



ELDERPARK
HOUSING

SUMMER

NEWSLETTER 2022

That's what friends are for with the No 1 Befriending Agency



INSIDE THIS ISSUE

That's what friends are for	PG2
Warm welcome to new staff	PG4
Maintenance News	PG5
Cost of living help	PG6
Community News	PG8
Nimmo Drive Proposed Development	PG13
Complaints and Compliments	PG14

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That's what friends are for!



Elderpark's project relaunched as face-to-face be-friending is back!

A UNIQUE link-up for us here at Elderpark and an inspirational befriending organisation has been relaunched.

Along with the No.1 Befriending Agency, we have been working together to tackle isolation and loneliness in our communities for over two years – including during the pandemic.

Now with face-to face meetings having returned, the vital service has been relaunched with an appeal for people who can make use of it AND for volunteers who can befriend others to come forward.

This week at a celebratory re-launch held at our offices, local people were given an insight into the impressive work of the No.1 Befriending Agency.

The Agency - which is Glasgow based - recruits volunteers to telephone and visit isolated older people and spend some time with them to have a chat, a cup of tea, and to hear their stories. Befriending calls and visits are tremendously helpful in tackling the problem of loneliness and isolation, because they show people that others care about them and that they have somebody that they can talk to. Befrienders can also serve as a link to a wider network

of support available for vulnerable people and can ring the alarm bells if, for example, a person experiences any undue harm. For people without family members close by, this support can be invaluable.

It also runs group befriending sessions where volunteers and befrienders can get together both in person and online.

The link-up with Elderpark was forged in February 2020 thanks to funding obtained by ourselves from the "Investing in Communities" Fund set up by the Scottish Government.

This came immediately prior to the first pandemic lockdown and while the befriending work continued much of it was done over the phone and online focusing with a strong focus being on digital connectivity over the last two years.

Jonathan Giddings-Reid, our Community Regeneration Officer said: *"We are delighted to have fully resumed our link-up with the No.1 Befriending Agency Our event was an ideal opportunity for us to showcase just what is on offer to people who are isolated or lonely and also to potential volunteer befrienders who can reach out and offer befriending to others."*

Two of those attending the event were Wanda Stalinska and Ela Belczak - both of whom are originally from Poland. They both signed up for the service, appropriately over a cup of tea.

Wanda said: *"This is a great idea. We enjoyed coming along to learn more. We were delighted to receive the befriending offer and look forward to meeting new people."*

Drop us an email anytime at info@befriend.org.uk or call us during our office hours, Monday - Friday 9am - 4pm on 0141 465 6998.

A Very Happy Retirement to Marie Lubanski – Finance and HR Officer

A remarkable 42 years of unbroken service has come to an end for our colleague Marie Lubanski.

Finance and Human Resources Officer Marie began work as a young housing professional at Elderpark Housing in 1980.

Now after 42 years and six months to be exact Marie has chosen to retire at the end of June after a long and rewarding career in housing. For Marie her working life has been spent not far from where she grew up in neighbouring Drumoyne.

Her interest in housing began when she worked on a nine-month long Manpower Services Commission at Govan Housing Association. Marie said of her time at Elderpark: *"While here I applied for two other jobs with different housing providers but although I was offered both positions I felt, on reflection, it was right to remain at Elderpark."*

"I'm very proud of my length of service and Elderpark is a great place to work. I'm glad I chose a career in housing because one of the guiding lights of the movement is that we are here not just to deliver good housing but help communities, too. That is a concept which appeals to be very much."

"Having said that, I'm very much looking forward to my retirement. I would like to thank Elderpark for being a fabulous employer and a great support to me and my family. And to all my colleagues whom I have worked with over this period (of which there have been many) I'd say it has been a pleasure and a privilege working with you all. The fabulous memories we have shared along the way will stay with me forever."

Gary Dalziel, Chief Executive of Elderpark, praised Marie for her commitment to housing and in particular to Elderpark.

