



**ELDERPARK**  
HOUSING

# SUMMER

## NEWSLETTER 2019

# ELDERPARK

## HOUSING



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# Thank You Elspeth

## Chairperson Retires after 23 Years

Elspeth Millen has retired from Elderpark Housing after 23 years of devoted serving to our community.

Elspeth said farewell to Staff, Members and fellow Management Committee Members at the AGM held in late June.

Having chosen to retire after nearly a quarter of century serving Elderpark and our tenants, Elspeth paid tribute to the community in her final remarks as Chairperson.

And Chief Executive Gary Dalziel paid a warm tribute to Elspeth saying her unbroken service and five periods as Chair had contributed greatly to the Elderpark's success.

In her remarks, Elspeth reminded Members how her association with Elderpark began – which came about after she picked up a copy of the Evening Times.

Elspeth had just retired from her long career in the care sector and was pondering a move from her home in Drygate near the Royal Infirmary.

At the time she had no connection to the Govan community but noticed an advert from Elderpark in the paper encouraging people to apply for shared ownership homes which Elderpark were newly-offering.

*Elspeth explained: "I thought to myself – that just might be something that would suit me. So along with a friend we got ourselves down to Govan and met Shirley who enthusiastically told us all about shared ownership. I loved the idea and signed up for it virtually right away. Soon afterwards Depute Chief Executive Shirley McKnight suggested to me that I might consider becoming a member of the Association and in due course perhaps joining the Management Committee. I thought to myself again, I'm retired now – why not? Housing Associations do the most wonderful work – why not be part of it? And so began a 23 year journey and I have loved every minute of being involved in housing. Isn't it amazing how things happen often by chance?*

*Had that advert not been in the paper, had I not picked it up and looked at that particular page, had I not made the decision to come and see Shirley.....then the last 23 years would not have happened."*

Elspeth paid specific tribute to the Staff, Management Committee Members and Members for the support they have given her over many years.



Chief Executive Gary Dalziel said: *"Elspeth's contribution to Elderpark over 23 years has been nothing short of outstanding and we are immensely grateful for all that she has done and more than a little sad that she has decided to retire.*

*Her unbroken service included five periods as Chairperson and although I have only been with Elderpark Housing for two years I can say that one of her most valuable traits has been her calm manner and ability to take a step back to see what's best for the Association and our communities as a whole. We wish Elspeth a happy retirement from the Association but, knowing her as we do, she will continue to be a vital and hard-working member of the Elderpark community."*

## Importance of home fire safety

The Association recognises the importance of home fire safety and currently have a program underway to provide the latest radio linked smoke detection systems into all our homes, this includes;



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

Hard wired smoke detectors, heat detectors and carbon monoxide detectors that are inter linked and will alert you if any device detects a problem.

We currently have 70% of our homes protected by the new system and will have this system installed in 100% of properties within the next 3 years.

However, the best protection against fire is to prevent it happening in the first place. Fires happen for many reasons including; cigarettes not put out properly, candles left unattended, chip pans, faulty electrical appliances or chargers left on for too long.

The best way to protect your family and your home is to get expert advice from the people who understand the danger of fire, the causes of fires and how to prevent them.

Scottish Fire and Rescue Service provide free home fire safety visits to help you identify possible fire hazards and offer advice and guidance on how to keep your home safe from fire

We would urge all our tenants to take advantage of this free service from Scottish Fire and Rescue Service, it could help save your life.

To arrange a home safety visit at a time that suits you call **0800 0731 999** or text **"CHECK"** to **61611**, alternatively, you can visit [www.firescotland.gov.org](http://www.firescotland.gov.org) and book a visit online.





# Getting Our Homes Under Way

## Local MSP Humza Yousaf helps us begin building work

Work is now well under way on our multi-million pound homes boost for Govan.

CCG is building 82 new high quality homes and an office for the Association near Govan Cross.

The £15 million development will also breathe new life into an iconic former school bequeathed to the Govan community in the 19th century.

