

SUMMER

NEWSLETTER 2024



PG8

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Jim Fraser retires after
43 years of service at
Elderpark!

Get Ready For Cycling!

A ROADMAP outlining Elderpark Housing's endeavour to encourage our tenants to embrace "active travel" is underway.

Last month along with our partners we secured funding for a trailblazing initiative to promote the benefits of cycling from Cycling Scotland.

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

Now we have gone out into the community to spread the word and learn more about what residents want from the cycling project with "pop up " events at the three locations where the initiative will begin.

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

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

We 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: *"It is vitally important that our residents are at the heart of this initiative and that we fully understand what they expect from it. Getting them on board and fully engaged is key to its success which is why we have gone out into the community to reveal what's coming."*

"We were delighted with the response and it is clear that what we are doing has caught the public mood with an enthusiastic focus on active travel."

A further feature of the initiative is to encourage Elderpark staff to make use of bikes as they go about their work in the community. Earlier this year we revealed plans to transform vacant land close to our Govan offices into a community space brimming with vegetables, flowers and a location for local residents to enjoy peace and tranquillity.

A key feature of this space - once completed - will be a bike hub which fits perfectly with the current cycling project.



Atif pictured with his new cycle.



We are pleased to announce that the winner of our free draw to win a bike which took place during our pop up events is Atif Baig.

Elder Park Library Is Open Again!

Just as your newsletter was being published, the reopening date for the newly restored Elder Park Library was confirmed.

Glasgow Life, the charity that leads culture and sport in Glasgow, reopened the library, now known as Elder Park Library and Community Hub, on 24 June following a £4 million upgrade.

In partnership with Elderpark Housing, Elder Park Library and Community Hub has undergone significant work to improve the building so that it best meets the needs of the local community.

The upgrades include a full interior and exterior refurbishment which provides improved library and community spaces, a new community kitchen and more bookable areas for people to use. These are supported by additional library toilets and improved baby changing facilities.

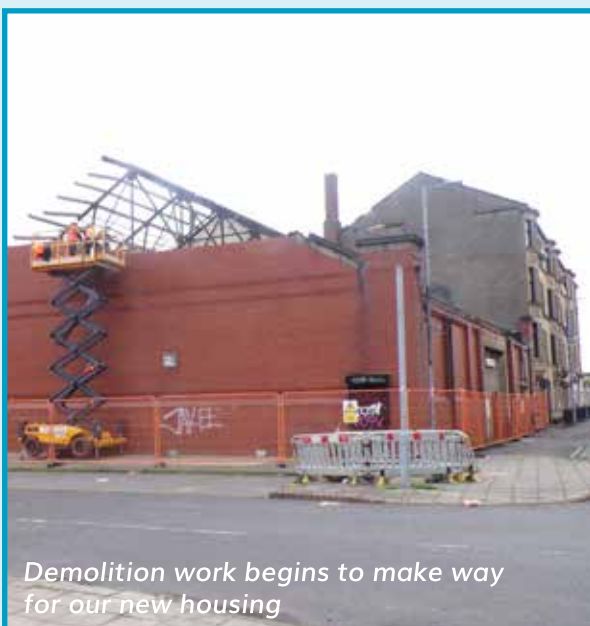
The work will also ensure the A-listed building – protected by Historic Environment Scotland because of its architectural and historic interest – is more accessible and sustainable.



The refurbished building



The former Elderpark Community Centre



Demolition work begins to make way for our new housing



The former Elderpark Community Centre

Football Focus

Elderpark scores a winner by paying for kids' lunches at popular football tournament.

We helped serve up a winner in the form of lunches for young players at a popular football tournament.

Elderpark Housing came to the rescue at short notice with a £1500 cash donation for the Govan Youth Information Project.

The Project organises the annual "Govan Fair Cup Tournament" offering a splendid trophy and featuring teams from across the Govan community.

It was held in Ibrox at community pitches in the shadow of Ibrox stadium – home, of course, to Rangers FC.

Understandably, the sports-mad 220 kids - made up of 12 boys' teams and 9 girls' teams - needed fed at lunchtime and Elderpark answered the call from GYIP.

Jonathan Giddings-Reid, our Community Regeneration Officer, said: "We were delighted to help out. The tournament is an important sporting occasion and we needed to make sure hungry young players got a well-deserved lunch! "The Govan Youth Information Project has played a vital role in the community since 1994 – supporting young people at every turn and the football tournament is a hugely-popular event offering fun for local boys and girls."

