

# WINTER

## NEWSLETTER 2025



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# A Winter Warmer!

## Three local housing associations secure almost £300k to continue vital energy advice service to keep tenants warm.

Tenants are to carry on benefiting from a highly successful energy advice initiative thanks to three Govan-based housing association.

Neighbouring housing providers Elderpark, Linthouse and Govan housing associations have secured funding of £293,000 to carry on with the much-valued Energy Advice Service for a further two years.

In addition, the project will add new “smart sensors” which energy advisors will use to analyse data on temperature, energy use, and air quality across a range of property types.

This will enable the advisors to offer more tailored support to households and help the three Associations make smarter, evidence-based investment decisions to boost energy efficiency across their housing stock.

In partnership with the University of Glasgow, the project will also study how fuel poverty impacts health and wellbeing, particularly for tenants with underlying health conditions.

Quarterly surveys will provide essential insights to help inform national policy and shape better-targeted advice and support services. Between them the three associations own and manage over 4000 homes across the local area.

The trio called the cash boost “timely and much welcomed” coming as it does before the winter and in a period of rising fuel bills.

The money has come from the Energy Industry Voluntary Redress Scheme, administered by the Energy Saving Trust.

It marks a major boost for local residents as the service continues to play a vital role in tackling fuel

poverty and supporting households through the seemingly never-ending cost-of-living crisis.

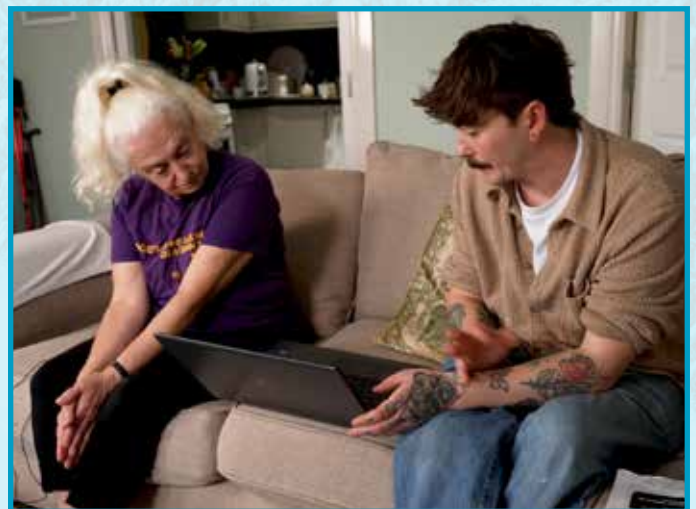
Set up in 2021, the Govan Energy Advice Service has supported 1,972 households across the community through workshops, drop-in surgeries, referrals, and home visits — delivering £220,929 in “financial gains” between 2023 and 2025 through fuel debt relief, maximising people’s income and benefit advice.

### The service helps residents:

- Understand and reduce their household energy use
- Manage fuel debt and access benefits and payment options
- Improve the energy efficiency of their homes

Aidan McGuinness, Director of Housing and Communities for Elderpark Housing, said *“We know only too well how tough things are for many households struggling to heat their homes. This funding allows us to harness cutting-edge technology and help us and our tenants to better understand what works — not just in the wider Govan area, but for communities across Scotland. We’re determined to turn data and insight into real action to help end fuel poverty in our communities.”*

Any tenant of the three housing providers can ask for free and confidential help from the energy advice scheme by contacting their respective association.



*\*Energy Saving Trust was appointed by Ofgem – the energy regulator - to distribute payments from companies who may have breached Ofgem rules. Registered Charities, Community Interest Companies, Co-operative Societies and Community Benefit Societies can apply for funds to deliver energy related projects that meet the scheme priorities and benefit people in England, Scotland and Wales. Source: Energy Saving Trust\**



# Three Housing Associations Come Together for Family Festival

The sun came out in August and so did the crowds for the Elder Park Community Festival.

