



ELDERPARK
HOUSING

SPRING

NEWSLETTER 2024



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New homes at Nimmo Drive

We have some exciting news relating to our proposed development of new homes at Nimmo Drive and Elderpark Street.

Glasgow City Council has recently approved grant funding to support the development of these new social rented homes. The funding, called Housing Association Grant (HAG), is necessary to allow these new homes to be built at an affordable rent for those that will eventually live in them.

We are working with the JR Construction Group who hope to begin work on site in the summer probably for a period of 12-18 months and this great news meets our commitment to build desirable and affordable new homes in our community where they are much needed.

The 43 new homes will be built on the site of the Elderpark Community Centre now that the building has reached the end of its useful life and the "Mac Ventilation" premises opposite.

It is important to note that once these buildings are demolished Elderpark will not be left without a community resource like the Elderpark Community Centre.

For some time now Glasgow City Council and Glasgow Life in partnership with your housing association have been working to significantly refurbish and modernise the historic Elderpark library into a community hub.

Work is nearing completion and we are sure that together we can deliver a state of the art community facility which will be a worthy successor to the existing centre.

Our Chief Executive Gary Dalziel said: *"We are pleased that the strong financial support from Glasgow City Council will allow us to work with the JR Group, MAST architects and others to bring 43 new homes to the heart of our community. These high quality flats being built on the site of the community centre and adjacent industrial unit will meet the needs of many already living within our community and we look forward to work starting on these in the next few months"*



An artist's impression of how the homes will look. Image courtesy of MAST Architects.

Pedal Power

Trailblazing community cycling initiative with free bikes to promote fitness and active travel.

Our tenants and the wider community in Govan are in line for a major cycling boost to promote fitness and active travel.

Your housing association and our partners have secured funding from the cycling charity Cycling Scotland for a trailblazing initiative to promote the benefits of cycling.

The funding will enable us to install secure cycle storage and make landscaping improvements to back courts in six locations across our housing stock PLUS provide bikes to tenants who would otherwise not have the opportunity to cycle.

Potentially, hundreds of people are set to benefit from this exciting initiative.

Interestingly, Cycling Scotland's own research found many households don't have somewhere safe to store their bikes, and that almost half of people living in social housing are unlikely to have bike storage.

This issue is felt more acutely in local authorities with the highest percentage of flats as a proportion of all residential properties – notably Glasgow at 72 per cent.

Elderpark's partners in the project are the Kinning Park Complex, Safety Awareness Glasgow and the national organisation for shared transport, CoMoUK.

Elderpark undertook a wide-ranging survey of our tenants to assess support for the project and the feedback was overwhelmingly positive.

Our Community Regeneration Officer Jonathan Giddings-Reid said: *"This is further reminder of how deeply-engaged Elderpark Housing is within the community we serve. As a community-based housing association our role goes far beyond simply collecting the rent. The health of our tenants and the well-being of our neighbourhood remain vitally important.*



"That's why this funding from Cycling Scotland is so important. It allows us to develop cycling within our community as a lifestyle choice which brings health-giving benefits and an important eco-message, too.

"We have had an enthusiastic response from our tenants to what we are proposing and will be rolling out the initiative as soon as we can. We want to place on record our deep appreciation for the financial support from Cycling Scotland to make all this possible."

A key focus of the project will be the creation of bike storage facilities in back courts coupled with security lighting and environmental improvements such as the creation of planters and seating.

Hugh Macgregor, Access to Storage Programme Manager at Cycling Scotland, said: *"Cycling Scotland is pleased to be able to support this project and to work in partnership with Elderpark Housing to help residents access the benefits of cycling. Cycling is a healthy, cost-effective way of getting around, and providing fair access to bikes and somewhere safe to store them is essential if we're to help more people travel by bike."*

We can now reveal where the work will begin shortly and it will be at the following addresses in this order:

**237-239 Langlands Rd
Hills Trust Estate
608-628 Scotland Street**

Other locations will be announced in due course.

A Tartan Triumph At Elderpark!

Tenants tucked into traditional fare as 10th annual celebration of the Bard took place.

We are proud to have paid tribute to Robert Burns with our annual Burns Supper for tenants. Those who came along to Elderpark Community Centre tucked into typical fare of haggis, neeps and tatties and rounded it all off with entertainment and dancing to the Highland Fling.

