

WINTER

NEWSLETTER 2019



ELDERPARK
HOUSING



INSIDE THIS ISSUE

Elderpark Appoints MEARS	PG2
£10,000 Boost for Govan	PG4
Warm Home Discount open now	PG6
Leading the Way in our Community	PG9
Performance	PG11
Elderpark Annual Burns Supper	PG13
Christmas and New Year Holidays	PG16

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Elderpark Appoints as Repairs Contractor

MEARS

We have announced the appointment of MEARS as our new repairs contractor following a successful tender exercise earlier this year.

The contract covering reactive repairs and void property repairs began on 1st November 2019.

Announcing the partnership Chief Executive, Gary Dalziel said *"We are delighted to have appointed MEARS as our new day to day repairs contractor. The repairs service is the most commonly used service by all of our tenants and it's crucial that we have a contractor which can deliver a high quality service. MEARS have a strong presence within the housing sector and share our expectations of delivering an exceptional service to which our tenants and resident have always received. We look forward to a successful partnership over the next five years."*

Local Boy gets Contract with MCN

Young people in Govan can often lack opportunities for training and employment but with the right encouragement and support they can flourish and make a real go of things.



Josh Elder is one such young man; Josh took the opportunity presented to him by Elderpark to gain some work experience with the Association's contractor MCN Ltd who are the main contractor on the Association's kitchen and bathroom refurbishment program.

Josh made such a good impression with his hard work, dedication and enthusiasm that he quickly became part of the team and MCN had no hesitation in awarding Josh with a full time permanent position with the company.

Andrew Shearer of MCN said *"Josh has a great work ethic and is very keen to learn, after 6 weeks work experience we decided to offer Josh a full-time contract with our company and we think this has been a very good move for both Josh and MCN."*

Join your local Association and help your community

It costs just £1.10 to become a member shareholder:

- You can participate in the decision-making that influences you and your neighbours
- You're better informed
- You become eligible for election as a Committee member

It's such a small sum to pay to make your Association part of your own community.

For further information contact the main office on 0141 440 2244 or email admin@elderpark.org.

Alternatively, if you are interested in being part of a focus group please contact the main office.

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



Four new construction apprentices for Hills Trust development

Glasgow based construction and manufacturing business CCG (Scotland) Ltd is delighted to welcome four new apprentices to the business in support of Elderpark's new housing development

"I am a local lad. To work on my very first project so close to my home is great; I feel like I am giving something back to the community." These are the words of Jack Mulvey, who recently started a plumbing apprenticeship with the Glasgow based contractor and manufacturer in August 2019, as part of the delivery of the former Hills Trust Primary School and the construction of 82 new affordable homes for Elderpark.

Jack said *"I became interested in plumbing after working with my brother who also works in the trade and so far, the programme has been really enjoyable. I've only been with CCG since August but even in the short space of time with the company, I would recommend doing a trade apprenticeship as the variety of projects and responsibility is really rewarding. I am looking forward to learning more and hopefully when I graduate, I'll be better than my brother!"*

In addition, CCG has donated £10,000 towards local projects, created six full-time jobs and will create 12 work placements during the lifetime of the project.

Gary Dalziel, Elderpark Housing's Chief Executive said: *"It must be a tremendous feeling to be part of a team building new homes in the area you are from. Being able to walk down the street and know that have created something that will last for generations in your community will hopefully be something for Jack can look back on fondly in years to come as he develops his career further in the construction industry. We are delighted to be working with CCG on this project at Nethan Street and pleased that as well as the physical improvements to the area there has been opportunities to provide training and employment opportunities within CCG"*

The Hills Trust project has been part-funded by the Govan Cross Townscape Heritage Initiative, supported by the Heritage Lottery Fund, Historic Environment Scotland and Glasgow City Council.





Cheque this out.....Elderpark takes delivery of the bumper cheque. Picture shows (left to right) Teresa Mullen, Community Benefit Co-ordinator at CCG, Shirley McKnight, Deputy Chief Executive; Janet Evans, Chairperson and former CCG Site Manager Andrew Bell.

