



# Molendinar Park Housing Association

# WINTER 2013 NEWSLETTER



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# OFFICE OPENING HOURS

Telephone: Monday to Thursday 9.00am – 5.00pm  
Friday 9.00am – 4.00pm

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

Monday 9.00am – 1.00pm  
Tuesday 9.00am – 1.00pm and 2.00pm – 5.00pm  
Wednesday 9.00am – 1.00pm and 2.00pm – 5.00pm  
Thursday 9.00am – 1.00pm  
Friday 9.00am – 1.00pm

## CHRISTMAS OFFICE CLOSURE

**This year the office will close on Friday 20th December 2013 at 1.00pm and re-open on Monday 6th January 2014.**

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

**Central heating and hot water breakdowns  
01294 468113**

**In any other emergency contact**

**0845 600 8693**

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

## IMPORTANT PHONE NUMBERS

Out of Hours Emergency Number	0845 600 8693
Molendinar Park Housing Association	0141 564 5256
E-mail address (repairs):	repairs@molendinar.org.uk
Web Site Address	www.molendinar.org.uk
James Frew Limited (Gas Servicing)	01294 468 113
Citizen's Advice Bureau - Bridgeton	0141 554 0336
Citizens Advice Bureau - Castlemilk	0141 634 0338
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)	101
London Road Police Office	101
Scottish Power	0845 272 7999
Stair Lighting	0800 595 595
Street Lighting	0800 373 635
National Grid Gas Emergencies (Formerly Transco Gas)	0800 111 999
Scottish Water (Customer Helpline)	0845 601 8855
Scottish Water (Emergency Helpline)	0845 600 8855
Housing Benefit & Council Tax Benefit	0141 287 5050
Samaritans	0141 248 4488
Turning Point	0141 427 8200
Women's Aid	0141 553 2022
Jobcentre Plus	0141 532 8500





## Glasgow Women's Aid

provides information, support  
and temporary accommodation  
for Women, Children  
and Young People  
experiencing  
domestic abuse.

We provide a legal surgery  
every 2nd Wednesday between  
10am and 2pm in our office.



HELPLINE TELEPHONE NUMBER

**0141 553 2022**

Drop-in/Appointments Available Monday to Friday 10am – 4:30pm

GLASGOW WOMEN'S AID

4th FLOOR, 30 BELL STREET, CANDLERIGGS, GLASGOW G4 1LG.

OFFICE TELEPHONE: 0141 553 4088

[www.glasgowwomensaid.org.uk](http://www.glasgowwomensaid.org.uk)



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Registered Charity No. SC035227

## UNIVERSAL CREDIT DELAYED

The introduction of Universal Credit (UC) was due to be implemented across the UK in October 2013. However, it has now been widely reported in the national press that the Government has delayed the introduction. Six new pilot areas are being rolled out instead, only one of which is in Scotland (Inverness). The Department for Work and Pensions (DWP) is vague about when UC will be introduced for all new claimants, confirming only that it will be 'sometime in 2014'. If or when Universal Credit is eventually rolled out it will replace all means tested benefits for those of working age. It will be paid as a single payment, four weeks in arrears, replacing such benefits as Tax Credits, Housing Benefit, Income Support, Job Seekers Allowance and Employment and Support Allowance. Initially, Universal Credit will only affect new claims but as time goes by those who have a change in circumstances will transfer over to Universal credit. By 2017 the Government expects everyone who is currently in receipt of means tested benefits to be in receipt of Universal Credit.

## GOOD NEIGHBOUR AWARD

Unfortunately, Lori McElroy, Chairperson was unable to present the awards as planned. Therefore, Julie Smillie, Housing Services Manager, presented Mrs Daly with a cheque for £250.

There were three runners up, Mr Kelly from Dalmarnock, Mr McLeish from Bellgrove and Mrs McLaren from Finnart. Mr McLeish and Mrs McLaren were presented with a cheque for £50 by Julie Smillie and Mr Kelly's cheque was delivered.

Congratulations to the winners and thank you for being such fantastic neighbours.



# MAINTENANCE

## REPAIRS REPORTING

It is important that repairs are not passed to the Maintenance Officer while he is out on calls in the various areas.

All repairs should be reported to the office via the Maintenance Clerical Officer (Option 1). This will ensure that all repairs are recorded on our system and the appropriate work organised. In the event of the Maintenance Clerical Officer not being available, any other member of the office staff can take a note of the repair and pass it on to the Maintenance Section. It is not necessary to speak to Scott Rae, Maintenance Officer to arrange repairs.

