



ELDERPARK
HOUSING

WINTER

NEWSLETTER 2024



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Nimmo Drive Update



Work has started on our new affordable housing creating 43 energy efficient flats at Nimmo Drive.

The JR Group has begun the construction project located on the former Mac Ventilation factory site and the Elder Park community centre.

The construction group hosted a ground-breaking ceremony at the site, welcoming members of Elderpark Housing and Depute Leader of Glasgow City Council & local Councillor Ricky Bell to mark the beginning of the construction work.

The project will breathe new life bringing a mix of one, two, three and four bedroom apartments split across two blocks to the area.

Works will also include lift access at both blocks, sustainable heating throughout the homes, ample amenity space and internal and external bike storage for residents to make use of.

Andrew Dallas, projects director for The JR Group, said, "This modern development at Nimmo Drive is a project that everyone at The JR Group has been excited to get started on, so we were delighted to mark the milestone with a ground-breaking ceremony.

"This is our first project with Elderpark Housing Association, so we look forward to building a strong working relationship with them and look forward to seeing tenants move into their homes upon completion."

Gary Dalziel, our Chief Executive, added: "Elderpark Housing has been working with The JR Group and partners over the recent period to design, develop and now construct 43 outstanding new socially rented flats within the heart of our community. These new flats will replace the former Elderpark Community Centre and an adjacent industrial unit and provide much needed homes which are built to the highest standard and we are extremely grateful to Glasgow City Council and the Scottish Government for their support in providing significant funding to make this project achievable within the challenging economic environment. We are excited to see the construction work beginning on these new homes and look forward to their completion currently anticipated for 2026."



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 £1.00 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 X: [@ElderparkHa](https://twitter.com/ElderparkHa) and Facebook: www.facebook.com/ElderparkHa for all our latest news and upcoming events.



Elderpark Hosts GYIP Awards

Elderpark Housing was proud to host the Govan Young Information Project "Youth Work" Awards recently at our offices.



It was a celebration of young people and all that they bring to our vibrant and diverse community.

GYIP has been doing the most amazing work with young people since 1994.

The aim is to deliver "meaningful and powerful youth work to children and young people in the Greater Govan area".

Elderpark Housing also sponsored one of the awards – the "Outstanding Achieving Award". Kevin Burke BEM, Project Manager thanked the housing association for hosting the event and the contribution from staff whose hard work made the occasion such a success.

More information on GYIP can be found at www.gyip.org.uk



A Double Triumph For Our Jim

Newly-retired Elderpark staff member scoops TWO Lifetime Achievement Awards in space of 24 hours.



A newly-retired Elderpark Housing long-serving staff member is celebrating a DOUBLE lifetime achievement award.

In the space of 24 hours Jim Fraser won not one but TWO awards at separate national housing award ceremonies.

Former Elderpark Estates Management Inspector Jim - who retired in the summer - won the Lifetime Achievement Award at the Tenants Information Service National Excellence Awards.

Then the following evening he scooped an award of the same name at the CIH Scotland Housing Awards 2024.

The double success is a fitting conclusion to a life of service to community-based housing having spent 43 years at Elderpark.

Jim said after both ceremonies he was "overwhelmed to be recognised for simply doing a job I loved."

He added: "I am deeply grateful and honoured to have received these two awards from TIS and CIH Scotland. My working life at Elderpark Housing may be over but I have so many fond memories of working with tenants, the wider community and Elderpark colleagues over such a long time. It has been a wonderful journey." Our Chief Executive Gary Dalziel who attended both events with Committee members and staff called Jim's double achievement "truly remarkable."

Gary added: "There can't be many people who have won not one but two Lifetime Achievement Awards in the space of 24 hours and if I could handpick someone who should, it would have been Jim. They are a fitting recognition of a working life devoted to the local Govan community and thoroughly well deserved. Everyone at Elderpark Housing is thrilled at Jim's success."

Jim was one of the most "well kent" faces in the Govan community because of his travels around the Elderpark housing stock over such a long time.

Jim came to Elderpark in April 1981 and did something which many housing professionals no longer do in their careers. He never left. 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 Glasgow's Kinning Park, he joined Elderpark as a painter, working on decorating closes. That was initially for a 12-week stint but he remained.