GYIP Youth Worker John Aitken said: "We can't thank Elderpark Housing enough for its generous donation. Knowing we could ensure there was lunch for over 200 young people was an enormous help. The tournament was the busiest we have ever organised with more boys and girls' teams taking part than ever before. This was our third year of delivering it. There was a great atmosphere and the emphasis was firmly on ensuring they all had a great time." The winners who lifted the trophy were the boys and girls' teams from Mossbank."



PICTURED: Youngsters ready for their lunch at the tournament

GYIP's aim is to deliver empowering and meaningful youth work to all children and young people within Govan and like Elderpark Housing is committed to the development and regeneration of the local community.



PICTURED: The coveted trophy



A Helping Hand On Jobs And Skills!

New link - up between Elderpark Housing and "Jobs & Business Glasgow" to benefit tenants. Tenants of Elderpark Housing are in line for a jobs and skills boost thanks to a trail-blazing employment link-up.

Elderpark Housing and "Jobs & Business Glasgow" have teamed up to bring a helping hand to residents keen to find work or get assistance on learning new skills.

Now our tenants are being encouraged to take advantage of the free service which is a first for the housing association.

Jonathan Giddings-Reid, our Community Regeneration Officer, explained: *"We are delighted to have linked up with Jobs & Business Glasgow to deliver real help for people in search of work or who want to learn new skills or access training.*

"We share the vision of Jobs & Business Glasgow of encouraging our tenants to find a job, move into employment of their choice or obtain new skills. It is also a further example of us doing our bit to help our tenants in whatever ways we can."

Jobs & Business Glasgow delivers one to one support in partner organisations across the city. Its core mission is to support Glasgow residents to move into work, to take part in training and to start up in business.



Its "Employability Advisors" assist with the creation and development of CVs, the completion of application forms, job searching and preparation for interviews. Staff also work directly with employers to help secure opportunities for our customers.

Gary Dalziel, Chief Executive of Elderpark Housing said: *"This partnership is a welcome development for our community. Many people face challenges in finding employment due to a range of factors such as lack of experience and in many cases childcare commitments.*

"With further concerns in the rising cost of living, this link-up will provide tenants with the support they need to overcome these challenges and find meaningful employment. A Jobs & Business Employment Advisor will be based in our offices in Golspie Street."



The partnership will also provide tenants with access to a range of other support services such as childcare and travel assistance and can even help with obtaining an interview outfit.

Elderpark tenants can access support from Jobs & Business Glasgow by calling the Customer Service Team to register interest or arrange an appointment on:

Freephone 0300 123 2898

Email: contact@jbg.org.uk



**Jobs & Business
Glasgow**

Improving Skills, Promoting Enterprise

Developing the Young Workforce

Our Community Regeneration Officer Jonathan Giddings-Reid reflects on working with Developing the Young Workforce which does such incredible work with young people.



Work Aware – Elderpark Housing Association

About the business:

Elderpark Housing Association was formed in 1975 to provide high-quality affordable housing to those most in need and to improve the lives of people living in the wider Govan area, and is a social housing provider operating in one of the most deprived areas in Scotland.

EPH has maintained its focus as a community-led social landlord operating within a defined geographic boundary. While our core activities are the provision, management and maintenance of social rented homes, we are committed to our 'wider role' as an engine for the regeneration of the local area. The Association works with community partners to support, promote, develop and deliver a wide range of services and initiatives that will benefit all Elderpark residents, irrespective of tenure.

Our Mission is to provide quality, affordable homes and excellent services that place a focus on our customers and enhance our communities.



We have developed five key strategic objectives for the period 2018-2021 which will focus on the following key themes:

- **Modern, innovative and forward-thinking services**
- **Sound corporate governance and financial management**
- **Strong asset management to invest in our current and new homes**
- **Partnership working with other agencies**
- **Maximise the talent and engagement of our staff and committee**

Why was the Work Aware programme of interest to you?

We are committed to supporting young people, the young voice, youth training and employment and youth mental health and wellness. I have worked with DYW since 2018 across several different organisations and Elderpark Housing has committed to continue supporting our youth offer with external partners.

What activities have pupils undertaken during your Work Aware programme? Have you seen any changes in young people from start to finish?

