

# WINTER

## NEWSLETTER 2022



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# Families in £350k heating boost to keep out the cold

## Three housing providers including Elderpark reveal massive scale of help to tackle soaring energy bills.

Families in Govan have been helped with energy costs to the tune of a colossal £350,000 in just 18 months thanks to three local housing associations including Elderpark.

Linthouse, Govan and Elderpark – joined forces to launch the Govan Energy Advice Project.

Now for the first time, it has been revealed that the initiative has been so successful, a remarkable £350,214 has been obtained for those facing rocketing fuel bills.

A total of 1722 tenants across all three housing associations have been given assistance by the Associations and this figure is expected to climb rapidly in the coming months.

The £350k figure - which is known as "financial gain" - consists of helping to get energy debt written off, issuing top-up fuel vouchers, switching tenants to lower tariffs, getting central heating installed free, and offering advice on energy efficiency.

The initial funding and appointment of the three energy advisors to operate the project was secured from the Energy Redress Fund set up by energy regulator Ofgem.

Never has it been more needed say the Associations and the money is considered a lifeline to many individuals and families who face a struggle paying winter fuel bills at the worst possible time of the year.



Since the initiative was launched early last year, take up has been very strong. The three housing associations identify from their tenant list individuals and families who might be considered in fuel poverty and are contacting them.

Meanwhile, the associations are also looking at other ways to secure other methods of funding to continuing offering help with fuel costs as the winter fuel crisis bites.

Between them the housing associations own and manage 4060 homes and a high proportion of local residents are considered to be in fuel poverty.

The definition of fuel poverty in Scotland is if a household spends more than 10% of its income on fuel costs.

*One of the Energy Advisors Diane Miles said: "We recognise the very real difficulties many of our customers are facing in a time of immense challenge in paying energy bills. We are working hard to tackle fuel poverty and never has there been a more important time for this vital work."*

*"The three housing associations acknowledge the important role the Scottish Federation of Housing Associations has played in the administration of the Social Housing Fuel Support Fund which comes from the Scottish Government. Without the support of both, the initiative would not be able to continue."*

As announced in the 2022 Autumn Statement, the Energy Price Guarantee will be extended from April 2023 until April 2024. Over this period a typical household bill will be reduced to around £3000 but again what you pay will be dependent on actual usage.

Elderpark will keep tenants informed of any cost of living changes which emerge.

*Pictured: Here to help.....the three energy advisors (left to right) Sharon De Meza-Dickson (Linthouse), Diane Miles (Govan) and Patricia Coulter (Elderpark)*

# A Christmas Cracker of a Giveaway!

Families and individuals have benefited from a unique festive link up between Elderpark Housing and others that truly spreads some Christmas cheer.

As your newsletter was being published a great "Christmas Giveaway" was taking place over four afternoons in December aimed at helping those in need with the cost of the festive season.

In partnership with Urban Roots and Elderpark's technology supplier CX-Feedback your housing association issued 300 festive goodie bags containing non perishable food items aimed at helping with the cost of living at this most expensive time of the year.

The venue was the Dig In shop at 193 Crossloan Road and the giveaway was taking place on Wed 14th, Fri 16th, Wed 21st and Fri 23rd from 2 to 4 pm each day.

We were able to identify tenants on our housing list whom we consider to be ideal recipients for these goodie bags but we were also able to help those who turned up on the understanding that they were issued on a first come first served basis. People who sought the help of our fuel advisor were also included.

Staff from Elderpark Housing were on hand to help with the distribution of the goodie bags on all four days.

Thanks to generous funding from the Scotmid co-operative we were also able to provide 200 selection boxes for children.

In terms of the goodie bags 50 of the 300 were "ethnically chosen" with food stuffs specially selected to reflect the ethnically diverse nature of present-day Govan.



*Santastic! Elderpark Community Regeneration Officer Jonathan Giddings-Reid at the Dig In shop.*

And to ensure a zero waste approach, any food left over will be used for the Saturday meals organised brilliantly by our friends at the Moogety Grub Hub.

Elderpark Housing want to record our deep appreciation to everyone involved in this venture – particularly our supplier CX-Feedback whose willingness to participate represents the true spirit of giving at Christmas.



# Elderpark invites Janitor's daughter to repurposed former school

Janitor's daughter Joyce McCrae made a happy homecoming – returning to the school where her father once worked.

