

CORONAVIRUS UPDATE



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Office Closure

Following the most recent UK and Scottish Governments advice on the COVID-19 outbreak, we have taken the decision to close our office to the public until further notice and have implemented a range of home working measures wherever possible.



While our intention will be to provide you with the most effective service as possible, please be aware there may be some disruption. We have instructed staff that all non-essential visits to our tenants and residents' homes should cease immediately to protect both you and our staff until further guidance is provided by the Government.

You can still pay your rent, report a repair, discuss your tenancy or contact the Association by telephoning **0141 440 2244** or emailing us at admin@elderpark.org

You can also contact us via live chat on our website.

Elderpark is doing everything we can to ensure you get the support you need during the current COVID-19 health crisis

So what are we doing?

We have contacted about 500 tenants we think may be in need of support. In case we missed anyone, we will survey tenants by sending a link to their smartphone or email address. The purpose of the survey will be to identify people who need benefit advice, fuel advice, or if they have difficulties feeding their family. If you do not have e-mail or a smartphone please contact us and let us know of any support needs you may have.

So how will this work?

Shopping

We are working with the Dig In Shop to ensure that we can deliver basic essentials, ready-made meal bags and a range of fruit and vegetables.

Ready Meals

Urban Roots are preparing ready-made meals on a Thursday and Saturday, which was delivered to those who cannot get out. The first batch will be delivered on FRIDAY, APRIL 3.

Keeping in Regular Contact

Working in partnership with the No 1 Befriending Agency we will find out those who require a phone call to check in and see how they are getting on.

Prescriptions

We can arrange to pick up prescriptions if need be. Most chemists are offering a delivery service.

For assistance or information on any of these services please contact us on **0141 440 2244**.

HM Government **NHS**

CORONAVIRUS

STAY AT HOME

SAVE LIVES

Anyone can spread Coronavirus.

The only reasons to leave home are:

- ✔ To shop for basic necessities or pick up medicine
- ✔ To travel to work when you absolutely cannot work from home
- ✔ To exercise once a day, alone or with members of your household
- ✘ Do not meet others, even friends or family

CORONAVIRUS
STAY HOME
PROTECT
THE NHS
SAVE LIVES



Biggest-ever engagement with tenants

Elderpark has praised the "outstanding" efforts of our own staff and of thousands of others across Scotland as they throw a lifeline to tenants everywhere. Elderpark said the housing association movement already hugely respected within Scotland's communities had mobilised in a way never seen before as it endeavours to help tenants.

Tenants and their households, many already being "shielded" and in isolation were being helped in a variety of ways. At Elderpark, staff were "working flat out" to work with partner organisations in the Govan community including:

Launching a prescription-collection service for tenants to relieve pressure on existing pharmacy services

Work with environmental charity Urban Roots in preparing ready meals

Deliver shopping for tenants thanks to a link-up with Govan's "Dig in" Community shop and food hub "Moogety Grub Hub"

Ensuring Elderpark tenants who could be isolated receive a phone call so they don't feel isolated - carried out with the "No1 Care and Befriending Agency" and the associations own staff

Elderpark is also engaging with 'Scotland's children's charity' Aberlour with whom it already works closely throughout the year to benefit young people in the community.

Gary Dalziel, our Chief Executive said, "The efforts of Elderpark's staff and of our partner organisations to ensure we support our tenants has been outstanding. Their willingness to offer their assistance to go beyond what is required demonstrates why the sector is often recognised as being a community anchor.

And we know this is being undertaken by housing associations and co-operatives across the length and breadth of the country whose staff are working tirelessly with other partners to make a positive difference.

It's often said that necessity is the mother of invention and we are already seeing some unique and innovative solutions on how services are delivered by the housing associations and co-operatives as they attempt to ensure that those who most need our support can access the assistance they need.

This is a new experience for everyone involved and having been thrown into a situation outwith all our control it's heartening to see the levels of partnership working taking shape which will only

increase as we come to terms with the changes that are taking place. Elderpark is looking closely at how local housing associations can do more together to make sure that we reach everyone within our communities in Govan and the surrounding areas.