He said: *"It's fantastic that Marie has spent 42 and a half years with Elderpark Housing. I think it says a lot about her passion, loyalty and*

commitment to the association that she has been here throughout the 80s, 90s 00s 10s and now 20s and throughout that time she has been one of the pillars of the organisation.

"Elderpark Housing has been around for 46 years, Marie has been here for 42 of those years and is the longest serving employee and in all likelihood for the rest of our history will remain the longest serving employee. A career is made up of lots of positive experiences and occasional challenging times and like life what you hope is that the memories you create much outweigh the negatives and from talking to Marie she has certainly enjoyed lots more positive experiences. That's no doubt the reason she has been somewhat unique in spending almost her whole career with one organisation.

"I said to Marie that you can't really sum up 42 years of someone's career in a few sentences but what I would say is that everyone in the organisation, both past and present, are grateful for her outstanding contribution to Elderpark over these last five decades and wish her a happy retirement."



A very warm welcome to our new staff

Jonathan Giddings-Reid Community Regeneration Officer



Jonathan Giddings-Reid has been appointed to lead Elderpark's work in the community.

Welcoming Jonathan to Elderpark, the Association's Director of Housing and Customer Service Aidan McGuinness, said the appointment would further strengthen the wider role activities at Elderpark.

He said: "We are delighted to have recruited Jonathan and undoubtedly he will bring considerable expertise to the role. Our new Regeneration Officer position will bring focus and commitment to what is an important aspect of Elderpark's work in the communities we serve."

Jonathan has over 30 years' experience working in social housing and has worked previously with a number of high profile names within housing notably Shettleston Housing Association, Southside Housing Association – both in Glasgow - and Shire Housing Association in Ayrshire.

He described regeneration activities of housing associations and housing co-operatives as a "vital aspect" of their work.

Jonathan said: "The community cohesion which results from the regeneration activities of housing providers is one of the most admirable aspects of the housing association movement.

"Elderpark Housing has an enviable track record on community regeneration which improves and enhances so many tenants' lives. I'm delighted to have joined the team."

Nichole McAvoy Finance Officer Graduate



"Hi, I'm Nichole, I have recently joined the finance team at Elderpark. I have 16 years' experience working in various different roles within finance and payroll. I spent 10 of those years working for a homeless charity in Glasgow in a similar finance role. More recently I worked for a large retail company processing multiple payrolls. I am looking forward to this exciting new chapter and working with you all here at Elderpark."

David Edgar Housing Officer



"Hi, I am David Edgar and I have recently started with Elderpark Housing as a Housing Officer. I have worked in the Housing Sector for approximately 10 years and have worked in a variety of different roles within Housing Management. I love working within the housing sector and believe passionately in the positive impact that can be made by community based housing associations. I look forward to meeting with more of our residents in the months ahead."



Maintenance News

Improving Your Homes - Windows and Door replacement

This programme was delayed due to the pandemic but we are pleased to report it has now been completed.

Importantly, tenants were able to select uPVC windows – the first of these kind fitted in Elderpark homes, opting for redwood externally and white internally.

Satisfaction is very high and a satisfaction survey will be sent out shortly. We value your feedback and would encourage you to participate.

The contractor, Sidey provided some "community benefits" by supplying and fitting new uPVC fascia and planters at the Alex Ferguson/Govan war ladies at Craigton Rd.



Smoke, Heat and CO detectors upgrade

The Scottish Government passed legislation which came into effect on February 1 st 2022, meaning all homes in Scotland must have smoke detectors which are interlinked. Being interlinked means if one smoke alarm goes off, all the smoke alarms go off. You may not always hear the alarm closest to the fire, especially if you're somewhere else in the house.

The association embarked on a programme in 2019 to upgrade these detectors but works were suspended due to the pandemic with all properties receiving the upgrade by April 2022. The new detection system has a 10 year life span.



We would like to thank all our tenants for their assistance in achieving compliance with this legislation aimed at saving lives.

Electrical Installation Condition Reporting (EICR)

As part of our compliance for the Scottish Housing Quality Standard (SHQS) the association must ensure every property has a valid EICR. By the 31 st March 2022, just under 90% had received a test and we are pleased to say all of our properties have now had this vital safety check carried out.