Joyce spent many years living in the house attached to the former Hill's Trust School - now home to Elderpark Housing.

Joyce contacted the housing association after Elderpark moved in asking to visit the former school where her father David served as its janitor from 1969.

Elderpark happily obliged and laid on a special tour of the now-transformed historic building in Golspie Street, Govan. Joyce was able to pinpoint her bedroom in the tied house which now houses the 'Barbour Suite' – so named by Elderpark after the renowned local housing campaigner Mary Barbour. For Joyce it was a trip down memory lane visiting former classrooms including the Elderpark boardroom which was one large classroom in its day.

Joyce said: *"It was wonderful to be back not just to see the school transformed into lovely offices for the housing association but the home where we lived. It brought back so many memories of my dad David. It made my day seeing the building restored and re-purposed."*

*"The good thing about your father being the janitor and living next door was that you were never late for school!"*

Hills Trust School - which dates from 1875 - was gifted to the Govan community by 19th century philanthropist Abraham Hills. David was the last ever janitor of the school before it closed to be replaced by a modern structure nearby which has since been demolished.

Like so many schools of the Victorian era, accommodation for the janitor and family were built onto the main building.

The former school has been sympathetically restored by Elderpark Housing, preserving an iconic local building which forms an important part of Govan's built heritage.

Gary Dalziel, chief executive of Elderpark Housing, said: *"We were delighted to welcome Joyce back to a place where she spent a very happy childhood. When we decided to restore Hills Trust we knew it was an important local landmark which held special memories for thousands of people."*

*"Many had attended the school and seeing how happy Joyce was reminiscing about her time in the janitor's house with her family and attending the school was a lovely moment. The devoted service to generations of schoolchildren undertaken by her father David is something Joyce can rightly be proud of."*



# Housing and Maintenance News

## Estate Management

Service	When	Specific Day	Specification
Bin Collection	Every 8 days & every 16 days	No specific day	<b>Collection Days:</b> Blue Every 16 days Green Every 8 days
Bin store maintenance	Quarterly	Day varies by property	Remove bins from the bin sheds and hard brush the bin shed floor to remove build-up of waste and debris behind the bins
Collect and dispose of bulk items & litter pick backcourt and front of railings	Weekly	Friday	Uplift bulk items, from the tenement back court area and front of building  General litter pick/ bag and bin the collected waste
Close cleaning service	Fornightly	Day varies by property	<b>Fortnightly clean:</b> Sweep down and wash the landing and stairs  <b>Monthly Clean:</b> Clean banisters & doors including glass  <b>Quarterly:</b> Clean communal windows & tiles
Back court & common area ground maintenance	18 cuts May to Nov	Day varies by property	<b>Grass Cutting:</b> Every two weeks April - November  <b>Shrubs:</b> Winter preparation visit x 1 ( <i>grubbing/weeding</i> ) Summer preparation visit x 1 ( <i>grubbing/weeding</i> ) Pruning as required x5 Summer trim x 1  <b>Hard Surface:</b> Hard brushed x 4 Weed control x 4  <b>Regular maintenance:</b> Litter pick common areas x26 Winter leaf collection x 6

## Useful Numbers

Issues with Close Lighting or Door Entry call 0141 440 2244

Police Scotland 101 / 999 (*emergencies only*)  
 Cleansing 0141 287 9700  
 Environmental Health 0141 287 1059  
 Smell gas? Call Transco 0800 111 999  
 Scottish Power/Emergencies 0845 272 7999  
 Street Lighting & Road Faults 0800 373 635

Complaints to Glasgow City Council online at [www.glasgow.gov.uk](http://www.glasgow.gov.uk) or call 0141 287 2000

Complaints to Glasgow City Council can be made on the my Glasgow App MyGlasgow Glasgow City Council



Apps on Google Play

# Housing and Maintenance News Continued

## Anti-Social Behaviour

At Elderpark Housing Association, we aim to deal with nuisance and complaints of anti-social behaviour, as per our Anti-Social Behaviour Policy. Please refer to section 3 of your tenancy agreement for more information. However, in order to provide the best service possible for our residents, it is important that our resources are targeted at the right things in the right way. It may not always be possible for us to intervene in matters considered day-to-day noise or lifestyle differences, however, we will provide details of other agencies who may be able to assist, make referrals to mediation if appropriate, and offer advice/ mediate where possible.