£10,000 Boost For Govan

Bumper cheque handed over – and community set to benefit from cash windfall

Govan is in line for a £10,000 thanks to the construction business CCG who are building our new homes and offices. Elderpark has received the bumper cash with the aim of helping the community. The money is part of CCG's community benefit commitment.

It will be used to deliver on a range of small projects within the community and some of it has already been put to good use on community events designed to engage local residents in the Elderpark area.

It has helped pay for an afternoon tea for senior citizens, contributed to a community fun day, purchase new blinds at Elderpark Community Centre and there are plans to use some of the money to buy land for a community garden.

Our Deputy Chief Executive Shirley McKnight said "The creation of new homes, due to be

completed next year, was already bringing significant benefits to the community." Shirley explained "Nowadays contractors are encouraged to deliver this 'community benefit' when they are awarded contracts from housing providers such as Elderpark. CCG's generous contribution of £10,000 has already started to benefit the community and will continue to do so over the rest of the year as we look at ways this money can be used. Elderpark shares CCG's vision of delivering affordable housing underpinned by strong communities. We thank CCG for helping us to achieve this."

CCG Managing Director David Wylie said: "Contributing to communities is very much integral to the CCG ethos and we are delighted to see that our donation is already being used to support the people of Govan by creating a lasting legacy from our work in the delivery of new affordable homes and the restored Hills Trust Primary School. Elderpark's commitment to Govan is to be commended, without whom this donation would not be possible."

New in House Welfare Rights Service

Starting in January we will be offering a new in house Welfare Rights service every Friday morning between 9am – 12.30pm. This is in addition to the Money Matters service which runs from a Monday to a Thursday.

The appointments will be taken by one of our Housing Assistants, Ashley McInnes who is also a qualified Welfare Rights Advisor. Ashley will be offering assistance with the following:

- Benefit checks – ensuring you are receiving the maximum benefits you are entitled to.
- Scottish Welfare Fund Community Care grants and Crisis Grants, as well as appeals for Scottish Welfare Funds.
- Benefit forms such as UC, ESA or PIP questionnaires.
- Housing Benefit queries.
- Universal Credit queries.
- Pension Credit claims / queries.
- Advice for medicals.
- General benefit advice.

If you would like an appointment please call the main office on 0141 440 2244.

Universal Credit update and available support

As Universal Credit continues to affect more of our tenant's we would like to remind you that support is available. You can contact your Housing Officer on **0141 440 2244** to discuss what a change to Universal Credit might mean for you, or if you have been advised to make a claim but are unsure of what this means. Help is also available from Glasgow Life. They can offer you assistance and support in making a claim for Universal Credit.

The service provided is available by appointment only at Elderpark and Ibrox libraries at the times shown below;

**Elderpark | 0808 169 9901 for appointments
Wednesday 1pm - 8pm | Friday 10.15am – 5pm**

**Ibrox | 0808 169 9901 for appointments
Monday 10.15am – 5pm | Thursday 1pm – 8pm
Friday 10.15am – 5pm**

DWP Universal Credit Helpline | 0800 328 5644

Please also note other support services which provide practical advice around making and managing your Universal Credit claim are available by contacting these agencies:

**Universal Credit Helpline | 0808 169 9901
One Parent Families Scotland | 0808 801 0323**

Some important things to remember when making your claim.

If you apply for an **'advanced payment'** when making your claim for Universal Credit, you will need to pay this back to the DWP and they will deduct this automatically from your monthly payments before you receive it. **When the 'advanced payment' is paid to you it **WILL INCLUDE YOUR 'HOUSING ELEMENT'** which is to pay your rent and YOU must arrange to pay this to Elderpark upon receipt of the advanced payment.**

After this you can choose to have your **'Housing Element' paid directly to Elderpark**. You should speak to your Housing Officer to see if this is the right option for you or to advise them you have made this choice.

UC Universal
Credit



Warm Home Discount open now – don't miss out! Call Home Energy Scotland to check if you're eligible

Good news! The UK Government's Warm Home Discount scheme has opened, which means that if you are eligible, you could benefit from a one-off discount from your energy supplier of up to £140.

