



# Molendinar Park Housing Association

## WINTER 2014 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 19th December 2014 at 4.00 pm and re-open on Monday 5th January.**

**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**

The Committee and staff of Molendinar Park Housing Association 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
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 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



## STAFFING

**As of 5th January 2015 Morag Henry will be stepping down as the Housing Services Officer for the Dalmarnock area. Morag's replacement will be Kerry Stephen who comes to us with a wealth of experience and is looking forward to taking up her post and getting to know the residents of Dalmarnock.**

# RENT REVIEW 2014 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 2.3%. 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 £307 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)**

## HOUSING (SCOTLAND) ACT 2014 RIGHT TO BUY

The Right to buy is ending for all tenants of social housing in Scotland on 1 August 2016. This is part of the Housing (Scotland) Act 2014.

### Right to Buy - the basics

Some tenants do not have the right to buy at all. Others have a right to buy but cannot exercise it because it is suspended. This could be, for example, because of when their tenancy began, where they live, who their landlord is or the age of their house.

In some cases, you will have a preserved right to buy if you had a tenancy before 30 September 2002 and you have not moved home since. This only applies if your tenancy gave you the right to buy before 30 September 2002. In most cases

you will have a modernised right to buy if your tenancy began between 30 September 2002 and 1 March 2011.

You will not have the right to buy if you became a tenant for the first time on or after 2 March 2011.

### Notice period

The time you will have to buy your home before right to buy ends is called the notice period. The notice period ends on 31 July 2016. If you are able to exercise a right to buy, you can apply to do so up to 31 July 2016. Any application made after that date will not be accepted as there will no longer be a right to buy. As long as your application is submitted by the end of the notice period, it will be considered in the usual way.

**If you wish to discuss this matter please contact Jayne Lundie on 0141 564 5256.**

## 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.**



# PAY YOUR RENT BEFORE IT'S SPENT

With the festive season fast approaching it is important that you have budgeted for your rent payment over Christmas and the New Year. We appreciate it is an expensive time of year and you may even be tempted to spend your rent money on the festivities. But if you do you could be putting your home at risk.

This year why not avoid the stress and anxiety of debt and possible eviction by spending wisely, planning ahead and pay your rent before it's spent.

Methods of Payment:

- By ALLPAY Payment Card at any of the following:



- Online, 24 hours a day, 7 days a week by logging onto [www.allpayments.net/allpayments](http://www.allpayments.net/allpayments) and using your allpay reference

- Calling allpay on 08445 578 321 (Lines are open 24 hours a day, 7 days a week)
- By Setting up a Direct Debit Mandate: Please contact Isobel Clark to arrange this.



- Setting up a standing order
- By sending us a cheque or postal order

If you need any help or advice with your rent payments please contact either Julie Smillie or Morag Henry on 0141 564 5256, alternatively call into our office at 3 Graham Square office where staff will be happy to help you.

If you are experiencing money problems and struggling to pay your rent please contact us as soon as possible before you fall into arrears. We will do our best to make sure you get the help and advice you need.

## 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 (Lindsay Gibb – 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.**

**When telephoning into the office with a repair it is not necessary to speak to Scott Rae, Maintenance Officer to arrange the repair.**

### COLD WEATHER ADVICE

Recent winters have been particularly cold and the Association is concerned this 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.

# MAINTENANCE

## 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 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 low cost. The premium can be paid by monthly instalments. Please contact the Association for more details of the scheme.



## GUTTER CLEANING

The annual gutter cleaning programme is now complete in all areas. If you have any concerns regarding this work it is important that you contact the Maintenance Department to discuss this.

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## Gas Maintenance Plan

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.

# 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 600 869. 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 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 sharing owners and owner occupiers submitting claims for building insurance the cost for building insurance for sharing owners and owner occupiers will rise to approximately £155 as from the 1st April 2015.

If you live in a four in a block or a terraced property and choose to make your own arrangements for building insurance you are legally bound to show a copy of your building insurance premium on an annual basis to the Association.

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

## 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 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 Thistle 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.

# 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!**

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



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