

WINTER

NEWSLETTER 2018



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31 Garmouth Street, Govan
Glasgow, G51 3PR
0141 440 2244
admin@elderpark.org
elderpark.org

Elderpark CEO Scoops Top Award!

It was another successful year for the Association at the annual CIH Excellence Awards. Gary Dalziel our CEO scooped the award for Excellence in Leadership. Congratulations Gary! In addition, the Association narrowly missed out on awards for Excellence in Customer Services and Frontline Housing Officer of the Year.



Watch Out for Winter!

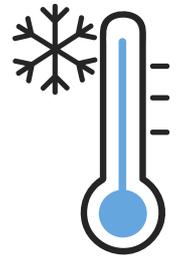
As we approach another winter there is always a greater risk of damage to your home due to frost or flooding from burst pipes. To avoid burst pipes try to keep your home reasonably warm during the day and night. Make sure you know where the main stopcock is for your cold water supply and make sure it works. This can prevent substantial damage to your home if you have a burst pipe.

If you do have a burst pipe or notice any signs of leaks or flooding:

- Turn off the water supply at the stopcock
- Fully turn on all taps as quickly as possible to drain the system
- If you find where the leak is, bind it tightly with a towel and place a bowl or other container to catch any drips
- If the water is likely to come into contact with electrical fittings switch off the electricity supply
- Call the Maintenance Office by telephoning free phone **0800 389 4798**.
- Or contact the Association's emergency repairs call out service by telephoning **0141 552 8647** (evening and weekends). If you wish to speak directly to a member of the Association's staff the emergency service personnel will arrange this.

Boiler and heating problems

Some boilers have a condensing pipe that drains to the outside. The liquid in this pipe can freeze in extremely low temperatures causing the boiler to shut down.



The pressure gauge on your boiler should sit between 1.5 and 2.0 when the boiler is running. If the pressure keeps dropping there may be a leak in one of the heating pipes. Report any of these faults to the Association's heating contractor **Kingdom Gas Services** by telephoning **0800 389 9463**.

Particularly cold temperatures can cause a drop in gas pressure and in extreme cases can cut off your gas supply. In these circumstances you must contact **Scotia Gas Networks** by telephoning **0800 111 999**.

Going Away

If you are going away on holiday or for a long period turn off the water supply at the main stopcock.

If you require any other information or assistance please contact our Maintenance Office at 227 Langlands Road. Freephone **0800 398 7498**.

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 to 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 and Facebook: www.facebook.com/ElderparkHa for all our latest news and upcoming events.



Boiler Breakdowns

Our contractor Kingdom Gas Services are reporting an increasing number of boiler break-down calls from tenants where no faults are found. This leads to an unnecessary additional expense to the Association.

Before reporting faults please check the following:

- Your room thermostat is set at the correct temperature
- Your gas meter is turned on and you have a gas supply
- You have an electricity supply
- The electric boiler switch is in the on position
- Your radiators valves are open

**Elderpark Christmas
Community Event**

**Monday 10th December
from 5.00pm - 7.30pm
at Elderpark Library**

Come celebrate Christmas with a toy bank, mulled wine, mince pies & a raffle!

Virgin Media Services

Virgin will be installing their communal fibre apparatus services to all of our properties over the next three months. No cables will be installed to any of our houses unless residents give Virgin permission to do so.



If you require any other information or assistance please contact our Maintenance Office at 227 Langlands Road on **0800 389 4798**.

Universal Credit

Universal Credit arrived in Govan in September and many people have already been affected by it.

We know that the transition to this benefit can 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 or no income while the change is processed. 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.

Initially when you receive UC the "Housing Costs" payment which is for your rent will 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. After you have received your initial payment it is possible to request the "Housing Costs" be paid directly to the Association via your online Journal. For assistance with this please contact us.

The Association is currently visiting 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. To arrange a home visit or an office appointment please contact your Housing Officer on **0141 440 2244**.

UC Universal Credit



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 would include 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.