Refurbishment Works

Over the years the association has been carrying out refurbishment works to our pre 1919 tenement sandstone properties.

Following on from the works completed in Uist Street last year, this year's programme involves those tenants who reside at 231 – 243 Langlands Rd.

73 flats are planned to receive a mixture of new kitchens, bathrooms, boilers and internal doors at a cost of around £750,000 Tenants will be notified of what works they will be receiving.

The contractor is MCN Ltd who are vastly experienced in this work.



Cost of living help from the UK Government - What Elderpark Housing customers need to know

On May 26 the United Kingdom Government announced a substantial package of help in response to the so-called "cost of living crisis."

The aim is to relieve the pressure on household budgets – particularly as a result of soaring energy bills which are expected to rise once again in the autumn.

This package of help affects everyone so we have put together an easy to understand guide for Elderpark Housing tenants and factored owners to cut through the jargon.

Meantime this is what is happening:

Every UK household will receive a £400 energy grant. **THIS DOES NOT HAVE TO BE REPAID.**

All households with a domestic electricity connection will be automatically eligible for the grant.

Bill payers **WILL NOT NEED** to contact their energy company as the grant will be automatically applied to every household bill in October.

Direct debit and credit users will have the money credited to their account, while those with pre-payment meters will have the money applied to their meter or paid via a voucher. It replaces the £200 loan announced by the Chancellor earlier this year. This is now scrapped.

Additionally, around eight million of the lowest income households will receive £650. This is over and above the £400 energy grant already mentioned.

It will be paid to households on "means-tested benefits" and will be sent direct to bank accounts.

The Government will make this payment in **TWO** lump sums, the first from July this year, the second in the Autumn, with payments for those on tax credits following shortly after.

Meanwhile, more than eight million pensioner households in receipt of winter fuel payments will be given an extra "pensioner cost-of-living payment" of £300. This is in addition to the money you already receive each year (usually in November or December) to help with winter fuel costs.

Those who receive non-means-tested disability benefits will be sent an extra one-off disability cost-of-living payment of £150 from September.

Many within this group will also receive the £650 payment mentioned earlier taking their total cost of living help to £800.

You do not need to do anything to make sure you receive your payments.

No form-filling and it will be paid via existing account set-ups.

Elderpark Housing fully recognises the difficulties the soaring cost of living is having on our tenants.

If you are having difficulty paying your rent please get in touch with us as soon as possible. Early intervention is essential in order that we can work out how you can manage your rent payments.

Remember we are here to help and when you contact us this is always done in the strictest confidence.

Commenting on the UK Government announcement our Chief Executive Gary Dalziel said: *"We welcome any help that relieves the cost of living pressure on our customers. As this situation develops we will keep monitor this situation ad keep you up to date at all times.*





Our Garden Competition is back for Summer 2022!

After our successful garden competition that was held last year, we are encouraging all of our tenants to showcase their outstanding green-fingered talents once again!



Does your garden make you smile? From house plants and hanging baskets, to blooming balconies (turning your balcony into a small green garden full of colours and scents) to being creative in the garden. The competition is open to all Elderpark tenants, with a garden, balcony or most creative space no matter how big or small.

The Association actively encourages residents to look after the environment in which they live. There will be 3 prizes of **£50 Dobbie's Garden Centre vouchers** to be won and the winners will be announced in our Winter newsletter.



Join your local Association and help your Community

The Association belongs to all of us and we are keen to encourage local people to participate in its activities. If you want to influence the direction of the Association, the best way is to get involved!

Share membership is available at a cost of £1.10 for lifetime membership. As a member, you would be entitled to attend and vote at the Annual General Meeting which is held in September and any Special General Meetings which may be convened.

You would also be eligible to become a Committee Member by nomination and election at the Annual General Meeting and could nominate other shareholders for election. Members may also be temporarily co-opted to serve on the Management Committee at any time between Annual General Meetings.

Contact corporate@elderpark.org for more details.

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.



