

Molendinar Park Housing Association

SUMMER 2014 NEWSLETTER

**GET READY GLASGOW
COMMONWEALTH GAMES 2014**



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THE COMMONWEALTH GAMES 2014

The Commonwealth Games are almost here and although there is excitement and anticipation, one of the areas of concern for the Association and our residents are that we have accurate information in relation to security, parking, road closures etc. The information below gives a detailed picture of what is planned for these topics throughout the run up to, and duration of the games.

We can assure all residents that we will continue to provide a Maintenance service throughout the period and that you should continue to report repairs to us in the normal way. However, as you can appreciate there may be some delay in our normal response times but we will work hard to ensure these delays are kept to a minimum and would ask that you be patient.



NO VEHICLE ACCESS

Springfield Road is already restricted however from July 6th restrictions in this area will then extend from **July 6th to include:**

- Springfield Road ALL NUMBERS - already
- Bogside street NUMBERS 22, 24
- Irvine Street NUMBERS 14,16,17,19,21,23
- Sorn Street NUMBERS 22,26,30,31,33,35,37
- Lily Street NUMBERS 8,12,16,29,40
- Connal Street NUMBERS 1,11,17,23,29
- Baltic Street ALL NUMBERS
- Baltic Court NUMBERS
1,2,3,4,5,6,7,8,9,10,11,12,13, 14,15,16,17,18,19,20,21,22,23,24
- Garvald Street ALL NUMBERS

For residents in these areas this means there will be no access and they will have to park as close as they can on nearby streets. They will be required to use an event day parking permit from **July 7th to August 6th**

STREETS WITH CONTROLLED VEHICLE ACCESS:

- Summerfield Street ALL NUMBERS
- Allan Place NUMBERS 11,15,16,19,20,24,27, 28,31,32,35
- Allan Street - ALL NUMBERS
- Woddrop Street NUMBERS
2,4,6,8,10,12,14,16,18,20,22,24
- Dalmarnock Court NUMBERS
2,3,4,5,6,7,8,9,10,11,12, 14,15,
- Galvard Court ALL NUMBERS

These residents will have already received a door knock from Police Scotland who will have issued a RAPP (Residents Access Parking Permit) allowing vehicle access to the area. They will be required to use their RAPP from July 7th to August 6th.

EVENT DAY PARKING ZONE

In all other streets outwith the controlled areas residents will be issued with an event day parking permit and will have to use it from **July 7th to August 6th.**

If you have any concerns please do not hesitate to contact a member of staff at the office who will do their best to provide an answer.

SHUTTLE BUS DALMARNOCK

We have received the undernoted information on the route of the shuttle bus and dates when it will not be available:

The route now in operation is:-

Dalmarnock Rd, left into Allan St, left into Allan Place, left into Summerfield St and right into Dalmarnock Road.

In addition the bus will NOT be able to be operated on 19th, 21st and 23rd July as Clyde Gateway will be closed on these dates, the first two of which are dress rehearsals for the Opening Ceremony and the 23rd is the Opening Ceremony itself.

SATISFACTION SURVEY

The Association recently carried out a Tenant Satisfaction Survey. The survey was designed to determine whether the aspirations and expectations which Molendinar Park Housing Association set out to deliver are still relevant, whether there is a need for change and the areas where that change may be required.



The survey illustrates reasonable positive finding for the Association as a whole, however there are areas where there is some potential for improvement and we will endeavour to deal with these issues.

Interviewing was conducted face to face with 208 successful interviews and the findings are as undernoted.

- 92% of tenants interviewed say the rent they pay represents good value for money
- 90% of tenants interviewed are satisfied with the quality of services provided by the Association
- 89% of tenants interviewed are satisfied with their neighbourhood overall
- 89% of tenants interviewed are satisfied with the opportunities to participate in decision making processes
- 88% of tenants interviewed think the Association is good at keeping them informed about its activities and services
- 84% of tenants interviewed were of white Scottish origin
- 77% of tenants interviewed are satisfied with their home overall

The Association intends to carry out another Tenant Satisfaction Survey in 2015 which will give an indication of whether the areas where potential for improvement has been highlighted have been addressed.

In addition, a face to face survey will be carried out for owners to ascertain their level of satisfaction with the Association.

ALLOCATIONS OVERVIEW

As at the 31st March 2014 the Association had a total of 432 applicants on the housing lists. Of these 432 applicants, 46 were tenants seeking a move to a different property within the Association.

ALLOCATIONS MADE DURING 2013/2014

A total of 62 properties were let during the year. The table below shows you from which waiting list they were selected from.