Dig-In is Back!

Low-cost community greengrocer opens its doors once again in Crossloan Road after a year of closure.

A community-led greengrocer closed for over a year has re-opened once again in Govan to the delight of shoppers.

“Dig-In” shut down after funding to keep it going ran out, disappointing thousands of local residents.

Now thanks to fresh funding from the National Lottery the non-profit making shop owned by us here at Elderpark and based at 193 Crossloan Road has opened its doors once more.

It is now doing brisk business, selling nutritious fruit and veg at greatly-reduced prices. Dig-In is a vital tool in helping the Govan community to eat healthily while assisting families to reduce the cost of the weekly food bill.

Open three days a week on Mondays, Wednesdays and Fridays it is even able to offer free soup to anyone who calls in on Mondays to beat the winter chill.

Elderpark worked with the Dig-In board and secured a year of funding from the National Lottery and there are hopes the funding may be extended for a further three years.

Further generous funding has come in the form of cash from the “GRID Civic Grants Fund” which will be used to organise “pop up fruit and veg themed open days” on Saturdays throughout the year.

GRID stands for Glasgow Riverside Innovation District and its three partners are the University of Glasgow, Glasgow City Council and Scottish Enterprise.



In charge of the shop is Thalia Groucott who said locals were delighted at the shop’s reopening.

Thalia said: *“A community shop offering low cost fruit and veg and some other dry goods such as lentils at affordable prices just makes sense while food prices increase and it becomes harder for people to buy the good quality nourishing food that they want.”*

Dig-In stocks a wide range of fruit and vegetables similar to other greengrocers with stock purchased from a wholesaler in Blochairn in the north of the city.

There are even future plans to create a bartering system where local fruit and veg growers can exchange their products.

***Dig-In is open on Mondays, Wednesdays and Fridays from 10am to 5.30pm and closes for lunch each day between 1pm and 1.30pm.**

A Flower-Filled Community Gem!

Call for volunteers to help precious neighbourhood garden in Ibrox continue to flourish!

A community garden much loved by our community has issued a call for volunteers to help it continue to flourish.

Ibrox Flower Field is a hidden gem highly valued by people living nearby.

The garden provides a space for health and wellbeing, play, community togetherness, learning about gardening, growing vegetables and space just to sit and enjoy a tranquil location.

The maintenance of the Hinshelwood Drive garden is undertaken through the support of volunteers from the community and others who provide gardening sessions and community events throughout the year.

Every gardening session is different as it is dependent on the season and weather. No prior gardening experience is needed as skills can be learned or shared. All are welcome and all equipment is provided.

Elderpark Housing has long been a supporter of the garden and we were present when an open day for all the family took place in the summer.

Garden Co-ordinator Stuart Minnis explained: *"Volunteers help maintain the areas of the garden by carrying out tasks such as growing vegetables, watering, composting, weeding, caring for plants and carrying out repairs."*



"Hosting community events is an integral part of the garden and events have included cooking sessions, bike maintenance, children's activity programmes, theatre productions, summer and Hallowe'en events, wellbeing activities, Yoga, meditation, Tai Chi, massage, and outdoor education activities with Ibrox Primary and nursery school which is located just across the road."

"We are always looking for support of local people to help organise and support at the gardening session and events. There is always something needing done but all are welcome to come in for cuppa, chat and to enjoy the garden and you may even leave with some home-grown vegetables!"

If you would like to support the Ibrox Flower Field please contact Stuart Minnis at minnis705@gmail.com or check out the garden's Facebook page www.facebook.com/IbroxFlowerField

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



Complaints and Compliments

The association continues to prioritise making improvements in our complaints handling and we continue to resolve a high number as front line resolution which demonstrates positive action being taken to ensure our tenants who have made complaints are satisfied with the outcome.

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.

From 1st April 2025 we will 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 April and 31st September 2024 we received a total of **109 complaints** and the breakdown of these can be seen below.

