ELDERPARK Update

ELDERPARK HOUSING

The Newsletter for Residents of Elderpark Housing Association

Winter 2026

Merry Christmas

...and Happy New Year from everyone at Elderpark Housing Association!



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

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.

اگر آپ اس دستاویز کو کسی اور زبان میں شائع کروانا چاہیں تو بلا تردد ہم سے رابطہ کریں۔

Nimmo Drive officially opens



(from left) John Horne of The JR Group; Maureen McDonald, Chairperson of Elderpark Housing; Govan Councillor and Leader of Glasgow City Council Ricky Bell and Elderpark Chief Executive Gary Dalziel







In August, we celebrated the official opening of our new homes at Nimmo Drive, with Councillor Ricky Bell joining us to mark the occasion.

The development provides 43 much-needed affordable homes for local people and was funded through an £8.9 million housing association grant from Glasgow City Council, alongside a further £2.3 million investment from the Association. Offering a mix of one to four-bedroom properties, the development has been designed to meet a range of housing needs while providing high-quality, modern homes for residents.

The homes include a number of features to support comfortable and sustainable living, including sprinkler systems, lift access, energy-efficient heating systems, extensive amenity space and secure bike storage.

Councillor Bell highlighted the importance of providing high-quality, affordable homes and commented on how well the development complements the surrounding area.

The opening was also an opportunity to recognise the partnership working that made the project possible, with Trust Housing, the JR Group and Mast Architects playing key roles in delivering the development.

We are delighted to see residents settling into their new homes and becoming part of the Govan community, helping to create a thriving neighbourhood for years to come.

Some quotes from new tenants:

"Our new ground-floor home has been life-changing, particularly for my wife, who has limited mobility. She is now able to access local shops more easily, and the walk-in shower has made day-to-day living much more manageable compared to our previous home."

"Me and my family moved into our new home recently and we're so happy with our flat, especially the children who are enjoying their lovely new bedrooms."

Garden Competition Winners!

This year, we were delighted to celebrate some of the beautiful gardens across our communities through our annual Garden Competition.

The standard was incredibly high, with tenants showing great pride in their outdoor spaces. From colourful displays and creative planting to well-maintained gardens, each entry showcased the hard work and care that goes into making our neighbourhoods attractive places to live.

Congratulations to our winners:

Mr & Mrs Ellis - Joint 1st Prize (£50 Garden Centre Voucher)

Maddy Bryce - Joint 1st Prize (£50 Garden Centre Voucher)

Mr Khan - 2nd Prize (£25 Garden Centre Voucher)



Joint 1st Prize Winners Mr & Mrs Ellis



Joint 1st Prize Winner Maddy Bryce



2nd Prize Winner Mr Khan

All three winning gardens were unique, well cared for and a credit to their owners.

Thank you to everyone who took part. We always enjoy seeing the effort tenants put into their gardens, and we look forward to next year's competition!

Tenant Drop-In Event

In October, we hosted a Tenant Drop-In Event, giving residents the opportunity to find out more about the support and services available to them.

The event covered a range of topics, including **tenancy sustainment, income maximisation, fuel and energy advice, and community activities and services**. It was a great chance for tenants to ask questions, seek advice and learn about the support available both from Elderpark and our partner organisations.

We were also delighted to welcome colleagues from **Jobs & Business Glasgow, Clyde Care** and **Govan Help**, who were on hand to provide information and advice on employment, caring responsibilities and local support services.

Thank you to everyone who came along and helped make the event a success. We look forward to hosting more events like this in the future.



Doors Open Day – a great success

We were delighted to welcome more than 100 visitors to the Hills Trust Building for this year's Doors Open Day, which also celebrated the building's 150th anniversary.

It was wonderful to see so many people exploring the building, learning about its history and sharing memories from their time here. The day was filled with stories, nostalgia and plenty of community spirit.

One of the highlights was a fantastic 3D model of the Hills Trust Building, created by Management Committee member Tomasz Sawzcuk. The model attracted lots of interest from visitors, and we'd like to say a big thank you to Tomasz for all the time and effort he put into creating it.

Thank you to everyone who came along and helped make the day such a success. We loved welcoming you through our doors and celebrating this special milestone together.









Annual General Meeting 2026





Our 51st Annual General Meeting took place on 23 September, where members received an update on the Association's activities over the past year, approved the annual accounts and reappointed the Association's auditors.

During the meeting, our Chief Executive shared videos highlighting two significant milestones for the Association: the launch of the Isabella Elder Mural and the opening of our new homes at Nimmo Drive. These videos, along with other interesting content about our work and community activities, can be viewed on our YouTube channel.