The event took the form of a traditional celebration of Burns with the star attraction of the haggis being piped in while Elderpark staff performed the much-anticipated recitals. Our Housing Officer Lynn Reid who led the team organising the supper said: *"Elderpark recognises the importance of companionship and togetherness – especially for some of our more isolated or vulnerable tenants – and we hope the Burns Supper was enjoyed by them all."*

Piper David Rice wowed the audience with his piping skills. The talented young musician is training to be a music teacher and lives locally.

Aidan McGuinness, our Director of Housing and Customer Service, said: *"Celebrating Burns Night is an important occasion for the community we serve and something we all look forward to each year. I want to thank Lynn and the team for their exceptional organisation and hard work to make it a night to remember."*

Our Chairperson Maureen McDonald who attended the event called it a *"wonderful occasion to bring people together."*

Maureen added: *"Everyone had a great time and the Elderpark Burns Supper is an annual treat which celebrates a great Scot. This was our 10th year of holding the supper and we raise a glass to many more."*

Special thanks goes to local young people involved with the children's charity Aberlour who, as they have done every year, served the meals taking such good care of those attending. Thanks also to Charlotte from the "Craft Café" for adorning the venue with a Burns theme.



A Reminder Of Bygone Days!

We were amazed and delighted to receive a reminder of bygone days from a departing tenant.

Alexander Mitchell – a long term tenant who lived at Uist Street - has now moved into a care home after a tenancy that lasted 45 years, only a few years less than Elderpark Housing has been in existence.



But before leaving he unearthed some memorabilia relating to that tenancy including his original tenancy agreement, a payment book and an Elderpark tenants' information pack dating from 1988.

All are in mint condition having been looked after meticulously for more than four decades. We believe that Alexander has had the second longest tenancy in our history and has been an exemplary tenant throughout.

As you know, our history is very important to us here at Elderpark and next year we will celebrate our 50th anniversary. Our home which we moved into not that long ago is the restored Hills Trust School which has been part of the local area for almost 150 years and these items will be carefully kept as part of our heritage collection of memorabilia.

We are very grateful to Alexander for thinking of us and taking such good care of these documents over so many years.

Interestingly, the pack also contains leaflets on repairs and maintenance, what to do if you want a move, looking after your home and how to buy a life membership of the Association for just £1 – an opportunity that still exists today.

In one of the leaflets there is an interesting insight into the renovation of local tenements around the late 1970s and 1980s.

It states: "Elderpark Housing Association spent some £15 million of your money between 1976 and 1986 upgrading existing tenements and building new houses. It is up to everyone to maintain that investment and build on it for the future. That includes YOU, young, old or in-between".

The tenancy pack also featured our former logo which some of you may remember. It depicted the Clydeside cranes, given our proximity to the river and the rich industrial shipbuilding contribution Govan has made over many years. While that design has moved on the connection we have with our community remains as strong today as ever it has been.

Commenting on the donation, our Chief Executive Gary Dalziel said: "We are delighted that Alexander has given us something which he has preserved so well over so many years and which is part of our long history. "It will be kept for future generations as part of our continuing story of service to our community.

"We wish Alexander continued health and happiness as a new chapter for him begins."



Pictured: The tenants' pack, the rent book and leaflet and the tenancy agreement

Bringing You a Community Space – Our Plans for the former "Janitor's Garden"

In a previous newsletter we told you of our plans to transform some open and unused space close to our offices.

Always mindful of the need to make use of land to benefit the community, we have drawn up initial plans to create something special. But we need your input to understand what matters to you and what you think will benefit the community.

The exact location is sandwiched between the car park at our offices and the homes we built in 2021 at Nethan Street.

Previously it was the garden of the janitor's home when our offices – the former Hills Trust School – was in operation.

It is crying out for something positive to be done there and there are a number of possibilities.

Pictured: An artist's impression of what the space might look like.

It could have an educational purpose, somewhere to grow food, recycling facilities or even a garden offering peace and tranquillity. We anticipate the community would play a significant role in looking after it.

We are looking at creating an informal steering group consisting of a small number of people who can help us move this forward.

If you would like to join us and have a real say in what is happening please contact our Community Regeneration Officer Jonathan Giddings-Reid on jonathan.giddings-reid@elderpark.org

We would also like to hear your thoughts in what you think the space should include.