**The following list provides a guide of what we are unlikely to be able to deal with:**

- Smell of cannabis emanating from within a property
- Smells emanating from cooking
- Vehicle nuisance – unless penalties have been applied by a recognised authority, or it is parked on our land not set aside for parking.
- Social media – unless action being taken by Police Scotland
- Nuisance telephone calls
- People glaring at individuals/ hand gestures
- Noise from normal day to day living activities such as noise from a washing machine or walking across floorboards.
- Disputes over washing lines

**The following list provides a guide of what we can assist with:**

- Racial harassment
- Serious or extreme/ threatening behaviour
- Violence towards neighbours, the Association's staff or others
- Verbal written harassment
- Damage to the property
- Vandalism
- Drug dealing
- Nuisance complaints
- Frequent and persistent noise complaints
- Party noise
- Estate management issues such as untidy gardens, dumping bulk items, dog fouling & misuse of bins

Please note, in order for us to take action, we rely on evidence from residents experiencing antisocial behaviour. Please keep a diary of events including dates and times, and note whether other authorities such as the Police have been involved. All individuals will be encouraged to provide a statement regarding the antisocial behaviour and contact the relevant agencies such as Police Scotland where appropriate.

## Useful contact details

Emergency Police & Fire Scotland – 999

Non-Emergency Police – 101

Glasgow City Council Environmental Team – 0300 343 7027

Glasgow City Council Noise Team – 0141 287 6688

Crimestoppers – 0800 555 111



# Housing and Maintenance News Continued

## Freezing Temperatures

We appreciate at this difficult time there are rising heating costs and sometimes the best option to reduce costs would be to turn off your heating. However, this can present a risk of pipes bursting in freezing temperatures.

As we venture towards Christmas, there are some precautions we need to take during the winter months to manage the risk of the real danger that due to sub-zero temperatures you may be subjected to burst pipes.

This un-wanted event can result in significant damage to your belongings and elements within yours and your neighbour's home which may take some time to repair. So please pay special attention to these precautions to ensure that you do indeed have a Happy, warm, dry Christmas and New Year holiday period.

To try and mitigate burst pipes damaging your home, please follow these important points:

- Try to keep your home reasonably warm during the day and night.
- \*Turn your Thermostatic Radiator Valves (TRV's) to the frost setting when in bed or going away or just out for the day/evening – please see below
- If going on holiday, please ask a relative or friend to check your home, (increase frequency if temperature falls below zero)
- Make sure you know where the main stopcock is for your cold water supply and make sure it works.
- If you are going away on holiday or any other long period turn off the water supply at the main stopcock.

***\*By turning the radiator valve to the frost symbol (\*) the boiler will heat it up should the temperature drop below 5°C. So rather than turning individual radiators all the way off during the winter months, the frost protection setting will protect it from the cold temperatures.***

If you do experience a burst pipe please carry out the following tasks to mitigate damage:

- Locate your stopcock. If you do not know where this is located call the Maintenance team on **0141 440 2244**
- 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
- Check if the water is likely to come into contact with electrical fittings switch off the electricity supply
- Call our emergency call out contractor

## Stock Condition Surveys

The Association has appointed JMP Construction & property Consultants to carry out a stock condition survey of its properties. The survey data collected will be used to determine the Association's future investment needs and assess compliance with the Scottish Housing Quality Standard (SHQS). It will also assist in determining future planned maintenance upgrades to your home.

Surveys are commencing on the 14th November and are hoping to be completed by Christmas, therefore, please assist the association in planning its future investment works into your home by providing access to the JMP surveyor.

## Gutter Cleaning

The Association are potentially looking at a Procurement exercise for this contract with a view to start works after the Christmas holidays. We are looking to change how we clean gutters and are looking to specifying the works to be completed by a large vacuum which can be carried out at ground level. To ensure that we can achieve this, the Maintenance Team are "Piloting" some blocks in November to determine if this is the right approach for 4 storey tenements. More information will be forthcoming once the pilot has been evaluated.

# Sports boost for four local schools

Our four local primary schools were given a sporting boost thanks to a linkup between ourselves and one of our partners.

The schools were given vouchers for a leading sports retailer in order to purchase sports equipment to support their health and well-being activities.