We have sought to make the day as fun and informative as we can. Working with FARE Scotland, we structure the day around three objectives:

- **Young people learn something about our business**
- **Young people laugh, ask questions and share life experiences**
- **Young people eat!**

The day looks at our business – both from an operational perspective and an actual walk around – we then talk about my role and what I do in community regeneration, we undertake an ice breaker activity and look to open up communication. We then finish the session with a hot lunch and take away food for that evening.

DYW Continued

What has been the highlight of your business Work Aware experience?

I think for me it is investing something in these young people. The food and the information is a really important part of that investment – but we have been really keen to talk ‘with’ the young people and not at them. I encourage honest debate – whilst setting very basic boundaries for us to operate in. I really enjoy when a group asks me about my life and what I do and how I live, why I do the job I do and what will I do in the future. I honestly believe that there is a large part of this process that invests in me as an individual – adding to my professional skills and reminding me why working with young people is so important. It’s very humbling.

What about the Work Aware programme would you recommend to other businesses?

We all have a duty to invest in and support the development of our young people.

Organisations and businesses would be crazy not to undertake this opportunity to ‘pitch’ our businesses to the workers of the future! Morally, we also all have a duty to do all we can to empower young people and help them to make choices that will better their lives and futures.

What value do you feel that Work Aware and DYW in general can bring to your organisation?

The relationship allows us to ‘shop window’ our business and encourage young people to consider social housing as an amazing opportunity to create a lasting, interesting and vibrant career.

“Elderpark Housing Association considers careers in housing to be a rewarding and immensely fulfilling choice for young people who are passionate about working within a socially conscious environment. We are strongly committed to delivering, with our partners, a workplace experience which provides a crucial insight into the work we do.”

**Gary Dalziel, Chief Executive,
Elderpark Housing**

A Very Warm Welcome to our new Director of Finance & Corporate Services

Helen Sutherland joins the team as Director of Finance & Corporate Services. Elderpark Housing has announced a key appointment to our senior management team. Helen Sutherland has taken over as Director of Finance & Corporate Services.

In a career spanning 25 years in housing Helen brings a wealth of experience and knowledge to the role.



Before joining Elderpark, Helen most recently held the posts of Finance Manager and immediately prior to that Interim Director of Finance, IT and Corporate Services at Glasgow-based Thenue Housing.

A significant part of Helen's career in housing was the 13 years she worked at Barrhead Housing Association, as Director of Corporate Services and was previously a Senior Accountant at West of Scotland Housing Association for 10 years.

Welcoming Helen to Elderpark, our Chief Executive Gary Dalziel said: *“We are delighted that Helen has joined us and she brings a wealth of experience and knowledge to the organisation. I am confident she will be a great addition to our management team and the organisation as a whole. We have been fortunate to appoint someone with her impressive track record and evident commitment to community-based housing.”*

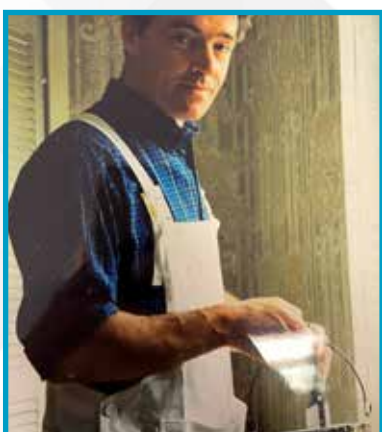
Helen said: *“I am delighted to have joined Elderpark and I’m looking forward to working together with the management team, all staff and the Management Committee in building on Elderpark’s successful record of creating new homes and improving tenants’ lives.”*

A JOB WELL DONE - Long-serving Elderpark staff member Jim Fraser retires after a remarkable 43 years of service

Ask our retiring Estates Management Inspector how many miles he has clocked up walking around the community during his remarkable 43 years of unbroken service and he would be hard pushed to tell you.

The nature of his role over four decades has been to keep a watching brief on how the community - and crucially the Elderpark housing stock, looks and addressing concerns as and when they arise.

Inevitably, this means many walks about the neighbourhood as well as having a razor-sharp focus on what matters to tenants and the wider community.



He remains one of the most "well kent" faces to tenants because of his travels around the housing stock. Jim has, for many years, been regularly spotted out and about wearing out shoe leather as he pounded the pavements! Now as he prepares to retire he can look back on a career largely spent in the service of Elderpark Housing defined by a deep-rooted personal commitment of service to community-based housing.

