

# SUMMER

NEWSLETTER 2023



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# A Tribute To Our Late Chair John Kane

## Lord Provost led praise for former city councillor

We are deeply saddened to inform our tenants of the death of our Chair John Kane.

The city's Lord Provost led many tributes following John's death in the spring.



*Pictured: John Kane*

John died aged 75 after serving almost 9 years as a councillor and dedicated supporter of housing in Govan.

Already a long-standing community activist, John entered local politics in 2013 winning a local by election in Govan by a commanding margin. He was re-elected in 2017 but did not stand at the 2022 election.

Lord Provost Councillor Jacqueline McLaren said: *"I am truly saddened by the news of the death of former councillor John Kane. John was a well-liked and respected councillor for Govan, and served a number of organisations in the area, showing his dedication to improve housing and housing services there. I would like to offer my condolences to his loved ones for their loss."*

John became Chair of Elderpark Housing in 2022 and was one of our tenants. He was also a founding member of the Govan Housing Association's "Home Team" repairs subsidiary of which he was also Chair.

Paying tribute to his selfless dedication to the city and to the housing association, our Chief Executive Gary Dalziel described him as *"someone who truly cared for all people in the community as well as those closest to him"*.

Gary said: *"John's dedication to the Govan community – both in his council service and his contribution to Elderpark Housing, Govan Home Team and his many other commitments – will be remembered with great affection by those whose lives he touched."*

*"He was a true community champion – utterly devoted to the wellbeing of others and, from our perspective, the delivery of good housing and a strong community."*

*"John's popularity transcended the usual political rivalry and his hard work and commitment to our community is there for all to see. He will be greatly missed but we are deeply grateful for his years of service to Elderpark Housing, Govan Home Team, the Govan community and the wider city of Glasgow."*

*"On a personal level he was always supportive, always thoughtful and always positive and a person someone I enjoyed talking to and felt at ease to be around. He will be sadly missed by many especially his partner David having been together for over 40 years and everyone at Elderpark Housing is saddened by his passing."*

Gary Maguire MBE, Chair of Govan Housing Association said: *"I was deeply saddened to hear of the passing of John Kane. John was hard working and passionate about the community. As chair of Govan Housing I had the honour of working with John on many projects including the creation of the Govan Home Team - one of John's many legacies which will be valued and treasured for generations to come."*

Fiona McTaggart, Chief Executive of Govan Housing Association added *"It was an absolute privilege to know and work with John. He was a dedicated founder member of the Govan Home Team and made sure that the vision for employment and training opportunities were made available to the people of Govan. We are thankful that we got to know John as a colleague and friend. We send our deepest condolences to his family"*.

Irene C McFarlane, Chief Executive of Linthouse Housing Association, said: *"We mourn the passing of outstanding public servant whose selfless dedication to the community was hugely admired. Everyone at Linthouse is saddened by his death and we send our heartfelt condolences to his loved ones"*.

## Top of the Class!

Elderpark's trail-blazing schools project wins coveted prize at national awards.

A pioneering schools project which is just a few months old has won a coveted top prize at the TPAS Scotland National Good Practice Awards.

Elderpark Housing's "Junior Community Voice" initiative involves two Govan schools – St Saviour's and Riverside primaries and encourages young people to be "Junior Community Voice Champions"

Both schools are working closely with us to understand and act on what matters in the community to young people.

Now the project has won the award in the Best Practice in Developing Community category. The schools initiative is considered a crucial part of Elderpark Housing's tenant engagement work, which throws an important spotlight on the requirements of young tenants.

In the Best Practice in Developing Community category, the judges were looking for "teams (tenants, other community members, staff and board members, contractors, businesses, and agencies) who have come together to improve/build opportunities in their community and helped sustain individuals."

Jonathan Giddings-Reid, our Community Regeneration Officer, who came up with the idea for the project said: "We are delighted to have won especially as what we are doing is only a few months old.

"Tenant participation - as every housing professional knows - is a vitally important part of any housing association's work. Moreover, it is important that the ongoing process engages with tenants of all ages – including the young - whose perspective on community can differ greatly from older generations.



"The aim is to create a conversation led by young people about what community is and how we can all influence what happens in our communities. We have had wonderful support from the head teachers and staff of both schools – without whom this would not be possible."

Jonathan has engaged with over 120 primary four, five and six pupils in a classroom setting and the youngsters have enthusiastically embraced working with their local housing association.



# We'll Miss You Angela

## Tributes paid to late Elderpark colleague by those who worked with Angela.

ELDERPARK Housing has paid tribute to a much-loved colleague who has passed away after a long battle with illness.

Angela Lee spent 23 years as our Finance and I.T. Officer before being diagnosed with ill health in 2019.