Getting ready for winter

Did you know that heating accounts for about 55 per cent of what you spend in a year on energy bills, and that the average saving you could make by switching supplier is £200 but it could be as much as £300 if you have never switched at all?

You can start to take control of your energy bills in a range of ways, so Elderpark Housing Association has teamed up with Home Energy Scotland to help you find out how.

Funded by Scottish Government, Home Energy Scotland provides free, impartial energy advice designed to help householders make informed decisions. Home Energy Scotland has no connection with any energy supplier, and does not cold call.

At this time of the year, heating systems start to be put to the test, so now is a great time to make sure you are set up so as to get the most out of your system. Advisors can help in a range of ways, including how to manage your heating controls, and simple ways to help you save energy and keep your home warmer for less. The team can also see if you're eligible for financial support, benefits and incentives, and advise on shopping around for a cheaper energy supply.

To find out how Home Energy Scotland can help you, family or friends, call free of charge on **0808 808 2282**, quoting "Winter2018". Alternatively email adviceteam@sc.homeenergyscotland.org and an advisor will call you back. Or contact the team on Facebook (@HomeEnergyScotlandSC) or Twitter (HES_SC). Quote free prize draw*.

Home Energy Scotland is offering a chance to win **FREE** energy bills for a whole year. Imagine a year with no energy costs!

**Terms and conditions apply*

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT



Friday Night Activity Hub Ibrox Complex

Every Friday night
from 6-8pm



Supported by



Free
football,
badminton
and dance.
For ages 8-18

To sign up or to find out more
call **0141 580 8775** or email
rangerscharity@rangers.co.uk

We are proposing some policy changes and would really like to hear your views. Please return the enclosed questionnaire to our main office at 31 Garmouth Street. All completed questionnaires will be entered into a prize draw for the chance to win a £25 gift voucher. Just in time for Christmas!

Consultation on Proposed Changes to Housing Management Policies

The proposed changes to our policies are as follows:

- The common standard of a void property
- How we aim to reduce fire risks in tenement buildings
- Use of cupboards in tenement closes
- How we let our ground floor flats
- How we let Studio flats
- Close Cleaning Specification Contract

The Common Standard of a Void Property

We propose to increase the lettable standard of void properties to include the provision of an over bath shower, which is linked to the combi boiler. This is in response to the aspirations of new tenants and it means that we change the timing of the existing programme to modernise bathrooms to accommodate an empty house.

Reduce fire risks in tenement buildings

By adopting a risk management approach we aim to reduce and control the presence of combustible materials in common areas. This approach should also ensure that escape routes are free from obstructions which may hinder evacuating people from a burning building. In practice, if we see a mattress in the close we will put it into the back court immediately. However, if there is a wardrobe on a landing we would write to all residents in the close asking them to remove it or it will be disposed of.

Use of Cupboards in Tenement Closes

Linked to reducing the threat posed by a fire in a tenement, we propose to give residents the opportunity to store bikes, prams and mobility scooters in closes which have cupboards. The idea is that we would fit bars or wall anchors which would allow people to secure their bikes or prams in cupboards and not to the stair railings.

Changes to the Allocation Policy: How we let Ground Floor flats

We propose to offer ground floor properties to applicants who ask for ground floor only, for whatever reason and also those with a medical condition who ask for a ground floor or first floor flat only. This is based on the high percentage of applicants who want ground floor accommodation, see the table below.

Below is an analysis of the waiting list broken down by those looking for ground floor only or ground and first floor as a percentage of the total list. This was carried out in September 2018.

Waiting List	Ground Floor Only	Ground and / or 1st Floor
1 Bed Waiting List	20%	39%
1 Bed Transfer	41%	58%
2 Bed Waiting List	18%	39%
2 Bed Transfer	25%	53%

The purpose of this change in the policy will be:

- To rehouse more people with medical points
- Better matching of housing need to properties
- Concentration of adaptations in the most accessible properties

Consultation on Proposed Changes to Housing Management Policies....Continued

How we let Studio flats

We propose to advertise studio flats on Gumtree and via our website because there is no or very little demand on our waiting list. There would be a closing date and the person with the highest need would be offered the property. The outcome of a trial was that we are advertising our services to a broader range of people in housing need. There is a common misconception that because people were working they could not apply for a Housing Association property. From the initial trial we had 80 responses to the advert, 20 returned applications and 3 people were let accommodation.