Community News

GYIP's Clubs – 0141 445 4505

During School Holidays:

10am-12pm + 1pm-3pm

Monday-Friday. Easter Break, Summer Break, and October Break. (Govan Campus school, at 635 Govan Road)

Term Time Classes

Monday

Elderpark Community Centre
5-7pm - Youth Club

Tuesday

GYIP Office
4.30-6.30pm Teen - Drop In

Wednesday

Animalia (Burleigh St)
4.30pm-6.30pm - Drop In

Thursday

Govan & Linthouse Parish Church 3-5pm
- Youth Club

Thursday

GYIP Office
4.30-6.30pm - Teen Drop In

Friday

Govan & Linthouse Parish Church
3-5pm - Youth Club

Friday

Harmony Row (Pick up GYIP Office 4.30pm)
5-7pm - Multi-Sports

Friday

Elderpark Community Centre
7-9pm - Youth Club

Saturday

Elderpark Community Centre
7-9pm - Youth Club

Sunday

Harmony Row
4-6pm - Multi-Sports



Summer 2022

Make Do and Grow,
41 Burleigh Street, G51 3LA
Tel 0141 440 5998



We have some amazing craft clubs each Tuesday this summer holidays. Please see below for details and to book!

Each session – £10/£8 for each additional sibling. Suitable for ages 6-12 years.

Comic Book Capers



Tuesday 19th July

Morning Session – 10am – 12pm

Create your own Comic book adventure and develop your own characters. Then craft a personalised item re-using old comic books.

Afternoon Session – 1pm – 3pm

Try your hand at 3D Pop-Art inspired crafts using recycled materials. Learn how to make your own Pop-Art prints and try different painting styles.

junior parkrun

Elder junior parkrun

EVERY SUNDAY IN ELDER PARK AT 9:30AM

WALK, JOG, RUN, VOLUNTEER

or just simply come and watch - it's up to you!

FOR 4 - 14 YEARS OLD

Adults can join too!

FREE AND EASY TO TAKE PART

No special kit needed! - wear whatever you like!

MAKE FRIENDS!

Meet lot of new people

LEARN NEW SKILLS!

Kids can volunteer in lots of roles

FEEL HAPPY AND PROUD!

Try your best and celebrate you achievement

We all do it together as a family. The volunteers are really nice, it is fun and you can walk if you want to

register at www.parkrun.org.uk/register

AND HEAD DOWN TO YOUR LOCAL JUNIOR PARK RUN IN

DO NOT FORGET TO
BRING YOUR **PRINTED**
BARCODE! :-)



Community News Continued

Foraged Fashion

Tuesday 26th July

Morning Session – 10am – 12pm

Try your hand at nature printing, explore the wonders of natural dyes from foraged plants and create your own foraged collage.



Afternoon Session – 1pm – 3pm

Create a fabulous foraged crown, learn to sew a basic herbal comfort bag and finishing with an introduction to nature journaling.

Space Race

Tuesday 2nd August

Morning Session – 10am – 12pm

Create a beautiful hanging solar system mobile, try your hand at building a flying rocket from recycling and get ready to fly with your recycled jet pack.



Afternoon Session – 1pm – 3pm

Work as a team to create a sensory space landscape, Make your very own constellation night light and rocket piggy bank to save those pennies.



Get Ready: Back To School

Tuesday 9th August

Morning Session – 10am – 12pm

Sew your own fabric pencil case, design and create fun pencil toppers of your favourite characters and make a personalised key ring for your school bag.

Morning Session – 10am – 12pm

Create your own desk fidget pet, get creative with recycled materials and design your own personalised bookmark and desk tidy.



Elderpark Annual General Meeting Save The Date

We are hoping to have our Annual General Meeting on **Tuesday 20th September** and we would like to hold this event face to face.

We will of course keep everyone updated on the run up to the AGM.



Your community needs you - we've got something really exciting to share with you!

Here at Elderpark Housing we really do know that without our tenants we would not have the vibrant forward thinking organisation that we have. It's because of you, that we strive to always do better and to continue to do that, we need to make sure we provide you with as many ways as possible to chat with us and tell us how you feel.

