



ELDERPARK
HOUSING

SUMMER

NEWSLETTER 2018



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Transformation of Crossloan Road Tenements

In April this year work was completed on four blocks of flats at 151 – 163 Crossloan Road. The flats have been completely modernised to include a utility room, internal wall insulation, communal wi-fi as standard with a complete makeover of the close. Forty years on since the last refurbishment we have renovated the flats to the highest standard while retaining the history of these tenement buildings.

The design team for the project was:-

Contractor	CCG
Architect	Assist Design
Quantity Surveyor	Allied Surveyors
Structural Engineer	Grossart Associates
Clerk of Works	Site Inspection Services
Development consultant	AMA Consultants

The total cost of the project was £3.5million, with 50% being funded by the Scottish government, via Glasgow City Council and the rest through Elderpark Housing's own resources.

Charlene Quinn, one of the tenants returning to her flat following the refurbishment works expressed her delight at the transformation: *"I was dead excited that Elderpark Housing were renovating my flat, then when I saw the changes I was gobsmacked, it's a great house to live in."*

On the 11th May, Elderpark Housing Association invited Baillie John Kane to officially open the refurbished flats on Crossloan Road. We have produced a short film highlighting all of the action. You can view this on our website at www.elderpark.org or visit our Facebook or Twitter page.



Join your local Association and help your community

It costs just £1.10 to become a member shareholder:

- You can participate in the decision-making that influences you and your neighbours
- You're better informed
- You become eligible for election as a Committee member

It's such a small sum to pay really make your Association part of your own community.

For further information contact Maureen at the main office on 0141 440 2244 or email admin@elderpark.org.

Alternatively, if you are interested in being part of a focus group please contact Elaine Somerville at the main office.

Take a moment and follow us on both Twitter: [@ElderparkHa](https://twitter.com/ElderparkHa) and Facebook: www.facebook.com/ElderparkHa for all our latest news and upcoming events.



Universal Credit is coming to Govan!

We are sure all our tenants are aware of the new DWP benefit called Universal Credit (UC) which is now being rolled out in Glasgow. We know that the transition to this benefit may be difficult for people as it means moving to monthly payments rather than weekly or fortnightly and it may mean there is a period of time where you have very limited income while the change is processed.

It is also usual, when you receive UC, for any help with your rent to be paid directly to you rather than to the Association. This means that you then need to arrange for your rent payments to be made to us.

If you are invited to make a claim for UC please contact a member of the Housing Management team to discuss your situation and we will help support you the best way we can until you receive your new benefit.

Home Visits to provide Information and Support

The Association plans to visit tenants we think are most likely to move onto UC in the early stages and discuss how we can help them make a claim and what support is available to do this. For more information please contact Kerry Clayton or Aidan McGuinness at the main office.



Universal Credit (UC) is coming to Govan

Universal Credit is being rolled out in Govan from 19th September 2018.

What is Universal Credit?

It is a means tested benefit which will replace Income Support, ESA and JSA, Child Tax Credit, Working Tax Credit and Housing Benefit.

Who will be affected?

Everyone under Pension Credit age. The DWP will contact you and advise you that you need to make your claim. From 19th September any change in circumstances will also mean you will move onto UC.

Payment choices and possible Sanctions

- You can choose monthly or fortnightly payments
- It will be paid to one member of the household even if you are claiming as a couple
- You can choose to have the Housing Element (formerly Housing Benefit) paid directly to the Association. If you do not choose this option you must ensure you make the payment to your rent
- Sanctions leading to a cut in your benefits can be applied if you cannot meet the terms of your Claimant Commitment.

How to make a claim

You will need to claim online. Once you have done this you will be e-mailed or texted to attend an Interview at the JobCentre Plus to complete your claim and sign a Claimant Commitment. You must attend this interview or your UC claim will not be processed. ***If you do not attend you will not be paid.***

What you need to apply for UC

- Photographic ID
- Proof of your address
- Proof of your rent charge and your landlord's address
- Your National Insurance Number
- Bank statement
- Details of savings
- Details of current income – benefits or wage slips
- Childcare costs
- Child Benefit numbers(s)

Your claim will not be processed until you have provided all of the necessary information. You will need this to complete the online part of the claim and you will also need to take it with you to your interview at the JobCentre Plus.

