

WINTER

NEWSLETTER 2023



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Families in £255k heating boost to keep out the cold

THREE housing providers in Govan including Elderpark have teamed up once more in the battle to tackle fuel poverty in our communities.

The trio have secured £255,000 in funding to help alleviate the pressures on our tenants struggling with sky-high fuel bills.

Linthouse, Govan and Elderpark - last year joined forces to launch the Govan Energy Advice Project.

In 2022, the initiative was so successful a staggering £347,214 was recorded in savings for those facing rocketing fuel bills with help delivered to 3313 households.

Now a new two-year funding package from the "Energy Redress Scheme" secured by the three housing associations aims to "turbo charge" a fresh effort to advise tenants on energy saving tips and where necessary help alleviate crippling fuel bills.

Over the coming two years all three will identify from their lists of tenants people considered to be in fuel poverty and offer a helping hand. Housing officers who are in regular contact with tenants will also help refer those in need of help.

The Energy Redress Scheme is the UK energy regulator OFGEM's initiative which distributes money from energy providers who may have breached rules.

The £347,000 figure recorded last time around consisted of getting energy debt written off, issuing top-up fuel vouchers, and offering advice on energy efficiency.

Never has the help 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.



Pictured: A helping hand on heating.....the three Community Energy Advisors (left to right) Sharon De Meza-Dickson (Linthouse), Terry Cox (Elderpark) and Wendy Malloy (Govan).

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.

Three "Community Energy Advisors" have now been appointed to run the initiative – each based at the three housing providers.

Project Lead Sharon De Meza-Dickson said: *"We recognise the very real difficulties many of our tenants 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 emphasis this time will be firmly on the education process – giving people the confidence to understand what steps to take to keep homes warm and comfortable.

"We will also be out in the community visiting people in their homes with our important energy saving message."

Feedback on Regeneration Strategy - Prosper and Regenerate

Thank you so much for taking part in our survey on the regeneration strategy. We really appreciate your patience, and we're absolutely thrilled to share with you a summary of the key themes and priorities that have come out of the responses.

An incredible 98.6% of you believe that Elderpark HA should actively engage in regeneration. This shows a fantastic sense of community spirit in Govan and a collective desire to make things better.

The feedback we received has highlighted that our main priorities should be focused on economic development, which includes providing training and employment opportunities. Additionally, there is a strong emphasis on improving the appearance of our streets and tackling issues related to litter. We are fully committed to working towards achieving these priorities.

Let's take a look how your priorities have changed since our last survey in 2019:

1st : Was Employment and Training
- NOW Keeping the streets clean

2nd: Was Keeping the streets clean
- NOW Employment and Training

3rd : Was Youth Activities
- NOW Community gardens

4th : Was Community Facilities
- NOW Youth Activities

5th : Was Vulnerable people
- NOW Community Facilities

The only notable change is the emergence of community gardens as the third priority for our residents. This reflects the growing interest in sustainable living and the desire to create green spaces within our community. We'd also highlight that support for vulnerable people is still a significant priority, ranked in 6th place. Please rest assured that we remain fully committed to providing the necessary support and resources for those in need.

In conclusion, we are incredibly grateful for your participation and for sharing your valuable insights. Your feedback has played a crucial role in shaping our regeneration strategy. If you would like to view the full strategy document, you can click on this link: https://elderpark.org/wp-content/uploads/2023/11/5107060_Community-Strategy_Online-final.pdf

Our Community Regeneration Officer, Jonathan, will keep you updated on our action plan to implement this strategy through our website, newsletter, and digital messaging.



A Farewell to James

After twenty successful years with Elderpark our Director of Finance and Corporate Services, James McGeough will be leaving us towards the ends of December.

Prior to joining Elderpark James had a varied career within construction, private business and a period with several other housing associations before he found himself at home in Govan in the early 2000's.



James has played a major role within Elderpark during his time with us. His achievements include securing millions of pounds of private finance and funding to support the building of many new homes within our community, the development of our information and communication technology systems which meant that we were a modern organisation and managing the Finance, Corporate and ICT functions within Elderpark.