We would also like to extend our sincere thanks to **Magnus Electrical** for their generous prize donations, which helped make the event even more enjoyable for those who attended.

If you would like to get more involved with Elderpark Housing Association, you can become a member by purchasing a share for just £1. To find out more, please contact **corporate@elderpark.org.uk**. We would be delighted to welcome new members ahead of next year's AGM.

Get involved!


Maureen McDonald *Chair*

We really value the input of tenants and residents to help shape and inform the service we provide.

If you would like to get involved there are two different ways to do so:

Join our Management Committee

There are currently 2 vacancies on our Management Committee. The Committee meets 10 times a year, at the end of most months and leads and directs the Association. Members of the Management Committee ensure that Elderpark Housing is meeting its legal and regulatory obligations, monitor our performance and make sure that we are progressing our Business Plan throughout the year. If you would like to come along and observe a meeting to see if this is for you, please contact the corporate team to arrange this at **corporate@elderpark.org**.

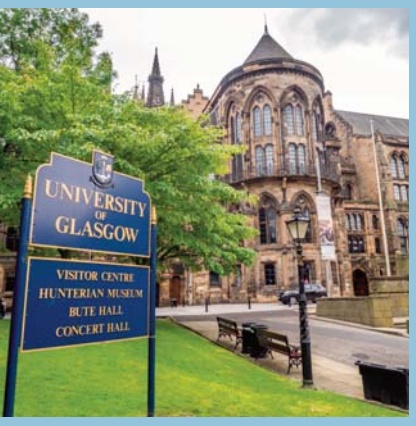
Join our Tenants and Residents Panel

Would you like to learn more about Elderpark Housing, share your views and help shape our future services, but cannot commit to joining our Management Committee? We are looking to put together a Tenants and Residents Panel, so this might be the route for you! The panel would meet 4 times a year, to discuss topics that affect our tenants, and the agenda would be shaped by the panel and the issues they think are important. We hope to gather enough interest to host our first meeting at the office on Friday 19th February at 11am. If you would like to be a part of the panel or have ideas or suggestions you would like to share, please contact that Corporate Team at the office or send us an email on **corporate@elderpark.org**.



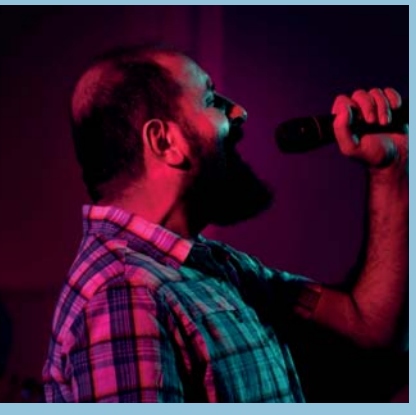


Supporting Local Initiatives









We're proud to support a range of local projects and events that make a positive difference within our community. Through our community grants funding, we've helped support the following initiatives:

Activate Glasgow University Partnership Training

£1,000

Funding has been awarded to support up to nine tenants to take part in this life-changing training programme. The course helps participants build confidence, develop new skills and create opportunities for personal growth and future employment.

Supporting Young Philanthropists

£500

We were proud to support the Young Philanthropy Initiative (YPI) at Govan High School by contributing £500 towards a £3,000 donation for a local charity.

As part of the programme, pupils researched local causes and presented their chosen charity to a judging panel. Our Community Regeneration Officer, Jonathan Giddings-Reid, joined the panel to hear from the students and help select the winning project.

The presentations were inspiring, and it was fantastic to see so many young people passionate about supporting local charities and making a positive difference in their community.

GYIP Football Tournament

£1,500

This funding provided food and refreshments for young people taking part in the tournament, helping to create a welcoming and enjoyable event that promoted teamwork, inclusion and healthy lifestyles.

Elderpark Sports Day Champion of Champions

£200

Funding has been provided to support this school's partnership event, which celebrates sporting achievement, participation and friendly competition among local pupils.

Musicians in Exile Music Festival

£200

This grant supports a community celebration of music, culture and creativity, bringing people together through performances and shared experiences.

Govan Christmas Choir Programme

£300

Our funding will help bring festive music to the community, allowing local residents to come together and celebrate the Christmas season through song and performance.

Govan Fair Christmas Event

£250

Funding has been awarded to support this popular community event, helping to spread festive cheer and create opportunities for local residents and families to come together during the holiday season.