Public Meeting

The Association will be holding a public meeting on Universal Credit at Elderpark library on Monday 3rd September 2018 from 6pm. The meeting will be an opportunity to find out more and ask any questions that you may have in relation to Universal Credit.

Elderpark promotes Modern Apprenticeships

We are delighted to welcome our two new Modern Apprenticeships, Laura Gibbons and Lauren Herd to Elderpark Housing Association.

We are committed to providing opportunities for younger persons to work within the organisation and receive training and support which can assist them in their career.

Laura will initially be working in the Finance and Corporate Services Department while Lauren will be working within our Maintenance Team.

A fantastic opportunity for the school leavers, we wish Laura and Lauren every success and we are sure they can look forward to an exciting career in housing.



Our Chief Executive, Gary Dalziel said 'For a lot of the staff at Elderpark Housing we were once Modern Apprentices, albeit many years ago, and we know what a great opportunity it provides for young people looking to build a career. Both Laura and Lauren have really settled in well and I am sure they will prove to be excellent additions to the organisation.'

Tackling Anti-Social Behaviour

The Association recently gained a court order to evict a tenant in for anti-social behaviour. The court will only grant an eviction decree where there is solid evidence that anti-social behaviour is occurring and ongoing, this means we need your co-operation to provide suitable evidence to the court. You can do this by contacting the Police when anti-social behaviour occurs and keep a record of when it occurred and what happened. By doing so we are more likely to be successful when we take court action to address the anti-social behaviour.

Eviction for rent arrears or anti-social behaviour is always a last resort, therefore, we will use a variety of options and work with a range of agencies to help resolve and tackle anti-social behaviour. For example, the Association was instrumental in forming the Elderpark anti-social behaviour forum (now called Govan Positive Outcomes) to address the increase in youth disorder in the Elderpark and wider Govan area.

The forum has representatives from Police Scotland, Community Safety Glasgow, the Social Work Department, Education Department and other Housing Providers, local Councillors and Youth Providers. With the co-operation and support of these agencies we are more likely to be successful in tackling youth disorder and providing long term solutions.

There are a range of activities provided by youth organisations in the Govan area. For more information on what is available contact Jim Fraser at our main office on **0141 440 2244**.



Fire Risk

There are potential risks of a fire starting in your home. By taking simple precautions the chances of it happening to you will be reduced.

Q1 Do you have a smoke alarm?

A smoke alarm will give you those few precious minutes of warning, this could help you and your family get out safely. Test your alarm regularly.

Q2 Do you have any electrical cables joined together with tape?

This is a dangerous practice which may result in fire. Avoid joining cables, replace with a single piece of cable, or use an extension lead.

Q3 Do you use an electrical adaptor or strip plug?

Never overload the adaptor with too many plugs as this may cause overheating and a fire.

Q4 Is any lamp fitted with a high powered light bulb?

If a higher rated bulb is used, overheating could easily occur causing the lampshade to catch fire.

Q5 Are most of your plugs fitted with 13 amp fuses?

An appliance fitted with a higher fuse than recommended, which develops a fault could overheat and eventually catch fire.

Q6 Do you use a chip pan or hot oil to cook?

If yes, please take care as overheated fat and oil can catch fire suddenly and without warning.

Q7 Do you leave plugs in sockets and appliances switched on when not in use?

Electrical appliance faults may cause overheating, leading to a fire.

Q8 Do you have an electrical appliance or appliance cables near the cooker?

If an appliance, or its cable, is subjected to radiated heat it can easily melt resulting in fire.

Q9 Do you have any electrical cables hidden under rugs or carpets?

Cables hidden under rugs or carpets will be walked upon. This may damage the cable and cause a fire.