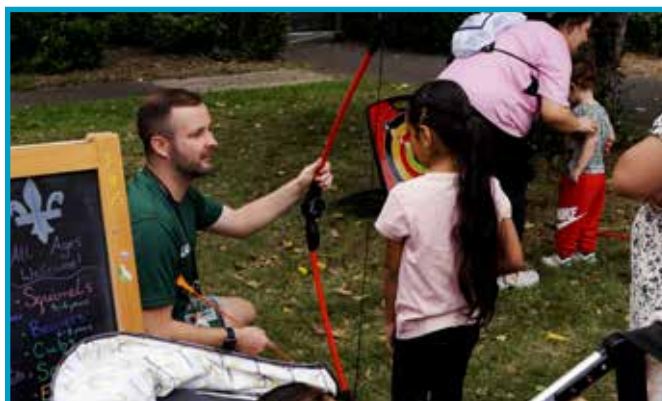
In a highlight of the local social calendar, hundreds flocked to Elder Park for a day-long event filled with fun, and with a firm family focus.

Govan's three housing associations – Elderpark, Govan and Linthouse – played an important role in proceedings with giveaways and an opportunity to engage with tenants and the wider community. The free event was a significant collaborative occasion masterminded by nearly 20 local organisations and community groups.

The aim was to celebrate Govan, its creativity, community, healthy living and climate awareness and judging by the large turnout it certainly caught the public's attention.

It offered live performances from talented local performers, DJs, dancers on a professional stage, a kids' zone with activities, games and creative workshops.

There were also upcycling opportunities, climate-friendly tips, sustainability stalls, healthy food demonstrations, nutrition advice, hands-on workshops and street food.



In keeping with the green space theme, Elderpark Housing used the occasion to assess public support for its planned new community garden and travel hub adjacent to its offices which will transform an unloved piece of waste ground.

A spokesperson for the three housing associations said: *"It was undoubtedly a day to remember with a strong emphasis on bringing the people of Govan together. Supporting our communities remains a vital part of our work."*

*We were delighted to take part and have the opportunity to connect with many of our tenants and our amazing and thriving neighbourhood."*



# Family Fun to Mark 50 Years



## School holiday event as Linthouse and Elderpark jointly celebrate our half centuries.

Elderpark and Linthouse housing associations laid on a feast of family fun to mark 50 years of service to the community.

We came together to host an action-packed day of activities with a firm focus on kids enjoying themselves.

The joint event held at the Fairfield Club put tenants and other residents at the heart of our 50th Anniversary celebrations.

There was a dance competition with prizes, face painting, arts and crafts activities, a superb free lunch and a host of other activities to entertain youngsters.

A birthday cake marking the double birthday was cut and handed out to those attending.

Both housing associations have undertaken a host of activities to mark their special year.

They were the subject of civic receptions organised separately by Glasgow City Council, and Elderpark and Linthouse both hosted stalls at the Elder Park Festival in the summer to engage

with tenants.

Here at Elderpark we made a professionally produced twenty-minute film of our journey since 1975 and plans are in place for a new community mural in the coming months.

In recent months, Linthouse unveiled a striking mural of its own featuring housing heroine Mary Barbour as well as two vibrant and colourful others at the south entrance to the Clyde Tunnel. Members of both Associations had the chance to reflect on half a century of service to their communities at recent successful AGMs held in September.

Bryan McMahon, Linthouse's Director of Property Services and Elderpark's Corporate Services Administrator Fiona Koroma jointly cut the celebration birthday cake.

Bryan said: *"The event was a tremendous success as we continue to make sure we put our tenants and the wider community at the heart of our 50th birthday celebrations. This is a momentous year for Linthouse as we reflect on half a century of achievement and look forward to continuing to serve our neighbourhood as we face the future with confidence."*

Fiona said: *"Elderpark has had an impressive journey over 50 years growing into a major housing provider which has always put our community activities at the heart of all we do. We were delighted with the turnout at our family fun event and hope everyone had a great time."*





# Winter Heating Payment

Some people in Scotland get a single payment during winter called Winter Heating Payment.