In addition to what we are doing we all have unlimited respect for the selfless NHS staff, care home staff, shop and supermarket workers, refuse collectors, postmen and postwomen, transport workers and others who are keeping the country going and on whom we rely so much."



Coronavirus (COVID-19)

COVID-19 and Financial Support

If you think your income will be reduced because of the Coronavirus, you can apply for Universal Credit (UC), you should do this right away. You can visit the DWP website (below) about UC, Statutory Sick Pay (SSP) and support if you are self-employed. The site provides information and links to apply for any benefits you may be entitled to.

www.understandinguniversalcredit.gov.uk/coronavirus/

Paying Rent

It's really important you still maintain your rent payments. You may have heard about the Coronavirus (Scotland) Bill. The new Bill does not completely ban evictions but it extends the Notice period required from one month to six months for rent arrears cases where a Notice has not yet been served. If you are struggling to pay your rent please contact us as soon as possible so we can try to support you as best we can. You can continue to pay rent by card over the phone by calling the office, setting up a direct debit, via SMS or downloading the App. Please contact us if you need assistance with any of these payment methods or see our website for further information.

New UC claims



To claim UC you will need an e-mail account. If you do not have one here is the link for a GMAIL account: <https://support.google.com/mail/answer/56256?hl=en-GB> Other e-mail accounts are also fine.

To set up your UC claim you will need to create a Username and Password. You will also need to set up 2 security questions. Should you decide to write it down, to help you remember, keep it in a safe place.

If you apply for UC online, as soon as you have completed your claim input a note to your online journal advising that you have been affected by the issues surrounding the coronavirus and an advisor will contact you within a few days to verify your identification over the phone. They can also issue you with an advance payment the same day. Advance payments have to be paid back and deductions

are made monthly off your universal credit claim.

Please remember, UC will be based upon your circumstances and any rental liability you have. Rent liability will be confirmed by Elderpark when the DWP contact following submission of your claim. Your payments will contain a "Housing Element," which you must use to pay your rent.

Please also note that if you are in receipt of any other form of Tax Credits and you claim UC, these Tax Credits will stop pending your first UC payment, which can take 5 weeks to be paid. You can ask for an Advanced Payment however this will then be deducted from your ongoing UC payments over a 12 month period.

Normally you need to claim online and if possible you should still do this due to lengthy waiting times when phoning. However if you need to do this over the phone the UC number is **0800 328 5644**. If you feel unable to do this without support, you can contact Elderpark and a member of staff will assist you with this process. If you are unable to verify your ID online, this can now be done over the phone.

Glasgow Life has continued to offer a Universal Credit support service from local libraries via an appointment system. This service has now moved to a phone support service only, which will be an important step in cutting down unnecessary journeys and protecting our customers and staff.

Appointments can be made by calling the support number below.

**Universal Credit Support Line
FREEPHONE 0800 169 9901**



DWP have advised that once your UC claim has been completed online, you can rest assured they have received your claim and they will call you if they need to check any information you have given them. **Please note when DWP are processing your claim they will add a note to your Journal to advise they will be calling you soon. It is important to know their number may appear as an 0800, private or withheld number so please DO NOT ignore the call, your claim will depend on speaking to them.**

Current UC claims

You should continue to check your Journal daily and report any changes to your Work Coach as soon as they happen. You do not have to attend Jobcentre appointments for three months, unless directed to do so for an exceptional purpose, people will continue to receive their benefits as normal.

Jobcentres currently remain open and will continue to support people who are not able to use phones and online, including homeless people and those with other vulnerabilities.

Glasgow City Council Support

Glasgow City Council Community Care Grant telephone enquiry line has been temporarily suspended. They continue to operate their Crisis Grant enquiry line which remains open 9am to 4pm each day.

If you are in urgent need of funds, you can apply for a **Crisis Grant**. You can do this online using the below link or by calling them on **0141 276 1177** and selecting the option to apply for a **Crisis Grant**. If your claim is successful, you will receive your funds within 1 working day.