Close Cleaning Specification

We do not propose to open up the close cleaning specification. This was comprehensively reviewed 3 years ago but we will give tenants the opportunity to comment on it or the management of the contract. Based on tenant feedback we will ask for actual dates when close windows are due to be cleaned and inform residents when this is to occur.

Please complete and return the form enclosed within the newsletter to the main office.

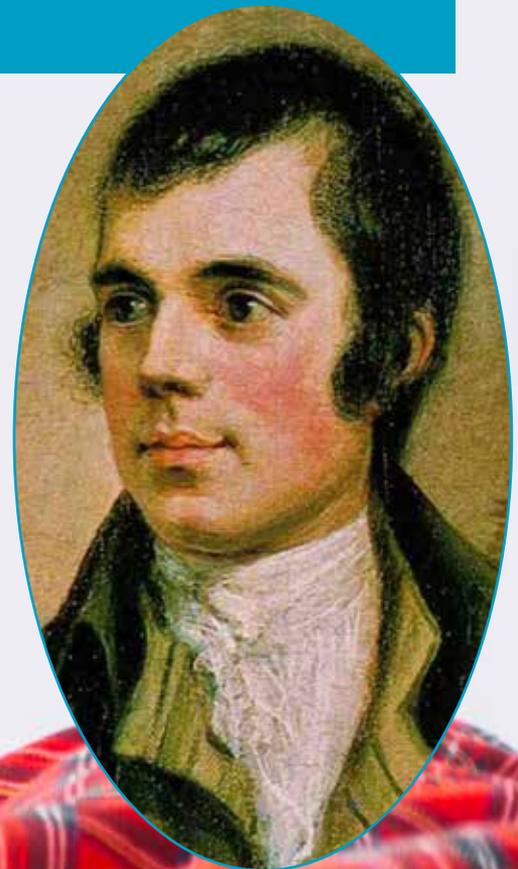
Elderpark Annual Burns Supper

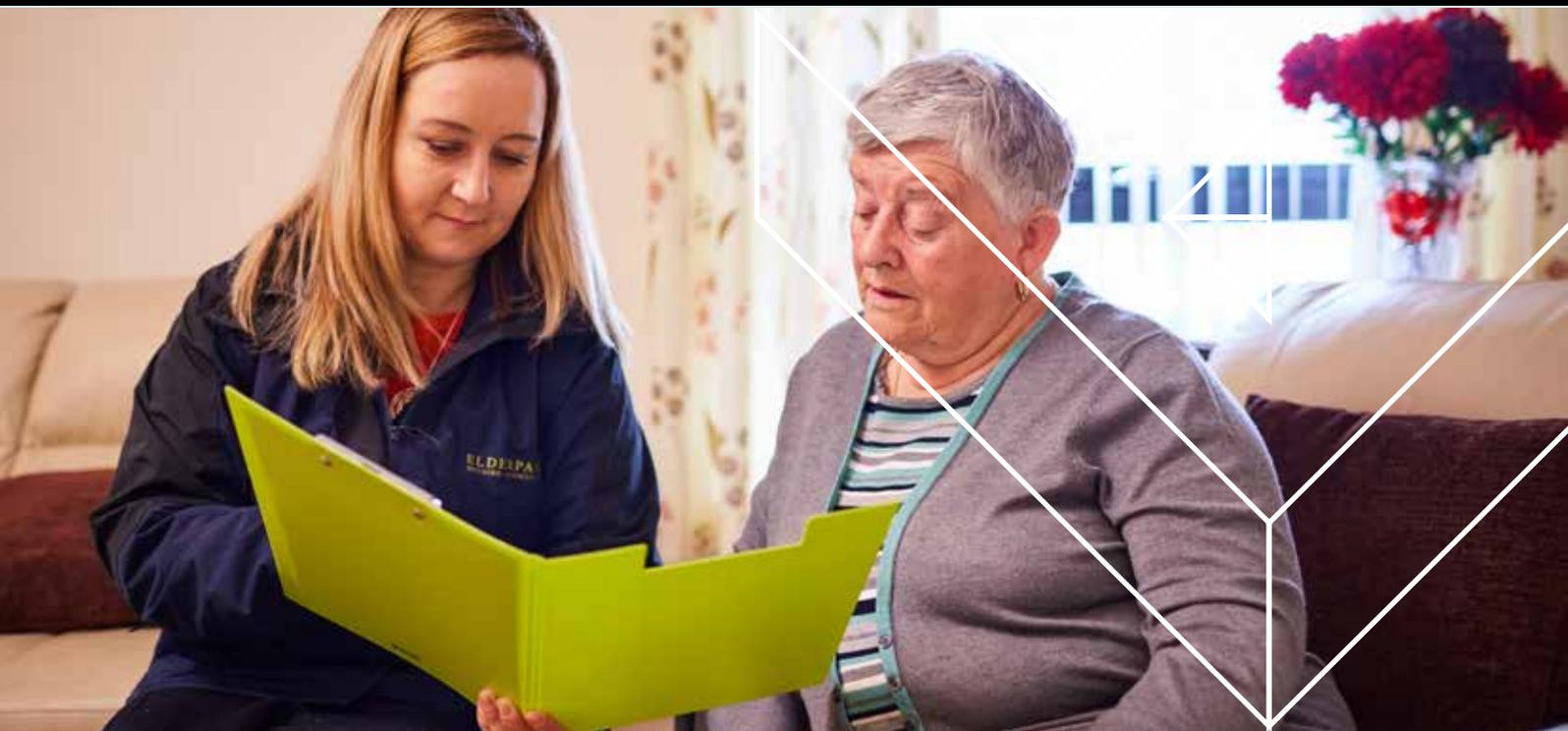
Elderpark Housing Annual Burns Supper

**Thursday 24th January 2019
at Elderpark Community Centre
from 6.00pm**

Why not come along and enjoy a traditional Burns Supper with music and entertainment. This is the Association's 7th Burns Supper and it just keeps getting better and better.

Places are limited to 36 spaces so if you're interested in coming along please contact Lynn Reid at the main office or telephone **0141 440 2244** to book your place.





Affordable Warmth Dividend

What is the Affordable Warmth Dividend?

The Affordable Warmth Dividend is a £100 payment made by the Council to Glasgow residents who are 80 years of age and older on or before 31 March 2019 to help keep warm during the winter.

Who is eligible for the Affordable Warmth Dividend?

All residents who are 80 years of age or over by 31 March 2019 and living in Glasgow. Did you receive a payment last year?

If you received a payment last year then you will automatically receive a payment again this year. You will be sent a letter advising you when your payment will be made. You do not need to apply.

How can I make an application?

You can apply for the Affordable Warmth Dividend in two ways:

Online - To apply online use the following link: www.glasgow.gov.uk/awd

Application forms are available from:

The Council's website at :- www.glasgow.gov.uk/awd
Telephone **0141 287 7961**

If you would like to post in your completed application please return it to:



Glasgow City Council
P.O. Box 36
Glasgow
G1 1JE

Affordable Warmth Dividend...continued

How long will the scheme be available?

Applications will be accepted from 5 November 2018 until 31 March 2019. We are unable to accept applications received after this date.

How will payments be made?

The preferred method of payment is by BACS directly into your Bank Account, however if you only have a post office account an alternative payment can be arranged.

When will the payment be made?

The Council will aim to make a payment to you in the month after we receive your application.

What evidence is needed to support your claim?