Surveys, home visits and information on our website and social media are all very important BUT this summer we really are upping our game and this is where we need YOUR help! We would like to invite you to be part of our Customer Chat Back and Share group!

This will be an in person regular event where you get to tell us how things really are for you as a customer.

It's informal, there will be tea and biscuits and most importantly time for you to help us shape our service.

These informal Customer Chat Back and Share Groups can lead to Tenant and Resident Organisations being set up when tenants residents want to get more involved in managing their homes and influencing decisions made about the neighbourhood and area in which they live.

By forming a Registered Tenant Organisation (RTO), individuals who have similar concerns, experiences or ideas can share information and support each other. Groups can have more impact and success than individuals on their own. An RTO represents a geographical area described in its constitution and addresses issues ranging from Housing and the Environment, to meeting the social and economic needs of the Community. Setting up a Group in your community could help to improve relations with different Organisations i.e. your Landlord, local Council, Police, Wardens etc.

If you have mobility issues or would still prefer to contribute via Zoom, no problem – we will set that up for you.

Keep em peeled, a date will be released very very soon.

Contact Jonathan for more details
jonathan.giddings-reid@elderpark.org



Reminder of our free services for tenants

Financial Inclusion Service

Do you need help accessing benefits, are you on the right benefits? Do you need help filling out a form or just general welfare advice? Our Financial Inclusion Officer Jacqui will be able to help. Please contact admin@elderpark.org or call **0141 440 2244** to make an appointment.



Fuel Energy Advice

Would you like to get the best deal on your gas and electricity? Our Fuel Advisor Patricia will be able to assist. Please contact admin@elderpark.org or call **0141 440 2244** to make an appointment.



New Mural - People Make Govan

Many residents will have seen the fantastic mural at the corner of Crossloan Rd and Uist St which depicts Sir Alex Ferguson and the women of Govan who became munitions workers to help the war effort during WW11.

The mural created such interest that the Association decided to install another piece of artwork promoting the Central Govan Action Plan slogan, "Get into Govan" slogan at the post office on Craigton Rd.

The Association is excited to announce we are working with artist collaboration GSW3 to install artwork on a tenement gable end on Crossloan Rd as part of the Glasgow mural trail.

The Mural Trail is part of a citywide initiative to rejuvenate streets and revitalize buildings and vacant sites throughout Glasgow transforming them into beautiful pieces of public art.

The planned mural will be a bold colourful and eye-catching piece of artwork showing two birds cradling their young and is based on the theme of migration. The mural below depicts, birds that migrate to warmer safer climates to raise their young and give them the best chance to survive and flourish.

Migrating birds are like people who have come to Govan in search of a better life. When they arrived here they may not speak or understand the dialect but to flourish they made friends, opened businesses, served the community, and raised a family. Through this process they become part of this due to political or



environmental factors have place, and belong to it; they become Govanites and Glaswegians.

GSW3 will be consulting with stakeholders and community groups to get their views and opinions on the mural and the theme behind it with a plan to install the mural by the end of July.

If you have any views on the Mural, we would love to hear from you. If so please contact Jim Fraser on **0141 440 6169** or by email at jim.fraser@elderpark.org



Nimmo Drive Proposed New Development

MAST Architects have been engaging with the JR Group, to develop a proposal for a new build development comprising of 45 units to deliver a mix of 3, 2 and 1 bedroom properties on a site at Nimmo Drive which currently is an industrial unit and the Elderpark Community Centre.

The project is in the very early stages and was submitted for planning earlier this year. It is currently anticipated that should it receive planning consent that work would start on site in 2023.

The pictures shown below are the architects impressions showing what the properties should look like. We will provide further updates on this exciting project as it develops.



Complaints and Compliments

The Association continues to prioritise making improvements in our complaints handling procedure. Changes to how we record these complaints and training so that we remain responsive to complaints are ongoing. This will ultimately bring improvements and help further inform how we learn from issues – in the form of a complaint – which you bring to our attention.