Q10 Do you smoke?

If you do, make sure all cigarette ends are extinguished properly in ashtrays. Never smoke in bed.

Q11 Do you have an electric blanket?

We recommend that blankets are switched off and unplugged before getting into bed.

Q12 Do you store bicycles, prams or furniture on the common close landing?

This could be a source of fire caused by arson and will limit and obstruct your escape route in the event of fire which could lead to injury or fatalities.



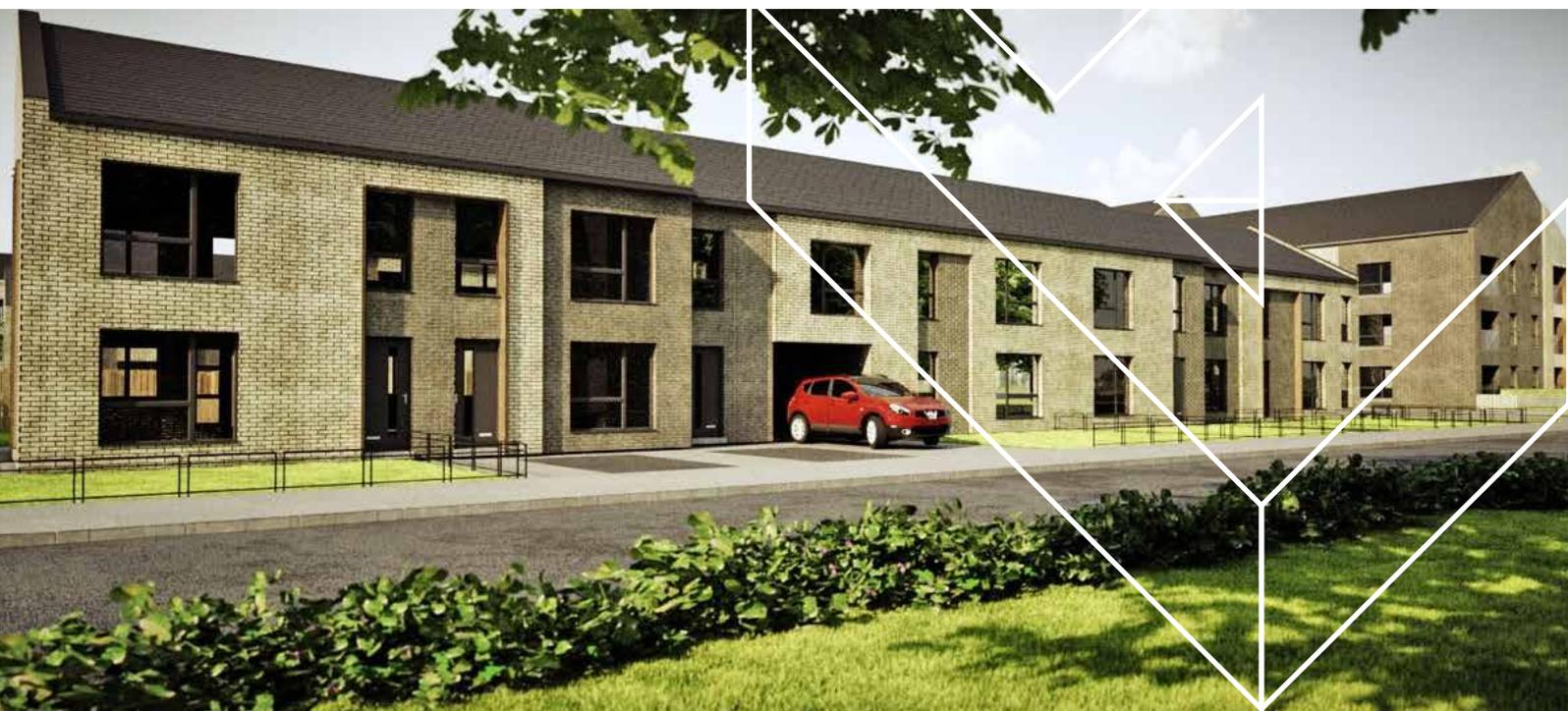


Hills Trust New Build

We are very pleased that, after prolonged delays with the acquisition of land for the 82 unit new build development on the site of the former Hills Trust primary school at Nethan Street that we have been able to issue tenders for the project. These have now been returned and we hope to commence on site within the next couple of months. Overall completion should be achieved by April 2020. 82 new build units will be provided on the site, 67 flats ranging from 2 person 2 apartment to 4 person 3 apartment and 15 houses and cottage flats, ranging from 3 person 3 apartment to 5 person 4 apartment. Wheelchair housing is also being provided.

All properties have been designed to a very high standard and all houses will have front and back gardens. Flats will all have enclosed balconies allowing all year round use and there will also be parking and communal garden space in the centre of the development.

All houses are 2 storey in height and flats range from 3 to 5 storey with the two 5 storey closes having lifts.