Winter Heating Payment will be paid from December 2025 and will be £59.75.

## How you get Winter Heating Payment

You will get Winter Heating Payment automatically if you get one of the benefits that make you eligible.

Social Security Scotland uses your data to decide if you get Winter Heating Payment. Using your data in this way does not affect your data protection rights.

Getting Winter Heating Payment does not affect any other benefits you may get.

## When you get it

You'll automatically get the single payment between December and February. This does not depend on how cold it is.

You'll get a letter or an email from Social Security Scotland telling you it's coming. It appears as 'WHP' on your bank statement, WHP stands for Winter Heating Payment.



## If you think you missed it

If your data does not automatically result in a payment, Social Security Scotland will:

- look at your data again
- consider whether you are eligible or not
- pay you if you are eligible or
- write to you to explain their decision

If you're worried that you have missed a Winter Heating Payment that you should have got, send Social Security Scotland a request.

Call Social Security Scotland for free on **0800 182 2222** to request Winter Heating Payment. Opening times are 8am to 5pm, Monday to Friday.



Lightning

# Helping you to get the financial support you need

Lightning reach makes it easier to find and apply for a wide range of personalised support in one place.



# Housing News

## Tenancy Fraud

National Fraud Week 2025 took place from Sunday, November 16 to Saturday, November 22, 2025. The annual initiative was dedicated to raising awareness about fraud, promoting anti-fraud education, and encouraging individuals and organisations to take proactive measures to prevent scams. Many organisations, including local councils, businesses, and educational institutions, participated by hosting events and sharing tips and guidance on how to combat fraud.

As part of our commitment to tackling tenancy fraud, we aim to increase awareness of what it is and how it affects the services we deliver.

Tenancy fraud happens when a property is occupied by someone who has no legal right to live there. This can include situations such as illegal subletting, failing to use the home as your main residence, making false succession claims, or giving inaccurate information on housing application forms.

In Scotland, tackling tenancy fraud remains a key priority for housing associations, as it prevents those in genuine need from accessing affordable

homes. Housing legislation allows landlords to investigate suspected cases and take legal action where necessary, including reclaiming properties obtained or kept through fraudulent means.

If you become aware of tenancy fraud, you can report it directly to your housing officer. Likewise, if reading this has made you realise that you may have unintentionally breached tenancy rules, please contact your housing officer so that any issues can be addressed and resolved promptly.

## Approaching State Pension Age? We're Here to Help

If you are an Elderpark Housing Association tenant nearing your 66th birthday, you will soon receive a letter from the Department for Work and Pensions (DWP) about applying for your State Pension. This letter will include a unique code that you'll need to apply online.

If you need help with your application or if you are within one month of turning 66 and have not received your letter and code, our Welfare Rights Officer is here to support you every step of the way. please contact us on **0141 440 2244** and select option 3 to book an appointment.

# Asset Management News

## Staying Warm This Winter: Preventing Condensation & Mould in Your Home

As temperatures drop, we all work a little harder to keep our homes warm and comfortable. However, cold weather can also increase the chances of condensation forming indoors, which may lead to damp and mould if not managed early.

Condensation is especially common in winter because we spend more time indoors. We tend to keep windows closed, and run our heating more often. This creates warm, moist air inside the home and when this warm air meets cold surfaces, like the glass in windows for example, condensation occurs.

**To help reduce condensation, which can sometimes lead to mould growth, you can:**

- Keep trickle vents open on windows to allow fresh air to circulate. These are usually located at the top of windows.
- Avoid drying clothes directly on or nearby radiators. If you need to dry clothes indoors, open a window slightly to let moisture escape.
- Vent tumble dryers properly—preferably to the outside air and remember even condensing dryers can release moisture into the home.
- Maintaining a lower but consistent heating temperature rather than using brief blasts of high heat. This helps keep surfaces warm and reduces moisture build-up.



