

# SUMMER

## NEWSLETTER 2021



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## A Word from our Chief Executive

One of the biggest challenges in running a housing association during a pandemic has been less about responding to the crisis at the start and more about sustaining your own colleagues' motivation and enthusiasm.



Here at Elderpark we encountered a number of other challenging and new issues at the height of the first wave including our main reactive repairs contractor serving notice to terminate its contract. It meant we had to evaluate options and hurriedly get a new contractor in place. We were also embarking on a staffing review and this included recruiting new staff through remote interviews.

The Association also completed 82 new homes and had to embrace 'contactless letting'. One of the best afternoons I had during the pandemic was being on-site at handover and hearing from some of the tenants about how the new homes would change their lives.

We also took possession of our new office at the restored former Hills Trust Primary - the biggest disappointment being that staff who have been waiting years for such a transformation in their working environment have so far been unable to use it to its full extent.

Undoubtedly, what the pandemic has done is bring organisations closer together and the three local associations in Govan have worked in partnership more than ever before.

Flexibility is a word bandied about quite often about new ways of working but to me the words I would say are equally important are caring, respect and support.

At all times, like the rest of our colleagues in the sector, we have tried to ensure that people knew we were trying to 'do the right thing by them' – we didn't always get it right but we were learning as we went along.

## Ways to get involved

We are always keen on getting tenants' to express their opinion or get involved in the decision making process. We gather information and opinion through surveys, our Facebook 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](http://www.elderpark.org)





# Covid repairs update – Services being carried out under current restrictions

## Safety Checks

We have a legal duty to ensure that the property you stay in, is safe and the gas appliances and electrical installations are up to safety standards.



Every year we attend to the gas boiler in your home to make sure that it is safe to use until the next inspection and service the following year (within 365 days of the previous inspection/service). The majority of our tenants provide access, however, there are sometimes good reasons for not being able to provide access. If this is the case please call us as soon as you receive your service letter date from Kingdom gas and we can discuss options with you for an alternative time or date to inspect and service your boiler.

The same applies for our Electrical Installation Condition Reporting (EICR) programme. The association has until the 31st March 2022 to ensure that all its tenants' properties has a valid EICR certificate that states that the electricians are safe. The only difference between the EICR and the gas safety inspection/service is that the electricians check is every 5 years.

Please assist us in delivering our legal duties by providing access. Failing to inform us or even ignore our requests for access may result in the association forcing access to enable the inspection/service and EICR to be completed. If you would like to discuss either your gas safety check or Electrical check or both, then please call the maintenance team please call us on **0141 440 2244** or email us on **[maintenance@elderpark.org](mailto:maintenance@elderpark.org)**

## Planned Maintenance Contracts

Whilst we are pleased to see the Covid-19 restrictions being reduced, the pandemic is still having a significant impact on our ability to start or in some circumstances complete our planned works programmes. Contractors are slowly re-starting their work schedules after months of contracts stalling or not commencing resulting in a huge backlog of works orders dating back to last March 2020.

Another factor is Brexit, which is having a detrimental effect on the manufacturing and shipping of materials from all over Europe. This along with the pandemic has meant that we have to put back the Windows and Doors programme to at least November 2021, and the completion of the stone repairs project in Langlands Rd to the end of August at least.

At this moment in time we are still able to complete our refurbishment works in 1-27 Uist Street (odd number only) and surveys for those works will commence in the 3rd week of July. Our contractor MCN shall write to you with a date and time for your survey. Please provide access to ensure that we complete our investment programme in these flats.



## WE NEED YOU!

The maintenance team would like to hear your views. We are looking to enhance our repairs and planned works service. We want you to have a major say in how we deliver these services. We want you to help review our maintenance policies, understand how we select contractors and we want to learn from lessons learned where we get things wrong and hopefully enhance the things we do right.

**If you are interested in sharing your views then please call 0141 440 2244 and speak to David Adam, Director of Maintenance Services.**

If you are passionate about where you live and the services you receive, then we want to listen to what you have to say to tailor our services to meet your needs in the future.



# Covid repairs update...continued

## Backcourts and Bin Areas

Every Friday our bulk uplift contractor works hard to clear the backcourts of bulk items, and bin areas of loose waste.



Our gardening contractor visits every 2nd week to keep the grass cut and make sure the paths and hard areas are weed free.

We want the backcourts to be spaces that residents can enjoy on those rare occasions the Scottish weather decides to let the sun shine.