New Cycle Hub/Play Hub



We are delighted to share that we have successfully secured over £40,000 of funding from Glasgow City Council to carry out the first stage of preparation works for our brand-new community green space.

As we work with tenants and community partners to develop the Janitors Kitchen Garden and Active Travel Bubble, we will also be delivering a range of pop-up events over the next six months. These events will focus on food growing, active travel and getting on yer bike!

Our new Cycle Hub, provided and maintained by CoMoUK, is now available for residents and visitors to use. We are working closely with CoMoUK to develop a programme of activities and would love to hear your suggestions about what would help you make the most of your cycling experience.

Planned activities include:

- Bike maintenance workshops
- Led community bike rides
- Cycle proficiency courses
- Bike building sessions

In addition, the Cycle Hub offers a convenient space to:

- Carry out basic bike repairs
- Securely lock your bike while visiting our office
- Attend bike maintenance workshops and training sessions

We are also partnering with PEEK and Inspiring Scotland to deliver a variety of play events for young people, providing opportunities for play, engagement and plenty of fun.

Keep an eye out on our socials for our programme of events and activities, which will be coming soon. We look forward to welcoming you to the garden and helping create a vibrant new community space for everyone to enjoy.





FREE Family Cèilidh at the Pearce Institute

Families from across Govan and beyond are invited to a FREE Family Cèilidh Concert at the Pearce Institute as part of Glasgow Life's Family Cèilidh programme.

Saturday 21 November

1pm to 3pm

Pearce Institute, Govan

Enjoy an afternoon of live Scottish music with the fabulous Celine Donoghue, joined by special guests bringing a touch of Gaelic flair. Whether you're a seasoned cèilidh dancer or have never tried a step before, everyone is welcome to join in, learn some dances, enjoy the music or simply clap along.

Tickets are FREE but must be booked in advance. Places are limited, so contact the Pearce Institute on 0141 445 6007 to reserve your tickets.

Bring the whole family along for a fantastic afternoon of music, dancing and festive fun. All ages are welcome!

Lighting up Govan

Gather with friends, family and neighbours to celebrate the festive season with the annual Christmas tree light switch-on.

Wednesday 2nd December

Lights switch on at 6pm

Govan Cross

Elderpark Christmas: Silver Bells Christmas Party

This Christmas, we're delighted to host a Christmas party for our tenants aged 65 and over, complete with a traditional Christmas lunch, games, entertainment and music.

We look forward to bringing everyone together for an enjoyable afternoon of festive fun and friendship.

Look out for our invitations, coming soon.

Christmas Lights Competition

Is your home the most festive in Govan?

We're inviting all Elderpark tenants to take part in our Christmas Lights Competition and help spread some festive cheer across our communities this winter!

Whether you prefer a traditional display, colourful lights or a winter wonderland theme, we'd love to see your creativity.

- Open to all Elderpark tenants
- Decorate your home or garden with festive lights
- Send us a photo of your display
- Be in with a chance to win £50 ASDA voucher!

Prize: £50 ASDA Voucher

Our judging panel will be looking for creativity, festive spirit and overall presentation.

How to enter:

Simply send a photo of your Christmas lights display to **corporate@elderpark.org.uk** by Monday 14th December.
So, untangle those fairy lights, get decorating and help light up our communities this Christmas! Good luck and happy decorating!



Winter Gathering

Govan Winter Gathering brings together seven schools from across Govan to perform as a choir and celebrate the festive season through music and community spirit.

This year's Winter Gathering will take place on **2 December** at 1pm-2pm at the Fairfield Club, 211 Crossloan Road and everyone is welcome to attend. Come along and enjoy an afternoon of festive performances from local school pupils as they celebrate the season together.

Musicians in Exile

Musicians in Exile is a music group for Refugees and Asylum Seekers which aims to connect people from these backgrounds with the music from their homelands and empower them to share their story through song.

Their next performance will be at the **Govan and Linthouse Parish Church, 796 Govan Road on 15th December, doors at 6.30pm.**





Men's Shed

Head along to the Men's Shed Christmas Fayre for an afternoon of festive fun.

Enjoy Christmas stalls, live music, handcrafted Men's Shed products, face painting, children's games and delicious hot chocolate.

Saturday 5 December

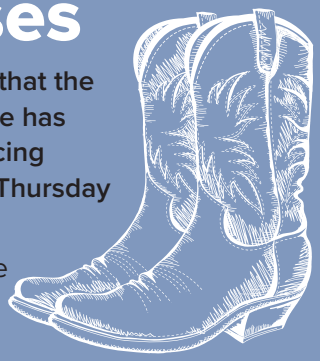
1pm - 5pm

31 Arngask Road, G51 4TR

There's something for all ages, so come along and join in the festive celebrations!