# Asset Management News Continued

If you notice damp, condensation, or mould in your home, please contact our Customer Services team. They will discuss the problem with you and arrange for one of our Assets Officers to visit your home. They will identify the cause and recommend solutions.

**Stay warm and well this winter!**

## Protecting Your Home from Legionella

Legionella bacteria can grow in water systems and cause Legionnaires' disease, a serious lung infection. As a tenant, you can take simple steps to keep your water safe and reduce the risk of legionella growth in your home.

### What is Legionella?

Legionella bacteria thrive in stagnant water between 20-45°C. They can multiply in taps, showers, and water outlets that are not used regularly.

### Simple Steps to Stay Safe

- Use water outlets regularly: Run all taps, showers, and water outlets at least once a week for 2 minutes.

- Clean shower heads quarterly: Every 3 months, remove and disinfect shower heads and hoses.
- Remove limescale: Descale taps and shower heads regularly to prevent bacteria buildup in deposits.
- Keep water hot or cold: Store hot water above 60°C and cold water below 20°C where possible. Report any issues with water temperature to Customer Services team at the office.

### Your Safety Matters

By following these simple steps, you can help prevent legionella bacteria from growing in your home's water system. If you notice any problems with your water supply, temperature, or have concerns about water safety, please contact the Customer Services Team immediately.

**For more information about legionella prevention, visit [www.hse.gov.uk](http://www.hse.gov.uk)**



# 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 continued our ongoing self-assurance process and, where appropriate, have sought external assistance across various business areas to support our decision-making process and ensuring these are based upon good quality information which seeks to achieve our Business Plan Vision and Strategic Objectives.

In undertaking the self-assurance exercise, Elderpark Housing has gathered appropriate assurance that:

- We comply with all relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework
- We comply with all relevant standards and outcomes in the Scottish Social Housing Charter
- We comply with all relevant legislative duties
- We comply with the Standards of Governance and Financial Management



## Evidence of these sources of assurance gathered include:

- A detailed self-assurance framework which provides a robust evidence bank and is subject to an ongoing review of the Regulatory Requirements



- Management Committee reports across all 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 received in the form of reports, updates and guidance from the Chief Executive, Senior Management Team and other relevant employees
- Consideration of tenant and service user feedback in the form of satisfaction surveys (including large scale survey), service specific surveys, service user complaints and consultation exercises
- Review and development of a range of policies in the year directly linked to the Regulatory Framework and / or our business functions
- Reports, advice and information from internal and external auditors, external membership bodies, any appointed external advisers and specialist consultants all of whom provide external independent evaluation, feedback and validation.

The association fully understands the benefit obtained through appropriate external support particularly in relation to complex business areas highlighted within the Standards of Governance and Financial Management. The association engaged with external consultants in the year where it is either beneficial to provide a level of independence or the association does not have the relevant expertise in-house. Some of the external support in the year includes the use of a consultant in the development of a new Business Plan for the next five years, the use of a development agent for our new build development, housing specialists in the review of our service provision and asset management support to cover unforeseen gaps within resource.

The association recently undertook a full review of our thirty-year plan taking into account the financial implications of a new build development proposal, together with a fully revised 30 years planned maintenance programme, which factors in some of the increasing financial challenges across this area of work. This plan will inform



## Assurance Statement Continued

our borrowing requirements for the new build development at Nimmo Drive and the refinancing of an existing loan with this taking place in 2026.

Given the complex operating environment, the association restructured across our assets team introducing a new role of Asset Officer (Safety and Compliance) in recognition of the importance of continuing to ensure that Tenant Safety compliance is a critical part of the association's activities. This role is supported by our external Tenant Health and Safety Consultants who provide expert advice and guidance together with ongoing audits of our approach.

We recognise that we are required to notify the SHR of any changes in our compliance during the year and are assured that we have effective arrangements in place to enable us to do so. At each Management Committee meeting, Governance is a standard item within the agenda and includes all aspects including notifiable events, compliance with our rules and standing orders, any regulatory publications and our ongoing assurance process.