All repairs notified to the office for the plumber, joiner or electrician before 2.00 pm will be dealt with on the same day. When a repair is reported after 2.00 pm we will endeavour to deal with it that day but this cannot be guaranteed.

## COLD WEATHER ADVICE

Recent winters have been particularly cold and the Association is concerned next winter may follow this trend.

Hopefully, the following information and advice will help to combat any problems which may arise from a prolonged cold spell.

### Heating your property

- ◆ Leave your heating on, using a low setting.
- ◆ If you live in a flat, it's sensible to leave the heating on low in rooms where the mains pipe supplies neighbouring flats.
- ◆ If you're going away then make sure you have someone who can regularly check for any problems.
- ◆ It is also advisable to leave contact details with the Association in the event of any emergency.
- ◆ If your property is going to be vacant over the winter months, turn off your water supply and drain the system – you can contact the Association for assistance with this.
- ◆ If you are experiencing financial difficulty in heating your property please contact your Housing Services Officer who will pass your details to G-Heat who is an independent body who offer advice on energy related issues to householders on a face to face basis.

### Protecting your property

- ◆ Dripping water increases the risk of freezing, so have any leaks at taps or valves repaired as soon as you discover them.
- ◆ Cold draughts also increase your heating bills and can cause frozen pipe work. You can reduce draughts by fitting draught excluders to your doors and windows. The Association may be able to assist you in this.
- ◆ Sometimes damage can happen, so make sure you have adequate insurance to that covers you for any loss you may incur as the Association is not responsible for any damage to contents or personal possessions. The Association participates in the This Tenants Contents Scheme which offers tenants and owner occupiers the opportunity to insure the contents of your home at a lost cost. The premium can be paid by monthly instalments. Please contact the Association for more details of the scheme.
- ◆ Look out for your neighbours, especially the frail, elderly and vulnerable.

### Location of stop valve

We recommend that you locate your stop valve. The location of the stop valve will vary, but the most common locations are under a sink (kitchen or utility room), in a garage or close to the hot water system (wherever the mains supply enters your house). Again you can contact the Association who can assist you with this.

# MAINTENANCE

## TENANTS' RIGHT TO REPAIR

The Scottish Secure Tenants (Right to Repair) Regulations 2002 contains provisions for the introduction of a statutory Right to Repair scheme to cover the right of all tenants on a Scottish Secure Tenancy to instruct certain urgent repairs when their landlord failed to carry them out within a specified period.

The main principle is to ensure the tenants receive a first class repairs service, backed with the safeguard of a right to compensation in instances where the level of service fails.

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.

## LIST OF QUALIFYING REPAIRS

- ◆ Unsafe power or lighting sockets of electrical fittings
- ◆ Loss or part loss of electric power
- ◆ Loss or part loss of gas supply
- ◆ A blocked flue to an open fire or boiler
- ◆ External windows, doors or locks which are not secure
- ◆ Loss or part loss of space or water heating if no alternative heating is available
- ◆ Toilets which do not flush (if there is no other toilet in the house)
- ◆ Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house)
- ◆ A blocked sink, bath or basin
- ◆ Loss or part loss of water supply
- ◆ Significant leaking or flooding from a water or heating pipe, tank or cistern
- ◆ Unsafe rotten timber flooring or stair treads
- ◆ Unsafe access to a path or step
- ◆ Loose or detached banisters or handrails
- ◆ A broken mechanical extractor fan in a kitchen flue

**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.



## Gas Maintenance Plan

All owners are strongly recommended to participate in a gas maintenance plan.



Avoid the unexpected cost of central heating breakdown for as little as

**£7.99 a month**

To arrange expert heating care, call **01294 468 113**

[www.gasSure.com](http://www.gasSure.com)

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.

## DOG FOULING

Dog fouling continues to be a problem. It is **dirty, dangerous and antisocial**. For some reason, a minority of people think that failing to clean up after their dog is perfectly acceptable behaviour.

### IT IS NOT ACCEPTABLE.

If you have information that would help to identify those responsible for the dog fouling problem then please free phone the **Clean Glasgow** hotline **0800 027 7027**, with the following information:

1. Name of dog owner, if known;
2. Address of dog owner, if known;
3. Time and location of offence, and
4. Description of owner and dog.

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

Owners have a responsibility to keep their property and its common parts maintained. These responsibilities are clearly laid down in the Burdens Section of the Title Deeds which all owners are provided with when taking ownership of the property. Where a factoring service is provided owners are required to pay any management fees. When a property is sold, the new owner takes over responsibility for maintaining the property and paying for the factoring service.