Local MSP and Cabinet Secretary for Justice Humza Yousaf assisted by Baillie John Kane on behalf of Glasgow City Council and our Chairperson Elspeth Millen officially kicked off the work which will transform an area of the community with much-needed housing.

The development of 70 flats and 12 houses is being built at Nethan Street within sight of Govan subway station.

As well as the new homes the restoration of the former Hills Trust School is a key part of the work. The school in Golspie Street will be restored as new offices for Elderpark Housing bringing to an end years of dereliction and will give this magnificent building a new lease of life.

The conservation repair of this B listed building is being part funded by the Govan Cross Townscape Heritage Initiative, supported by the Heritage Lottery Fund, Historic Environment Scotland and Glasgow City Council.

Humza Yusaf MSP said: *"I was delighted to see at first-hand how this important development will enhance the community with the delivery of new housing. I was also pleased to learn of the wider community regeneration work which Elderpark Housing is undertaking. The new housing and former school restoration is a great example of what can be achieved when the Scottish Government, Glasgow City Council and housing providers like Elderpark Housing work together."*



*Dig this....Humza Yousaf gets work under way with the Hills Trust school in the background.*

The Association's Chairperson Elspeth Millen said: *"This a great step forward for the community. New rented homes are much-needed and Elderpark Housing is delighted to be delivering on our commitment to making this happen. We look forward to the transformation of Nethan Street and the restoration of the former school building which has served our community for generations."*

During a tour of the site our Chief Executive Gary Dalziel briefed Humza - on the work of the organisation – particularly on its regeneration and community work.

Gary said: *"We are very grateful that Humza came along to get work officially under way on our new development. Elderpark Housing shares the vision of the Scottish Government and Glasgow City Council to build new homes within our communities. This is a sizeable development for us but when it is completed the new homes will make a real difference to people's lives. We expect the homes to be ready by summer 2020 and the school to be completed by the end of this year."*



## Govan's three Housing Associations meet University over new campus

Three housing associations in Govan including Elderpark have met the University of Glasgow to learn more of its multi-million pound campus destined for their doorstep.

The University is bringing the showpiece new campus to the community and hopes to start work within two years.

Now just weeks after the development was announced the University along with Linthouse, Govan and ourselves have agreed to work together to help bring opportunity to our community.

The housing associations have pledged to help the university with "vital local knowledge" as it prepares to construct the new "Clyde Waterfront Innovation Campus (CWIC)."

The meeting involved the organisations' three Chief Executives – Irene Campbell of Linthouse, Fiona McTaggart of Govan and Gary Dalziel of Elderpark.

Gary said: *"We are impressed by the willingness of the University of Glasgow to engage with us so quickly. The three housing associations play a strong role within the community and our knowledge and engagement within the local area can be invaluable to the university as we work together to regenerate Govan. We are keen to support the University of Glasgow in whatever way we can - not only to deliver academic excellence but learning opportunities for the people we serve as housing associations. We look forward to the day when Govan becomes the latest campus for the University."*

The site for the new campus is currently a disused car park at the southern end of the Clyde tunnel near the Queen Elizabeth University Hospital.



With financial commitments of £28m from the University, and £27.5m from the Glasgow City Region City Deal, plans for the new campus are already well underway.

The University said the campus will "provide a major boost" to Govan bringing in high quality jobs.

At their meeting the three housing associations told the University that there is an expectation from Govan residents that they would see real benefits from the delivery of a new campus - something the University of Glasgow is committed to.

The community has already been told that the University will create "Invention Rooms" for use by local school pupils and young people. They are described as "shared, interactive spaces" to allow for collaboration between the University, the local community and industrial partners. Crucially, they are designed to inspire a culture of innovation and entrepreneurship among local residents.