We have established appropriate systems for the collection of equalities data with a recent large scale satisfaction survey gathering extensive anonymised equalities data. This was supplemented by an independent survey to tenants on our draft Equalities Strategy with feedback from this considered in the production of the strategy and accompanying updated Equality and Diversity Policy.

As part of our ongoing assurance process, we continue to identify non-material actions which will enhance our practices, policies and processes and these form the basis of an assurance action plan which is monitored regularly. In addition, there are various action plans created through other areas of work, for example, actions contained within any Risk Register, Internal Audit Programmes and Tenant Safety Audits and the implementation of these actions also form part of our work both within the year and in future years.



We are assured that we have the necessary systems, approaches and expertise within the association 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 Management Committee at a meeting held on 28th October 2025 to sign and submit this Annual Assurance Statement to the Scottish Housing Regulator.

**Maureen McDonald,**  
**Chairperson**

## 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 [customerservices@elderpark.org](mailto:customerservices@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



# Complaints and Compliments

As an association, we always aim to provide the best service to our tenants. However, we understand that sometimes things go wrong, and we have to put them right. Our complaints allow us to learn from these mistakes and improve our services for the future.

**Stage 1** complaints involve straightforward expressions of dissatisfaction with our services, and should be resolved as quickly as possible, this may even be an apology or appointment re-scheduling at the time of your complaint.

**Stage 2** complaints involve more complex circumstances that require investigation, that could include where customers are not happy with

Stage 1 outcomes. These complaints therefore require more time to conclude.

The association is working hard to improve the timescales around complaints, whilst ensuring we learn from what has gone wrong.

Between 1st July and 30th September, we received a total of 39 complaints, and the breakdown of these is below:



Stage 1	
Number of complaints received at Stage 1	32
The number of Complaints closed in full including complaints raised before 1st July but closed after	34
Number responded to within timescales of 5 working days	21 (65.6%)
Average time in working days to respond	5.03

Stage 2	
Number of complaints received at Stage 2	7
The number of Complaints closed in full including complaints raised before 1st July but closed after	8
Number responded to within timescales of 20 working days	4 (57.1%)
Average time in working days to respond	19.14

Stage 1 Outcomes		Stage 2 Outcomes	
Resolved	21	Resolved	4
Upheld	3	Upheld	-
Partially Upheld	4	Partially Upheld	2
Not Upheld	4	Not Upheld	1
Total	32	Total	7

## You Said:

"During full close works, a tenant did not receive the same communications as their neighbour, as their communication preferences had not been updated".

## We Said:

"Customer Services staff will now check on tenant communication preferences and contact details when they contact the tenant".



## Ann McEachan Retires from the Management Committee

For Ann McEachan, a commitment to Elderpark Housing has been something of a family affair.



Her long-standing service has been a shining example of the selflessness displayed by those who devote their time and talents to the service of community-based housing.

And it was her dad Eddie who first displayed those values in helping to run Elderpark Housing as our first-ever Chair. Ann followed in his footsteps serving for many years on your Management Committee and played a crucial role in the good governance of the Association.

Now Ann has retired from the Committee, it is highly appropriate and entirely fitting that we record her long service to Elderpark in this edition of your newsletter.

Our current Chair Maureen McDonald said: *"Ann's commitment to Elderpark is a wonderful example of how someone living locally can make a difference to the lives of others by committing their time and effort to the delivery of good housing. I count Ann as a good friend and her tireless commitment to Elderpark over many years speaks for itself. Her father Eddie set the ball rolling and that deep-rooted desire to help make Elderpark the successful housing association it is today clearly runs in the family with her dad Eddie being our first ever Chair. We will miss her contribution to our work but remain deeply grateful for her long years of service."*

Adding his tribute, our Chief Executive Gary Dalziel added: *"I want to thank Ann for the support she gave me and the knowledge she brought to the work of Elderpark Housing over such a long time. Her passion for the Association and the desire to make a difference remain a wonderful example of what can be achieved when individuals volunteer for such a role on a Management Committee. Ann played a full part in the life of Elderpark – attending conferences and events related to our work – and we remain profoundly grateful for all that she has helped us achieve."*

## 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](mailto: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](https://www.facebook.com/ElderparkHa) for all our latest news and upcoming events.