Changes to Recycle Collections

Glasgow City Council will be making changes to how they collect recycle materials with the introduction of a new grey bin to collect plastic and metal.

The new bin will be rolled out to households in the coming months and is part of Glasgow Council's revised strategy to collect recycle materials.

For more information on when this service will be rolled out in your area and how it will affect bin collection dates please go to www.glasgow.gov.uk > Bins and Recycling

Collected every 4 weeks

Use your grey bin for plastics, metals, cartons, soft plastics and film:

- Plastic Bottles
- Plastic pots, tubs and trays
- Plastic & metal lids and tops
- Tins and cans
- Empty aerosols
- Clean aluminium foil and foil trays
- Metal and plastic sweet and biscuit tins
- Food and drink cartons
- Soft plastics and film (e.g. plastic wrapping, carrier bags, film lids)



Complaints and Feedback

The Association continues to prioritise making improvements in our complaints handling and following training in October 2023 we have seen an improvement in how we handle complaints and our response times. There has also been an increase in the number of complaints recorded, which we believe is positive as it shows our employees have a good understanding of a complaint being the 'expression of dissatisfaction' from our tenants and other service users.

We will shortly be introducing a digital feedback survey which will be issued when a complaint you have made is closed. This will allow the opportunity to tell us how you think we handled your complaint and provide us with another learning mechanism to continually strive for the best outcomes in this area.

Between 1st October and 31st December 2024 we received a total of 75 complaints and the breakdown of these can be seen below.

Stage 1	
Number of complaints received at Stage 1	72
The number of Complaints closed in full	69
Percentage responded to within timescales of 5 working days	95.83%
Average time in working days to respond	4.81

Stage 2	
Total received at Stage 2	3
The number of Complaints closed in full	2
Percentage responded to within timescales of 5 working days	66.67%
Average time in working days to respond	24

Stage 1 Outcomes		Stage 2 Outcomes	
Resolved	49	Resolved	0
Upheld	8	Upheld	0
Partially Upheld	4	Partially Upheld	1
Not Upheld	2	Not Upheld	1

You Said

"It would be good if there was a method in place when visiting the office and your own housing officer is not office based that day to make telephone contact rather than having to book another appointment."

We Did

"We will now offer the use of an interview room to use our telephone system to call your own housing officer if this is what you need."

You Said

"When a repair is not classed as an emergency, waiting on a routine is too long, there should be an urgent category."

We Did

"Following this feedback and feedback received through the consultation process on our revised Reactive Repairs Policy, we have reintroduced an urgent category for repairs response time."

The Scottish Government's Social Housing Charter sets out the standards social landlords need to achieve. Social landlords include registered social landlords (RSLs) - such as a housing association or co-operative - or councils.

As the Scottish Housing Regulator, we monitor, assess and report on the performance of landlords in achieving these standards.

What can you expect from your social landlord?

We expect your social landlord to:

- work towards achieving the standards and outcomes set out in the Scottish Government's Scottish Social Housing Charter;
- tell you how it is performing against the Charter in plain English and give you a way to tell it what you think;
- send us performance information each year to show it is achieving the standards and outcomes of the Scottish Social Housing Charter;
- be able to show how it has involved tenants in how it gathers and shares information about its Charter performance;
- give other groups the opportunity to make their voices heard such as people who are homeless, home-owners who get services from social landlords, and Gypsy/Travellers who use sites provided by social landlords; and to meet the regulatory requirements for social landlords.

Complaints about your social landlord

We expect social landlords to make it easy for tenants and other service users to talk to them and get the information they need about the service they provide and decisions they make. Sometimes you might have a problem with a social landlord. Our role does not allow us to deal with individual complaints. So, if you have a complaint about a social landlord that relates to you or your home, you should:

Step 1: Follow the social landlord's complaints procedure in full – this will be available on its website or by contacting them; and

Step 2: If the complaints procedure ends and you are unhappy with how it dealt with it, you can contact the Scottish Public Services Ombudsman (SPSO).

**Scottish Public Services Ombudsman (SPSO),
Bridgeside House, 99 McDonald Road,
Edinburgh, EH7 4NS • 0800 377 7330
www.spsso.org.uk**

The SPSO's website also has information on ways for people to complain about care services and factoring services provided by social landlords.