Line Dancing Classes



Did you know that the Pearce Institute has FREE line dancing classes every Thursday @ 1:30pm?

Whether you're a seasoned dancer or complete beginner everyone is welcome. It's a fantastic way to enjoy some music and make new friends.

Cowboy hats and boots optional but enthusiasm is essential.

THE GOVAN PANTRY

The Govan Pantry at the Pearce Institute is a subsidised community shop that helps families to shop smarter and budget better, providing access to food and other essential items at reduced cost.

How does the Pantry work?

Pantry membership is free, and each shop costs £3 (max. 1 shop per week). Members can select eight items from the range of fresh, frozen, chilled and ambient food products and other essential items, helping families to make average savings of approximately £15-20 per shop. The pantry food supply comes from FareShare West of Scotland, supporting a surplus food redistribution model, diverting food away from landfill and promoting a sustainable, dignified approach to food insecurity.

They are open Wednesday and Thursday each week from 11.00am to 3pm.



Events at Elder Park Library

Looking for free activities for children and families? Elder Park Library has something for everyone, from creative play sessions to stories and songs for little ones, as well as an opportunity to explore Govan's fascinating history.

Lego Fun

Every Saturday | 1.30pm - 3.30pm

Ages 5-11 years

Let your imagination run wild at these free Lego Fun sessions. Children can enjoy building amazing creations using the library's fantastic collection of Lego sets while developing creativity, problem-solving skills and making new friends.

Bookbug

Tuesdays and Wednesdays | 11.00am - 11.30am

For babies, toddlers and children under 5

Bookbug is a free, fun and friendly session for children and their parents or carers. Enjoy songs, stories and rhymes in a relaxed and welcoming environment. It's a great way for little ones to develop social and language skills while meeting other local families.

Elder Park Local History Group

Every second Monday of the month | 6.00pm - 7.00pm

Starting 9 November

Discover more about Govan's rich social and industrial heritage at the Elder Park Local History Group. Explore the library's extensive reference collection, share local knowledge and uncover stories from the area's past. No previous experience is required, and new members are always welcome.

Whether you're looking for family fun, creative activities or a chance to delve into local history, there's plenty happening at Elder Park Library.

Children's Art Club

Wednesdays | 3.00pm - 4.30pm

Primary school-aged children

Get creative at the **Children's Art Club** at Elder Park Library. Run by **Glasgow Life**, these free weekly sessions give children the chance to explore a range of arts and crafts activities, develop new skills and let their imaginations flourish in a fun and friendly environment.

All materials are provided, and participation is free. Come along, get creative and make something special!





Impact Arts: Craft Café

Are you aged 60+ and looking to renew social networks, connect with your local community and grow in confidence?

Craft Café activities are self-directed 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.

Participating in the arts can improve mental health by reducing stress and isolation and improving self-esteem.

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

Sessions – Tuesdays 11am-4pm, Wednesdays 10am-2pm and Thursdays 11am-4pm at the Elder Park Library, 228A Langlands Rd, Glasgow, G51 3TZ

Maslow's English Classes

If English isn't your first language, then pop along to Maslow's English Classes held every week in our Mary Barbour Suite.





Games 4 Life

Wednesdays 2pm-3pm

Roll the dice, make new friends and enjoy an afternoon of fun at Games 4 Life in our Mary Barbour Suite. Whether you're a seasoned gamer or trying something new, it's a great way to socialise, share a few laughs and meet new people in a relaxed and welcoming atmosphere.

make do & grow

Saturday Family Craft Club at Make Do & Grow

Get into the festive spirit with Make Do & Grow's Saturday Family Craft Club!

From 14 November, the club will be counting down to Christmas with a different seasonal craft activity each week. Families can enjoy making advent calendars, Christmas cards, crackers, decorations and much more together.

The sessions are suitable for all ages and designed for the whole family to take part. Simply drop into the workshop at the back of the shop anytime between **1pm and 3pm every Saturday**.

No booking required and completely free to attend.

Come along to 41 Burleigh Street, G51 3LA get creative and make some festive memories!



Respectful display of flags and banners

We recognise that tenants may wish to display flags, banners or other items that represent their interests, identity, heritage, beliefs or support for sporting teams. Our communities are diverse, and people will naturally have different views, backgrounds and interests.

We ask everyone to be considerate of their neighbours when displaying items from their home, including from windows, balconies or gardens.