# Civic Reception



## City of Glasgow marks Elderpark's Fifty Years

A civic reception to mark 50 years of Elderpark Housing took place in the splendid surroundings of Glasgow's City Chambers.

Past and present Committee and Board members, existing and former members of staff, contractors and others associated with the organisation over the half a century gathered for the very special occasion.

It is the policy of Glasgow City Council to mark special occasions from city organisations **"celebrating either fifty years or centenaries"** and the invitation comes directly from the Lord Provost's office.

Around 100 people were welcomed to the City Chambers by Bailie Marie Garrity who spoke of the importance of community-based housing providers and the vital work they do to provide good housing.

Bailie Garrity praised Elderpark and said it had, over half a century, fulfilled a crucial role - not just to the wider Govan community - but to the city itself.

Gary Dalziel, our Chief Executive, thanked the City of Glasgow, the Lord Provost and Ballie Garrity for honouring Elderpark with a civic reception. Gary told those attending: *"Those early days in the mid-1970s saw Elderpark Housing being formed through necessity - quickly acquiring the deteriorating homes within the local area.*

*"The preceding decade saw the comprehensive refurbishment of these tenement flats before building our first new build homes in the early 1980s which has continued right through to the*

*present day with our most recent development of 82 new homes and our office move to the historic Hills Trust former primary school in 2021.*

*But organisations are as much, if not more, about the people and Elderpark would not be what it is without the dedication of many volunteer management committee members who have dedicated time and energy over the last fifty years to lead Elderpark Housing for the benefit of the organisation and the local community.*

*I am particularly delighted to see Elspeth Millen BEM in attendance. Elspeth dedicated 23 years to Elderpark Housing, most of these as Chairperson. Elspeth was rightfully awarded a British Empire Medal in 2021 for her 'services to social housing and to the community of Govan'."*

Gary also recognised a number of other volunteers and employees who played a key role in the association's history including its current Chairperson Maureen McDonald who has been associated with Elderpark for over 20 years, Eddie McEachran, the Association's first Chairperson during the creation of the organisation and his daughter Ann who has been involved on the committee for the last twenty years.

Elderpark was delighted to welcome back former colleagues to the event, many of whom contributed over forty years of their working career to Elderpark and, quite remarkably, will have worked with every one of the five Chief Executives who have led the organisation during its fifty-year history.

In a special part of the event, the attendees heard from Elderpark's first-ever Director, Dave LeSage who took the helm in 1975. He spoke of his memories of the organisation when it was in its infancy.

Also attending was Dr Mary Taylor, former Chief Executive of the SFHA, who was also Director of Elderpark Housing in those earlier years from 1982 to 1988, and thanks were also made to Robert Brown and Christine Murphy, who sadly passed away in 2016, for their leadership.

The civic reception is a milestone event for us and forms one part of its programme of events to mark the occasion including the production of a specially commissioned film.



# Staffing News

A very warm welcome to:

## Julie-Ann Cloherty Corporate Governance Manager

"I am delighted to join the team here at Elderpark. I started my career in housing over 15 years ago and have worked in repairs and maintenance, learning and development and governance support. My role focuses on supporting the Management Committee, and it is fantastic to work with such a diverse group who are all really passionate about delivering the best for our tenants. We are always keen to welcome more members so if anyone reading this would like to learn more about the role, please get in touch for an informal chat."



## Kirsty McKee Customer Services Advisor

"I hope to offer an open-minded approach and will assist you to my best ability. I am passionate about community involvement and working with people. I'm hoping to further develop my customer service experience and am eager to begin my career in housing."



## Chloe Cochrane Customer Service Advisor

"I began working with Elderpark in October 2025. I am dedicated to providing a caring and helpful service as your first point of contact and I look forward to contributing further to Elderpark housing and our community".