If your complaint is upheld by the SPSO, we will be made aware of this and we will speak with the social landlord about this.

Serious concerns

However, if you are a tenant of a social landlord, and the specific complaint affects a group of social landlord tenants; you can also take a third step¹.

Step 3: You can report the issue to us. When can you report a serious concern to us? Tenants can contact us where their social landlord regularly and repeatedly fails to achieve the regulatory requirements for social housing; and this failure affects a group of the social landlord tenants².

What is a serious concern?

When your social landlord:

- has acted in a way which puts tenants' interests at risk and this affects, or could affect, a group of tenants or all tenants; or
- repeatedly fails to achieve outcomes in the Social Housing Charter or outcomes agreed with tenants; or
- has not reported its performance annually to its tenants or has reported it inaccurately; or
- does not meet our standards for how an RSL should govern itself and manage its finances; or
- has not met any targets we have set it.

Complaints and Serious Concerns continued

Examples of a serious concern

(please note these examples are not exhaustive)

When your social landlord:

- fails to consult with tenants on a rent increase; or
- regularly fails to do gas safety checks when it should; or
- regularly does not do repairs when it should; or
- does not allow tenants to apply for another house; or
- does not respond formally to complaints.

We consider serious concerns of this nature to be a Significant Performance Failures (SPF) under the 2010 Act.

How do I report a serious concern?

To report a serious concern, you should complete the form attached to this factsheet and send it to us by email or post. You should tell us exactly what the issue is and why you believe the concern is serious. You should show how the problem affects a group of the social landlord tenants; and also tell us how and when you raised it with the social landlord and how it responded; and why you believe the serious concern has not been resolved or resolved within a reasonable time.

What will we do?

We will:

- look at the information to decide whether it is, or could be a serious concern;
- provide you with advice on how to take the matter forward with the landlord if you haven't already done so;
- ask you for further information if we need it;
- ask the social landlord for information if we need it;
- decide whether we need to contact other regulatory bodies;
- keep you updated about progress and how we will use your information;
- tell you when we aim to make a decision; and
- write to tell you and the social landlord our decision and the reasons.

We will decide whether your serious concern meets the criteria as quickly as possible. The length of time it takes will depend on:

- how complex the issue is;
- the amount of information we need to gather and look at; and
- how quickly we get the information we need.
- We also consider the information provided to us by tenants as part of our assessment of the landlord's achievement of the Charter and in our risk assessment.

What will happen next?

If we determine it is a serious concern it will depend on the circumstances. We will decide whether we need to engage with the social landlord to ensure it takes action to address the issue. We may take immediate regulatory action if we feel this is necessary.

If we need to engage with the social landlord, we will say this in its Engagement Plan.

Where there has been serious concern reported and investigated, we may publish the findings on our website under the Significant Performance Failures section.

If you disagree with our decision

You can ask us to review our decision. Further information about our review process and how you can request a review is contained in our guidance, How to request a review of a regulatory decision on our website.

How to contact us:

**Scottish Housing Regulator, 2nd Floor.
George House, 36 North Hanover Street,
Glasgow, G1 2AD
0141 242 5642
shr@shr.gov.scot
<https://www.housingregulator.gov.scot>**



GOVAN

ENERGY ADVICE SERVICE



BRINGING WARMTH AND SAVINGS
TO YOUR HOME!

Working together Govan, Elderpark & Linthouse Housing Association's mission is to offer you a personalised energy advice service right at your doorstep.

Our dedicated Fuel Advisors are here to ensure you live in a cozy home while keeping costs to a minimum through efficient energy use.

**Contact Terry, Your Local
Community Energy Advisor:**



07795 960 131



terry.cox@elderpark.org

WHAT WE OFFER:

- **A Home Assessment:** A thorough energy efficiency visit by our dedicated expert.
- **Heating System Guidance:** Understand your heating system, thermostats, meters, and billing.
- **Tariff Optimization:** Secure the best energy tariffs tailored for you.
- **Energy Saving Tips:** Practical advice to help you reduce bills.
- **Complaints Assistance:** We'll liaise on your behalf with your energy provider.
- **Financial Support:** Source grants and assist with debt issues.
- **Specialist Referrals:** Connect you with experts in debt and benefit advice.