If you have qualified in the past, now is the time to re-apply as not all energy suppliers automatically renew their customers' special discounts each year.

Elderpark continues to work with Home Energy Scotland who can check if you are eligible for the latest discount. If you are, a friendly advisor can help you apply, and also see if there is any other support available for you. If you're not sure if you got the discount last year, just give Home Energy Scotland a call and they can check for you. If your circumstances have changed, and the team find you no longer qualify for discount, there may be other ways we can help you make your home easier to heat which will reduce your bills.

Home Energy Scotland is funded by the Scottish Government and managed by the Energy Saving Trust. Their mission is to help people create warmer homes, reduce their bills and help tackle climate change.

Jacqui Mackenzie from Home Energy Scotland said: "Our advisors love helping people to reduce their bills by making sure they can access all the funding and help that's available, so get in touch so we can start helping you."

To speak to a Home Energy Scotland advisor free of charge call **0808 808 2282**, or email adviceteam@sc.homeenergyscotland.org and they'll call you back.

Keep cosy for less this winter – top tips

With winter just around the corner, here are a few top tips from Home Energy Scotland to help keep you cosy for less.

1. **Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.**
2. **By regularly bleeding your radiators you will avoid cold spots and get the most out of your heating system.**
3. **Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.**
4. **Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £80 a year.**
5. **A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.**
6. **Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.**



HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT



Watch Out For Winter

As we approach another winter there is always a greater risk of damage to your home due to frost or flooding from burst pipes.

To avoid burst pipes try to keep your home reasonably warm during the day and night. Make sure you know where the main stopcock is for your cold water supply and make sure it works. This can prevent substantial damage to your home if you have a burst pipe.

If you do have a burst pipe or notice any signs of leaks or flooding:

- Turn off the water supply at the stopcock
- Fully turn on all taps as quickly as possible to drain the system
- If you find where the leak is bind it tightly with a towel and place a bowl or other container to catch any drips
- If the water is likely to come into contact with electrical fittings switch off the electricity supply
- Contact the Associations emergency repairs call out service by telephoning **0161 300 9852** (evening and week ends and public holiday periods) If you wish to speak directly to a member of the Associations staff the emergency service personnel will arrange this.
- You can contact the maintenance office during office hours by telephoning free phone **0800 389 4798**.

Boiler and heating problems

Some boilers have a condensing pipe that drains to the outside and the liquid in this pipe can freeze in extremely low temperatures causing the boiler to shut down.

The pressure gauge on your boiler should sit between 1.5 and 2.0 when the boiler is running. If the pressure keeps dropping then there may be a leak in one of the heating pipes.

Report any of these faults to the associations heating contractor Kingdom Gas Services by telephoning **0800 389 9463**.

Particularly cold temperatures can cause a drop in gas pressure and, in extreme cases, can cut off your gas supply. In these circumstances you must contact Scotia Gas Networks by telephoning **0800 111 999**.

Going Away?

If you are going away on holiday or any other long period turn off the water supply at the main stopcock.

If you require any other information or assistance with this please contact our maintenance office at 227 Langlands Road.





Maintenance

Smoke Detectors and Carbon Monoxide Alarms

Have you tested your smoke detector and carbon monoxide alarm to make sure it is operating properly? If they are faulty or you do not have one please contact the maintenance office immediately.



Sky Television

Please note that all of our communal television systems have been upgraded to Sky Plus only. If you wish to upgrade to Sky Q the current systems are not suitable.