Stage 1	
Number of complaints received at Stage 1	85
The number of Complaints closed in full within 5 working days	43
Number responded to within timescales of 5 working days	51%
Average time in working days to respond	5.36

Stage 2	
Number of complaints received at Stage 2	24
The number of Complaints closed in full within 20 working days	10
Number responded to within timescales of 20 working days	42%
Average time in working days to respond	25.42

Stage 1 Outcomes		Stage 2 Outcomes	
Resolved	70	Resolved	6
Upheld	5	Upheld	6
Partially Upheld	3	Partially Upheld	7
Not Upheld	7	Not Upheld	5
Total	85	Total	24

You Said



We Did



Area of Service

Our repairs service is the most important service for our tenants, the most accessed service and we also have a digital satisfaction survey in place to help monitor satisfaction in this area.

As a result of this, as you would expect, this is the area of service where we receive the most complaints. A total of **67 complaints** out of the **109 received** relate to either planned or reactive repairs and the main themes being 'standard of repair' and 'communication.' We will use this feedback to gain more insight and look at any ways we can improve this area of service over the coming months.

A warm welcome to our new staff and a fond farewell to long standing colleagues

Greg Lafferty Maintenance Officer

"I have worked in the Housing sector for over 30 years this has included Local Authorities, Housing Associations, Third Sector Charities and the private sector in various posts; including Maintenance Officer, Housing Officer, Strategy Assistant, Housing Broker and Property Services Manager. I have most recently been covering the temporary post of Estate Management Inspector at Elderpark, but I am delighted to be taking up the post as Maintenance Officer at Elderpark as this is a post I have always enjoyed. I enjoy meeting people and helping our customers ensuring they are receiving the best service possible. Out with work I enjoy football, DIY and spending time with my family – having 2 teenage daughters keeps me busy! So if you see me when I'm out and about come and have a chat – looking forward to meeting you all and becoming a permanent member of staff at Elderpark."



Goodbye to Long Standing Colleagues

Sadly a number of long standing colleagues left the association over recent months and each of them made a strong contribution to Elderpark Housing in the time they were with us.

Jim Fraser left the association on the 31st July after 43 years with Elderpark Housing, he was a huge influence on the organisation and disappointed to see him retire but we wish him well and he deserves the rest – there is an article on his double Lifetime Achievement award win on page 4 which happened in November recognising his contribution to the association and the Govan Community.



Derek Robertson left the association in September after 42 years with Elderpark Housing joining us as a 16 year old. Unfortunately Derek has had some health concerns and having been absent since the summer of 2023 he unfortunately isn't in a position to return to work at this time. Again like Jim he has played a huge role in the association over the last 42 years and we wish him well for the future.



David Adam left the association at the end of October following recent ill-health, David joined us in 2021 as Director of Maintenance Services during the difficult period of Covid and he worked tremendously hard for the association in this three years with us and we wish him well for the future.



Lauren Herd joined the association as a modern apprentice in 2017 and in her seven years with us progressed to Maintenance Administrator, she has recently left the association for a promoted post of Compliance Officer with Glasgow West HA and we are sure her career will go from strength to strength.



Alana Park recently left the association after 17 years with Elderpark Housing within our finance department, she has left for a promoted post within another association and we wish her every success in her new role.





Get Ready for Cycling

First kids get their new bikes thanks to Safety Awareness Glasgow, Elderpark Housing and Cycling Scotland.

The first 10 kids in Govan have received free bikes have been presented with their new cycles as part of a trailblazing initiative to promote activity.

Elderpark Housing was successful in obtaining funding from Cycling Scotland which it shared with partners including "Safety Awareness Glasgow" to deliver the boost to youngsters.

The bikes were handed out in Govan and former First Minister and local MSP Humza Yousaf dropped by to see the handover for himself.

Safety Awareness Glasgow was set up in 2015 to educate, encourage and support vulnerable individuals, and organisations in Glasgow about health and safety.

It is a community and people-led organisation which aims to promote safety and the general wellbeing of people in the community.

The funding secured also enables the housing association 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.

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



Spotlight On The Craft Cafe

It is one of the greatest community success stories which endeavours to bring the over 60s together with a firm emphasis on creativity. Welcome to the Craft Café where busy hands are engaged in creating wonderful things and where companionship, a cuppa and a friendly welcome always await.