<https://www.glasgow.gov.uk/index.aspx?articleid=17160>

If you require any assistance in applying please contact our office on **0141 440 2244**.

Other useful Benefit Information

All existing awards for **Discretionary Housing Payments (DHP)** awarded due to **Under Occupancy** will be continued up until 5th April 2021. All other awards of **DHP** will be assessed in conjunction with a new application form being submitted.

Existing awards due to **Benefit Cap** will be continued up until 31st August 2020 then each case will be reviewed.

COVID-19 Job Retention Scheme

The Government is providing support to employers and business, for more info go to:

<https://www.gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme>

Your employer might be able to keep you on the payroll if they are unable to operate or have no work for you to do because of COVID-19. It is known as '**furlough**.' Your employer could pay 80% of your regular wages through the COVID-19 Job Retention Scheme, up to a monthly cap of £2,500.

You will still be paid by your employer and pay taxes from your income. You cannot undertake work for your employer while on **furlough**. The scheme is expected to be up and running by the end of April 2020. If you are affected by this and unable to pay rent until the scheme is up and running, you should contact our office immediately to notify us.



Other local services providing support

Make, Do and Grow – recycled craft packs for children free to collect from GYIP food van and they are running Facebook live crafting workshops and toddler craft sessions on Zoom – details on their Facebook, Twitter and Instagram.

Preshal Trust can arrange for food parcels to be left outside the building for collection and are in the process of planning food support project for over 70s and vulnerable people. Details of this to be confirmed. They can be contacted on **0141 445 3689**.



Govan H.E.L.P – closed for drop-ins however, e-mails are checked daily at: **hello@govanhelpp.org**. Telephone contact is available on **0141 445 6481**. Family Worker, Katie: **katie@govanhelpp.org** and from Play Therapist, Aileen for children currently accessing play therapy within schools. The befriending project will also continue to keep in touch with the children they support by phone.

Money Matters (MM) – telephone and e-mail support only but are still accepting referrals and will offer support by these methods. If someone has a form that needs completed for DWP they can arrange for the person to sign the form, post it to MM and they will phone the person to complete the form that way. Referral required to do this via **0141 445 5221** or Elderpark MM service by calling **0141 440 2244**.



Craft Café – closed but Project Leader is keeping in touch with attendees by phone.

Daily Food Service – various locations shown below, 11am to 1pm, Monday to Friday.

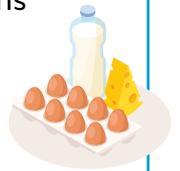
Monday: Howat St, Govan

Tuesday: Burndyke Square, Govan Cross

Wednesday: Govan Cross

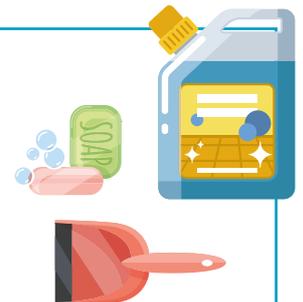
Thursday: Elizabeth St, Ibrox

Friday: Shaw St, Govan



Govan Law Centre – appointments and advice by telephone, email and Skype only but all court and tribunal services are unaffected **0141 440 2503** and **m@govanlc.com**

Dig In Community Greengrocer, Crossloan Rd – has a stock of tinned goods, laundry products and soap. They are also a period poverty point so have sanitary products.



Grub Hub/Moogety Gardens – all groups and classes cancelled but cooked food is available for collection from Grub Hub at 1pm on Thursdays and Saturdays.

They are also looking at hot food deliveries to older and vulnerable people but will need to rely on volunteers/services to help with deliveries.

More information on city wide support can be found on our website at www.elderpark.org or by calling our office and asking staff for information.

Thank you Janet and Martha

Fond farewell to long-serving staff members with combined service of 60 years!

We have said a fond farewell to two of our staff members who have each served Elderpark for 30 years. Housing Assistant Janet Miller and Housing Officer Martha Nolan have left Elderpark but a firm friendship between the two forged over three decades sitting beside each other happily will carry on.

Our Chief Executive Gary Dalziel praised their dedication to housing and wished them well for a long, healthy and happy (early) retirement.