Respect for others

Our Tenancy Agreement requires tenants, members of their household and visitors not to harass or behave antisocially towards anyone in the neighbourhood. Antisocial behaviour includes conduct that causes, or is likely to cause, alarm, distress, nuisance or annoyance.

Our Anti-Social Behaviour Policy also explains how we respond to reports involving issues such as serious harassment, sectarianism, racial harassment and hate crime.

Flags and banners

Displaying a flag or banner will not in itself be treated as antisocial behaviour simply because another person disagrees with it or finds the views it represents offensive.

However, concerns may be investigated where the content, context or manner of a display forms part of behaviour involving harassment, intimidation, threats, sectarianism, discrimination or other antisocial behaviour.

Where a concern is reported, we will consider the circumstances and available evidence before deciding whether any action is appropriate. Our Anti-Social Behaviour Policy requires complaints to be substantiated on the available evidence.

Where behaviour amounts to a breach of the Tenancy Agreement, appropriate action may be considered in accordance with our policies and procedures. Our approach will be fair, evidence-based and proportionate.

Creating respectful communities

People do not need to share the same beliefs, opinions, heritage or sporting allegiances to be good neighbours.

We simply ask everyone to consider how their actions affect those around them and to help us maintain neighbourhoods where people feel safe, welcome and respected.

If you are experiencing harassment or antisocial behaviour, please contact our Housing Team so that we can consider the circumstances in accordance with our Anti-Social Behaviour Policy.

Thank you for helping to keep our communities safe, respectful and welcoming for everyone.

Need help with the Warm Home Discount?



The Warm Home Discount is a one-off discount of £150 applied directly to eligible households' electricity bill to help with energy costs over winter. Some participating energy suppliers have already reopened their schemes for winter 2026 to 2027, while others may open later in the winter period.

You may qualify if, on 23 August 2026, your energy supplier was part of the scheme, you or your partner received certain means-tested benefits, and your name or your partner's name was on the electricity bill.

How the discount works

You may get the discount automatically if you or your partner receives Pension Credit or certain disability, health-related or pensioner benefits. You may also qualify automatically if you are responsible for a child under five. If you do not qualify automatically, you may still be eligible under your supplier's Broader Group rules. You will need to apply directly to your electricity supplier, which will tell you whether you qualify. If you qualify, the discount will be added directly to your electricity account rather than paid to you. Eligible credit and prepayment customers can both receive it.

We are here to help

Please get in touch with our Community Energy Advisor if you would like help checking whether you meet the criteria or applying to your energy supplier when the scheme reopens.

Supporting Tenants to live well at home

At Elderpark Housing Association, we are committed to helping our tenants not only maintain their homes but thrive within them. Over the past year, we have been working closely with Clyde Care to provide practical support to tenants who may need a little extra assistance to manage and sustain their tenancy.

From our Tenancy Sustainment budgets, we have been able to transform homes and make a real difference to people's quality of life. This support has included helping tenants clear and organise their homes, create safer and more comfortable living environments, and address issues that may otherwise place their tenancy at risk.



The impact of this work has been significant. By providing tailored support when it is needed most, we have helped tenants improve their wellbeing, build confidence and remain successfully settled in their homes. The partnership with Clyde Care has enabled us to offer a flexible, practical service focused on individual needs and circumstances.

We have also been delighted to secure additional funding from the Scottish Federation of Housing Associations (SFHA) through a joint funding bid with our neighbouring housing associations, Govan Housing Association and Linthouse Housing Association. This funding has allowed the associations to provide additional support hours, meaning even more tenants can benefit from the service.

Working together with partner organisations allows us to maximise the support available to our communities and ensure that residents receive help at the right time. We are proud of what has been achieved through this partnership and look forward to continuing this valuable work in the months ahead.





The success of this initiative is a great example of how collaboration, targeted funding and early intervention can make a lasting difference, helping people maintain safe, comfortable homes and sustain their tenancies for the long term.

If you think you would benefit from this service or would like more information, get in touch with **Gary Bell**, our Tenancy Sustainment Advisor on **0141 440 2244**, who is now available Monday-Friday.

Awaab's Law

We want all our tenants to enjoy a safe, warm and healthy home. That's why we take reports of damp and mould seriously and are committed to dealing with any issues as quickly as possible.

In October 2026, **Awaab's Law** came into effect, requiring landlords to investigate damp and mould reports promptly and complete any necessary repairs within set timescales, helping to ensure tenants live in safe and healthy homes.