The Principal of the University of Glasgow, Professor Sir Anton Muscatelli said: *"We are in the early stages of planning for our new Govan campus, but a core part of our ambition is to work with the community to ensure there are opportunities both in new jobs but also in providing routes for young people into University. The Clyde Waterfront Innovation Campus in Govan has the potential to make Glasgow a world power house in new industries like quantum technology, nanofabrication and precision medicine."*



# Best Start Grant



The Best Start Grant is a package of three payments. It provides parents or carers who get certain benefits or tax credits with financial support during the key early years of a child's life.

## Pregnancy and Baby Payment

We have replaced the UK Government's Sure Start Maternity Grant with the Best Start Grant Pregnancy and Baby Payment in Scotland.

Social Security Scotland began taking applications on Monday 10 December 2018.

The Pregnancy and Baby Payment replaces and expands on the UK Government's Sure Start Maternity Grant by:

- providing eligible families with £600 on the birth of their first child and £300 on the birth of any subsequent children
- not putting a limit on the number of children that are supported
- extending the application window from 24 weeks pregnant to 6 months after the birth, giving clients longer to apply

## Early Learning Payment

The Best Start Grant Early Learning Payment is a new £250 payment to help with the costs of early learning when a child is between 2 and 3½ years old.

Social Security Scotland began taking applications on Monday 29 April 2019.

## School Age Payment

The Best Start Grant School Age Payment is a new £250 payment to help with the costs of preparing for school around the time a child might start Primary 1.

Social Security Scotland began taking applications from Monday 3 June 2019.

Further information is available and applications can be made online at: [www.mygov.scot/best-start-grant](http://www.mygov.scot/best-start-grant) or by telephoning **0800 182 2222**.



## Staff News

Elderpark would like to welcome Steven Webster to the team. Steven joins us on a temporary basis from Paragon Housing Association in Grangemouth having previously worked as a Housing Officer there. He brings a lot of experience having worked in various housing roles in England for the last 18 years. Steven will be the Housing Officer for Langlands Road, Crossloan Road and Craigton Road and can be contacted on the main office number, his direct line **0141 440 6153** or via e-mail: [steven.webster@elderpark.org](mailto:steven.webster@elderpark.org).

Fiona Koroma is currently on placement with Elderpark "I am currently a student at the University of Stirling, studying a Post Graduate Diploma in Housing Studies. I am undertaking a 10 week internship placement within the Housing Management department at Elderpark. Whilst getting great "hands on" experience shadowing a fantastic team, I am also reviewing Elderpark's complaints handling procedures as an academic piece of work for my Diploma. This will involve getting vital feedback from tenants on how they think Elderpark handle and deal with complaints received and tried to resolve as well as highlighting positive feedback when tenants are satisfied with services received."



## A new home for the Khan family

When the Khan family were offered a home by Elderpark Housing they were overjoyed at the news.

Unfortunately the property they were privately renting in another part of the city was too small and unsuitable for their current needs.

Two of their children have additional health and support requirements so finding a suitable property was proving to be a challenge.

And that's where Elderpark Housing came in.

The Association bought a spacious three-bedroom property from a private landlord using funding provided through Glasgow City Council.

Ideally suited for the family, we then set to work adapting the property substantially to meet their needs using a funding scheme whereby Glasgow City Council provided a grant to cover 50 per cent of the costs to do this work.

The Khan family - made up of Dad Abdul, Mum Rasheda and their family Rasheeqa (20) Namood (17) and Jazeb (11) – are overjoyed with their new home.

Before they moved in we undertook a number of improvements including installing new central heating together with a new bathroom, new double glazed windows and new fitted kitchen. We also decorated the property bringing a new lease of life to the home and making it beautifully fresh and bright for the family to move in to.