Gary said, *"Martha and Janet have contributed greatly to Elderpark and our tenants over many years. In these unusual and testing times, sadly it was not possible for us as an organisation to say a face to face farewell but when the world is a safer place we will ensure this happens. From the day I joined Elderpark it was clear that Martha and Janet had developed a bond way beyond colleagues and were firm friends. As they look back on their working lives they can rightly be proud of what they have achieved and they will be sorely missed not just by their colleagues but by the tenants they have worked tirelessly on behalf of during this time."*

Janet said, *"Looking back it doesn't seem like 30 years! Our time with Elderpark has been wonderful and I personally am very grateful to colleagues and tenants who have made my working life so enjoyable and fulfilling."*

Martha added, *"It hardly seems like 30 years for both Janet and myself. Our friendship will undoubtedly carry on and both of us will look back on our time at Elderpark with incredible fondness. We always thought we would retire at the same time and now suddenly that time is here!"*

Their departure coincides with the global health emergency which has meant the good wishes of the staff had to be temporarily delivered remotely by email and telephone rather than in person. Elderpark will arrange a proper celebratory farewell in person once everyone's working lives return to normal. It will also be the opportunity to present both with EVH Long Service Awards to mark their 30 years in housing.



Double celebration for Marie and Terry as they each mark 40 years at Elderpark



Two long-serving members of our staff have celebrated a very special anniversary. Marie Lubanski and Terry Frew began work as young housing professionals within days of each other in 1980. Now after four decades of unbroken service to Elderpark and to the wider housing association movement both are celebrating this important milestone.

For Finance and Human Resources Officer Marie her working life has been spent not far from where she grew up in Drumoyne. Her interest in housing began when she worked on a nine-month long Manpower Services Commission at Govan Housing Association.

For Maintenance Manager Terry, who plans to retire within the next year, his working life began in the Building and Works department at the former Glasgow Corporation followed by a period with a private building contractor. But he found his switch to the housing association movement set him on a rewarding 40 year career journey and he has never looked back.



He is quite possibly the longest-serving repairs and maintenance manager working in housing in Scotland.

Our Chief Executive, Gary Dalziel, praised both Marie and Terry's commitment to Elderpark. He said, *"Marie and Terry personify commitment and dedication to the principle of community-based housing and we remain very grateful for their outstanding contribution over four decades at Elderpark."*

Staffing Review

Two young members of our staff are celebrating getting permanent jobs with Elderpark. Lauren Herd and Laura Gibbons were given the good news earlier this spring as their two year Modern Apprenticeship in housing draws to a close. Now Maintenance Administration Apprentice Lauren and Administration and Corporate Services Apprentice Laura, both 19, have become full time members of staff.

They were described by our Chief Executive Gary Dalziel as *"excelling in their apprenticeships and are much valued members of the Elderpark team."*

Both will have administration roles dealing with customers who call into Elderpark's new offices which the Association will move into soon.

News of the new appointments for Lauren and Laura came as Scottish Apprenticeship Week 2020 got under way during March 2020.

Gary added, *"The theme this year for Scottish Apprenticeship Week was 'Talent without Limits' and Lauren and Laura show that enthusiasm for working in housing."*

During their two year Modern Apprenticeship, Elderpark ensured Laura and Lauren were paid Scotland's Living Wage. Both joined Elderpark straight from school.



Lauren (left) and Laura (right)

Two of our existing staff take on new roles

In order to ensure the Association is delivering excellent services to our tenants and making best use of resources to ensure value for money in everything we do, we continually look at how we do things to see if any improvements are required. A review of our staff structure was recently carried out and as a result a few areas were highlighted for additional resources to help us achieve a number of our strategic objectives such as; delivering modern, innovative and forward thinking services, sound corporate governance and financial management and maximising the talent and engagement of our staff and committee.