## Beth Parry Customer Service Advisor

"Hi, I'm Beth and you'll see me at the front desk if you visit our office. I've come from a strong background in customer service and I'm excited to start my career in Housing here at Elderpark Housing!"



## And a fond farewell to:

### Amra Iqba Customer Service Advisor

Amra leaves Elderpark after 5 years for a promoted role within another Association.



### Vallia Agbokuma Customer Service Advisor

Vallia was with Elderpark on a fixed term contract for a year and was a great help in reception.



### Terry Cox Community Energy Advisor

Terry leaves the Association after to 2 years to take up a permanent role within a local authority.



### Fiona Koroma Corporate Services Administrator

Fiona leaves the Association after 7 years for a promoted role within another Association.



# Changes to the Allocation Policy

We regularly review how our Allocation Policy is working to ensure we strike the right balance between our legal duty to give reasonable preference to certain groups — including people who are homeless or threatened with homelessness — and the needs of applicants living in unsatisfactory housing conditions. Homeless applicants should receive slightly more priority, or a “head start,” as required by legislation.

Our recent review showed that applicants who are homeless on our waiting list were receiving a high proportion of lets. At the same time, the number of homeless referrals from Glasgow City Council (known as Section 5 referrals) has increased from 50% to 58% of our annual lets.

Given this, we believe it is reasonable to make adjustments to ensure the policy is balanced

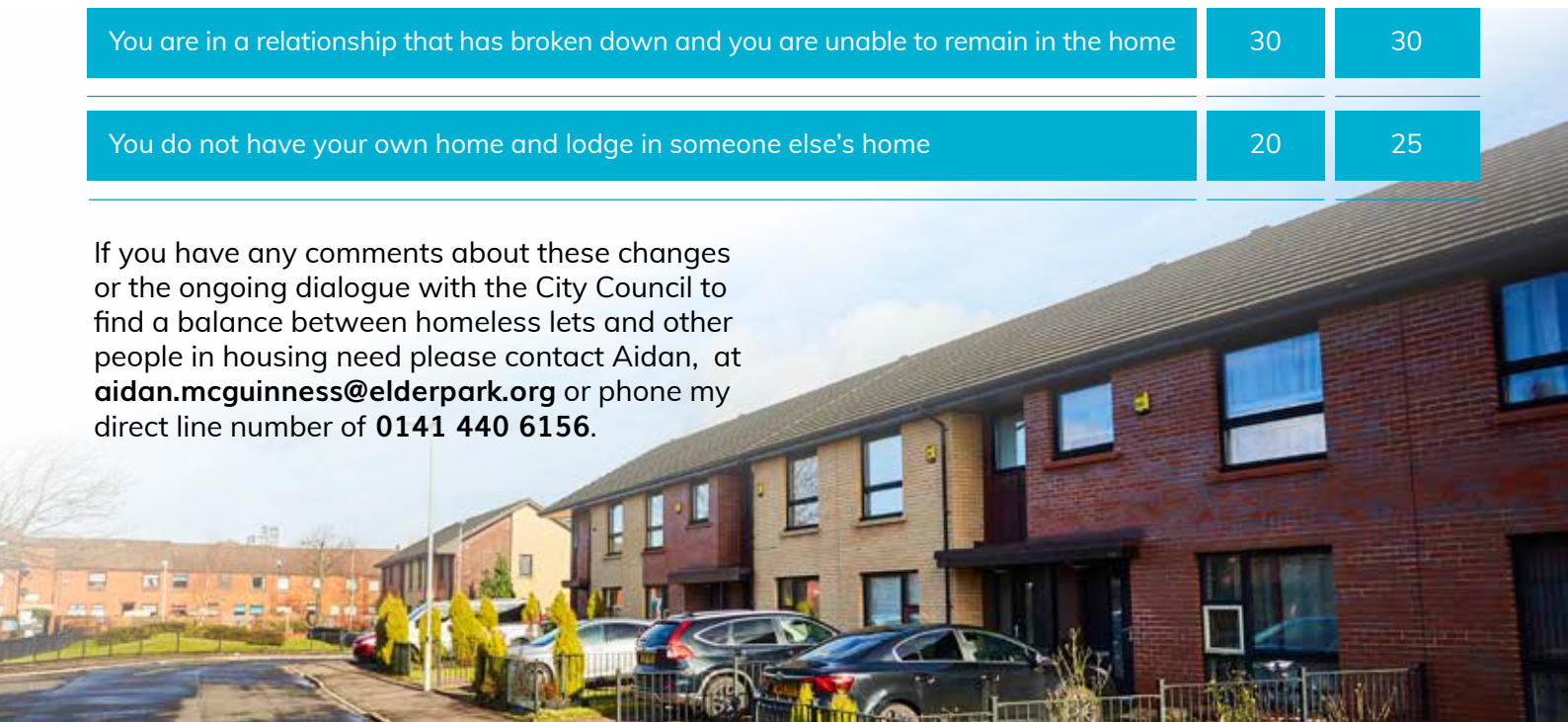
and proportionate. We are therefore proposing to reduce the points awarded for homelessness on the waiting list, as these applicants already benefit through Section 5 referrals, and to increase the points awarded to applicants living with parents, friends, or other households. This slight change ensures that policy remains fair and continues to meet our legal obligations.