Abdul said: *"We can't thank Elderpark Housing enough. The house is perfectly suited to our needs and we all love it. Where we were previously was not suitable and was too small. We now have a lovely spacious home for the whole family."*

Housing Officer Kerry Clayton added: *"To see the Khan family in a home that really meets their needs is wonderful. We wish them many happy years in it."*

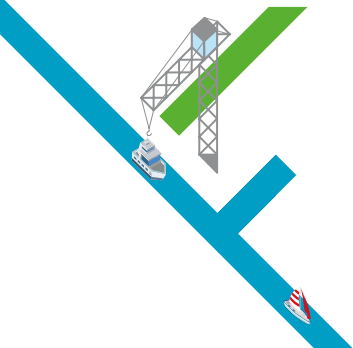
\*Elderpark Housing acknowledge the involvement of Glasgow City Council and its generous grant funding in helping make the purchase of the home and the adaptations possible.





# Universal Credit Support

The service provided by Glasgow Life to help make claims for Universal Credit has been reviewed and as a result the times shown below are now when appointments are available. The "Digi pals" service is still available to help maintain your claim once it is up and running and they are in both libraries on a Wednesday between 1pm – 4.30pm.



**Elderpark : 0141 276 1540**

**Wednesday 1pm - 8pm    Friday 10.15am – 5pm**

**Ibrox : 0141 276 0712**

**Monday 10.15am – 5pm    Thursday 1pm – 8pm    Friday 10.15am – 5pm**

If you have been advised to make a claim but are unsure of what this means for you please contact your Housing Officer on **0141 440 2244** for further advice and support.

**DWP Universal Credit Helpline : 0800 328 5644**

Please also note other support services which provide practical advice around making and managing your Universal Credit claim are available by contacting these agencies

**Universal Credit Helpline : 0808 169 9901**

**One Parent Families Scotland : 0808 801 0323**

## Thank You Dara

The Association would like to say a massive thank you to one of our fantastic tenants, Dara Michael.

Dara moved in to her current home in 2016 and has built a lovely home for herself and her family. One day Dara looked out her window and thought to herself that the walls of the bin area and the backcourt paths were looking a bit grubby.

Dara decided to do something about this and borrowed a power washer from her work then spent the next two nights clearing a build-up of moss and grime from the walls and pathways. The result of her hard work was transformational and helped restore the backcourt to mint condition.

One of the items Dara cleaned was a stone bench that had become weathered over the years and as Dara says *"I had no idea the bench looked so nice and I can't take my eyes off it now that it's cleaned up."*

It true what they say, it's the people who make Elderpark and Govan such a good place to live and give it such a great sense of community and the Association are fortunate that we have so many great tenants like Dara living in Elderpark!





## Close Cleaning Contract

The Association will periodically review service contracts and put these back out to tender. We do this to comply with the Housing Regulator's guidelines for procuring services and to ensure our tenants and owners get value for money from the services they pay for.

The close cleaning contract was put out to tender in February and the successful contractor was C.A.S Contract Cleaning Ltd who will take over the close cleaning contract from 1st July.

We are happy to announce that we have acquired a very competitive price and subsequently there will be no additional costs to tenants and owners.

Please contact the Association's Estates Management Inspector Jim Fraser if you require further information on close cleaning, ground maintenance or any other estate services.

## 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](mailto:admin@elderpark.org).

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





## Fair Start Scotland – would you like help to start work?

Fair Start Scotland is the new employment support service for Scotland.

### How does it work?

Fair Start Scotland is the new employment support service for Scotland. There are lots of people who want to work but find it difficult based on their circumstances.

Fair Start Scotland is delivered by PeoplePlus and trusted local delivery partners, who have a lot of experience helping people back into work in a variety of ways, including;

- Helping break down the barriers that might be stopping you from working;
- Developing a programme of support which recognises your skills, attributes and assets which will help you to progress towards employment;
- Keeping in contact and offering personalised support to ensure the service is meeting your needs;
- Keeping in touch with you when you find employment to make sure everything is going well and to answer any questions you might have;
- Giving you the chance to take part in engaging activities to build your confidence.

### What will Fair Start Scotland do for me?

#### Develop your skills and attributes;

They will recognise the skills and experience you already have and work with you to develop these further. They will also help you to improve your confidence along with creating and updating your CV and interview preparation.