It is part of £1000 cash windfall for the schools from the housing association and technology business CX-Feedback with each school receiving £250.

The four primary schools were: Riverside, St Saviour's, Pirie Park and St Constantine's.

The cash boost is part of our ongoing commitment to help communities thrive.

Gary Dalziel, our Chief Executive, said: "We are very pleased indeed to have teamed up with our partner CX-Feedback to deliver this donation to four local schools.

"It is part of Elderpark's continued focus to engage with many different organisations within our local community and we look forward to building upon this connection in the future. We appreciate our digital tenant engagement partner's commitment to supporting this initiative."

Elderpark and CX-Feedback this summer made a similar sports-themed donation of £1000 to renowned sports charity Park Villa which recently took over the running of the former Drumoyne sports centre from Glasgow City Council.

That donation is seen as helping those now running the centre get off to a flying start delivering sport for all in the community.

Johnathan Briggs, Chief Executive of Glasgow-based CX-Feedback said: "Sports provision is an important part of the life of any school and we are delighted to be enhancing that. We recognise the health and well-being benefits of sport combined with the positive relationships it can bring to young people's lives.



*A great boost for local schools.... staff and pupils from the four schools. Looking on is Jonathan Giddings-Reid of Elderpark*





## Thumbs up from Tenants

Elderpark Housing has been given a positive endorsement of our role in the community by the tenants we serve, the Association's AGM was told.

And the wellbeing of our customers ranked highly in the Association's three-yearly satisfaction survey.

Over eight out of ten tenants - when they were asked if they agreed with the view that "Elderpark Housing cares about me as a tenant" - indicated that they strongly agreed with this.

Our Chief Executive Gary Dalziel said this question alone and the strongly-supportive response meant a great deal at a time of recovery from the upheaval of the pandemic and several retirements at Elderpark creating significant change within the staff team.

He said the endorsement defined the ethos of community-based housing and the efforts which many housing associations and housing co-operatives have made to grow deep roots in their communities.

Gary explained: "That was the most important question in our Tenant Satisfaction Survey. To use that great quote 'people won't remember what you said or did but will remember how you made them feel' and knowing that the vast majority of our tenants feel that we care for them means that we are on the right path

"What we take from this is that tenants recognise we are always trying to do the right things and offer the services and support which meets their needs. That doesn't mean we don't get it wrong many times but the intention is to then learn from that to get it right the next time."

Overall satisfaction by tenants responding to the survey remained high at 91 per cent.

Gary went on to tell Members that both the tenant survey results and performance across the "charter indicators" showed Elderpark Housing compared favourably to other housing providers of similar size across Scotland.



He added: "This year has been one of change from dealing with the external factors which have affected all our lives together with the major changes within the organisation. We have lost great people who took the decision to retire when the time was right for them and have been fortunate to replace them with outstanding new colleagues who we hope to have the longevity, enjoyment and success in the organisation that their former colleagues had.

"Replacing such valued and knowledgeable colleagues takes time and we have been recruiting throughout the year. We are delighted with the quality, passion and enthusiasm shown from those who have joined us."

Meanwhile, Chairperson John Kane described the past year as "challenging" as the country emerged from the unprecedented health emergency.

John added: "While there were many challenges there were also many positives and this included the completion of 82 new build homes, investment of over £1.5 million in improving homes with vital improvement work undertaken on central heating, kitchens and bathrooms along with the development of a new Business Plan."

He made special mention of his immediate predecessor Janet Evans who stood down as Chair during the year and whose commitment to Elderpark Housing stretches back over the last two decades as a member of the Management Committee.

The meeting also heard that earlier this year Elderpark Housing appointed a Community Regeneration Officer to bring additional focus and commitment to this most essential aspect of any housing association's work.

# Assurance Statement

The Management Committee of Elderpark Housing is of the opinion that we are 'assured' that we remain materially compliant with the Regulatory Standards set out in Chapter 3 of the Regulatory Framework. Over the last twelve month period we have conducted a thorough and robust self-assurance process, sought extensive external validation against key aspects of Governance and Financial Management and made decisions based upon good quality information which supports the association in achieving our objectives.

**In undertaking the self-assurance exercise Elderpark Housing has gathered appropriate assurance that we:**

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory Framework
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services
- Comply with the relevant legislative duties
- Have taken appropriate account of the regulatory advice provided by the Scottish Housing Regulator and other regulatory bodies
- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management.