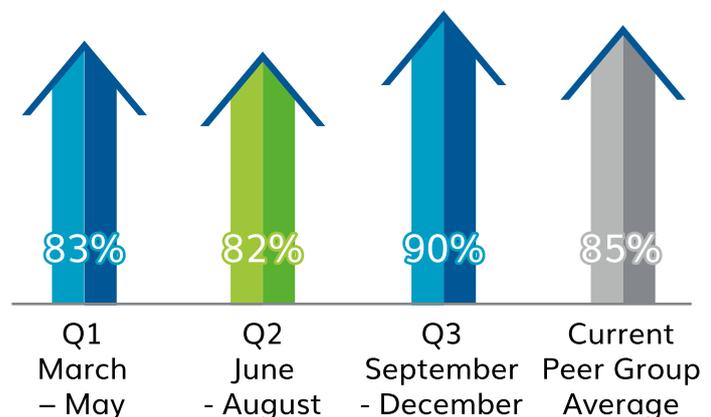
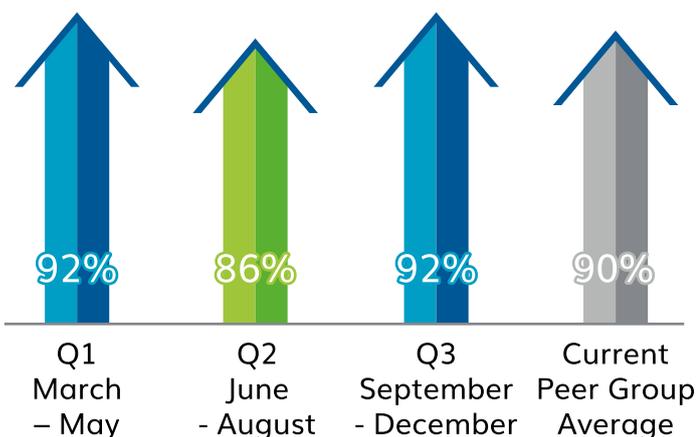
Please check with your supplier if you wish to upgrade as we have no involvement with Sky contracts.

How we are doing so far in 2019?

As can be seen from the performance indicators below, Elderpark continues to work hard to ensure our tenants are happy with the standard of the repairs service and the quality of homes we provide. Satisfaction levels have increased since the last quarter and we will continue to monitor this throughout the rest of the year.

Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repair and maintenance service provided by your landlord? How long will the scheme be available?

How satisfied are you with the overall quality of your home?



Leading the Way in our Community

Highlights from our 44th AGM

Members were told at this year's AGM, held in June that "Elderpark is leading the way as we build more homes and put the community first. Building homes and supporting people in the community is our priority.

The construction of 82 new homes in Govan is well under way, we continue a multi-million pound programme to refurbish the tenement stock and we remain deeply engaged in community regeneration.

The AGM was told the most recent customer satisfaction survey showed a ringing endorsement for Elderpark's work with 96 per cent of tenants saying they were satisfied with the service provided. In his remarks to the meeting our Chief Executive Gary Dalziel praised Members for continuing to support the organisation.

He added *"I also want to commend the Staff and the Committee because, put simply, they really do care about the delivery of good homes and supporting our community. We are also leading the way in outstanding customer service and our most recent customer satisfaction survey bears this out."*

In a significant development, Elderpark was engaging with the University of Glasgow as it prepares to build a new campus in Govan to establish how they can support this innovative project.

A key priority is the delivery of learning opportunities for local people, something the University has indicated it is strongly supportive of. Elderpark said the "vital local knowledge" Housing Associations locally possess would be "invaluable" to the University.



The AGM under way

A park run and halloween fun

We delivered a double dose of fun for local youngsters in November. The Association supported a 2km 'junior park run' in Elderpark for kids aged four and over. The occasion was a trial run for what it's hoped will be a regular park run for local children starting next spring.

Elderpark is grateful to mums and dads (and grans and grandads) who brought the children along to take part with those completing the circuit having their time logged and then rewarded with an energy-boosting banana! Junior park runs are a series of runs for children held in areas of open space around the world. They are open to all, free and are safe and easy to take part in. The courses are marshalled so that juniors will be in sight of at least one marshall at all times.

After his run Daniel Chen (6) said: *"It was great. I could have kept on running but I wanted my banana."*

The junior park run was the culmination of a week of activity run by Glasgow Life when sports clubs and organisation across Govan got together to help people become more active.

Housing Officer, Lynn Reid, a keen runner herself, said *"It is hoped that the junior park run will come to Govan in the spring. It already takes place in Victoria Park in Whiteinch so it would be good to have it here, too. We're confident it will get support from local families."*

Meanwhile, less than a mile away in Ibrox a Halloween fun event featuring face painting, a smoothie-bike, free food and music brought families together at the Ibrox Community Garden. Like the junior park run it was supported financially by Elderpark.