The Craft Café which is entirely free is a haven of creativity – much valued by those who attend and for whom it is an essential part of their weekly diary.

The Craft Café has been going strong since 2010 and is run by the much-admired creative charity Impact Arts three days a week from 11 am to 4pm on Tuesdays and Thursdays and 10 am to 2 pm on Wednesdays.

It has relocated to the newly-refurbished Elderpark Library and Community Hub which has undergone an impressive £4million upgrade.

Prior to this the café was located at Elderpark Community Centre but moved in temporarily to the offices of Elderpark Housing - a strong supporter of the café – before the library move. The community centre had reached the end of its useful life and has now been demolished to make way for a landmark housing development from Elderpark Housing bringing new and much-needed affordable homes to the community.



So what does the Craft Café have to offer?

Craft Café activities are chosen by members and include a wide range of creative techniques. From photography and painting to knitting and crochet; from upcycling

furniture and wood burning to printmaking and sculpture. The list is endless and there is something to suit everyone's interests.

It is worth pointing out that previous craft-making involvement is not required as guidance and lots of encouragement is provided.

Those attending will be provided with all the art materials and equipment needed to get involved – as well as support that can help you feel better in body, mind and soul.

It goes without saying that participating in the arts can improve mental health by reducing stress and isolation and improving self-esteem.

Up to sixty people are members and some choose to come on just one day a week or on all three. Usually there are twenty to twenty five people on any one day.

The café and Impact Arts acknowledge the important funding obtained to ensure the café is a success and remain deeply grateful to the following organisations.

The funders are:

- Inspiring Scotland – Creative Communities Fund;
- Glasgow City Council – Glasgow Communities Fund;
- GCVS - Glasgow Community and Mental Health Wellbeing Fund;
- National Lottery – Improving Lives Fund;
- Generations Working Together;
- Glasgow Area Partnership Fund.

Two regulars at the café are Rose Reid and Maureen Kirkwood – both in their seventies – who are full of enthusiasm for the café and what it has to offer.

One project at the café was the making of stylish banners to hang on the new Govan to Partick bridge which reunites the two historic city communities for the first time in many years and which opened in early September. Rose said: *"I think the café is a wonderful idea - it provides companionship and I look forward to it every week."*

Maureen added: *"Everyone who comes along*

Spotlight On The Craft Cafe continued

enjoys it and there is a variety of things to do – all with a creative flavour.”

Our Chief Executive Gary Dalziel said: “The Craft Café is a popular concept which supports the over sixties in our community on a number of levels -nurturing their creativity and tackling loneliness and isolation.

“With the arrival of winter now is the time to check out what the café has to offer to while away long winter days. The enthusiasm from existing members for its activities speaks for itself.”

Charlotte Craig, Lead Tutor at the Café, said: “The Craft Cafe is a wonderful group to be a part of - it’s friendly and relaxed as well as really creative. Often, as people age, they can feel themselves becoming isolated, but at the



Craft Cafe we want to see older people thrive. It’s a great place to find hidden talents and share companionship.”

For further information on the Craft Café contact Charlotte at charlotte.craig@impactarts.co.uk or on 07976 623 552 or colleague Emma at emma.aitken@impactarts.co.uk on 07903 745598

Estate Management News

Christmas and New Year Holidays - Wheeled Bin Collection Arrangements

Due to the Christmas and New Year holidays some of your bin collection dates will change. Please note your revised collection dates in the table below:

2024	Current Date	New Date	Current Date	New Date
Purple bin	Wed 25/12/24	Fri 27/12/24	Thu 26/12/24	Sat 28/12/24
Brown bin	Wed 25/12/24	Wed 08/01/25	Thu 26/12/24	Thu 09/01/25
Green bin	Wed 25/12/24	Wed 15/01/25	Thu 26/12/24	Thu 16/01/25
Blue or Grey Bin	Wed 25/12/24	Wed 22/01/25	Thu 26/12/24	Thu 23/01/25
2025	Current Date	New Date	Current Date	New Date
Purple bin	Wed 01/01/25	Fri 03/01/25	Thu 02/01/25	Sat 04/01/25
Brown bin	Wed 01/01/25	Wed 15/01/25	Thu 02/01/25	Thu 16/01/25
Green bin	Wed 01/01/25	Wed 22/01/25	Thu 02/01/25	Thu 23/01/25
Blue or Grey Bin	Wed 01/01/25	Wed 29/01/25	Thu 02/01/25	Thu 30/01/25

We will lift all excess waste and empty all correct coloured bins presented on the new collection dates.

