 0141 287 1170**



## DEVELOPMENT UPDATE

We continue to make slow progress with the Melbourne Street/Gallowgate/Moore Street site. Despite Glasgow City Council agreeing in October to transfer the derelict tenement to the Association it remained in their ownership until Christmas Eve when it became dangerous and they had to demolish it. While this has improved the appearance of the area and removed a potential fire hazard the land it stood on has still not been transferred to us.

We now have all the necessary consents to demolish the former bank building and the adjoining empty shop and this work will be carried out in the near future. This will enable us to complete the ground condition surveys and finalise the foundation design.

Delays have also occurred due to problems with Scottish Water who at one point were indicating that they would not permit us to connect to the drainage system due to lack of capacity. This is on the verge of being resolved.

Due to cost constraints we have had to abandon the proposal to provide heat and power to the development through a Combined Heat and Power system but the design of the flats is such that only minimal electric heating will be required rather than gas central heating.

Negotiations with a potential contractor are continuing and we hope to be on site with this project sometime during the summer.



**Going . . . Going . . . Gone!!!!**

## ENVIRONMENTAL MATTERS

### Dog Fouling

Under the Dog Fouling (Scotland) Act 2003 owners who permit their dogs to foul on public spaces may be subject to a fixed penalty notice of £40.00.

If you note anyone persistently allowing their dog to foul on public spaces please contact the Environmental Protection Team on **0141 287 6698**. Officers from the Team will monitor the situation and deal with any offender appropriately.

## COMPLAINTS

Molendinar Park Housing Association aims to provide a first class service but there may be occasions when you are not happy about something, and if this is the case it is important for you to tell us. However, it must be stressed that the Association cannot deal with anonymous complaints.

If you do have any concerns you should call into the office and discuss the matter with a member of staff. Please be assured that any complaint made will be dealt with in the strictest confidence.



## LOCAL MANAGEMENT AREA NEWS

### Bellgrove

The Association has received a number of enquiries regarding general arrangements for Cleansing services within the area. Wheelie bins are emptied on a Tuesday. Therefore, you should ensure that bins are put out either late on a Monday evening or early on the Tuesday morning. Please note all wheelie bins should be returned to the bin store as soon as possible following being emptied.

The uplift of bulk items from the area is carried out on a Thursday and any items you require uplifted should be placed on the pavement outside your property. Residents of 9-19 Bellgrove Street, 10-50 Graham Square and Bellgrove Gait should place their bulk on the pavement in Bellgrove Car Park. Residents of Gallowgate, 4-10 Bellgrove Street and 25 Sword Street should put theirs on the pavement in the car back at the rear of their properties. Residents of 7-27 Graham Square should continue to phone 0141-287-9700 to arrange uplift.

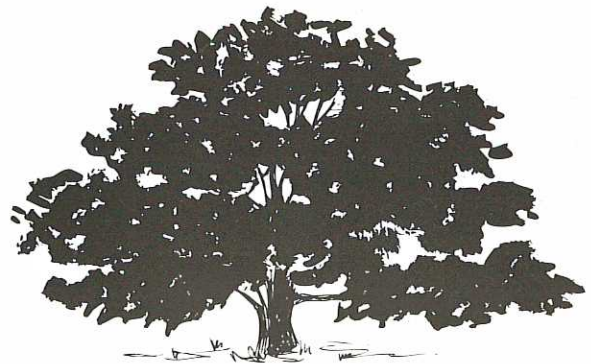
The Association has seen a marked increase in the number of complaints regarding children playing football within car parks and Graham Square. We would ask that all Parents/Guardians discourage their children from playing football in the car parks as they may damage cars and also it is not a **SAFE** place for children to play. We wish to avoid further complaints.

### Drakemire

As the lighter nights are approaching we are aware that some residents are concerned that there maybe problems with local children coming to play near the complex and that they may possibly cause some disturbance. In view of this we are planning a visit to the complex from the Community Police who will be able to discuss any concerns you

may have. Julie Smillie will notify all residents of the date and time of the meeting as soon as possible.