New Office

We will also be commencing on site with the restoration and refurbishment of the B listed original Hills Trust School at Golspie Street. This will be carried out in conjunction with the new build housing development at Nethan Street, although the office refurbishment will be completed by next summer.

The conservation works will also include a new build extension to the rear. Grant funding from Phase 2 of Govan Townscape Heritage Initiative is contributing towards the cost of the external works to bring the building back to its original condition, as far as is possible.

This will allow us to bring all our staff together under one roof for the first time and will enable us to provide a better service to our customers. There will also be room for further expansion.



Medical Adaptations

Each year Glasgow City Council provides grant funding to allow the Association to carry out medical adaptations.

This funding is very important as it allows tenants to live more independently and in some cases reduces the need for attending hospital.

Typical adaptations are installing low level and walk in showers when tenants are unable to access the bath.

If you require an adaptation you will have to be assessed by an Occupational Therapist.

You can arrange this by visiting your doctor or by completing an application form provided by the Association.

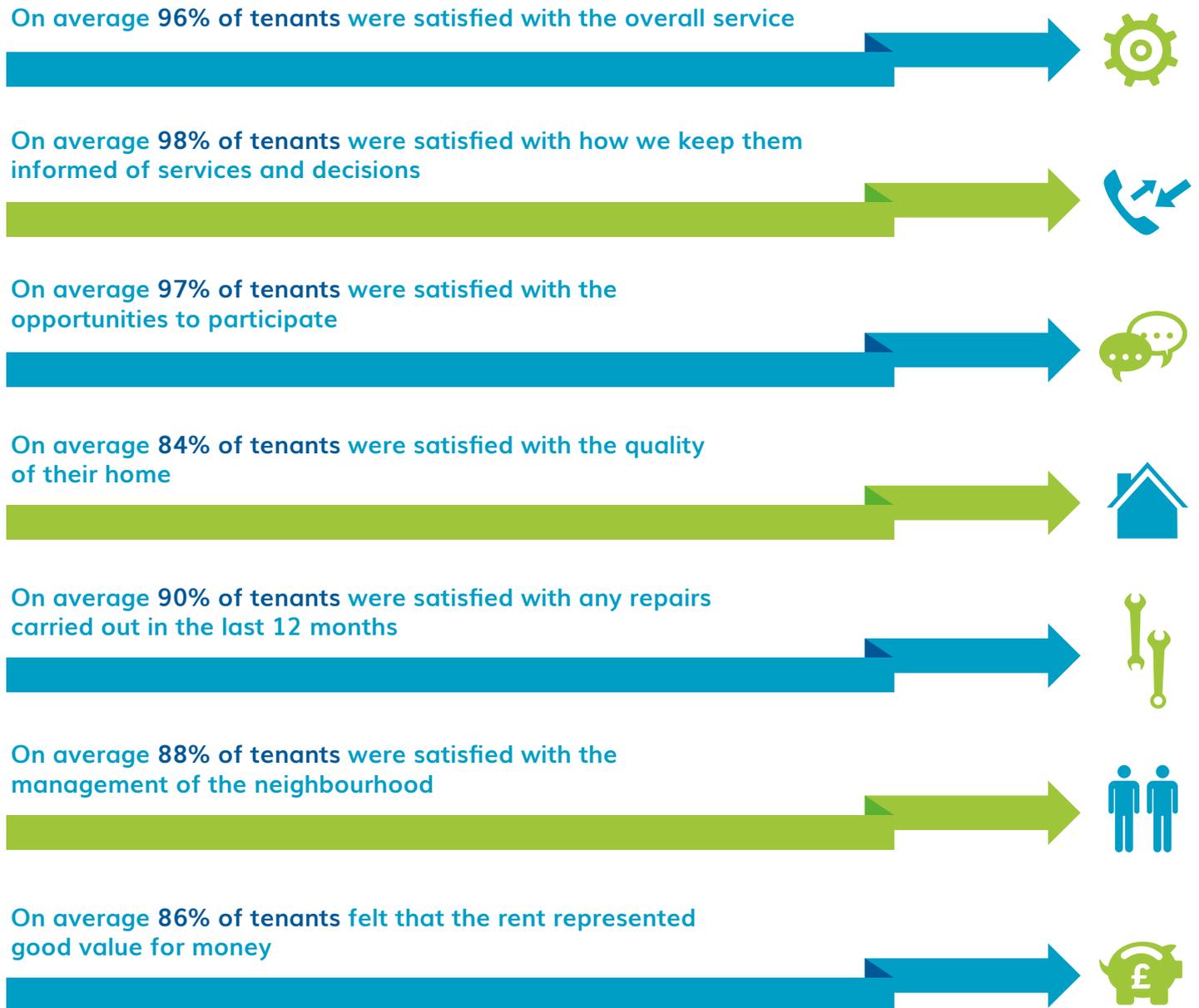
If you require a handrail or lever tap handles an assessment is not required.