We already have procedures in place to investigate reports of damp and mould. If you notice dampness, condensation or mould in your home, please contact us as soon as possible. Reporting issues early helps us identify the cause and take action before the problem gets worse.

When you report damp or mould, an Assets Officer will arrange a home visit to identify the cause. We'll check things like ventilation, heating and any signs of water getting into the property, then agree any necessary repairs or actions with you.

While condensation can often be reduced through good ventilation and heating, every damp and mould case is different. We'll assess the cause, identify the right solution and work with you to resolve the issue.

Top Tips to help reduce condensation



- **Keep trickle vents open** where fitted to improve airflow.



- **Use extractor fans** when cooking, showering or bathing.



- **Avoid drying clothes on radiators**, as this can increase moisture in your home.



- **Keep rooms heated and ventilated** to help reduce condensation.

If you notice damp or mould in your home, **get in touch with us as soon as possible** and we'll work with you to identify the cause and find the right solution.

Winter Ready: simple steps to protect your home

With colder weather on the way, now is the perfect time to prepare your home for winter and help prevent avoidable repairs.



Protect your pipes

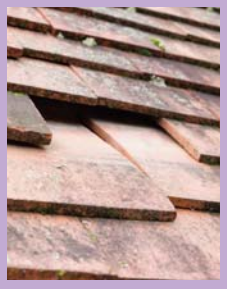
Frozen and burst pipes are one of the most common winter problems. Try to keep some heating on, even if you're away for a short time. If you're planning to be away over the festive period, ask a trusted friend or family member to check on your home.

Check your home

Make sure windows and doors close properly and that any trickle vents are clear and open. Small maintenance issues can quickly become bigger problems during severe weather.

Report heating issues early

If your boiler, heating or hot water isn't working as it should, let us know as soon as possible. Fixing problems before temperatures drop can help avoid inconvenience later.



Keep an eye out for storm damage

During periods of heavy rain or strong winds, please report slipped roof tiles, leaks, loose guttering or any external damage so we can arrange an inspection.

We're here to help

Our team and contractors continue to provide emergency repairs throughout the winter. By reporting concerns early, you can help us keep your home safe, warm and comfortable all season long.



Bulky Items and Electrical Goods

Large household items and electrical appliances should not be placed in your household bins or left in closes, back courts or communal areas.

If you have an item, you no longer need, there are a number of options available:

Bulky waste: Contact our Estates Team on **0141 440 2244** or **customerservices@elderpark.org** for information about arranging an uplift.

Recycling centre: Household items can also be taken to Shieldhall Recycling Centre, subject to the Council's rules on what the centre can accept.



Electrical appliances: Items such as electric cookers, fridge freezers and washing machines may be suitable for donation to the Govan Appliance Project for reuse.

Have an idea?

We'd love to hear your suggestions about how we can improve recycling across our neighbourhoods. This could include better recycling points, clearer information about what goes in each bin, or ideas for local community recycling initiatives.

If you have a suggestion, please contact Ross Hamilton, Estate Management Coordinator, through our office.

Small changes can make a big difference. By recycling correctly and disposing of unwanted items responsibly, we can all help keep our neighbourhood's cleaner, greener and safer.

If you have any feedback, suggestions or concerns contact Ross Hamilton, Estate Management Coordinator on 0141 440 2244.

Your safety is our priority

Your safety is our priority. Throughout the year, we carry out a range of safety checks and servicing programmes, including gas servicing, electrical safety inspections, smoke and heat alarm checks, and water hygiene management.

You can help by providing access for appointments, allowing essential inspections and servicing to be completed on time.

There are also a few simple steps you can take:

- Test your smoke alarms regularly.
- Keep hallways and escape routes clear.
- Report any concerns with electrical installations, communal lighting, door entry systems or fire safety equipment.
- Run infrequently used taps and showers regularly and clean shower heads periodically to help maintain good water hygiene.

By working together, we can ensure Elderpark homes remain safe places to live. If you have any questions or concerns about safety in your home, please contact our Customer Services Team, who will be happy to help.

Recycling: why it matters and how you can help

Recycling is a simple way we can all help protect the environment and reduce the amount of waste we throw away.

By recycling everyday items such as paper, cardboard, plastics, glass and metals, we can help to:

- Reduce the amount of waste going to landfill
- Save valuable energy and natural resources
- Reduce carbon emissions
- Protect wildlife and our local environment



Glasgow City Council is responsible for household recycling services, including kerbside collections and recycling centres. But recycling is something we can all play a part in, and we're always keen to hear from tenants about how recycling could be made easier in our communities.