We will always aim to respond to your complaint within the agreed timescales. However, at times the investigation can be more complex or take more time. Our primary consideration is to deliver a quality decision based on facts and evidence and at times this means we do not meet these timescales.

Between 1st January to 31st March 2022 we received a total of **36 complaints** and 34 of these were responded to and closed within the reporting quarter. The breakdown of these can be seen below.

Stage 1		Stage 2	
The number of Complaints closed in full within 5 working days	26	The number of Complaints closed in full within 20 working days	2
% of Complaints closed in full within 5 working days	76.47%	% of Complaints closed in full within 5 working days	50%
Average time in working days to respond	5.71	Average time in working days to respond	13

Stage 1	Number	As a % of all Stage 1 Complaints	Stage 2	Number	As a % of all Stage 2 Complaints
Upheld	0	0%	Upheld	1	50%
Partially Upheld	3	9%	Partially Upheld	0	0%
Not Upheld	2	6%	Not Upheld	1	50%
Resolved	27	80%	Upheld	0	0%
Total	32	95%	Total	2	100%

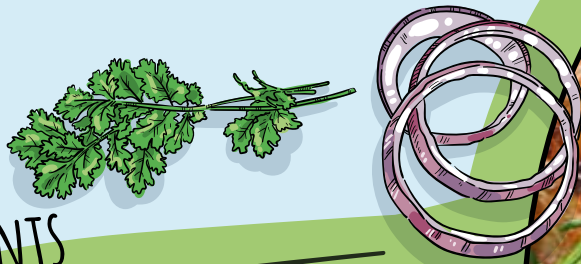
Complaints

There are times when we also receive positive feedback, an example of what a tenant has said about our services can be seen here:

A new tenant who has recently had their windows replaced called to say 'I am absolutely delighted with my new windows.'

One-tray roast chicken dinner

PREP: 20 MINS COOK: 1 HR SERVES 4



INGREDIENTS

- 800g floury potatoes, such as Maris Piper or King Edwards
- 4 garlic cloves, unpeeled
- 5 sprigs of thyme, leaves picked
- 3 tbsp vegetable oil, plus a little extra for drizzling
- 4 chicken legs
- 4 carrots
- 150g frozen peas
- Gravy, to serve (optional)



Inspire budding young chefs to make an easy chicken traybake. The recipe is specially created for children to follow, with detailed instructions

Step 1

Put a chopping board on your work surface. Use a vegetable peeler to peel the potatoes. Cut the potatoes into chunks, about the size of golf balls. Put them in a pan and cover with cold water.

Step 2

Put the pan on the hob and turn the heat to high, when the water boils, reduce the heat to medium and set a timer for 8 mins. When the timer beeps, carefully drain the potatoes through a colander in the sink. Leave to dry for a few minutes. Heat the oven to 200C/180C fan/gas 6.

Step 3

Tip the potatoes into your largest roasting tin, add the garlic cloves (no need to peel them first), thyme and drizzle with 2 tbsp oil. Season well and use two spoons to turn the potatoes to coat them in the oil.

Step 4

Put the chicken legs amongst the potatoes or on top. Drizzle with the remaining oil and season with a pinch of salt and pepper. Use your oven gloves to carefully place the tin in the centre of the oven and roast for 30 mins.

Step 5

Carefully remove the tin from the oven and use your spoons to turn the potatoes again – be careful that the hot fat doesn't splash you. Return the tin to the oven for a further 15 mins.

Step 6

Peel the carrots and cut them into long batons, then drizzle with a little extra oil and season.