Following Angela's passing, there was an outpouring of sympathy for her family – and particularly for her daughter Sophie who many in the Association had known since she was a young child.

Our Chief Executive Gary Dalziel led the tributes saying: *"Angela was a great asset to the Association but it is the moments, conversations, laughs and happy occasions that define how we will remember her. Angela's passing has come as a great shock despite us all recognising the seriousness of her condition. On behalf of everyone at Elderpark we send our condolences to her daughter Sophie and the rest of the family. We recognise however the great courage with which Angela faced her illness and Sophie can undoubtedly be immensely proud of how her mum coped during the last few years."*

James McGeough, our Director of Finance and Corporate Services worked particularly closely with Angela. James said: *"Angela was a friend to all her colleagues at Elderpark and will be greatly missed. Staff and our contractors with whom she worked were shocked and saddened by her sudden passing."*

*"When Angela started work at the Association in August 1999, her enthusiasm and work ethic soon became obvious and she progressed through the organisation taking on new skills and responsibilities. Nothing was too much trouble and throughout her career, she was always willing to help others and give sound advice."*

*"Sadly, serious ill health overtook her long-term plans. Even during this traumatic time, she continued working - always having a kind*

*word and smile for others. We mourn her untimely loss and she will remain forever in our thoughts."*

Marie Lubanski, our former Finance & Human Resources Officer who retired last year was a close personal friend of Angela and their relationship was formed through working together over many years.

Marie said: *"It is said people come into your life for a reason and I feel very fortunate to have met my friend 'Angelica' who was one of the funniest, kindest, caring, loyal and inspirational friends anyone could ask for. It was a privilege and honour to call my best friend. Her amazing spirit and zest for life will live on through her beautiful daughter Sophie."*

Laura Gibbons Housing Administrator added: *"Angela was an amazing friend and colleague – so kind-hearted and bright. She will be missed for so many reasons including her wonderful personality."*

Lauren Herd, Maintenance Administrator said: *"In my short time knowing Angela, she was a character and I loved her no-nonsense attitude. We shared many laughs but she was also on hand to give advice."*

Finance Administrator Alana Park said: *"It was a pleasure to work with Angela for 17 years and in that 17 years she became my friend and was a massive support to me personally through all the milestones, events, good and bad times that life brings. We had so many laughs together one to one and as a team. She was brave, kind, smart and funny and a great friend. She will be very sorely missed."*

Human Resources and Corporate Services Officer Vicky Ross added: *"Angela won the respect of everyone within her team. Angela was incredibly brave, strong, resilient and she will be greatly missed by us all."*



# First Minister Sees First Hand Diversity In Action In Govan

## Humza Yousaf's visit marked World Day for Culture and Diversity

First Minister Humza Yousaf saw first-hand how diversity and the celebration of different cultures is alive and well in Govan.

He visited the community to mark the United Nations-designated World Day for Culture and Diversity on Friday 19th May – an occasion supported by a range of key partners including ourselves here at Elderpark Housing.

Humza attended the event held at Govan and Linthouse Parish Church which celebrated the rich diversity of Govan as an inclusive and caring community where all are welcome and no one is excluded.

The occasion played a vital role in bringing the community together and refocusing it on the desire to embrace different cultures and celebrate what each brings to Glasgow and Scotland.

It was organised by "Safety Awareness Glasgow" – a much-admired organisation set up in 2015 to help new Glaswegians settle into life in Scotland and is located in Govan.

The event was pulled together by Funmi Fajemiseye, widely regarded across the community and beyond as an inspirational leader in the field of diversity and community cohesion. She addressed the gathering - speaking of the importance of diversity to the Govan community.

Safety Awareness Glasgow received support and funding from a range of partners including Elderpark Housing, the No 1 Befriending Agency and contractors Mears.



Jonathan Giddings-Reid, Elderpark's Community Regeneration Officer who met the First Minister said: *"We were delighted that despite what is an exceptionally busy calendar, the First Minister and local MSP, Humza Yousaf made time to attend to such an important community event."*

An impressive programme of activities was offered including a primary school choir, pipers from Govan Schools and Community Pipe Band, a ukulele band, Romanian violin music and African drums.

## Calling All Budding Artists

We need your help! Glasgow City Council has kindly donated planters to brighten up spare ground adjacent to our office as we work on exciting plans to create a vibrant community space.

But they need some wonderful colour to brighten them up!! So we need to see your artistic skills to help create some new, vibrant designs.

Our 4 themes are; **Food, Community, Family and Heritage.**

The winning designs will be showcased on our planters. **How to Enter:** Please submit all entries either in person or email to [corporate@elderpark.org](mailto:corporate@elderpark.org) by 31st October.