**Evidence of these sources of assurance include:**

- A detailed self-assurance framework which provides evidence and review of the Regulatory Requirements
- Management Committee reports on business areas such as governance, finance, human resources, asset management, housing management and development which all include consideration of risk,

relevance to our business plan, regulatory compliance, impact on tenants and financial implications

- Detailed professional advice in the form of reports and updates from the Chief Executive, Senior Management Team and relevant employees
- Reports and analysis from internal and external auditors, external membership bodies, appointed advisers and specialist consultant advisers all of whom provide external independent evaluation, feedback and validation.

The association recognises that we continue to live in uncertain times and the challenges to the organisation and our tenants and residents have never been more evident. Despite these challenges the performance in relation to the Annual Return on the Charter saw improvements across most areas including reduced rent arrears, reduced days to relet and the time taken to complete emergency repairs. The large scale independent tenant satisfaction survey concluded in April 2022 showed a small decline across most satisfaction indicators however based upon the information provided by the independent researcher this decline was generally not as steep as has been felt across most of their RSL clients undertaking satisfaction surveys during a similar period.

An internal audit has recently been completed on Governance and Risk Management which examined arrangements to ensure compliance with the SHR's Regulatory Standards and our arrangements for identifying, mitigating and monitoring risks. This internal audit has provided 'Substantial Assurance' against these key areas and cited areas of positive practice in relation to our assurance processes.

Tenant Safety has been a focus for the Management Committee during the year with the completion of the external consultancy project which audited each of the six major areas of tenant safety which concluded in each area that we had 'adequate assurance' and provided a range of recommendations for implementation within the following twelve month period. Progress against these actions has been substantial with the Management Committee content that the follow-up audit due in the summer of 2023 will identify excellent progress.

## Assurance Statement Continued

In addition, 2021-22 also saw new requirements to complete LD2 and EICR works within all of our properties and the association confirms that we are compliant with these areas with small numbers of follow up works in relation to the EICR's currently being undertaken. Finally with regards to Tenant Health and Safety we continue to liaise with our contractor to undertake remedial and enhancement works to a property which has HPL Panels with work scheduled to be concluded by the end of the financial year.

The association undertook a follow up external business planning day in the summer of 2022 to review the plan in recognition that significant changes in the external environment had taken place and had the potential to impact on our current and future plans. This exercise identified that good progress had been made against year one of the plan and solidified that the trajectory of the association is in line with our vision and aims.

In the year the association also engaged with an external finance consultant to assist with a full review of our thirty year plan which demonstrated that the association was able to achieve our covenants and retain a positive cashflow throughout the life of this plan. In recognition of the volatile external environment and recent Scottish Government emergency legislation we are in the process of carrying out further sensitivity analysis on the significant areas in relation to income and expenditure

however based upon our cashflow, borrowing capacity and existing loan portfolio we are content that the issues prevalent at this time, while challenging, will be able to be managed by the association and continue to deliver high quality services and homes to our tenants and residents.

The association has recently commenced the data collection in relation to the National Guidance on the Collection of Equality Information and this information will be gathered anonymously in the first instance with any particular trends or observations which are identified in relation to the characteristics of our tenants, service users and people will be subject to further collection to ensure this information is able to be utilised as a tool for delivering our services.

The Management Committee are satisfied that we have taken all reasonable steps to ensure that we have achieved compliance against all areas of the Scottish Housing Regulator's Regulatory Framework and are content that we have achieved the best outcomes for our tenants and service users.

**Signed on behalf  
of Management  
Committee on the  
25th October 2022:**

**John Kane,  
Chairperson**



# A very warm welcome to our new members of staff

## Dean Housing Officer



"Hi, my name is Dean Vinter and I have recently joined Elderpark Housing Association as a Housing Officer. I have worked in Housing for approximately 20 years, mainly as a Housing Officer. I look forward to becoming an integral part of the team at Elderpark and hope to be of assistance to you all in the coming years."

## Hayley Customer Services Advisor



"Hi everyone my name is Hayley I have recently joined Elderpark HA and am new to the area. I am very excited to be part of the Elderpark team and I'm looking forward to seeing what the future holds here."

## Amanda Housing Officer



"Hi, I'm Amanda Ewing and I have recently started with Elderpark Housing Association as a Housing Officer. I have worked in the housing sector for around 8 years, I enjoy working within the sector and contributing towards making a positive difference to the local community."