- a letter from the Department of Work and Pensions that confirms your address
- birth certificate
- passport
- driving licence
- utilities bill, bank statement or similar documents confirming residency at a given address
- pension award letter

If you are unable to provide the above evidence but have other documents that confirm your age and your address you can post them with your completed application or upload them online and your Affordable Warmth Dividend claim will be considered.

Is the claim limited to one person in a household?

No. Anyone who meets the criteria can apply, including those living in residential homes and hospitals.

Can someone apply on my behalf?

Yes, someone can apply on your behalf.

- On the online form there is a section that can be completed by someone applying on your behalf.
- On the paper form, if you write their details in the section at the bottom of the paper form or online. You can either complete the rest of the form or ask your nominated person to do it for you. However, you should still sign and date the application form.

Where can I find out more information?

You can get more information from our website at www.glasgow.gov.uk/awd or phone **0141 287 7961**.



Update on New Build Development & New Office

Hills Trust New Build (Nethan Street)

We are delighted to report that works will commence on the site of the former Hills Trust Primary School at the junction of Golspie Street and Nethan Street. CCG (Scotland) have been appointed to carry out the works after the recent procurement exercise for the project. The works will begin just after the Christmas & New Year holiday period and will be completed around the summer of 2020.

82 units for affordable rent will be provided and will include a mixture of flats and houses, including wheelchair provision. Sizes range from 2 person 2 apartment flats to 5 person 4 apartment houses. All houses will have front and back gardens and flats will have balconies that can be open or closed, allowing all year round use. All properties will be designed to the highest standards and will be energy efficient. A feature 5 storey block of flats, dropping progressively down as it turns the corners will provide a dramatic visual impact. Communal garden, amenity space and parking will also be provided within the development.

Elderpark's New Office

CCG have also been appointed to convert the B Listed former Hills Trust Primary School into office accommodation for the Association, allowing us to bring all staff under one roof for the first time whilst also allowing room for future expansion. This will allow us to provide an improved service to our customers. A new build extension will be erected to the rear of the building.

Conservation of the building is very important as we try to bring it back to its former glory and with that in mind we will be receiving grant funding from Phase 2 of Govan Townscape Heritage Initiative towards the external conservation works. We anticipate receiving the formal approval and offer of grant early January and works will commence as soon as this is in place.



Improving Service Delivery by Updating Your Personal Details

We aim to update tenants' personal details on a regular basis so that we can record any special requirements you may have, record who is living in your home and ensure that we have up-to-date contact details, including email and emergency contacts.

The purpose of this is:

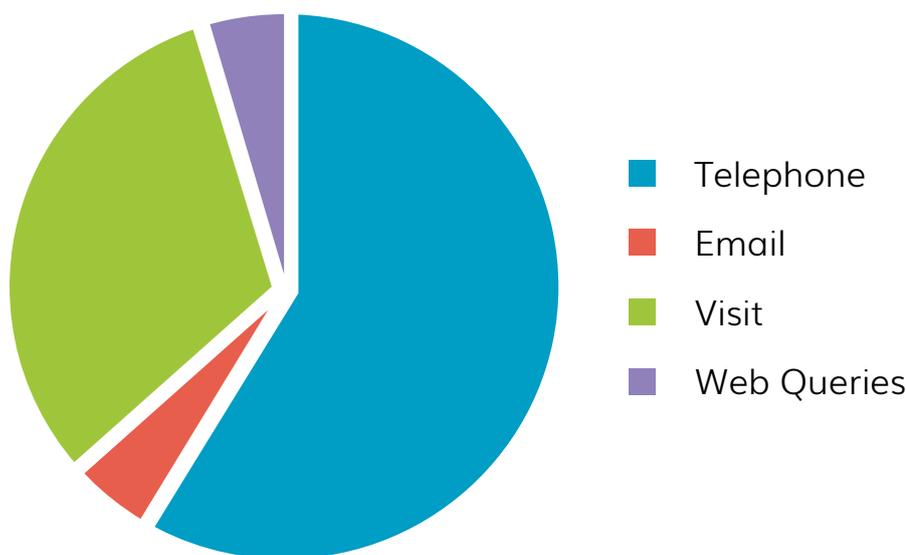
- To improve service delivery by getting to know you better so that we can tailor our service to your requirements and also help to signpost you to other services
- Communicate better with you in your preferred mode
- Register who is living in your home so that we can better protect your tenancy rights such as assigning your tenancy and helping family members succeed the tenancy.