# Complaints Handling Performance 2022-2023

We are regulated by the Scottish Public Service Ombudsman (SPSO) and follow their guidance on complaints handling. The association is committed to valuing complaints as they provide us with insightful information we can use to improve service provision and customer satisfaction. Our Complaints Handling Policy and Procedure, which can be found on our website or from our office, will enable us to address any dissatisfaction with services and may help us prevent the same problem from happening again.

Total no. of complaints received at Stage 1 and Stage 2

122

For further information please visit: <https://elderpark.org/find-a-home/feedback-and-complaints/>

The SPSO require us to be open and transparent on how we handle complaints and publish information relating to our performance. The key information from year 2022-2023 is set out below covering the period 1st April 2022 – 31st March 2023.

Stage 1		Stage 2	
Total received at Stage 1	108	Total received at Stage 2	14
Average days to respond	6.38	Average days to respond	26.19
Number responded to within timescales of 5 working days	78	Number responded to within timescales of 5 working days	9
As a %	70.91%	As a %	56.25%

The above information shows a number of complaints have not been dealt with within the timescales set out in the Policy and Procedure. While we always aim to handle complaints as quickly as possible, the first consideration must be to deliver a quality decision based on facts and evidence which may be gathered during any investigation and at times there will be circumstances where it is not possible to meet the agreed timescales to ensure a full response is provided.

Stage 1 Outcomes		Stage 2 Outcomes	
Number Resolved	4	Number Resolved	74
Number Upheld	5	Number Upheld	2
Number Partially Upheld	3	Number Partially Upheld	5
Number Not Upheld	4	Number Not Upheld	13

## You Said

"Not enough information provided on local amenities at sign up stage."

## We Did

"Reviewed the sign-up pack provided and included information on the local area"

Learning from complaints is an important part of the process and as such all employees are asked to record 'Learning Outcomes' against each complaint at the point of closure which allows us to implement any changes to services that may be required and share the learning throughout the organisation.

# Elderpark Appoints Timetra As New Repairs Contractor

Elderpark Housing have appointed established property maintenance business, Timetra as our new reactive repairs contractor.

The new reactive repairs contract began on 1st June.

Welcoming the company to Elderpark, David Adam, our Director of Maintenance Services, said: "We look forward to a fruitful partnership which delivers an excellent service for our tenants, providing a high quality and responsive repairs service which meets expectations. "The day to day repairs service is perhaps the most widely used service by our tenants and we are confident that Timetra will provide an outstanding service on our behalf."

Timetra already deliver services for our near neighbour Linthouse Housing Association along

with Whiteinch & Scotstoun HA, Clyde Valley HA in Motherwell and Ferguslie Park HA in Paisley.

Following a thorough and transparent procurement process, Timetra were awarded the contract for an initial period of two years with the option of it being extended up to a maximum of five years should good customer satisfaction and performance be achieved.

Scott Murray, Managing Director of Timetra said: "We are very pleased indeed to have secured the reactive repairs contract for Elderpark Housing which builds on our existing portfolio of housing association customers. We intend to deliver a high standard of performance for Elderpark Housing and its tenants."

**At your service.....the team from Elderpark with staff from Timetra.**



## Rent Matters



### Ways to pay your rent:

- Set up a direct debit
- Via telephone
- Pay online
- In person (either at the post office, at a PayPoint)
- Via AllPay App

If you are struggling to pay your rent, please contact your Housing Officer.



## Changes to the Fuel Advice Service

The Association in partnership with Govan and Linthouse had secured, £200K over 2 years, from Energy Redress to provide an Energy Advice Service. Outcomes included 1737 services to our tenants, from setting up accounts, dealing with debt issues, complaints, energy efficiency advice, and advice on meters and bills. In addition, tenants secured £208K in financial gains, such as fuel debt write-offs and fuel vouchers.

Unfortunately, the service ended on the 30th June. Applications for continuation funding were unsuccessful, and a decision on the latest bid won't be known until August/September.

To bridge the gap in service delivery, the Association is due to link up with the Wise Group who are launching a new service in July. The service is aimed at families/households who are experiencing or at risk of fuel poverty; the Wise Group will provide an approach to support families, ultimately lifting them out of poverty. We will provide more details when we have it.

## New Laundry Equipment in Langlands Road

The Association recognises that the equipment, particularly at 237 Langlands Road has repeatedly broken down and the contractor has failed to meet repair service standards.

In response, the Association is to acquire new equipment, which we plan to have in place by the end of August 2023. The added good news is that we have negotiated a competitive deal, which will see a reduction in the service charge.

We will contact tenants affected closer to the time with more information.