We are lucky at Drakemire to have the fantastic facilities that we have. However the common room is free most evenings and the Association is keen that it be used more frequently. If you have any ideas for activities that the common room may be used for the Association would be delighted to hear from you. Please discuss your ideas with John or Olivia or alternatively contact Julie Smillie at the office.



### Finnart

The major repair work to repair the monoblock and to replant the trees in the area is now complete and we are confident that you will agree that the area looks better for it. The Association will monitor the growth of the trees on an annual basis which will identify problems as they arise this will prevent work on this scale having to be repeated in the future.





Again we would like to appeal for new members to join the Local Management Committee, meetings are held quarterly and last approximately an hour. If you are interested in having a say in what decisions are made to benefit your area please contact Julie Smillie at the office.

### **Dalmarnock**

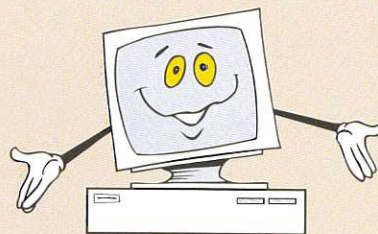
The Local Management Committee continues to work hard to represent the views and aspirations of the Dalmarnock area. Mrs Senga Swan recently resigned from the Local Management Committee after serving for two years during which time her hard work and effort greatly contributed towards the work of the local com-

mittee. New members are actively sought and if you are interested in joining the Committee please contact Tracey Boyle at the office.

The residents of the Sheltered Housing Complex enjoyed a Christmas get together and were pleased with the small gift distributed by the Association.



The Dalmarnock Youth project are on the verge of moving into their new premises at Baltic Street. Further details about this project will be made available through their upcoming newsletter.



The Dalmarnock Youth Project's IT and Learning Centre will be opening soon at 427 Baltic Street, Dalmarnock

Opportunities will be available to gain computer skills in addition to other Learning Opportunities.

The Association will be undertaking a painter-work programme in the tenemental properties in Dalmarnock which will commence in April 2005. Additionally a small pilot window replacement programme will be commencing this year with a total of 8 four in a block properties.





It has come to the Associations notice that residents of Tenemental properties are not disposing of their rubbish correctly. Domestic rubbish must be bagged and placed in the communal bins provided and in no other location. Bulk Items i.e. things that will not fit into the communal bin should be placed on the **pavement** (no other location) first thing on a Thursday morning (at no other time). Tenants 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 improvements! Please ensure that you correctly dispose of your rubbish.

***Persistent offenders will be referred to the Environmental Health Department who could impose fixed penalty notices.***

### **Repairs Reporting**

An e-mail address has been set up to enable residents to report repairs at any time. All you need to do is to leave details of the repair, the full address including flat position, contact telephone number and access times.

The e-mail address is: **repairs@molendinar.org.uk**

### **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 operates a common buildings Insurance Policy for owner occupiers. The annual premium is £50.00 with a £250 excess for each claim. For more information please contact either Jayne Lundie or Isobel Clarke on **0141 564 5256**.



## USEFUL TELEPHONE NUMBERS

Molendinar Park Housing Association	0141 564 5256
Molendinar Park Housing Association Emergency Number	07946 434040
e-mail address:	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	0141 532 5100
London Road Police Office	0141 532 4600
Scottish Power	0845 27 27 111
Stair Lighting	0800 595 595
Transco (Gas Leaks)	0800 111 999
Scottish Water	0808 100 5333

## OFFICE OPENING HOURS

### By Telephone:

**Monday – Thursday** 9.00am – 5.00pm and **Friday** 9.00am – 4.00 pm

**The office will be open to the public at the following times:**

**Monday** 9.30am–1.00 pm

**Tuesday** 9.30am–1.00 pm and 2.00pm–5.00 pm

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

**Thursday** 9.30am–1.00 pm

**Friday** 9.30am–1.00 pm



# Membership of Local Management Association

## 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 .....

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