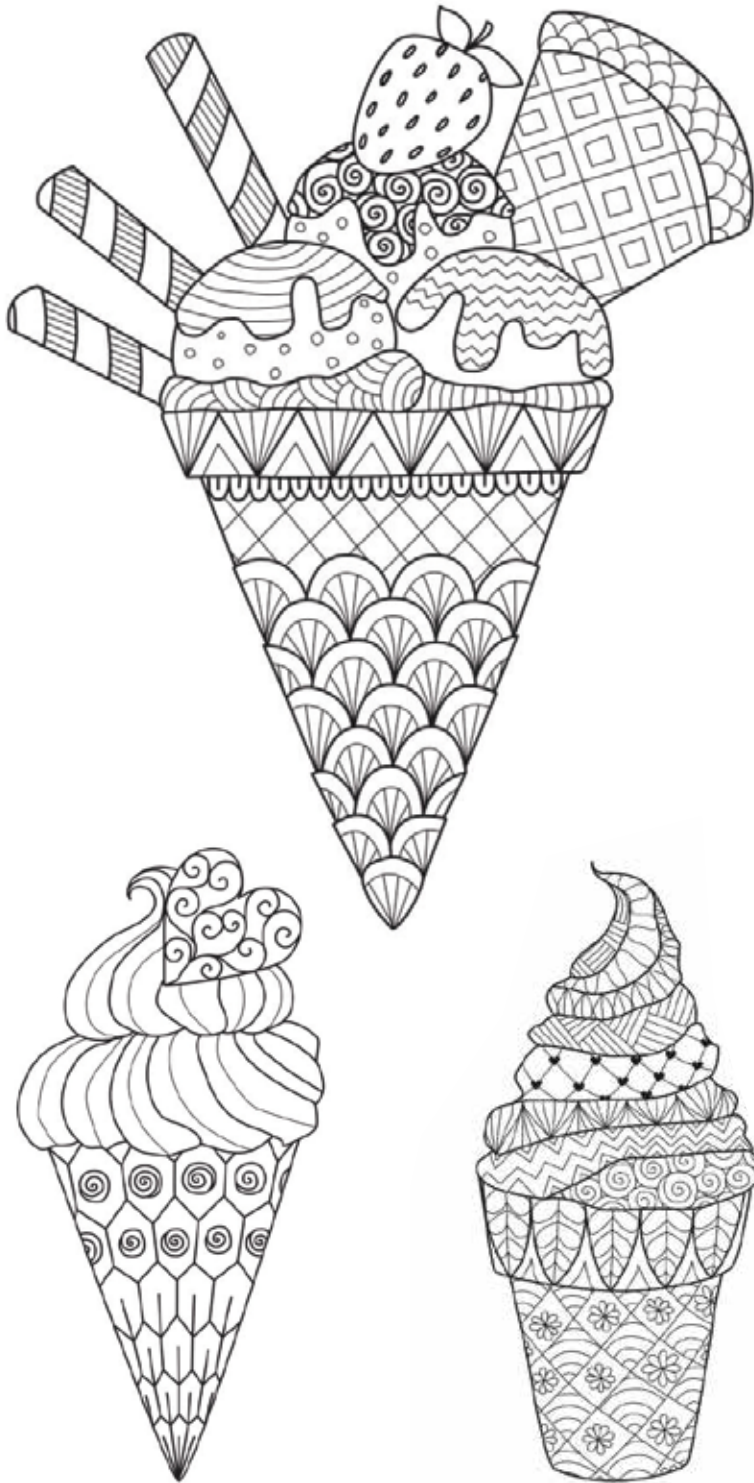
Step 7

Push the potatoes and chicken to one end of the tin and put the carrots at the other end. Return to the oven for 10 mins.

Step 8

Remove the tin from the tray and carefully stir the peas into the carrots, then return to the oven for a final 5 mins. When the roast is ready, the chicken and potatoes will be crispy and the veggies will be soft. Test the chicken is ready by piercing the thickest part using a knife – the juices should run clear. If not, return to the oven for a further 5 mins and test again. Serve with gravy, if you like.

Summer Colouring In



Office Closure

Our offices will be closed on:
Friday 15th July
& Monday 18th July
for the Glasgow Fair



WE WISH ALL OUR
TENANTS AND WONDERFUL
AND SAFE SUMMER

Ways to get in touch

- Telephone: 0141 440 2244
- Email: admin@elderpark.org
- Live chat on website: www.elderpark.org
- Write to us: 65 Golspie Street, Glasgow, G51 3AX