## Danny Temporary Customer Services Advisor



"Hi everyone I'm Danny I'm 23 and I have recently joined Elderpark in the Customer Services department. This is my first job in housing, I have previously worked for different contractors as an engineer planner."

## Glenda Finance Officer



"Hi my name is Glenda Williams, I started working permanently at Elderpark Housing Association as a Finance Officer in September. I have 15 years plus experience working in various roles in Finance, including 12 years within the Housing Sector."

## Vicky HR & Corporate Services Officer



"My name is Vicky Ross and I have worked in Housing now for almost 4 years, prior to this I worked in Social Care for 13 years – all in HR/Corporate roles. I am really passionate about helping people and making a difference. I am looking forward to getting to know everyone"

## Clara Anran Zhou Student



"Hi my name is Clara, I am studying my postgraduate course at University of Glasgow. I have worked in the Information Centre of the Ministry of Housing and Urban-Rural Development of the People's Republic of China, which gives me experience to help people and learn in community development in China."



# Workingrite Update

## GOVAN Project in partnership with Elderpark Housing Association

The Workingrite Programme has really started to make an impact now within the local Govan area! - thanks to the growing and fantastic working partnership with Elderpark Housing Association.

Since August this year, after making some valuable links with organisations, including Aberlour Youth Project, who have been significant in supporting young people in the area.

In addition to support from local employers, and schools, 5 young people have moved into employment or apprenticeships, 2 are currently in work placement and another 4 are about to move into work placements, within a field of their choice.

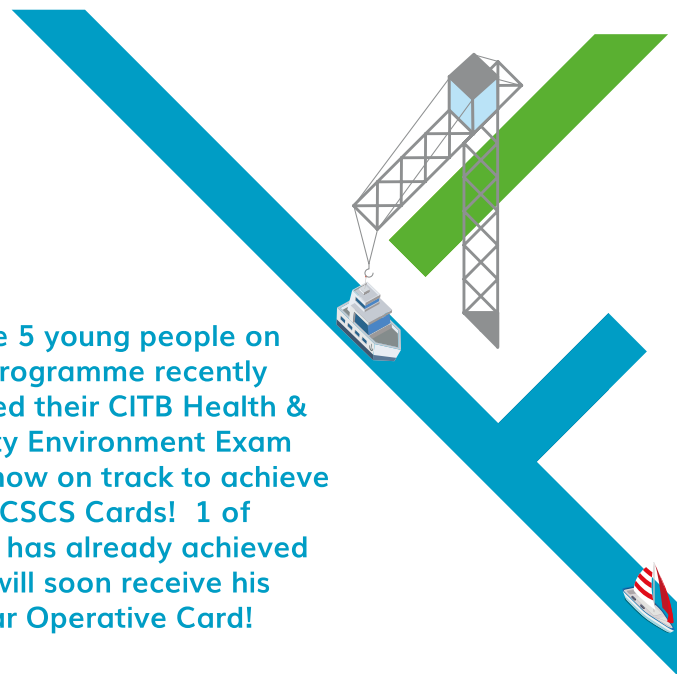
Elderpark HA are proud to share that we have taken an active role in supporting the programme and young people of our local community. We are very proud of the work and progress made by our recent trainee Ahmed (pictured right) who finished his paid work placement in November. Well done Ahmed!

Some of the young people supported recently had come to the end of their school journey and thanks to the amazing collaboration working with Aberlour, Local High Schools & The Wise Group, Workingrite are now helping these youngsters to overcome their individual barriers to work and providing them a brighter vision for the future.

We encourage any local young person aged 16 – 24 who is not in education, training or employment and keen to get support into paid employability training, work experience and employment to get in touch with Workingrite Project Coordinator Mags Cargill on **07867 459 668**. Mags is based at Elderpark on most Tuesdays and Wednesdays so if you would like more information please pop by and see her face to face.



These 5 young people on the programme recently passed their CITB Health & Safety Environment Exam and now on track to achieve their CSCS Cards! 1 of them has already achieved and will soon receive his 5-year Operative Card!



# New Mural Completed

## Gable end on Crossloan Road gets bright new look.

A NEW MURAL has been completed to brighten up a gable end on Crossloan Road.