Elderpark Estates Management Inspector Jim Fraser who helped organise it said *"Elderpark Housing has been a strong supporter of the Community Garden for some time. It is an important community asset much-valued by local residents. The kids at the Halloween event had a great time which is what it's all about."*



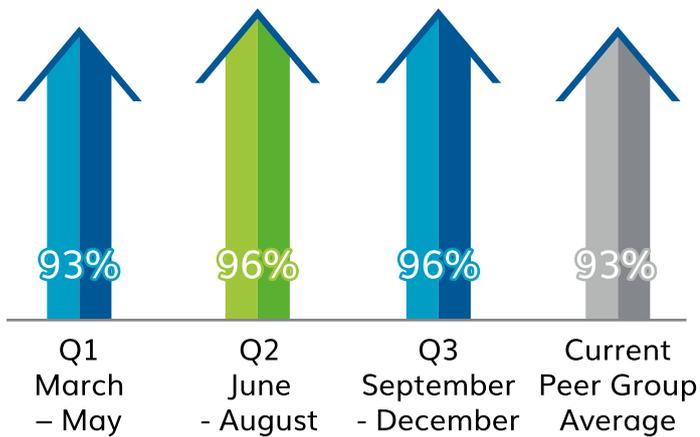
Superheroes at the Halloween event.....
Kayden (4) and cousin Corey (2).

Keep on running....the runners limber up including Daniel (far right) Fun run pic

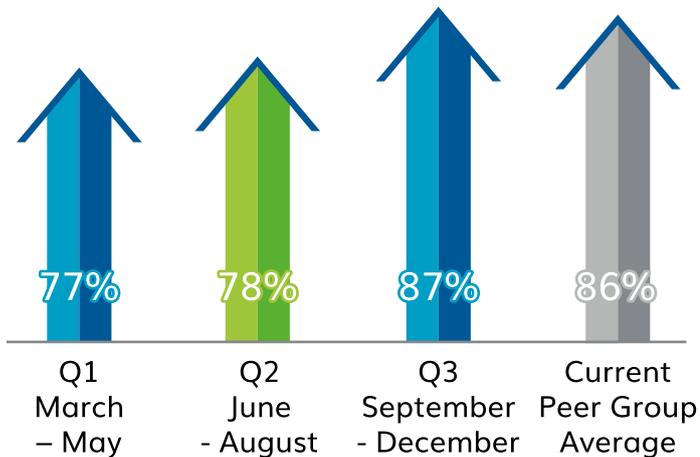
Performance

Elderpark continually monitors how satisfied our tenant are by having independent surveys carried out every quarter. We then use this feedback to benchmark ourselves against other landlords and look at ways we can improve our services and improve the community. Below you can see how we are performing at a glance in some key areas so far this year.

Taking everything into account, how satisfied are you with the overall service provided by your Landlord?



Overall how satisfied are you with your Landlord's contribution to the management of the neighbourhood you live in?



As can be seen in the results above there has been an improvement in satisfaction levels in terms of the management of the neighbourhood since the start of the year. This is as a result of looking in detail at comments provided by tenants and using these to working with Glasgow City Council and other partner agencies to address the issues raised. At times some of the issues are not directly linked to services provided by Elderpark, this is why it is important we work in partnership with other agencies to deliver the improvements you want to see in the community.

New Legal Advisors Appointed

We have announced the appointment of new legal advisors for at least the next three years. TC Young are well known within social housing in Scotland and has many Housing Association clients.

Gary Dalziel, Chief Executive said: *"We look forward to developing an excellent relationship with TC Young. There is no doubt that they were able to demonstrate a clear understanding of the unique position of Housing Associations. TC Young demonstrated throughout their tender submission a strong desire to work with Elderpark and this commitment made them the ideal choice as our new legal advisors. We are sure TC Young will be invaluable to Elderpark when it comes to legal support."*



TC Young has offices in Glasgow and Edinburgh and also has a significant presence advising the charity sector in Scotland.