Our Chief Executive, Gary Dalziel said: *"Like everyone at Elderpark we are disappointed to see James leave the Association. I think the measure of someone's contribution is often what his colleagues say about them when they are leaving. For James the words respected, supportive, kind and genuine are just a few of those personal qualities which have made him such a valuable team member and friend to his colleagues."*

"From a professional perspective the phrases you want to hear for the director responsible for managing the money within Elderpark also apply to James and throughout his time with us he has made sensible decisions, focused on the needs of our community and at all times worked superbly with colleagues to reach the best possible outcome."

"We are - and have been - a financially-strong organisation and this is testament to James and all the colleagues he has managed over the last twenty years. Finding someone who can replicate the attributes he has displayed daily will be a challenge for us."

Our Chairperson, Maureen McDonald said: *"James has made the sometimes difficult finance topics easy and has helped me and the many Committee members he has known over the years. Everyone at Elderpark would like to wish him well for the future."*

Reflecting on his time with us, James said *"It's the closing of a door to leave Elderpark Housing, but as the philosophers say as one door closes another opens. I've enjoyed my time at the Association and hopefully helped make the organisation one that strives to do the best for its tenants and service users. I'd like to thank the Committee and my colleagues at Elderpark both now and over the years for their support while I have worked here, and wish them all the success in their future endeavours."*

A triumph for Elderpark

Elderpark Housing celebrated a magnificent win in the prestigious Chartered Institute of Housing Scotland Housing Awards 2023.

We scooped the Award for 'Excellence in Learning and Development' – a keenly fought category in which there were eight finalists.

It was a ringing endorsement of what's known as "LEARN". This places a focus on Elderpark colleagues - both employees and Board members - giving them a platform to achieve their aspirations through the association's approach to "Learning, Educating, Attaining, Recruiting and Nurturing".

Your housing association was also a finalist in the category of Housing Organisation of the Year and it congratulated the Link Group on winning this award.

Gary Dalziel, our Chief Executive, said "The Association was thrilled at its win - especially as it recognised our values as an employer and our commitment to an impressive staff team. This particular Award set out to "recognise organisations that are leading the way in driving professionalism, learning and development while delivering a great service for tenants which are fantastic to work for and drive good outcomes for their staff as part of the day job."

Gary said: "We are naturally delighted to have won this Award which is a ringing endorsement of the outstanding employees and Board members we have at Elderpark.

"Supporting our people to achieve their full potential is crucial to the success of the organisation and the sector as a whole. We have a duty and responsibility to provide opportunities for colleagues to seek to continually develop their skills and knowledge to meet their own career aspirations, deliver high quality services for our tenants and the wider community and be active participants within the overall housing sector.



"Every one of us is on some form of career journey whether that is those starting their career, others seeking to develop their skills in their current role or those looking at progressing to the next level.

"As CEO it's my responsibility to make sure those opportunities are available but it can only really be successful by having ambitious, committed, driven and talented individuals and we are fortunate to have an abundance of them within Elderpark Housing".

Remarkably, this year's Awards received over A HUNDRED nominations across 19 categories which truly reflected the important role housing providers and individuals undertake in housing across Scotland.

Kerry Clayton, our Governance and Compliance Manager, who led the Award submission on behalf of Elderpark, added: "The staff are naturally delighted at winning this award. The number of entries this year was particularly high and we were up against some outstanding organisations, so for us to be successful is testament to the team here at Elderpark."

CIH Scotland Director Callum Chomczuk said: "I would like to extend a huge congratulations to all of our award winners and nominees. The standard of applications this year, as in previous years, has been extremely high and is a testament to the great work and innovation happening throughout Scotland's housing sector every day."

Another win for Elderpark

We were named **Housing Organisation of the Year** in a fresh triumph at the TIS National Excellence Awards. And it comes just weeks after Elderpark won a prestigious accolade in the CIH Scotland Housing Awards 2023 where it scooped the award for "Excellence in Learning and Development."