This latest artwork by artist "KMG" is built around the themes of migration and new families arriving in Glasgow and depicts two birds cradling their young.

It is another striking mural in a Glasgow arts trail linking the communities of Partick, Yorkhill, and Govan.

Arts and events venue SWG3 has unveiled the mural as part of its ambitious plan to turn communities featuring the arts trail into world-class cultural destinations.

Internationally-renowned street artists from across the world have come together to work on the Glasgow Riverside Innovation District - also known as G.R.I.D. The first phase of the planned Street Arts District is now complete with more murals planned for the future.

It represents a further link-up between Elderpark Housing which owns the tenement where the latest work has appeared and the arts organisation.

The G.R.I.D covers the edge of the city centre, through the west end and south of the river to Govan. Through the masterplan, vacant and disused land is being transformed to develop opportunities, facilities, culture, and more, including the creation of a brand new vibrant street arts district. New affordable housing is a major part of the plan.

Gary Mackay, SWG3 Studio Director, said of its street art initiative Yardworks said: "Yardworks G.R.I.D has been an extremely exciting project so far. We have been able to work with some amazing artists to bring together the stories of the community through some colourful additions to the landscape.

*"Public art can create opportunity, dialogue and space for sharing stories and we hope to strengthen and deepen connections in the*



*next phase of development and continue to embed community narratives into public art programmes that brighten up the streets of our city."*

Elderpark's Jim Fraser said: "There is no doubt that stunning artworks like the latest one to appear on Crossloan Road enhance the look of many local buildings. We value our partnership with SWG3 and Yardworks and the feedback we have received from our tenants and the wider community has been extremely positive."

# Our Garden Competition Winners



Thank you to everyone who entered our annual garden competition. The long days of summer now seem a long time ago but we're sure that just looking at the work of our three winners will remind of us of those endlessly sunny days.

Our winners are Rachel Allen, Lesley and Martin Kelly and Thomas and Lien McGartland who each won **Dobbie's Garden Centre vouchers to the value of £50.**

Rachel's theme was bringing the outdoors in with an impressive window display. Now living in a flat, Rachel misses her former garden when she lived in a house, but is delighted to have won. Rachel says despite not having outdoor space, a window display is the "next best thing."



Garden lighting was the dominant theme for Lesley and Martin Kelly's truly stunning outdoor space as our picture shows. Solar lighting adds a magical and warm feel to the outdoor space in their back garden. The garden allows Lesley and Martin to relax in tranquil surroundings with an open space which has a distinctly Mediterranean feel.



Lien and Thomas really have excelled in their garden creating an outdoor place to be proud of.



Their impressive range of flowers bring a burst of colour to their neat and beautiful garden.

Both look forward to spending their voucher to enhance their stunning garden further.

## 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](mailto: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](https://www.facebook.com/ElderparkHa) for all our latest news and upcoming events.



## Energy theft

Crimestoppers' national campaign **stayenergysafe** to highlight the dangers of energy theft and how to spot it.

Tampering with or bypassing the gas meter is extremely dangerous. As well as being dangerous, the cost of energy theft affects us all as it adds an extra £20 to the cost of our energy bills each year.

It can be hard to spot the signs of energy theft, but here are some things to look out for

- A meter that's been turned around the wrong way so you can't see the normal dials.
- A smell of gas near the meter box.
- Bits of rubber tubing instead of pipes.
- No visible dial or counter on the meter anymore.
- The meter shows credit has run out but gas is still available.
- Dials on the meter aren't going around even when gas is being used.

Whether you're a member of the public, business, landlord or tenant, if you see something suspicious, report signs of energy theft to keep you, and those around you, safe.

To anonymously report energy theft, call the Stay Energy Safe service powered by Crimestoppers on **0800 023 2777** or <https://www.stayenergysafe.co.uk/report-energy-crime/>



## Office Closure

Our offices will be closed on:  
**23rd December at 1pm**  
& re-open on **Wednesday**  
**January 4th at 9am**

**For Emergency Repairs Only**  
**Tel 0141 440 2244**

**For Central Heating,  
Hot Water or  
Radiator Repairs**  
**Tel 01294 468113**  
**Gas Escapes**  
**Tel 0800 111 999**



## Ways to get in touch

- Telephone: 0141 440 2244
- Email: [admin@elderpark.org](mailto:admin@elderpark.org)
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