Two of our current staff members have been successful in an internal recruitment process and have now moved to their new roles. We believe that the new roles will make the best use of their knowledge, skills and experience, enabling them to continue contributing effectively to the overall success of Elderpark. Elaine Sommerville has working at Elderpark for 14 years and Kerry Clayton for 2 years. Both have said they are

very much looking forward to delivering in their new roles and showing their continued commitment to Elderpark and its tenants.

Our Chief Executive, Gary Dalziel said, "Every so often we need to review our staff structure to make sure that it's right for delivering our services to our tenants and meeting all our legal obligations as a Housing Association. Through a robust internal recruitment exercise two existing staff members have been appointed into new roles. Elaine Sommerville will become the Housing Manager and Kerry Clayton will be the Corporate Governance Officer. I have no doubt both Elaine and Kerry will be excellent in their new roles and they will play key roles in ensuring we continually look to enhance the services we provide to you."



Elaine Sommerville
Housing Manager



Kerry Clayton
Corporate Governance Officer

Link-up strengthened between University and Housing Associations

The University of Glasgow has strengthened its link-up with Elderpark, Govan and Linthouse housing associations as it prepares to bring a new campus to the community. In an unprecedented move, Elderpark, Govan and Linthouse will bring their Staffs and Management Committees together at a future date as the University endeavours to listen to their views.

It reflects the University's willingness to hear what the community has to say. The University is bringing the showpiece new campus to the community and hopes to start work within two years.

Meanwhile, the housing associations have repeated their pledge to help the university with "vital local knowledge" as it prepares to construct the new multi million pound Clyde Waterfront Innovation Campus (CWIC). A recent meeting was attended by the three Chief Executives, our Gary Dalziel, Irene Campbell of Linthouse and Fiona McTaggart of Govan. It was

also attended by Benny McLaughlin, Programme Director of the Glasgow Riverside Innovation District – a partnership between the University, Scottish Enterprise and Glasgow City Council.

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. The Govan 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. Importantly, they are designed to inspire a culture of innovation and entrepreneurship among local residents.

Booking Good

Boost for Elderpark as bright future beckons for historic library

Historic Elderpark Library is to benefit from a huge funding boost from the Scottish Government with the assistance of Glasgow City Council. It will get a new lease of life and a much-needed refurbishment to equip it as a learning and community hub while continuing its 117 year history as a library and iconic local landmark.

News of the £950,000 funding was given to us recently and we will deliver the project in partnership with Glasgow Life. Glasgow Life is a charity which delivers cultural, sporting and learning activities on behalf of Glasgow City Council.

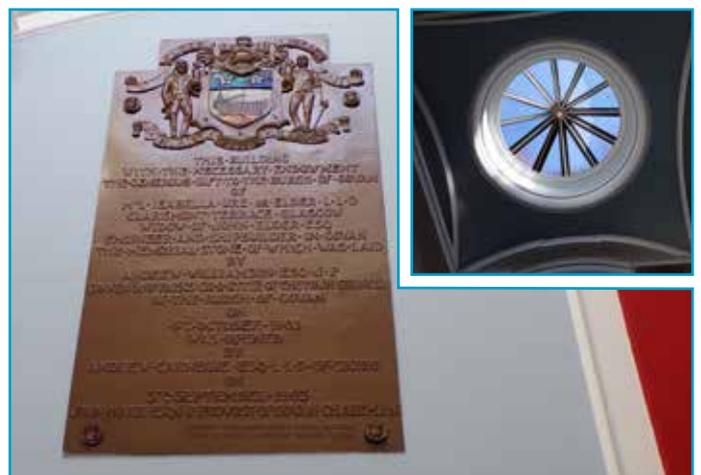
The money has come from the Regeneration Capital Grant Fund (RCGF) a Scottish Government budget, developed in partnership with COSLA and local authorities such as Glasgow. It has an annual budget of £25million and aims to provide financial support to projects that will help to deliver large-scale improvements to deprived areas. It focuses on projects that engage and involve local communities and those that can demonstrate the ability to deliver sustainable regeneration. Elderpark library was gifted to Govan by Mrs Isabella Elder, wife of Govan industrialist John Elder, whom Elder Park is named after and sits within the park itself.