We have over 450 up-to-date tenancy records; this has been helped by those who completed the Cash for Kids applications, family composition forms issued with the information about the Housing Act 2014 and those who recently attended Money Matters appointments and Universal Credit interviews with housing staff.

We aim significantly to increase this number and will target those who have been a tenant for more than 2 years in order to get updated contact details. This will include visits to your home and letters which have been pre-populated with your personal information which we will ask you to verify.

Part of this data collection exercise is to help inform our digital strategy. This includes analysing how tenants and housing applicants interact with us and see if we can develop other means of digital interaction.

For example, we have collected 499 emails. Currently, the most common way to contact us is via the telephone as illustrated in the graph below. This is a base line survey of those who contacted the Association on Monday 29th and Tuesday 30th October.



We will repeat this exercise in months' time to see if there are any changes.

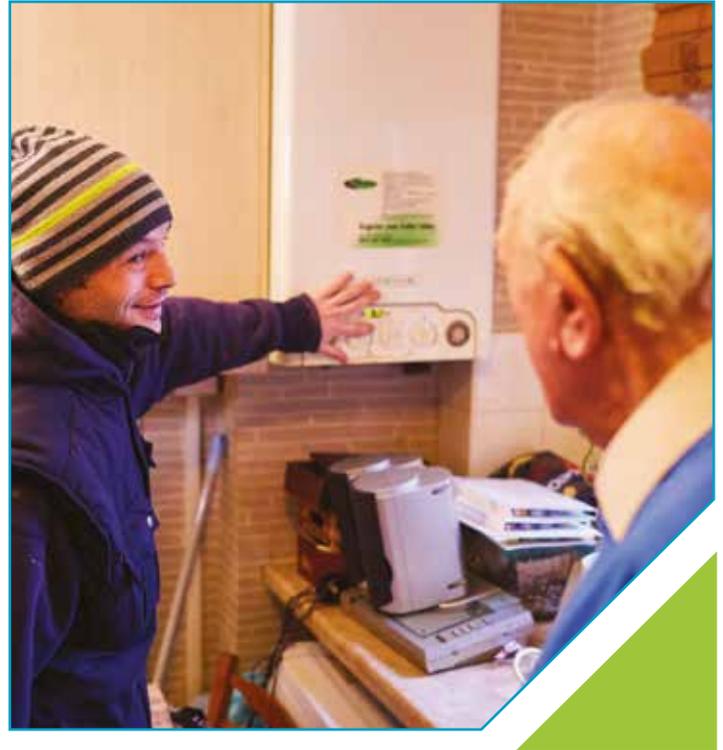
Report a Repair On-line

We launched our new interactive website a couple of months ago which allows tenants and service users the ability to engage directly with the Association through a variety of methods.

Our most recent feature launching this month allows you to report a repair on-line by selecting any of the categories below.

When accessing the Report a Repair section you can specify what the issue is and where possible include images which will allow us to correctly ensure that the repair you have is diagnosed properly. This new tool means that you can report a repair 24 hours a day and it will be sent to our Maintenance department to arrange for a contractor to resolve your issue.

As this is a new feature we would welcome your feedback on what works and any possible areas for improvement.



Report a Repair

To help us guide your report to the relevant department, please use our quick and easy form below to report a repair.

Choose a Category...

 Walls, floors and stairs	 Roofs, Chimneys and Drains	 Communal Areas	 External Areas
 Heating & Electrics	 Kitchens & Sinks	 Doors & Windows	 Plumbing