LET'S CREATE A **WARM AND AFFORDABLE HOME TOGETHER!**

Domestic Abuse

If you're experiencing domestic abuse, it's really important to talk to someone about it. We're here to help you so you don't have to face it alone. If you feel unsafe in your home, we will listen to you and do everything we can to better your situation and keep you safe.

Elderpark Housing Association takes domestic abuse extremely seriously and has a Domestic Abuse Policy. This policy is part of our commitment to take action to support tenants who are victims of domestic abuse.

What is domestic abuse?

Domestic abuse comes in many forms and can begin at any stage during the relationship or after a relationship has ended.

It can include, but it is not limited to:

- **coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)**
- **psychological and/or emotional abuse**
- **physical abuse**
- **sexual abuse**
- **financial abuse**
- **harassment**
- **stalking**
- **abuse via phone or social media**

Elderpark HA will provide support and assistance to victims of domestic abuse. We will listen to you and with your permission make referrals to specialist support agencies such as G.A.M.H or South Sector Domestic Abuse

Referral pathway

We will assist you to remain in your home where it is safe to do so and can undertake a range of measures to help you feel safer in your home.

When victims need to move

If victims need to move we will do all that we can to assist in identifying alternative accommodation. We do not have emergency provision but can support you in contacting external domestic abuse services.

Call us on **0141 440 2244** to speak to your Housing Officer.

If you need help when our office is closed, phone the Domestic Abuse Helpline on **0808 2000 247**.

For male specific help call Abused Men in Scotland on **0808 800 0024** (Mon.-Fri., 9am-4pm).



Rent Consultation and Outcome

The association recently undertook a consultation exercise with all tenants in relation to the annual rent increase with the results forming part of the Management Committee discussions at the end of January when a decision was taken on the increase for 2024/25.

The rent increase is always a tricky balancing act with seeking to ensure that the rents are increased to the lowest level possible recognising the financial impact it has on our tenants but also understanding that for us to be able to maintain the homes and provide services to over 1300 homes within our community then an appropriate increase needs to be applied which takes into account cost increases and future plans etc.

The survey sent to tenants proposed a **5.7% rent increase** with the consultation results indicating that **52.6% of our tenants** either selected they supported the proposed rent increase or were not sure with the remaining **47.4%** stating that they did not support the proposed increase. While we seek to provide information on the reasons for the decision taken to seek to apply a 5.7% rent increase

it was identified within the consultation that around 25% of those who responded advised they did not read the accompanying information therefore we will need to consider how best to present this information in future years.

Taking into consideration the comments and responses by tenants regarding the rent increase the Management Committee approved the recommendation to implement a 5.7% rent increase with the main reasons for this being that for the previous four year increases had been below inflation and not keeping pace with costs, the future works programme for maintaining homes requires a level of rental income to meet our obligations and the increasing demand from tenants for services we provide.

We recognise that any increase has a direct financial impact on our tenants and if you will experience any difficulty to pay your rent please contact your housing officer to discuss.



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.

Tax Credits

The following tax credits are ending and being replaced by Universal Credit:

- **Child Tax Credit**
- **Working Tax Credit**

Look out for a letter called a Universal Credit Migration Notice from the Department for Work and Pensions (DWP) explaining what you'll need to do and when. You can find out when you're likely to be asked to move to Universal Credit.

You will receive a letter in the post from the Department for Work and Pensions (DWP) It is important that you do not do anything until you receive your letter. This is called a Universal Credit Migration Notice and it tells you when you need to move to Universal Credit. You will not be moved automatically and you must claim Universal Credit by the deadline date given in your letter. The deadline date for applying is 3 months from the date the letter is sent out. If you have a question about claiming Universal Credit or have a problem getting online, call the number in your Universal Credit Migration Notice letter.

If you currently receive tax credits, you'll still need to claim by the date in your letter even if you've just renewed your tax credits.

When you receive your Migration Notice letter, it's important you check the date that you will need to claim by as you won't be moved automatically. Do not worry, your letter will give you instructions to follow.

Your current benefits will end as soon as you submit your claim for Universal Credit. You will not be able to go back to your existing benefit once you have claimed.

More information on the move to universal credit can be found at <https://ucmove.campaign.gov.uk/>

If you require any support with your universal credit application or you are concerned about managing your finances you can contact the office on **0141 440 2244** or email admin@elderpark.org and request an appointment with our Financial Inclusion Officer



Financial Inclusion Support

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.