Over the holiday period it would be helpful if car owners could arrange to park their vehicles in a position which will allow bin crews safe access to your wheeled bins.

Thank you for your co-operation.
www.glasgow.gov.uk/recycling



Merry Christmas and a Happy New Year.

Housing News

Be Aware of Bed Bugs

Over the last months we have received increasing numbers of tenants reporting infestations of bed bugs.

Bed bugs are small, flat insects that can be hard to see if you don't know they're there. If they're in your home, they've probably crawled in or been carried in on clothing or furniture. Getting rid of bed bugs can be hard and take a long time.

Preventing bed bugs

- Wash and dry your bedding and clothes often, using the hottest setting
- Keep your home tidy so bed bugs have fewer places to hide
- Vacuum regularly
- Be careful with second-hand furniture and inspect it before bringing it into your home

How to spot bed bugs

- Bite marks on your skin after sleeping, especially on your neck, arms, hands, and legs
- Small dark spots on your mattress or bedding
- Live bed bugs on your bedding or furniture, like couches
- Shed skins from bed bugs – these can look like droppings

Removing bed bugs

- Wash and dry your bedding and clothes at the hottest setting
- Clean your home and the affected room
- Get help from a professional cleaning company

If you think you have bed bugs in your home, please contact us as soon as possible by phoning or emailing the office on:

0141 440 2244 or
customerservices@elderpark.org

Please do not attend the office in person, if you have an appointment please call the office to rearrange until the problem is resolved.

The sooner we know, the quicker we can help tackle the problem.

You'll find information on how to treat bedbug bites on the NHS website <https://www.nhs.uk/conditions/bedbugs/>



> JOIN SCOTLAND'S FIGHT AGAINST FIRE

Get ready for winter. Make sure you have working smoke alarms. Consider fitting a heat alarm in your kitchen to give you early warning of a fire in the home.

Take extra care when cooking if you suffer from any illness, disability or are taking prescribed medications that makes you careless or forgetful.

We all know older people who are at risk from fire – it could be a grandmother, aunt, friend or neighbour. Join Scotland's Fight Against Fire. If you, or someone you know, is at risk from fire, contact us now.

call 0800 0731 999
visit www.firescotland.gov.uk
Or talk to your local firefighters.

> ALCOHOL

If you're tired, have been drinking, or taking drugs, you will be less alert to the signs of fire.

You are more likely to fall asleep.

You are less likely to wake up if a fire does start, particularly if you don't have working smoke or heat alarms in your home.

If fire does break out alcohol or drugs can heighten feelings of disorientation, making it difficult for you to escape.

Cooking and alcohol can be a recipe for disaster.

If you've been drinking alcohol or taking drugs, don't cook.

Smoking is the main cause of death from fire in the home. You are more likely to lose your life in a fire if you drink and smoke.

In many fires started by cigarettes, people have also been drinking and are sleepy.

Never smoke in bed.

Don't smoke in your chair if you've been drinking or you're feeling tired. If you do feel tired smoke outside or stand up and smoke at a window or outside door.

> FURTHER INFORMATION

Visit www.firescotland.gov.uk for practical fire safety advice, or talk to your local fire fighters at your nearest community fire station. You will find contact details on the website, in your local library and in the phone book.

For specific information and advice for older persons contact the Age Scotland helpline. Age Scotland Fire Safety Factsheet 101s provides essential fire and safety information for older people and persons who care for older people. call 0845 125 9732 visit www.agescotland.org.uk

The Scottish Government 'Ready for Winter' campaign sets out simple steps we can all take in the home, before a journey (whether driving, cycling or on foot), at work and in our communities to prepare for Winter. It also encourages people to look out for others, especially the more vulnerable, when bad weather strikes. visit www.readyscotland.org

> GET YOUR FREE SMOKE ALARMS

A short visit from the Fire and Rescue Service will help make sure your home is as safe as it can be. They can even install smoke alarms, free, if you need them. It only takes about 20 minutes, and their advice and help could save your life.