**To help us maintain the backcourts in good condition for everyone, we need residents to play their part, this means;**

### Rubbish

Household waste must be bagged, securely tied and placed in the bins provided, bags should not be left on the ground. If you leave your waste bags on the ground they will not be lifted by the cleansing department and will attract rats and other vermin to your backcourt.

Bulk items **get collected every Friday** and should be put out for collection no earlier than Thursday evening; this will prevent the backcourts becoming cluttered for large parts of the week.

We have no obligation to dispose of your unwanted furniture or white goods for you, we are trying to provide a useful service that helps tenants so please work with us and only put your items out near to the collection day.

### Dogs

The backcourts are not designed to be dog exercise yards or dog toilets and residents should not treat them as such, you should try where possible to exercise your dog away from the property.

If your dog damages or fouls the property you will be in breach of your tenancy agreement and we may ask you to re-home your dog elsewhere. Please be a responsible dog owner and respect your neighbours by keeping the backcourts free of damage and dog mess.

## Fire precautions in closes and entrances

Recently we have received a report of a fire at the entrance to one of our tenement closes. Thankfully, on this particular occasion, the fire did not cause any real significant damage, however, any fire carries a risk to the life and the wellbeing of our residents who live in our flats.

We have also noticed that some tenants are storing items within the common closes, which could be hazardous in the event of a fire breaking out in the tenement. In some cases these items are there to brighten up an area or make the area more aesthetically pleasing. There are lots of legislation relating to storing of combustible items in closes and the law gives us the authority to remove items to mitigate the risk of fire.

Elderpark staff shall be carrying out estate management inspections and will take the appropriate action to remove items from common areas that are being used for storing items. To avoid such action, please assist us in keeping you and your neighbours safe by refraining from storing items on the landing or other close areas and keeping them clear.

If you would like to discuss this with us, then please contact the maintenance team on **0141 440 2244**, or email [maintenance@elderpark.org](mailto:maintenance@elderpark.org)



# Complaints Handling

In our last Newsletter we advised that our Model Complaints Handling Policy and Procedure had been reviewed in line with updates from the Scottish Public Services Ombudsman (SPSO). Following the adoption and implementation of these updates we are

now required to publish information about complaints received on a quarterly basis.

Between 1st April and 30th June 2021 we received a total of **15 complaints** and the breakdown of these can be seen below.

Stage 1		Stage 2	
The number of Complaints closed in full within 5 working days	7	The number of Complaints closed in full within 20 working days	3
% of Complaints closed in full within 5 working days	64%	% of Complaints closed in full within 5 working days	75%
Average time in working days to respond	5	Average time in working days to respond	10

Stage 1	Number	As a % of all Stage 1 Complaints	Stage 2	Number	As a % of all Stage 2 Complaints
Upheld	3	27.27	Upheld	0	0
Partially Upheld	0	0	Partially Upheld	2	50
Not Upheld	2	18.18	Not Upheld	2	50
Resolved	6	54.55	Upheld	0	0

## Learning from Complaints

All association staff will receive training delivered by SPSO in August 2021. We hope this will enhance our performance in this area.

We will always aim to respond to your complaint within the agreed timescales. However, at times the investigation can be more complex or take more time. Our primary consideration is to deliver a quality decision based on facts and evidence and at times mean we do not meet these timescales.

### You said

*"There is not enough information on the local area provided when viewing a property or signing up for a property"*

### We did

*"We have updated our Lettings Booklet to include more information on the local area including amenities and also made our Pre Tenancy Interview process more robust to gain better insight into your individual needs before we offer a property."*



# Annual General Meeting

## Save The Date

We are hoping to have our Annual General Meeting on the **21st September** we would very much like to hold this event face to face but due to restrictions we will need to see nearer the time if this is possible. We will of course keep everyone updated.



## Could You Lead Elderpark Housing?

We have been around for over 45 years in the local community. The role that we play in supporting our tenants, residents and the wider Govan area is important to us.

As a Charity and Housing Association we are run by a Management Committee of volunteers who meet on a regular basis to develop strategy, approve policies, oversee and manage the business and provide comment and ideas on how Elderpark Housing can enhance what it does.

The management committee is made up of a maximum of fifteen volunteers who generally either live within the local community or have shown an interest in being part of the organisation.

In the last year Management Committee members who live locally in the area including Allan Bell, Martin Costick, Marie Holmes, Debbie McCabe and Lisa Gordon all stood down and we have been joined by Kirsty Stoddart, Janice Shields, Kirsty Wilson and Karen Fee.

Janice, Kirsty, Kirsty and Karen while not currently living locally in the area bring with them skills and experience in areas including housing, human resources and financial management which increases the overall knowledge of the Management Committee.