It also places considerable emphasis in supporting communities in line with strong social justice credentials.



ELDERPARK
HOUSING

Elderpark Housing is proud to support the work of
Positive Action in Housing

31 Garmouth Street, Glasgow, G51 3PR

T: 0141 440 2244 E: admin@elderpark.org www.elderpark.org

Scottish Charity No SCO32823 Property Factor Registered No PF000197

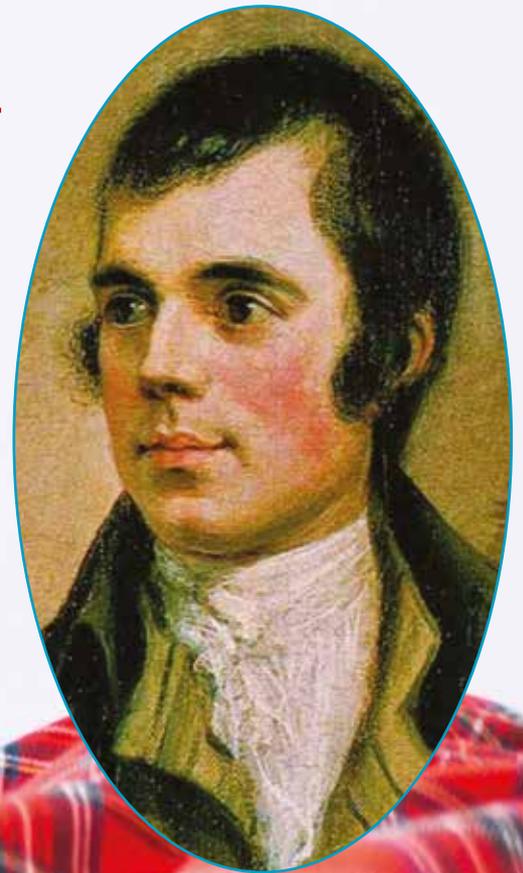
Elderpark Annual Burns Supper

Elderpark Housing Annual Burns Supper

**Thursday 23rd January 2020
at Elderpark Community Centre
from 6.00pm**

Why not come along and enjoy a traditional Burns Supper with music and entertainment. This is the Association's 8th Burns Supper and it just keeps getting better and better.

Places are limited to 30 spaces so if you're interested in coming along please contact Lynn Reid at the main office or telephone **0141 440 2244** to book your place.



Modern Apprentices

Elderpark are committed to developing not only the area you live and work in, but the staff who deliver the services we provide to you on a day to day basis. As our Annual Performance Report showed recently, we have improved our performance year on year. However, we know there are still areas to improve upon as we continue to strive for excellence.

We want to continue to develop services to meet the changing needs of our tenant's. To do this, we are committed to ensuring that the staff members who work in the organisation are as effective as possible. In September Laura Gibbons and Lauren Herd passed their Level 2 Modern Apprenticeship in Housing at SCQF Level 6 with the support of Elderpark. We are truly proud of the hard work they have put in and also the support we have been able to offer them to develop their professional skills. We regularly get positive feedback about Lauren and Laura as the first point of contact when customers approach us.



Elderpark are pleased to continue to develop staff, ensuring that they have access to training to improve their knowledge and, in turn, the help they can give to tenants.



Are you *unemployed*? Do you need help with *applying for a job or getting into training*?

Come and speak to an adviser from Jobs & Business Glasgow here at Elderpark Housing Association.

Appointments are available on a Monday & Wednesday morning between 9.00am & 12.30pm and held in our main office at 31 Garmouth Street.

An adviser can help with creating CV's and job searches as well as providing practical support for job interviews and assisting in seeking out volunteering and training opportunities to boost your confidence and increase your chances of getting that dream job.