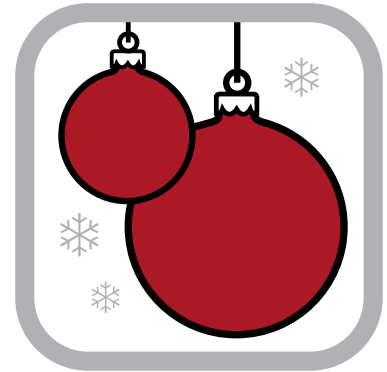
To request a free Home Fire Safety Visit, call 0800 0731 999 visit www.firescotland.gov.uk

If you would like this document in another format or language, please call 0800 0731 999.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Get ready for winter- book a FREE HOME FIRE SAFETY VISIT
Call 0800 0731 999
or visit www.firescotland.gov.uk



Fact.

House fires and casualties increase during winter, with a **high risk** over the festive period.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

> USING PORTABLE HEATERS

- Keep heaters away from curtains and furniture and never use them for drying clothes.
- Unplug or switch off portable heaters when you go out or go to bed.
- Secure portable heaters in position to avoid the risk of them being knocked over.
- Only use gas or paraffin heaters in well-ventilated areas. Heaters consume oxygen and in enclosed spaces can produce harmful gases and/or cause carbon monoxide poisoning.
- Fit a Carbon Monoxide detector in all rooms containing gas or paraffin heaters.
- Never use portable gas cylinder heaters in high rise flats
- Always change gas cylinders in the open air. Never change gas cylinders in an enclosed space.

> USING ELECTRIC BLANKETS

- Never leave an electric blanket switched on when you're in bed unless it's marked 'suitable for all night use'.
- Ensure your electric blanket is tested and serviced in accordance with manufacturer's guidance, in particular after the guarantee runs out. Manufacturers often recommend testing blankets every 3 years.
- Check the blanket, plug and flex regularly for damage (e.g. fraying fabric, scorch marks, exposed wires). If you're in any doubt, don't use the blanket.
- Store electric blankets safely – roll them, don't fold them.

> FAIRY LIGHTS AND DECORATIONS

- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Check fairy lights are in good working order and replace any bulbs that have blown.
- Bulbs can get very hot, don't let them touch materials that can scorch or burn easily, such as paper or fabrics.
- Make sure the fuse in the plug is the correct rating.
- If you need to plug more than one appliance into an electrical socket use a multi-socket adaptor which is fitted with a fuse and has surge protection.

> CANDLES

- Extinguish all candles before you go to bed. In particular, never leave a burning candle in a bedroom.
- Keep candles, matches and cigarette lighters out of reach of children and never place lit candles where they can be knocked over by children or household pets.
- Always put candles on a heat resistant surface/ holders. Be especially careful with night lights and tea lights, which can get hot enough to melt plastic or ignite combustible Christmas decorations.
- Position candles away from objects that may catch fire, like Christmas trees, greeting cards, ribbons and other decorations.
- Never move lit candles.
- Always use a candle snuffer or a spoon to extinguish candles or tea lights.

> WHEN CELEBRATING

Consuming even a moderate amount of alcohol can greatly increase the risk of fire and fire injury.

- Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.
- Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays.
- Stub out cigarettes properly – make sure there's no smoke.
- Pour water on cigar and cigarette ends before putting in a bin.
- Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.
- If celebrating with fireworks remember that they are explosives. Store them safely out of the reach of children and always follow the fireworks code.

> FESTIVE SAFETY TIPS

- Check your smoke and heat alarms are working. Replace batteries if necessary.
- If you have an open fire make sure your chimney is swept before winter. Always use a fire guard, secured in position, to protect against flying sparks from hot embers.
- Never place Christmas cards or decorations around the mantelpiece.
- Check your Christmas light plugs are fitted with the correct fuse, don't overload extension leads and ensure all electrical devices are Intertek BEAB approved.
- Always switch Christmas lights off and unplug them before you go to bed.
- Decorations can burn easily – don't place them near lights or heaters.
- Never leave cooking unattended, especially when using hot oil. For early warning of fire consider fitting a heat alarm in your kitchen.
- Take time to check on elderly relatives and neighbours this Christmas as they are at greater risk from fire, particularly if they suffer from ill health or disability.