Maintenance News

Repairs Policy Consultation Outcome

The association undertook a consultation exercise and we are grateful for the large amount of responses to the questions posed which included seeking your views on whether we should seek to re-charge tenants for lost keys or forcing entry to your home, should we look at changing the response times to complete repairs and what interest would there be in the increasing use of photos to identify what work needs done before a contractor attends on site.

The survey achieved a large number of responses and we have now incorporated all these views into the revised Repairs Policy which can be found on our website at [www.https://elderpark.org/policies/](https://elderpark.org/policies/)

Thank you for your responses and helping us shape a reactive repairs service that meets your needs – should you have any other suggestions these can be provided at any time through emailing admin@elderpark.org

‘We have recently appointed a new contractor to maintain our lifts within both our office premises and the small number of blocks of flats which currently contain lifts. We have appointed ADL Lift Services and they will be responsible for covering the servicing and repairs to these lifts. New signage will be placed within the lift spaces to ensure that all tenants have access to the correct contact details to report a repair in the event of the lift breaking down.

In the unlikely event that there is a breakdown please report this to our office on **0141 440 2244** and if outwith office hours this should be reported direct to ADL on **01698 277 009**.



Question to tenants	% of tenants vote	Outcome
Should we charge for lost keys/replacement?	61.8%	Yes
Should we charge for forced entry?	65.9%	Yes
Should we charge if forced entry was aborted?	63.6%	No
Should we change emergency response time?	74.6%	No
Should we remove the urgent priority?	69.4%	No
Should we use photos for repairs triage?	83.8%	Yes
Is there anything else we should add to the policy?	82.7%	No

A warm welcome to our new employees

Rachel Henry

Customer Services Advisor

"I started working with Elderpark Housing in January 2024 as a Customer Services Advisor, I'm really enjoying the role so far and it's been a lovely workplace to settle in to. I have previously worked and volunteered as a nutritionist in the Elderpark area with a community food project since 2020. I currently volunteer as chair of a committee to support the Dig In community greengrocers project on Crossloan Road. I look forward to continuing to support our tenants by providing excellent customer service and learning more about how the housing association supports the local community."



Sandra McGhee

Temporary Customer Services Advisor

"Hi I'm Sandra and I have started at Elderpark as a Temporary Customer Services Advisor. For thirty years I worked in the civil service, one year in Criminal Injuries and twenty nine for the MOD. I like working in a housing environment."



Daniel Sheikh

Customer Services Advisor

"Hi there. I'm Daniel and I joined Elderpark Housing Association in December. With a background in Biomedical Engineering, I'm enthusiastic about blending my academic know-how with Elderpark's mission. Even though my professional experience is just starting to take shape, I'm eager to contribute fresh perspectives and make a positive impact within the Elderpark community."



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 June 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 X (Twitter): [@ElderparkHa](https://twitter.com/ElderparkHa) and Facebook: www.facebook.com/ElderparkHa for all our latest news and upcoming events.



Garden Care

Spring is almost upon us and as we come out of the long dark winter days new life will begin to spring forth, trees will sprout new growth, flowers will start to bloom and life will become so much brighter.

If you are lucky enough to have a garden you can begin to enjoy your own small oasis, take the sun loungers from the shed, have family barbecues or watch as your children or grandchildren bounce happily on the trampoline.

The benefit of having your own garden comes with a responsibility to maintain and keep it tidy, unkempt & littered gardens can make the estate that you and your neighbours call home look uncared for and unloved.

It is a condition of the tenancy agreement that you maintain your garden to an acceptable standard, this means you must;

- Cut the grass regularly (at least once every two weeks).
- Keep paths, patios and off road parking free and clear of weeds.
- Prevent any shrubs or plants from becoming overgrown and encroaching on your neighbour's property.
- Do not let litter accumulate.
- Do not use your garden as storage for car parts or unwanted furniture.

When a garden is not kept to a standard acceptable to the association we will ask the tenant to tidy it, if they fail to do so we can instruct someone to do the work and charge the tenant for the cost of this work.

If you are over the age of 65 or disabled and have no other adult, including adult children, to help maintain your garden the Association may be able to provide some assistance.



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