SOURCE OF ALLOCATION			
Waiting List	Transfer List	Sheltered List	Homeless Person Referrals
40	16	1	5

ADAPTATIONS & MAINTENANCE

ADAPTATIONS

The Association is committed to meeting tenants' needs and to provide adaptations, where possible, so that tenants are able to enjoy independence, privacy and dignity in their own home.

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.

In 2013/2014 the Association received funding of £22,242 from Glasgow City Council to enable adaptation work to be carried out in tenant's homes. These adaptations ranged from installing level access showers and overbath showers to fitting handrails.

The Association can only consider requests for works which are recommended by an Occupational Therapist from Social Work Services. If you are present experiencing difficulties with your present home and think that adaptation work could help you then please contact the Association in the first instance for general advice.

MAINTENANCE

Work completed during 2013/2014

The table below give a breakdown on expenditure over the financial year:

Day to Day Maintenance	Major Repairs	Cyclical Maintenance
	<ul style="list-style-type: none"> • Kitchen renewals • Upgrading of Central Heating Systems • Installation of bathroom suites • Electrical Upgrades 	<ul style="list-style-type: none"> • Painterwork • Gutter Cleaning • Annual Servicing of Central Heating boilers and gas appliances • Annual servicing of extractor fans • Close Cleaning • Close Lighting
£234,390	£339,517	£240,706

This amounted to a total expenditure of £814,613.

DAY TO DAY MAINTENANCE - RESPONSE TIMES

CATEGORY	REPAIRS COMPLETED	COMPLETED ON TARGET	% REPAIRS COMPLETED ON TARGET
Day to Day	1263	1193	94.46
Emergency	50	50	100

REPAIRS COMPLETED RIGHT FIRST TIME

NO OF REPAIRS	NO REPAIRS COMPLETED RIGHT FIRST TIME	TOTAL NO REPAIRS NOT COMPLETED RIGHT FIRST TIME	% OF REPAIRS COMPLETED RIGHT FIRST TIME
1263	1133	130	89.71

Annual Gas Servicing

The Association has a statutory responsibility to ensure that your gas system is checked and serviced annually. Most of the Association's tenants allow our gas contractor access at the first appointment. 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 may incur legal expenses and lock change charges which you will be responsible for.

Gas Maintenance Plan

All owners are strongly recommended to 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.

ALTERATIONS/IMPROVEMENTS

Please remember that you must contact the Association prior to any proposed alteration/improvements start date. Typical works that require permission include:

Kitchen Renewals: Bathroom Renewals: Door Renewals: Showers: Tiling: Partitions:

This list is not exhaustive, but if in doubt contact the Association, we will only be too happy to help.

You must get written permission from the Association before you make any improvements/alterations.

If permission is granted, then you may qualify for compensation should you terminate your tenancy.

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.

Gas Maintenance Plan

All owners are strongly recommended to participate in a gas maintenance plan. These plans are specially designed to provide owners



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

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.

Need the police? Dial 101 any time it isn't 999

101 makes it quicker and easier to contact the police when you don't need an emergency response. For example:

- if you've had a minor traffic accident
- if your property has been vandalised
- if your car has been stolen
- if you suspect drug dealing
- if you've witnessed a crime
- if you've seen a missing person
- if you need crime prevention advice
- if you want to speak to a local police officer

Using 101 should make the police more accessible while reducing pressure on the 999 system.

In an emergency always dial 999 – when someone is in danger, a crime is in progress or a suspect is nearby.



Sergeant Martin Morris is the Community Policing Sergeant responsible for the Molendinar Park housing area. He says "You have a team of dedicated local community policing officers responsible for addressing local issues. I hope you will have noticed my officers carrying out regular high visibility, foot and cycle patrols in your local area in an effort to keep people safe". You can contact your local policing team by telephoning the new non-emergency police telephone number 101 or by e-mailing CaltonCPT@scotland.pnn.police.uk



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.

Many of our owners now pay their common charges 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 cost for building insurance for owner occupiers will rise substantially as from the 1st April.

Please note if you have an occupancy agreement with the Association it is mandatory to participate in the common building insurance policy.

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 **Thistle 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 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 Thistle Tenants Contents on lo-call 0845 601 7007 or email: 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.

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, 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

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

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 9.00am – 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

In the event of an emergency please phone the undernoted numbers:

Gas Central heating and hot water breakdowns: **01294 468113**
In any other emergency contact: **0845 600 8693**

USEFUL TELEPHONE 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 468113
Cleansing/Bulk Lift/Disposal of Fridges	0141 287 9700
Environmental Protection Team (Dog Fouling)	0800 027 7027
Environmental Health	0141 287 2000
Police Scotland	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