## Elderpark Annual General Meeting Save The Date

This year's Annual General Meeting will take place on Wednesday 20th September 2023 and will be held in our offices based at 65 Golspie Street, Glasgow, G51 3AX.

If you are an Elderpark Housing member, you will receive your invitation in August.

We look forward to welcoming our members so that you can hear about what we have achieved in the last year, our plans and how you can help us in the future.



## Join your local Association and help your Community

Elderpark Housing has been part of the local community for nearing fifty years 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**. 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.



## We Kilt It!

### Stunning success as Elderpark trio took to the road in the 2023 Kilt Walk in aid of a community radio charity.

Three members of our staff took part in the Kilt Walk to raise money for near neighbour – Sunny G Radio.

The fundraising total - thanks to Elderpark's efforts - was over £700.

Fiona Koroma and Kerry Clayton – who both work in our Corporate Services team - took part in the walk along with Information Communication Technology Officer Stuart Clift.

Stuart was accompanied on part of the route by partner Magda and ten month old son Struan.

Kiltwalkers were invited to don a bit of tartan and complete a walking challenge of their choice opting for either the 22.7 miles from Glasgow Green to Balloch or just over 14 miles from Clydebank to Balloch.

Fiona and Kerry who did the 22 mile stint said: "It was wonderful. A long distance but every step of the way we knew we were raising money for Sunny G and that kept us going."

Gary Dalziel, our Chief Executive said: "Fiona, Kerry and Stuart deserve huge praise for their efforts. And the choice of recipient for the charity endeavour couldn't have been more appropriate. We hope the fundraising

*will enhance the inspirational work of Sunny G Radio."*

Founded in 1998, Sunny G uses the platform of local radio for community and personal development providing a high-quality media outlet created by local people from a diverse range of backgrounds.



It goes far beyond just playing music and provides access to the airwaves and training and development to individuals and groups.

Sunny G is highly regarded by local people with a loyal listening audience and also seeks to promote and support local culture and arts.

Steg Gilfoyle from the station said: "We involve the community in all aspects of our operations at every level. This includes our media platforms, our community development opportunities, our training sessions, and volunteering opportunities."

"As is always the case, funding is important to ensure our vital work continues and the boost we are receiving from the Elderpark Kiltwalk is amazing. We can't thank Fiona and Kerry from the housing association enough."



# Heritage Project Hailed a Big Success

Elderpark Housing played host to a fascinating exhibition, focusing on a project from the No.1 Befriending Agency.

We have strong links to the agency with both of us committing resources and energy into tackling isolation and loneliness among tenants and the wider community.

The highly-successful "Heritage Project" ran by the Agency, held the exhibition at our offices and visitors were able to discover life stories of people living in Glasgow.

The project was an outstanding success, capturing memories of childhood both in the city and from others who hail from far flung parts of the globe and who have made their home in Glasgow. It had a number of key themes - food and drink, music, gardens and sleeping areas and living spaces.

A special film was shown at the exhibition recalling memories of days gone by when life, in some cases, was very different from how we live today. Participants found their involvement with the project was a productive way of engaging with other people – all with the desire to tackle loneliness and isolation.

One of those who participated, Maureen Grant said: "It was a wonderful project to be involved in. The No.1 Befriending Agency deserves huge praise for coming up with the initiative. It had a particular appeal to older people, giving them the chance to look back at years gone by." The project took the form of virtual and in person events with talks, museum visits, art sessions, opportunities to reminisce and music.

The No.1 Befriending Agency runs a befriending service where trained volunteers visit isolated older people across Greater Glasgow and spend time with them for a chat, cuppa and to hear their stories. Group befriending in which volunteers and "befriendees" can mingle takes place through weekly online get togethers in addition to the perfectly-titled "Cup of Friendship" events.

Jonathan Giddings-Reid, our Community Regeneration Officer, said: "Given our close working relationship in recent years, it was highly appropriate that we hosted this exhibition at the culmination of this heritage project. The No.1 Befriending Agency does inspirational work and we share its key objectives in the drive to defeat loneliness and isolation across our communities."



Pictured: Down memory lane..... those who attended the exhibition at Elderpark Housing with some of the No.1 Befriending Agency team.

## Community Regeneration Survey



The Association has sent out a survey, digitally via CX Feedback, and for those without access to the internet, a paper version.

We want to know your views on how we achieve our vision of **"Creating a neighbourhood where everyone can prosper"**.

If you have any queries about the survey please contact Jonathan at our office. In August we will report the survey outcome and details of the new strategy.

## Garden Competition



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 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. Please email all entries to [corporate@elderpark.org](mailto:corporate@elderpark.org) closing date for all entries is 31st October.



## Ways to get in touch

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