To book an appointment:

Freephone: **0300 123 2898**

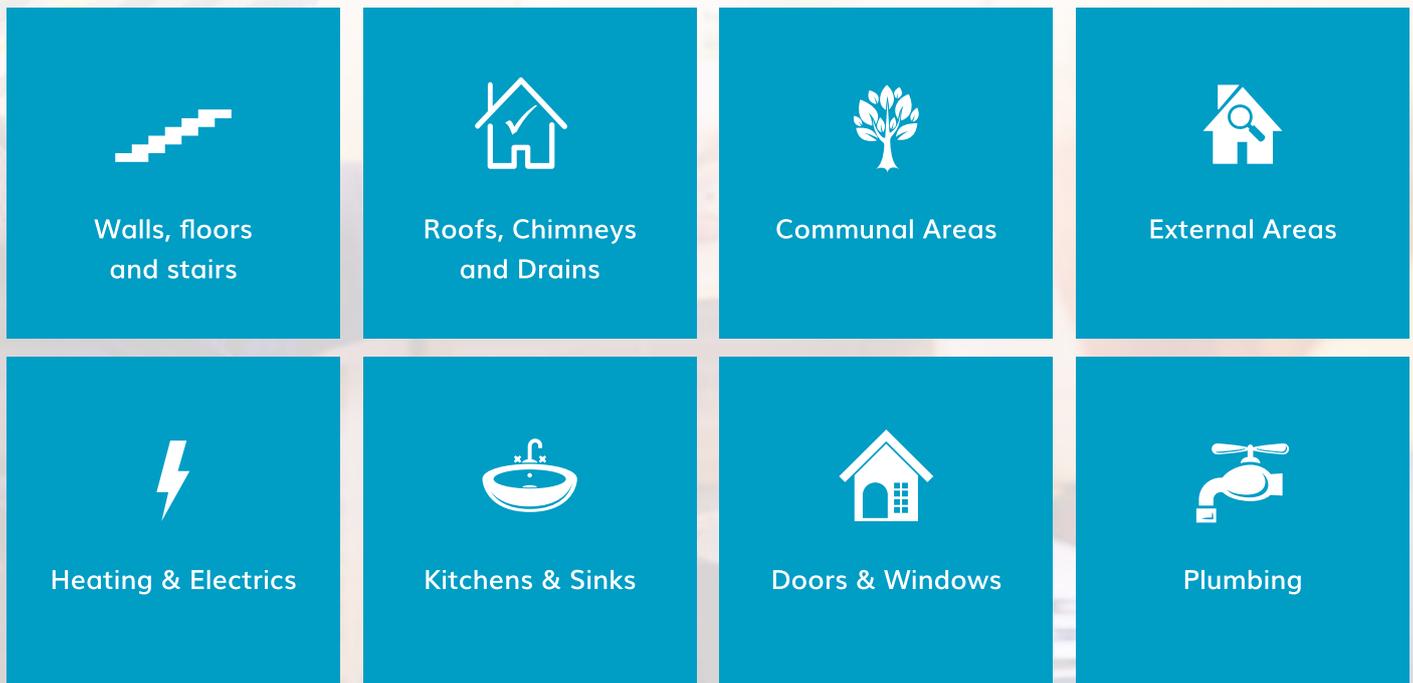
Head to the Jobs and Business Glasgow website for more information on how they can help you get back to work

<http://www.jbg.org.uk/>

Report a Repair online

Report a repair via our website 24 hours a day at www.elderpark.org.

If you report a repair via our website you will see options as shown below. We hope you find this service easy and accessible to use and would welcome any feedback you may have on using the online service.



Ways to get involved

We are always keen in getting tenants to express their opinion or get involved in the decision making process. We gather information and opinion through surveys, our fb page, website and twitter. This helps us improve different aspects of our service and understand our community.

You can also get involved by:

- Becoming a shareholder
- Participating in a focus group
- Requesting information on becoming a member of the Management Committee



@ElderparkHA



www.elderpark.org



Christmas and New Year Holidays

Our offices will be closed on:

Tuesday 24th December 2019

at 12.30pm

and re-open on

Friday 3rd January 2020 at 9am.

For Emergency Repairs Only

Tel: 0161 300 9852

For Central Heating, Hot Water or Radiator Repairs

Tel: 0800 389 9463

Gas Escapes Tel: 0800 111 999



FROM EVERYONE AT ELDERPARK,
WE WISH YOU A VERY

M E R R Y
Christmas

AND HAPPY NEW YEAR 2020