The double success caps a remarkable 12 months for Elderpark having already won - earlier in the year - a TPAS award for its initiative working with local schools.

Elderpark immediately congratulated the other two finalists in the Housing Organisation of the Year category – Barrhead Housing Association and Kingdom Housing Association in Fife.

The Housing Organisation of the year category – sponsored by Aico – sought to recognise a housing organisation which has "demonstrated an exceptional commitment to embedding tenant participation, scrutiny, and wider community engagement into the culture of the organisation."

Gary Dalziel, Chief Executive of Elderpark said the Association was "delighted and deeply honoured" to have won.

Gary said: *"We are thrilled and delighted to have won this most prestigious of awards. Like so many of our fellow housing associations we endeavour every day to deliver good outcomes for the tenants and the communities we are privileged to serve."*

"This has been an incredible year for Elderpark with this, our third award win in just a few months. This success is down to the commitment and hard work of our exceptional staff and a dedicated Management Committee without whom none of this would be possible."

The TIS National Excellence Awards were held at Glasgow's Grand Central Hotel and were part of the two-day TIS National Housing Conference.



Join your local Association and help your Community

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

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

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

Contact corporate@elderpark.org for more details.

Take a moment and follow us on both Twitter: [@ElderparkHa](https://twitter.com/ElderparkHa) and Facebook: www.facebook.com/ElderparkHa for all our latest news and upcoming events.



A very warm welcome to our new members of staff

Fiona Chan Housing Officer



"Hello everyone, my name is Fiona Chan, and I am the new Housing Officer at Elderpark Housing. My journey into housing started as a PATH Trainee, at Queens Cross Housing Association, and whilst there I learnt all the various aspects of housing, as well as obtaining a Post Graduate Diploma in Housing Studies from Glasgow University. I am looking forward to getting to know the community, the people of, and within Elderpark Housing Association. If you do see me out and about, please feel free to say hello and introduce yourself."

Terry Cox Fuel Energy Advisor



"I started in Elderpark at the end of October, previously I have spent a lot of time working in the energy sector and am really happy to now be with Elderpark to help tenants as much as I can."

Elderpark pays tribute to our former committee member Marri Holmes

ELDERPARK Housing paid tribute to a long-serving Management Committee member Marri Holmes who died.

Marri served the Elderpark community for 10 years on the Association's governing body from 2010 to 2020.

Elderpark Chief Executive Gary Dalziel led the tributes to Marri.

Gary said: "We were very saddened to hear of the passing of Marri whose contribution to Elderpark Housing was greatly valued by us all and also by the wider community.

"Marri spent ten years on our Management Committee and we are very thankful that she played such a vital role in helping us in so many ways.

"The words that have been expressed from colleagues was mischievous, funny and kind and for the few years I knew Marri it was always a pleasure being in her company."

Marri was also heavily involved in Govan's "Craft Café" run by the arts organisation Impact Arts.

It is a popular arts meeting place aimed at those aged 60 plus where they can create and make things while sharing companionship and togetherness.

Her loss will also be felt greatly by her many friends who attended this popular Govan café.



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 other relevant employees
- Consideration of tenant and service user feedback in the form of large scale satisfaction surveys, service specific surveys, service user complaints and consultation exercises
- Reports and analysis from internal and external auditors, external membership bodies, appointed external advisers and specialist consultants all of whom provide external independent evaluation, feedback and validation.

The last year continued to provide a difficult external environment for the association and our tenants and service users. Despite these challenges relating to the economic environment, the rising prices of labour and materials and wider inflationary pressures, ongoing staffing changes and a competitive recruitment market together with political and global instability the association maintained good performance across almost all areas of the Scottish Social Housing Charter evidenced within our 2022-23 ARC return.