Staff Updates



Karly Jamieson

I'm pleased to have recently joined Elderpark Housing Association as part of the Corporate Team.
My previous background is in the NHS and Social Services, where I gained valuable experience working within the public sector and supporting people from a wide range of backgrounds. I'm passionate about helping people and supporting local communities. I'm really enjoying getting to know the team and learning more about the great work carried out by the Association. I'm excited to begin my career in housing and look forward to contributing to the continued success of Elderpark.

Colin Walker

I joined the Housing Team in July on a temporary basis and have been looking after our tenants in Cessnock, Ibrox and Kinning Park.

With more than 30 years' experience in housing, I bring a wealth of knowledge gained from working with a number of different housing providers and in a variety of roles across the sector.

Ross Hamilton

I am delighted to join the Association as Estate Management Co-Ordinator, having worked within the social housing sector for the past 15 years, and I'm excited to bring my experience and knowledge to help look after our shared areas and make sure that residents are getting the best estate services.
I have also previously worked in homelessness services, children and family social care services and as a counsellor. With strong connections to the area, I enjoy meeting people and getting involved with the local community as well as helping make the area a place we love to live and work in. I am also keen for people to join me on estate inspections (where I assess the condition of your area) to point out anything that I may not be aware of, so please do say hello if you see me around.

Abbie Anderson

I recently joined the Assets Team at Elderpark Housing Association as a Customer Services Advisor.

I have five years of customer service experience, which I gained while working in retail throughout my time studying at university. After graduating, I spent four years working as a Police Staff member for Police Scotland. More recently, I spent a year living in Australia, where I gained valuable experience in Facilities Management while working for one of the country's largest telecommunications companies.

I am excited to be starting this new chapter at Elderpark Housing Association and look forward to using my skills and experience to make a positive contribution to the team, support the community, and continue developing my career in the housing sector.

Laura Gibbons

Laura, who is already a valued member of our Housing Team working as housing assistant, has been seconded into the Housing Officer role.

Laura brings with her a strong knowledge of Elderpark, our tenants and our communities, and her existing experience within the team will help provide continuity for tenants.

Laura will be in touch with tenants in her area and will be happy to assist with any tenancy or housing-related matters you may have. We wish Laura all the best in her secondment.

Laura will be covering the following area:

Elderpark Street, Govan Road, Greenfield Street, 123-217 Langlands Road

We wished Patricia Fraser, Chris Gallacher and Dean Vinter a fond farewell and thank them for their contribution, wishing them all the very best in their new roles.

Social Housing Charter

The Scottish Government's ***Social Housing Charter*** sets the standards that all social landlords such as housing associations, cooperatives, and council – must meet. The Scottish Housing Regulator (SHR) monitors these standards to ensure tenants receive a fair, safe, and high-quality service.

Scottish Housing Regulator

If you have a concern about your landlord, the first step is always to follow the landlord's own complaints procedure in full. If you remain dissatisfied or cannot progress your complaint, you can contact the **Scottish Public Services Ombudsman (SPSO)** for further support.

However, some issues go beyond individual complaints. If a problem affects a group of tenants, and suggests that a landlord is failing to meet regulatory requirements - such as missing safety checks, repeatedly failing to carry out repairs, or not consulting tenants on key decisions – this may be classed as a **Serious Concern**. Tenants or tenant groups can report a Serious Concern directly to the Scottish Housing Regulator. SHR will assess the information, gather evidence where needed and decide whether regulatory action is required. They aim to give an initial decision within 20 working days and will keep tenants informed throughout the process.

Examples of Serious Concerns include repeated failures to meet safety standards, inaccurate or missing performance reporting, and failures in governance or financial management. SHR may take immediate action if a landlord's behaviour risks the interests of tenants.

If you need to raise a Serious Concern, you can find the form and guidance on the SHR website.

Support is available if you require help completing the paperwork.

Scottish Housing Regulator Contact Details:

5th Floor, 220 High Street, Glasgow, G4 0QW
0141 242 5642

shr@shr.gov.scot

www.housingregulator.gov.scot

2025 - 2026 in numbers: a year at a glance

672 applications on our waiting list

£143,273 financial inclusion gains for tenants

175 households supported with fuel and energy advice

5.8 anti-social behaviours cases per 100 homes

94.44% new tenancies sustained for more than a year

112 tenancies supported by our tenancy sustainment team

99.81% rent collected

79 homes allocated to new tenants

13.38 complaints per 100 homes

591 emergency repairs completed

3398 non-emergency repairs completed

£601,432 spent on reactive repairs

£900k+ spent modernising homes

1.62 hours to respond to emergency repairs (average)

89% overall tenant satisfaction

Assurance Statement

The Management Committee of Elderpark Housing are 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 support to ensure a robust and effective decision-making process across the organisation.