Jim came to Elderpark in April 1981 and did something which many housing professionals no longer do in their careers. He never left. Remaining with the housing association for the

vast majority of his career, he decided to forego opportunities to move within the housing sector because of his desire to serve Elderpark and the neighbourhood where he grew up.

Originally from Kinning Park, he joined Elderpark as a painter working on decorating closes in locations such as Uist Street. That was initially for a 12-week stint but he remained with the Association from that day on becoming Estates Management Inspector in 2006.

It is entirely possible that he is currently the longest-serving estates staff member to have served the one housing association anywhere in Scotland.

Looking back he admits the years have "flown by" and is in no doubt that the presence of Elderpark Housing remains a vital component of community togetherness.

Jim explained: *"Community-based housing associations perform a vital role in neighbourhoods across Scotland and Elderpark is a shining example of that commitment. They do so much more than simply collecting the rent – reaching into the community to help people with a firm emphasis on community regeneration.*

I have always believed it is not enough to build new homes for people. You need to build and sustain communities where people want to live and that is a role which housing associations such as Elderpark fulfil with distinction.

"Helping people to sustain their tenancies in difficult times such as the pandemic and latterly the cost-of-living crisis where financial worries are an ever-present challenge are two of the most important things we have done as an Association in recent times."

With regard to the pandemic, Jim was part of a team of Elderpark staff - together with partner organisations such as Aberlour – who delivered over 5,000 meals to isolated residents – many of whom were shielding and cut off from family members as the virus took hold and lockdowns were imposed.

A JOB WELL DONE...Continued

Jim was also part of the team which won an environmental award some years ago for tackling dog fouling in the drive to educate and advise pet owners to clean up after their animals.

Then there were improvements over the years to Elderpark's back courts together with an ongoing commitment to preserve and improve the Association's impressive tenement housing stock – constructed to last by precision Victorian and Edwardian builders.

Pest control, close cleaning, ground maintenance, bulk removal, building maintenance and anti-social behaviour issues have all come under his remit.

Jim added: *"One of the reasons I never left was I loved working for Elderpark Housing, but the relationships I've built with colleagues and tenants has been the biggest factor. There have been many changes over the years as staff have come and gone but I can honestly say I have really enjoyed my time here. But all good things must come to an end. I will miss my colleagues a lot but a new chapter in life is beginning."*

Jim hopes to enjoy his longstanding love of the outdoors and may consider undertaking some voluntary work.

Paying tribute to his dedication to Elderpark over the 43 years, Chief Executive Gary Dalziel said: *"We are sorry to see Jim go albeit he has been threatening it since the first day I joined Elderpark!"*

"Everyone in the organisation, those within the community and the many partner organisations he has worked with over the years all hold Jim in high esteem and the contribution he has made to Elderpark Housing and the lives of people in and around our community is something no article can fully capture."

"As a colleague he has been kind, considerate, caring and a real 'quiet' driver of Elderpark throughout the years he has been with us and the hole that his retiring will create in the Association will not be filled easily."

"We wish Jim a long and happy retirement and deeply appreciate all that he has done for Elderpark over the 43 years."

Jim retires at the end of July.

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.



Our opening hours are changing

From 31st July we will be closed for staff training every Wednesday from 9am until 1.00pm.

From 31st July our opening hours will be:

Monday - 9am until 5pm

Tuesday - 9am until 5pm

Wednesday - 1pm until 5pm
(Closed in the morning for staff training)

Thursday - 9am until 5pm

Friday - 9am until 4pm



AGM Save The Date

This year's Annual General Meeting will take place on **Tuesday 17th September 2024 6.30pm-8.30pm** and will be held in our offices at 65 Golspie Street.

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

We look forward to welcoming all 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.

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



Complaints and Feedback

Learning from complaints and feedback continues to be a high priority for the association, helping us to shape services and ensure where any service has fallen short of expectations at any time this is addressed through such learning opportunities. We will always aim to respond to your complaint within the agreed timescales.