The robust assurance process and the above sources of assurance has identified a range of non-material enhancements which we will seek to implement over the next 12 months including development of a robust Asset Management Strategy taking account of the recent stock condition and tenement stonework surveys; development of an Equalities and Human Rights Strategy with clarity around how we will use this information in our decision making and ongoing improvements to how we monitor and produce performance information across the organisation.

In May 2023 the Scottish Housing Regulator visited the association as part of its thematic review to help them understand the participating associations approach to preparing the Annual Assurance Statement and how we assured ourselves around compliance with the Regulatory Requirements. During this

Assurance Statement

visit they identified various areas of positive practice including that the annual assurance programme took the form of a three year programme which is regularly reviewed with a clear action plan for implementing enhancements and that the association had a strong focus on tenant and resident safety along with effective financial management. It identified one area where we could strengthen our approach around involving tenants and service users in the assurance process and this will be considered in conjunction with our ongoing tenant engagement processes.

During the year our external Health and Safety consultant carried out follow-up audits of two areas of Tenant Safety with these (Gas Safety and Asbestos Management) moving from 'adequate' to 'substantial' assurance with the intention that further external audits will take place over the following twelve months to review progress across the other significant areas of tenant safety. In addition the association has put in place mechanisms and a new policy for the identification and management of instances of Damp and Mould in recognition of the increased emphasis in this area.

In reviewing our compliance with the Regulatory Framework we are assured that we have established appropriate systems for the collection of equalities data initially carried out through a large scale anonymised survey in February 2023 with the association considering how best to use this data to take account of equality and human rights issues in relation to our decision making, policy development and day to day service delivery.

We are assured that we have the necessary systems and approaches to identify issues of material non-compliance in relation to our governance and the operation of our business. As Chair, I was authorised by the Board at a meeting held on 31st October 2023 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

**Maureen McDonald,
Chairperson**



Maintenance News

Managing Mould & Condensation

A guide for tenants on damp and mould is now available on our website and Facebook page and in leaflet format which our team will distribute at visits and which you can also pick up at our office from our Customer Services team.

Within this guide the key areas highlighted within the guidance are;

- Air your property regularly
- Keep doors closed
- Wipe away condensation
- Turn your heating on
- Keep an eye out for leaks
- Dry clothes in a ventilated room
- Utilise Dehumidifiers & Damp Traps

Damp and mould in the home can be a health hazard, causing respiratory problems and exacerbating allergies. Making sure your home is free of mould and damp is not only important for your health, but it is also your responsibility as a tenant. Preventing damp and mould is much easier than you might think.

This quick guide explains how some everyday habits contribute to damp indoors and offers simple solutions to minimise and deal with small damp and mould issues and if you wish to report any cases of suspected damp or mould within your property please contact our Customer Services team on **0141 440 2244** or alternatively email admin@elderpark.org and this will be passed to our Maintenance team to arrange a pre-inspection visit.

Reactive Repairs Policy

Thank You to those who took part in our recent survey as part of our consultation towards your input to our repairs policy. Questions asked included:- rechargeable repairs, emergency timescales, new repairs priority timescales and proposals, the promotion of sending photographs digitally via mobiles, tablets, laptop etc. and to take general feedback from a tenant's perspective on our repairs policy on the service we deliver.

We had a great response and appreciate the time taken by tenants and will share the outcome and our updated policy in the coming weeks.



Housing News

The Housing Association is undertaking a comprehensive review of its Anti-Social Behaviour (ASB) policy and procedures, the primary objective is to define the scope of services and articulate what tenants can expect from us. This review will include a consultation with residents but to address concerns raised through complaints and feedback from tenants about smoking cannabis within our properties we would like to outline guidance in alignment with the stipulations outlined in the tenancy agreement.

Recently we have been receiving a number of complaints about the use of cannabis by a small minority of tenants. In particular, the smell, as when cannabis is smoked it gives off a strong pungent smell. This can spread out into communal areas and neighbouring properties having an adverse effect on other residents. Whilst there are a number of views around the use of the drug, at this time cannabis is a Class B drug and still illegal.