The Association will include factored properties in a long term maintenance programme aimed at preventing the property falling into disrepair. Examples of cyclical repairs are: gutter cleaning; close painting.

If you have an emergency with a common repair please contact 0845 600 8693. If there is a problem within your property then you must make your own arrangements.

Please note the Association has recently introduced the facility to pay by direct debit. If you wish to pay by this method, please contact Isobel Clark or Jayne Lundie. Alternatively you can download a direct debit mandate from the Association's website which you should complete and return to the Association's offices.

## COMMON BUILDINGS INSURANCE

The Association has held the cost of the building insurance at an annual charge of £55 per annum with an excess of £250 per claim for a number of years.

However, due to the increase in the number of owner occupiers submitting claims for building insurance the insurance company have advised that premiums are likely to be higher for this group because the insurer considers it to be a higher risk.

The Association are currently negotiating with the Insurance Company to broker the best deal possible for our residents.

**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 INSURANCE

Molendinar tenants and residents can arrange for insurance cover for the contents of their home at a special affordable rate where premiums can be paid fortnightly or monthly cash, monthly by direct debit or annually.

The cover, specially arranged by This Tenants Contents has been designed to help tenants and residents insure most of their belongings as easily as possible and also covers them against theft, vandalism and fire. The minimum values of possessions that can be insured are £9,000, if aged under 60, or £6,000 if aged over 60. The fortnightly premiums start from £1.53 a fortnight, £1.11 a fortnight respectively, (premiums vary depending upon your sum insured and postcode).

Tenants and residents can also increase cover for an additional premium to include extended accidental damage cover, cover for wheelchairs/scooters and hearing aids as well as personal effects outside their home.

**For immediate cover call This Tenants Contents on lo-call 0845 601 7007 or email: [Tenantscontents@jltgroup.com](mailto:Tenantscontents@jltgroup.com)**

## 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 – up to and including putting a charge on the property to recover arrears and the owners will be responsible for any legal costs incurred.

# RENT REVIEW 2013 CONSULTATION

## WHY IS RENT REVIEWED ANNUALLY?

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?

The rate of inflation is currently 2.6%. This may change by January when the Committee make their final decision. We have assumed the December figure will be 2.5%. Therefore, we intend to increase the rent between 2.5% and 3.5% depending on the requirements of each individual area.

## 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 covering the loan repayments. We will not increase the Occupancy Charge to any of the shared ownership developments this year.

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 £301 per annum which includes your Building Insurance. We anticipate increasing this in line with inflation.

**If you wish to let us know your views on our proposals for rents please write or email [jayne@molendinar.org.uk](mailto:jayne@molendinar.org.uk)**

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## Protect Your Home

**Housebreaking is a crime that we all fear, but there are a number of different ways that you can help to deter burglars.**

Burglars prefer to gain easy access to homes, so the harder you make it for the criminal the lower your chances are of becoming a victim. In addition, if you do become a victim, there are measures that you can take to increase the chance that your goods will be returned to you if they are later recovered by the police.

**Here are some ways that you can protect your property:**

- Security mark your property with a UV marker pen. You can use this pen to place an invisible imprint of your postcode and house number on your possessions.
- Place a sticker on a conspicuous window of your home that states your possessions have been security marked will also help to deter thieves. Ask for one of these stickers at your local police office.
- Keep your home securely locked at all times. Most house break-ins are committed by opportunist thieves who do not have to break-in due to a door or window having been left open.
- Speak to the crime prevention officer at your local police office about the safety devices (locks, timers, lighting etc) and procedures (closing curtains after dark, cancelling regular deliveries when you are on holiday, etc.) that you can put in place to increase the security of your property.
- Talk to your landlord or council about installing a telephone entry system. This may be easier to organise if you get together with other residents.
- Don't put your name or room number on your keyring, if you live in shared accommodation. If it is lost or stolen, the thief will have information that could direct them to your home and your property.
- Change the locks - if other people, such as previous tenants, could be in possession of keys that fit the locks in your home.
- Don't give keys to tradesmen as they can make copies quickly and easily.
- Don't go in - if you see signs of a break-in at your home - like a smashed window or an open door. The burglar may still be inside. Instead, go to a neighbour and call the police.
- Don't show people around on your own, if you're selling your home. Ask your estate agent to send a representative to accompany anyone who wants to view the house. Opportunist thieves can use such opportunities to steal your possessions.



# 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**

**REMEMBER! MEMBERSHIP IS OPEN TO ALL RESIDENTS – IT IS NOT LIMITED TO ONE PERSON PER HOUSEHOLD!**

## 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

**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  Finnart

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