If you require any further information please contact Terry Frew at the Maintenance Office, 227 Langlands Road, tel: **0141 440 0566**.

Top Marks for Elderpark!

The Association has consistently achieved over 90% excellent customer satisfaction over a number of areas for the past three years. We continually strive to provide an excellent service to our tenants and residents and have made improvements to our stock through a programme of major refurbishment, mini-refurbishment and estate management work.

The results below reflect average satisfaction results over all quarters from 2016 to 2018.



REMINDER

Public Meeting

The Association will be holding a public meeting on Universal Credit at Elderpark library on Monday 3rd September 2018 from 6pm. The meeting will be an opportunity to find out more and ask any questions that you may have in relation to Universal Credit.



Award Recognition for Elderpark Housing

We were proud to be shortlisted as a finalist for the 'Scottish Housing Association of the Year' 2018 at the recent Scottish Home Awards. This category recognised Housing Associations who delivered high quality housing and a range of excellent tenant services.

While we didn't win on the evening, that honour went to Glasgow Housing Association, we were delighted that of the five finalists we were by far the smallest organisation to be one of the nominees and to be one of the finalists in this category was very pleasing.

Our Chief Executive, Gary Dalziel said "In the last 12 months we have been recognised nationally at various award ceremonies with Lynn Reid winning the Frontline Housing Officer of the Year at the CIH Excellence Awards and Elspeth Millen, our Chairperson, being recognised for her outstanding contribution at the EVH Awards 2017 so to then be a finalist at the Scottish Home Awards was a really positive experience to be shortlisted, despite not winning the overall award."



Elderpark Launches New Website

We were delighted to launch our new website in August 2018 after almost a full year in development. Following our recent rebranding this has allowed us to create an excellent design and something which represents the organisation's commitment to providing different methods for you to access all the information and services you may need.

The new site will provide a much better on-line experience for our tenants, residents and service users and visually looks more attractive and easier to use than the existing site.