However, at times the investigation can be more complex or take more time. Our primary consideration is to deliver a quality decision based on facts and evidence and at times this

means we do not meet these timescales. 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 January and 31st March 2024 we received a total of **80 complaints**, 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 within 5 working days	45
Number responded to within timescales of 5 working days	62.50%
Average time in working days to respond	4.97

Stage 2	
Total received at Stage 2	8
The number of Complaints closed in full within 20 working days	5
Number responded to within timescales of 20 working days	62.50%
Average time in working days to respond	19.75

Stage 1 Outcomes		Stage 2 Outcomes	
Resolved	46	Resolved	2
Upheld	11	Upheld	1
Partially Upheld	9	Partially Upheld	2
Not Upheld	5	Not Upheld	0
Outstanding at the end of the reporting quarter	1	Outstanding at the end of the reporting quarter	3

You Said



We Did



Housing News

Thank You For Having Your Say!
Thank you to everyone who came along to our "Housing Allocations Consultation Event" held recently at our offices.

It was a particularly well-attended occasion and gave us the opportunity to explain how we allocate our homes.

All housing providers have what's known as "policies" which determine how we carry out the various functions of the organisation. One of these is the Housing Allocations Policy and tenant input is essential to ensure we are acting upon your wishes as to how we allocate homes while undertaking our legal requirements which are also very important.

We were able to gather all kinds of thoughts including such things as internal transfers to a different Elderpark home and how we deal with homelessness.

Thank you once again to everyone who came along.

Allocations Policy – the next stages.....

Our new Allocations Policy, was approved by our Management Committee in May, it aims to ensure that all applicants are prioritised

according to the updated guidelines. To implement this policy, we will conduct a comprehensive review of our waiting lists in two stages:-

Stage One: Applicant Review

We will review all applicants to verify that they still require rehousing and that their circumstances have not changed. Each applicant will receive a review letter. If you still seek rehousing, please return the letter or contact our office to confirm your status.

Stage Two: Re-pointing Applications

We will reassess all application forms to ensure everyone receives the correct points according to the new allocation policy.

Thank you for your cooperation in this important process.



Maintenance News - Thank You!

The Maintenance team would like to thank all tenants who provided access for planned maintenance works on our recent contract.

During this programme, we replaced 56 kitchens, 29 bathrooms and renewed 32 boilers in various streets. We are pleased with the success of works and access rate in order to make our properties more modern and sustainable.



A Walk For Mags – MND Awareness

Staff from Elderpark Housing and our partners at Aberlour Childrens Charity took part in a fundraising walk to raise funds and awareness of Motor Neuron Disease (MND).

The walk from Balmaha to Drymen which took place on Saturday 4th July was organised by Johnny Hendry from Aberlour and included a trek up and over the iconic Conic Hill.

The fundraising walk was inspired by Mags McQuade who was recently diagnosed with MND and who rather than let the diagnosis of such a cruel disease for which there is no

cure overwhelm her, was determined to raise awareness of MND and help others affected by the disease.

Over 60 people took part on the day and £7,000 was raised for MND Scotland who provide research into MND and support for those affected.

To find out more about MND and how you can help fight the disease go to <https://mndscotland.org.uk/>



SMOKY SAUSAGE SKEWERS WITH TOMATO RICE

Serves 4



INGREDIENTS

8-pack pork sausages
2 red onions, 1 cut into 3cm chunks, 1 finely diced
3 peppers, deseeded and cut into 3cm chunks
2 tbsp smoked paprika
2 tbsp dried oregano
3 garlic cloves, crushed
3 tbsp olive oil
2 tbsp tomato purée
300g long-grain rice, rinsed
1 chicken stock pot, made up to 700ml
15g fresh coriander, finely chopped



METHOD

1. Preheat the oven to gas 7, 220°C, fan 200°C and line a large baking tray with foil. Meanwhile, if using wooden skewers, soak 8 in cold water.
2. Cut each sausage into 4 pieces and put in a large bowl with the onion and pepper chunks. Add 1 tbsp each paprika and oregano, 1 crushed garlic clove and 2 tbsp oil. Season, then toss to coat gently.
3. Thread the sausages and veg onto the skewers, then transfer to the tray. Bake for 25-30 mins, turning halfway if starting to catch, until golden brown and cooked through.
4. Meanwhile, heat the remaining oil in a lidded pan over a medium heat and fry the diced onion for 5 mins, stirring, until softened. Add the remaining paprika, oregano, garlic and tomato purée, and cook for 2 mins or until aromatic.
5. Add the rice, stir to coat, then add the stock; cover and bring to the boil. Once bubbling, reduce to a simmer for 12-15 mins until the water is absorbed. Set aside for 5-10 mins, covered, until needed.
6. Carefully fluff up the rice with a fork and stir through the coriander. Serve with the sausage skewers.



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 closing date for all entries is 31st October.



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.