Financial Assistance



If you're claiming Universal Credit, did you know....

We can help with Childcare Costs for those who are working? **We can cover up to 85% of the Childcare Costs for two children up to £2047 monthly.** We can also cover upfront costs if you need to go for an interview, work placements and in the 7-day run up to starting work.

We have a lot of providers that come to the Jobcentre to help people who are claiming UC and Legacy Benefits.

- **Citizen's Advice:** Help with UC and SSS benefit advice, council tax and any other issues.
- **Jobs & Business Glasgow:** They attend Tuesday, Wednesday and Thursday
- **Enable:** They attend every 2 weeks, they are here to help people with mental and physical health conditions, disabilities, learning difficulties etc. into work
- **Voiceability:** Are an advocacy and involvement service that can help with applications/appeals/ changes to Social Security Scotland benefits such as ADP and CDP
- **One Parent Family:** Provide expert advice, practical support for single parents
- **Smart Works:** Supports unemployed women into work through an expert interview coaching help practise and prepare for your interview
- **Move On:** Group sessions on a monthly basis, to help individuals who have barriers to work
- **Bridges Programme:** Supporting the social, educational and economic integration of refugees, asylum seekers, migrants, and anyone for whom English is a second language
- **WSREC (West of Scotland Regional Equality Council):** Attend every month, they help all those who fall under the 9 protected characteristics (as outlined in the Equality Act 2010) and intersectionality



Did you know?

Govan Jobcentre has our very own Disability Employment Advisor, Jacky!

Your Disability Employment Adviser has knowledge of the local area and what's available for people experiencing health issues, disabilities, learning difficulties, addictions etc.

They also can contact employers to explore volunteering and work experience opportunities. Meeting with a Disability Employment Adviser is completely voluntary and can be done either in person at the Jobcentre or over the telephone.

Private rooms and quiet times and longer appointments are also available.

Interested?

Please let your work coach know, and your DEA will be in touch.



Jobcentre Plus has Armed Forces Champion, Chris, who covers the Glasgow area.

Any person who is ex-service or a veteran, and their families, can receive help from our Armed Forces Champion. It doesn't matter how long ago you served or how long the duration of service was! Chris can help people with health conditions to get the help they need or help people who are ready into work by organizing with charities and many employers to get guaranteed interviews.

Meetings with Chris are flexible and can be in the comfort of a coffee shop or at your housing association.



The Jobcentre has an agreement with Mitie through the Mitie Foundation.

Established in 2013, the Foundation is a registered charity focussed on providing varied life opportunities for those we support.

They are committed to breaking down perceived barriers and helping a diverse range of participants, who may otherwise have been overlooked.

They aim to support the following groups to help unlock their potential:

- Long Term Unemployed
- Disabilities and Learning Difficulties
- Veterans
- Ex-Offenders
- Young People



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.

Office Closures

Our office will close on:

Tuesday 24th December 2024 at 12.30pm and we will re-open on Monday 6th January 2025 at 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 City Technical Services tel: **0333 202 0708**

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

If you would like this newsletter in a different language please do not hesitate to get in touch

ودرا

نابز یرسود یسک وک رٹیل زوین یسا پآ رگا
پآ، ینابر مم ہار بوت سیہ یتہاچ/ےتہاچ انیل سی
یتکس/ےرتکس رک ہطبار ہتاس ےرامہ فلکت الب
ہی۔

Jeśli chcesz otrzymać ten biuletyn w innym języku, skontaktuj się z nami
Dacă doriți acest buletin informativ în altă limbă, nu ezitați să ne contactați

یہاچنپ

چو نابز یچود یسک رٹیل زوین مہیا یسرت ےج
یسرت ےکرک ینابر مم ےت وا یدنہاچ/ےدنہاچ انیل
ےدکس رک تاب لگ لان ےڈاس ےکوہ کھجھج ےب
وا یدکس



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

  @ElderparkHA