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, equalities, 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, 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 was either beneficial to provide a level of independence or where the association does not have the relevant expertise in-house.

External support utilised in the year includes consultancy support in the development of a new Strategic Business Plan for the next five years, the use of a development agent for our new build development, an IT consultant to enhance our Housing Management Software and an ongoing programme of internal audit.

The association is currently concluding external borrowing for the refinancing of an existing bond loan due for repayment in February 2027 and the private finance element of our recently completed development. All proposed borrowings have been factored into our long-term financial plans which while recognising the increasingly challenging financial environment in which we operate within demonstrate that the association has sufficient short, medium and long-term financial resources to meet our business needs.

The association holds up to date stock condition information for approximately 70% of our homes which provides a comprehensive assessment of the condition of our homes. In addition, we are concluding a follow-up Stonework Report building on the most recent data collected in 2023 to develop a long-term programme of maintenance and improvement works. While we have comprehensive information in relation to our homes, we recognise that a challenge with data can often be how it is held and we will be seeking to transition our detailed stock data from multiple platforms into our one main software system.

We have established appropriate systems for the collection of equalities data with the most large-scale satisfaction survey gathering extensive anonymised equalities data.

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.

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 and Internal Audit Programmes 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 27th October 2026 to sign and submit this Annual Assurance Statement to the Scottish Housing Regulator.

Signed

Maureen McDonald, Chairperson

Budgeting Tips for the Festive Season

Christmas can be an expensive time of year, but a little planning can help keep costs under control.

Set a budget
Decide how much you can afford to spend on gifts, food and celebrations, and try to stick to it.

Make a list
Planning ahead can help you avoid impulse purchases and ensure you only buy what you need.

Avoid borrowing if possible
Using credit can make January more difficult. If you do use credit, make sure you understand the repayment costs.

Look for deals and discounts
Compare prices, shop around and keep an eye out for seasonal offers to help your money go further.

Plan your festive food shop
Write a shopping list before heading to the supermarket to help reduce waste and avoid overspending.

Consider homemade gifts
Thoughtful homemade presents or festive treats can be more personal and often cost less.

Save energy where you can
Using LED Christmas lights and switching them off when not needed can help keep energy costs down.

Ask for support early
If you're worried about your finances this winter, don't struggle alone. Advice and support may be available to help with budgeting, benefits and energy costs.

A little planning now can help you enjoy a festive season that's full of cheer without the financial stress in the New Year.





Pop into our office to collect your **Letters to Santa Pack** between **Monday 30 November and Friday 4 December**.

Remember, letters must be posted by **Wednesday 9 December** to give Santa plenty of time to send a reply!

Address your letter to:
Santa/Father Christmas
Santa's Grotto
Reindeerland
XM4 5HQ
and remember to attach a stamp.





Free Fresh fruit and veg

This Christmas, we are partnering with **Dig-In** to provide tenants with free fresh fruit and vegetables, together with a few festive goodies to enjoy over the holiday period.

Pop in for your free pack to:
193 Crossloan Road
Glasgow G51 3QE

Useful numbers and support services

Looking after your mental wellbeing this winter

The festive season can be a difficult time for some people.

If you're feeling isolated, overwhelmed or struggling with your mental health, support is available. You don't have to cope alone.

NHS 24 Mental Health Hub: **111**

Samaritans: **116 123**



Breathing Space: **0800 83 85 87** available between 6pm and 2am weekdays and 24 hours at weekends

Shout (text support): Text SHOUT to **85258**

If you are concerned about your immediate safety or the safety of someone else, call 999.



Office Closures

Our office will close at **5pm on Wednesday 23rd December**, however our phone lines will be open from 9am-12.30pm on **Thursday 24th December**. We will reopen on **Tuesday 5th January at 9am**.

If you require emergency support during this time, please call the office number on **0141 440 2244** to be redirected to our emergency repair line. For heating, hot water or boiling repairs please contact City Technical on **0333 202 0708**.

ELDERPARK HOUSING

Ways to get in touch:

0141 440 2244

Customerservices@elderpark.org

www.elderpark.org

Write to us or pop in:
65 Golspie Street, Glasgow, G51 3AX

YouTube

Scottish Charity No: SCO 32823 I Property Factor Registered No: PF000197 RSL No. 108