Gary Dalziel, our Chief Executive, welcomed the development saying, *"It is a significant boost for the local community. We are delighted with this news which will give a new lease of life to a much-loved building which has been an integral part of our community since 1903. We are proud to be playing our part in creating a bright new future for Elderpark Library which*

preserves our impressive built heritage while continuing to serve a vibrant community. We also recognise the essential contribution from the Scottish Government and we value our partnership with Glasgow Life and Glasgow City Council to make this exciting project happen."

Councillor Kenny McLean, City Convener for Neighbourhoods, Housing and Public Realm at Glasgow City Council, said, *"All of these projects will make a significant contribution to the communities in which they are located, and so this support from the Regeneration Capital Grant Fund is very welcome. Projects of this type play an important role in the social and economic life of these areas, and are crucial to their regeneration."*

We are of course no strangers to helping preserve well known Govan landmarks. We will soon move into new offices created within a refurbished Hills Trust School which brings this important building back to life after generations educating local young people. It dates from the late 19th century and was named after Abraham Hill. He was a Govan-born merchant who made his fortune in business and in 1757 bequeathed £200 for the purchase of land around Govan parish.

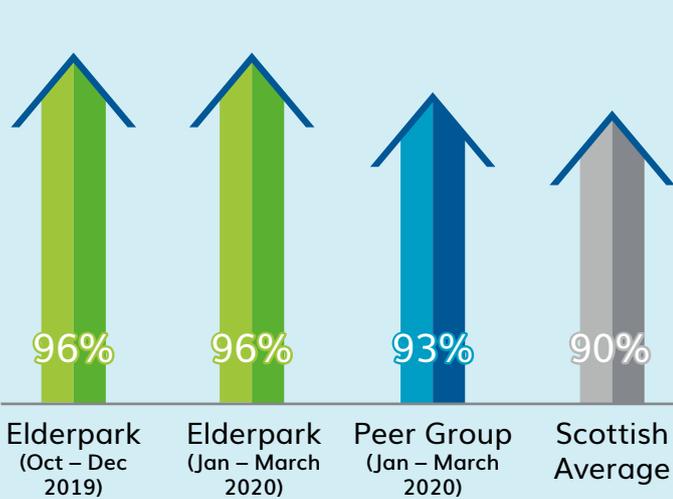


Tenant Satisfaction

The information below shows the Association’s performance in relation to tenant satisfaction for the last quarter, January – March 2020, compared to the previous quarter, our peer group average and the Scottish average. The results show positive feedback from tenants who have participated in the most recent independent survey. The Association is committed to improving all areas of service and we believe the staffing review detailed earlier will assist us as we continue to ensure our tenants are satisfied with all services we provide. Over the coming months we will continue to look at how we engage with our tenants to facilitate meaningful participation and opportunity to be involved in decision making.

Overall Service

% of tenants satisfied with the overall service



Communication

% of tenants who felt their landlord is good at keeping them informed about their services and outcomes



Participation

% of tenants satisfied with the opportunities to participate in their landlord’s decision making processes



CORONAVIRUS UPDATE

Repairs and Maintenance

We are carrying out essential repairs only. These include emergency and urgent repairs. Non-essential routine repairs are suspended until further notice.

To report a repair and between 9am and 5pm please call our office on 0141 440 0566. To assist with call volumes and waiting times you can also report a repair via our website.

For essential out of hours repairs after 5pm and before 9am please call please call The Mears Group on **0161 300 9852**.

We will record non-essential repairs reported to us and these will be carried out when normal service is resumed. We are keeping in close contact with our contractors in relation to the services available.

Gas

- For gas heating breakdowns: call Kingdom Gas Services on **0800 3899 463**
- For a suspected Gas Leak, call National Grid on **0800 111 999**



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 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 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.



Ways to get involved

We are always keen in getting tenants to express their opinion or get involved in the decision making process. We gather information and opinion through surveys, our fb page, website and twitter. This helps us improve different aspects of our service and understand our community.

You can also get involved by:

- Becoming a shareholder
- Participating in a focus group
- Requesting information on becoming a member of the Management Committee