We would remind all Elderpark tenants that under Section 2.7 of their Scottish Secure Tenancy Agreement:

"You must not use or allow the property to be used for illegal or immoral purposes. This includes but is not limited to the following: dealing in controlled drugs; growing drugs."

In addition Section 3.3 of their Scottish Secure Tenancy (SST) Agreement states:

"You, those living with you, and your visitors must not use or sell unlawful drugs or sell alcohol." Any misuse of drugs by you, those living with you or your visitors, may result in further action being taken against you that ultimately could put your tenancy at risk"

If you have concerns about illegal drugs and related anti-social behaviour in and around your home, then first report it to Police Scotland on **101**. You can also report them anonymously to Crimestoppers on **0800 555 111**. Once you have reported this to the police please contact your housing officer with a police reference number, without this the association are limited to the action that they can take.

If you would be interesting in providing feedback to support the review of the associations Anti-Social Behaviour Policy please contact housing@elderpark.org.





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!**

Open for business

TWO flourishing businesses have set up shop in Govan...with a helping hand from Elderpark Housing.

The duo - one a bakery and the other an upcycling and retro-themed shop - have opened their doors and proved an instant hit with customers.

Both have transformed shop units which have lain empty for some time by renting them from Elderpark Housing.

And in doing so they have transformed two locations in Govan which is undergoing a multi-million transformation with more new shops and housing coming soon.

Bakery The Dough Cartel has opened at 30 Craigton Road - harnessing the expert baking skills of Olga and Marek Kreplewicz who have fulfilled their dream of opening a bakery with a plant-based theme.

The Polish couple began their love of baking during the pandemic lockdown and took the plunge into full-time business with the new premises. It now sells mouth-watering cakes and delicious sourdough bread to name just two of their tempting offerings.

Olga said: *"We have been overwhelmed by the goodwill of the people of Govan to our new business. We love our new premises and word is spreading that we are here supporting the community in Govan with a new bakery in transformed retail premises."*

The bakery has an abundance of space - so much so that the couple are offering a helping hand to other local businesses. Already a number of crafts are on display and for sale including some stunning framed photographs of Glasgow.

Less than 500 yards away at 41 Uist Street is Bunker 3 also known as Bunker Art owned by Norman Clark. A stylish and colourful retro goods shop offering framed prints, upcycled furniture "and all things vintage", it relocated from Argyle Street.



Norman said:
"The welcome from the people of Govan to our new location has been

incredible. I immediately felt right at home and business has been great since we opened the doors. "Everyone knows the regeneration of Govan is moving at a fast pace and we are very pleased to be part of that success story."



Gary Dalziel, our Chief Executive said: *"We are delighted to welcome both businesses to Govan and are impressed to hear they have provided such an instant hit with customers.*

"It is not unusual for housing associations to have a small number of commercial properties for rent in addition to our large number of homes. The fact that these two empty premises have now found a new purpose is great news for the community."

The wider Govan area is undergoing a transformational regeneration drive costing many millions of pounds. Traditionally home to world-beating shipbuilding, it is being reinvigorated with new housing and shops at Govan Cross and a new bridge linking Govan with Partick.

Elderpark Housing is playing a key role in this transformation and within the last two years has built 82 homes for rent overlooking Govan Cross in a landmark and distinctive curved building with terraced homes nearby costing around £11 million.

It has also been the driving force behind a number of eye-catching murals which have sprung up in the community – brightening tenement walls and gable ends.

New Mural trail features two of Elderpark's artworks



TWO stunning murals from Elderpark Housing are featured in a new mural walking trail in Govan

The Govan Mural Trail, run by Govan-based orchestra the Glasgow Barons and fellow charity Invisible Cities, takes audiences around Govan highlighting local art and the rich history of this vibrant community.

The two charities came together to create the tour of five murals, paired up with songs written and performed by Govan artists and musicians. The first of our murals to be featured shows Govan-born legendary football manager Sir Alex Ferguson alongside wartime munitions workers and topped off with an optimistic ray of sunshine.