#### Help you achieve your goal of employment or self-employment;

They give you a dedicated adviser who will help you search for work using a range of methods to suit your needs and will listen, guide and support you through your journey.

#### Help you find suitable work placements or volunteering opportunities;

They provide support and help you find work that suits your circumstances and will help build your experience. You will retain full choice and control over the support you receive at all times.

### Why is Fair Start Scotland different to other back to work services?

You decide whether you want to take part and your participation is completely voluntary.

- It will develop the skills and experience you already have, preparing you for work;
- You have everything to gain and nothing to lose – taking part in Fair Start Scotland will not affect your benefits;
- The service has been developed by listening to the experience of people who have benefited from employment support;
- They will help you build confidence through group work and social activities including topics around health and wellbeing;
- They can work with you flexibly; they have an app called “mytime” as well as Skype and face to face meetings;
- Regardless of your previous employment history or personal circumstances, they are committed to helping you find work.



Am I eligible? Fair Start Scotland may be the service for you, if you are;


- Living in Scotland and eligible to work in the United Kingdom;
- Are over 18 and claiming benefits; or
- Over 18 and have a disability as defined in the 2010 Equality Act; or
- 16 or 17 and are either disabled or in receipt of Employment and Support Allowance or Universal Credit.

If you have any questions about how Fair Start can help with your future, get in touch with them;

**Telephone:** 0141 471 5056

**E-mail:** [infofairstart@peopleplus.co.uk](mailto:infofairstart@peopleplus.co.uk)

**Website:** [www.peopleplus.co.uk](http://www.peopleplus.co.uk) or [www.employabilityscotland.com](http://www.employabilityscotland.com)

 PeoplePlusScotland

## Useful Contact Numbers

Emergency Repairs – **0141 552 8647 (after 5pm)**

Police Scotland – **101 (non emergency) or 999 (emergency)**

Crime stoppers - **0800 555 111**

Gas Escapes – **0800 111 999**

Scottish Power – **0800 092 9290**

Clean Glasgow – **0300 343 7027 (fly tipping/Graffiti/dog fouling)**

Cleansing – **0141 287 9700**

Stair Lighting – **0141 440 0566 (daytime) 0141 552 8647 (after 5pm)**

Roads and street lighting – **0800 37 36 35**

Heating/Hot water faults – **0800 389 9463**

Noise pollution team – **0141 287 6688 / 0800 287 3901**



# Planned Maintenance Update 2019

This year as part of our planned maintenance programme the Association will be carrying out the following:

What?	When?	Where?	
Installing new kitchens, internal doors , A rated gas boilers and radio linked smoke detector systems	May - October	All properties at: 40,42,44,48 174,176,178 211,217,221,225 3,11,15,19	Craigton Road Crossloan Road Langlands Road Nimmo Drive
Radio linked smoke detector systems <ul style="list-style-type: none"> <li>• Smoke detector in the hall and living room</li> <li>• Heat detector in the kitchen</li> <li>• Carbon monoxide alarm next to the boiler</li> <li>• Control unit in the hall</li> </ul>	April - September	All properties at:  231,233,235,237,239, 241,243	Harhill New Build Skene and Rhynie New Build Langlands Road
Cyclical paintwork programme	June - November	All properties at:  174,176,178 6,10,12,14,16,18,20 24,28,34,36,40 52,54 211,217,221,225 608,616,622,628 1,5,9,13,17,21,23, 27,31,35,37,43	St Anthony's New Build Crossloan Road  Elderpark Street Lambhill Street Langlands Road Scotland Street Uist Street
External fabric and stonework repairs	September - November	231,233,235	Langlands Road

Tenants will receive a letter in the near future to confirm actual access arrangements.

If you require any further information please contact Terry Frew at the maintenance office at **227 Langlands Road** or telephone **0800 389 4798** or email [maintenance@elderpark.org](mailto:maintenance@elderpark.org).