Some of the features include:

- Report a repair direct using our specially created repair identification tool
- Make a payment to your account 24 hours a day
- Interact directly with a staff member through our Live Chat facility
- Apply for housing and complete an on-line application form
- View all our available properties
- Contact any of our staff through their direct email address
- Plus lots of information on how to manage your tenancy, be a factored owner and the activities and events taking place within the community

Our website can also be resized for mobile content, includes important publications and video content and links directly with our twitter account and to all relevant partner organisations.

Gary Dalziel, Chief Executive said: "We are delighted with the work carried out by SeeSaw to create a high quality user friendly and attractive website. We are keen to encourage people to make full use of the site and give us any comments on areas which could be made to improve the website. This is just the first phase and we will be making regular improvements to ensure it's offering the best possible access to all our services."

To access our new website visit www.elderpark.org.

You can also follow us on Twitter @ElderparkHA or like us on Facebook at Elderpark Housing Association



Another Successful AGM and SGM

It was the 28th June and perhaps one of the hottest days of the year when we held our last AGM. Despite the searing heat, the World Cup was on and an Annual General Meeting and Special General Meeting being held on the same evening we were delighted to have around 40 members in attendance.

The Special General Meeting was called to update the Rules of the Association and while these were minor changes and updates they required the approval of our members.

Prior to the Annual General Meeting commencing attendees were provided with a presentation from MAST Architects on the proposals for the new homes which will be built on Nethan Street and the work that will be done on the former Hills Trust Primary to refurbish and redesign office facilities for the organisation.

Our Chair, Elspeth Millen gave a brief overview of the previous year before handing over to the

Management Team to provide a more detailed report on the performance of the organisation.

Overall the theme was that the Association had a very positive year and that we were pleased with the investment in our tenants' homes, our high levels of tenant satisfaction and strong financial performance.



Grenfell - A lesson for us all!

The terrible events of Grenfell highlight the importance of good fire safety in tenements and modern flats. Anyone unfortunate enough to experience being involved in a fire in a tenement or block of flats will know how quickly thick, black smoke can fill the stairways and landings making it impossible to see.

In this situation any obstruction that hinders fire fighters accessing the building or individual flats to tackle the fire, or, causes a trip hazard or obstruction to residents fleeing the fire can be potentially life threatening.

You will have noticed that fire safety notices have been put up in closes asking residents to keep all landings and stairways clear of obstruction. This means; bikes should not be chained to landings or stairway railing, landings should be free of furniture or other items that can cause obstruction or be used to set on fire and prams should not be blocking access to close or flat doorways.

With your help and co-operation the chances of fatalities in the event of a fire are greatly reduced if the common areas are kept free of obstruction.



Our New Business Plan

Leading the way in delivering outstanding customer service and great places to live

Our new vision puts simply what we are trying to deliver on a daily basis. We are committed to providing the best possible customer service, being more than just a housing provider by playing a major role in the local community and providing high quality homes which our tenants can enjoy living in.

Over the last year we have been working with staff and the management committee to develop a new three year Business Plan for the period 2018-2021. The Business Plan sets out what the organisation hopes to achieve during this time to work towards the vision identified above. In developing the plan we have identified five key areas which we will be seeking to deliver to achieve this vision. These are:

- Delivering modern and high quality services which benefit our customers
- Ensuring the organisation and our finances are managed properly
- Clearly identify our investment in maintaining and improving existing homes and where possible building new properties
- Working in partnership with the local community, local agencies and other organisations to benefit Elderpark Housing and our communities
- Making sure our staff and Management Committee are suitably trained and skilled

A Business Plan highlights the main aspirations of the organisation and on an annual basis we develop a set of priorities to help us work towards these. For example, some of the activities taking place this year include commencing the new build housing at Nethan Street and the refurbishment of the Hills Trust Primary into our offices, launch of our new website to allow for better customer service, working with our tenants to support them through the introduction of Universal Credit, retender our full reactive repairs service to ensure best value and wherever possible provide employment opportunities within the local community.

These are just a selection of the planned activities. You can find the full Business Plan on our website www.elderpark.org.