The second Elderpark mural is built around the themes of migration and new families arriving in Glasgow and depicts two birds cradling their young.

A third mural on the trail – unveiled last year by our near neighbours Govan Housing Association to mark its 50th birthday – features a child holding daffodils and, like the Elderpark bird mural, transforms a tenement gable end. Invisible Cities, the organisation working with the orchestra, is a social enterprise which trains people who have experienced homelessness become walking tour guides of their own city.

The Glasgow Barons orchestra does a power of good work in the community and takes its name from the shipbuilding barons of yesteryear who ran Govan's shipyards.



A unique feature of the mural trail is its musical dimension. The Glasgow Barons set about hiring local singer-songwriters to create new songs about each mural bringing their stories around Govan to life.

Gary Dalziel, our Chief Executive said: *"This is an outstanding initiative which further extends the appeal of Govan's heritage. We are very proud of our murals and delighted that they feature in this new mural trail. We wish it every success."*

For a preview of one of the outstanding musical contributions go to <https://youtu.be/LuOlepCzjdc> to see Govan High School pupil Kayden White performing a song called "Be The One."

Announcing our Garden Competition Winners 2023

We are delighted to announce the two winners of our fabulous garden competition for this year.

They are Jeanette Molloy and Shaun Molloy. While not related they live not far from one another and their inspirational gardens were the stand out winners this year.

Each win a £50 Dobbies Garden Centre voucher to enhance their green fingered activities!

Shaun has created an impressive garden with a firm "reclaimed" theme using wooden pallets he customised himself teamed with herbs and flowers to create a colourful ensemble.

Jeanette, meanwhile, grew vibrant, colourful flowers – lovingly tended to create a striking example of flower power!

Our Corporate Services Administrator Fiona Koroma said: *"Thank you to everyone who entered and we congratulate Jeanette and Shaun for being such worthy winners."*



Pictured: Jeanette with a picture of one of her superb pots and Shaun with his remarkable garden.

Christmas Cookies

Ingredients

- 140g icing sugar, sieved
- 1 tsp vanilla extract
- 1 egg yolk
- 250g butter, cut into small cubes
- 375g plain flour, sieved
- To decorate
- 200g icing sugar, sieved
- edible food colouring, optional
- edible gold and silver balls
- approx 2m thin ribbon cut into 10cm lengths

Method

STEP 1

Tip the icing sugar, vanilla extract, egg yolk and butter into a mixing bowl, then stir together with a wooden spoon (or pulse in a food processor until well combined). Add the flour and mix to a firm dough. Shape the dough into two flat discs and wrap them. Chill for 20-30 mins. Heat oven to 190C/fan 170C/gas 5 and line two baking sheets with non-stick baking paper.

STEP 2

Roll out the dough on a lightly floured surface to about the thickness of two £1 coins. Cut out Christmassy shapes (use a cutter if you like) and place on the baking sheets. Using the tip of a skewer, cut a small hole in the top of each cookie. Bake for 10-12 mins until lightly golden.

STEP 3

Lift the biscuits onto a wire rack to cool. Meanwhile, mix the icing sugar with a few drops of cold water to make a thick, but still runny icing. Colour with edible food colouring, if you like. Spread it over the cooled biscuits, decorate with edible balls and thread with ribbon when dry.



Christmas Opening Times for The Govan Pantry and The Linthouse Larder

The Govan Pantry closed from 21/12/2023 – 08/01/2024

The Linthouse Larder closed on 21st & 28th Dec and re-opens on Thursday 4th January 2024.

Financial Inclusion Support

Financial Inclusion Service

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



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

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

Office Closures

Our office will close on:

Friday 22nd December 2023 at 12.30pm and we will re-open on Wednesday 3rd January 2024 9am

For out of hours emergency repairs please tel: 0141 440 2244 to be re-directed to our emergency repair line.

For heating, hot water or boiler repairs please contact CityTech tel: 0333 202 0708

We wish all our tenants, contractors and the Govan community a happy, peaceful Christmas and New Year.