The policy will remain under review as we continue discussions with Glasgow City Council, including whether homeless applicants on our waiting list could be counted within the Council's referral quota.

In the meantime, we are proposing the following minor change to the points system.

Category of Insecure tenure / homeless points	Current	Proposed
Homelessness Statutory Homeless by the Local Authority including refugees (Section 5's)	50	40
You are threatened with homelessness in the next 3 months	40	35
You live in private rented accommodation, and you own your property, and it is at risk of repossession	40	35
You live in tied accommodation and you have to leave your accommodation within the next 6 months	40	35
You are in a relationship that has broken down and you are unable to remain in the home	30	30
You do not have your own home and lodge in someone else's home	20	25

If you have any comments about these changes or the ongoing dialogue with the City Council to find a balance between homeless lets and other people in housing need please contact Aidan, at [aidan.mcguinness@elderpark.org](mailto:aidan.mcguinness@elderpark.org) or phone my direct line number of **0141 440 6156**.







# YOU ARE INVITED!

## ELDERPARK 50TH ANNIVERSARY COMMUNITY EVENT

Elderpark Housing are delighted to work with our partners at CX Feedback on a community celebration to mark the Associations' 50th Anniversary.

This free event will be open to all residents of the Association and include a range of activities for young and not-so-young alike!

Taking place at Edmiston House on 28th January from 4pm until 7pm, the celebration promises to be an evening of music, fun and creativity commemorating 50 years of Elderpark Housing in the community.

We will contact all residents with more information in the coming weeks, but please save the date in your diary as we would love to see you there!



## How would you like to stay in touch?

We produce newsletters several times a year, along with our Annual Report. Both publications are made available electronically to all tenants who have shared their email addresses with us. If we do not hold this information for you, we will arrange to post the publication to you.

If you would like to switch to digital communications, please email [customerservices@elderpark.org](mailto:customerservices@elderpark.org) where one of our advisors will be happy to update your communication preferences.



## Office Closures

Our office will close on:

Tuesday 23rd December 2025 (our staff will be available via telephone on Wednesday 24th December until 1pm). We will re-open on Monday 5th January 2026.

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

عشاءش یم نابز روا یسک وک زیواتسد سرا پآ رگا  
سیرک مطبار رس مه ددرت الب وت سیچ ان اورک

Dacă doriți ca acest document să fie publicat într-o altă limbă, vă rugăm să ne contactați.

Jeśli chcesz otrzymać ten dokument w innym języku, skontaktuj się z nami.

## Ways to get in touch

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

  @ElderparkHA