We currently have a small number of vacancies and remain keen for those within the local community to play a significant role on the Management Committee particularly if you feel you have skills and knowledge which you think can add value.

If you would be interested in finding out more about the role please email [corporate@elderpark.org](mailto:corporate@elderpark.org) or telephone on **0141 440 2244** and ask for Kerry, Fiona or Alana who can provide you with more information.

## Join your local Association and help your Community

It costs just £1.10 to become a lifetime 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 [corporate@elderpark.org](mailto:corporate@elderpark.org)

Alternatively, if you are interested in being part of a focus group please contact the main office on **0141 440 2244**.

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



## Ways to pay your rent

**Direct Debit:** Paying your account by **Direct Debit** offers a hassle-free solution to those who worry about paying their bills on time



**By Phone:** You are able to call us on **0141 440 2244** during office opening times.

Call an automated service 24/7, DIAL **0844 557 8321** – Have your payment card and a pen handy with your debit or credit card, available 24/7. Each time you use this automated service you will be given an authorisation code as proof of payment, which you should note for safe keeping

**Pay Online:** VISIT [www.allpayments.net](http://www.allpayments.net) – You are required to register online before making your first payment. When you come to make your payment, have your payment card handy with your debit or credit card. Log on to

[www.elderpark.org](http://www.elderpark.org), then to pay your rent and factoring charges click on the [www.allpay.net](http://www.allpay.net) link. Available 24/7.

**Mobile App: USE THE ALLPAY PAYMENT APP** – Debit or credit card payments can be made at your convenience 24/7 through the allpay Payment App, available to download for free for Apple, Android and Windows smartphones: Visit [www.allpay.net/app](http://www.allpay.net/app) for more information.

**Via SMS: SEND A TEXT MESSAGE** – Use your payment card and debit or credit card to register at [www.allpayments.net/textpay](http://www.allpayments.net/textpay). Text 'pay' plus the text code you set up during registration along with the amount you want to pay and your password (the last four digits of your debit or credit card) to **81025**. Available 24/7.

**In Person:** Use your payment card to pay at **any Post Office** and wherever you see the PayPoint logo (convenience stores, newsagents, supermarkets, and service stations).

## Staff doing their bit for charity

### Laura's Story

*"I'm doing a 160ft bungee jump to raise money for a homeless charity in Glasgow called 'Glasgow City Mission'.*

*As I work in the housing sector, I see first hand how much these charities can help peoples mental and physical health. Glasgow City Mission helps people facing homelessness access suitable housing and help them deal with a number of issues they may be facing.*

*They provide help such as their 'City Centre Project' which is a daycentre where they work with adults affected by homelessness, addiction, loneliness and poverty.*

*They also provide a 'Child and Family Centre' in Govan where they work with whole families to give children the best possible start in life.*

*I would love to raise as much money as I can to help those in need that are facing homelessness. Any donations are greatly appreciated :) If you want to find out more about Glasgow City Mission, you can find more information on their website: <https://www.glasgowcitymission.com/>."*

Well done Laura what an achievement.





## Community News

### Rising Stars Childcare to open new nursery in Govan

Nursery group Rising Stars by Jobs & Business Glasgow are set to open a new 60 place nursery in Govan for children, aged 3 to 5. The brand-new, purpose-built nursery, which will open on 9th August 2021, will be located within the Rowan Business Park with access from Ardlaw Street, G51 3RR.

Rising Stars has been providing childcare in the heart of Glasgow's communities for over thirty years. Each nursery has its own character, but all deliver the same high quality and standards of early education and childcare.

This nursery will be open from 7.30am to 6pm, 50 weeks of the year, and offer free entitlement only places or fulltime places costing £125.12. Part time places are also available. Lunch and/or healthy snacks are included in the weekly cost.

Please contact **0141 274 3174** or email at [risingstars@jbg.org.uk](mailto:risingstars@jbg.org.uk) as soon as possible as places are going fast!

### Our new term of creative clubs starts back on 17th August

**Photography Club** every Tuesday for age 7+ (4-5pm)

**Art Club** every Thursday for age 7+ (4-5pm). Both are free but require registration as places are limited. Families can email us at [makedogrow@gmail.com](mailto:makedogrow@gmail.com) or message our facebook page (@makedogrow) for more information or to register a place.



## New Nursery opening in Govan

We are delighted to announce we are opening a **NEW 3-5 years Nursery in Govan on the 9th August 2021** in conjunction with Glasgow City Council. Full time and Free entitlement places available for registration now.

**Contact:** 0141 274 3174 or  
**Email:** [risingstars@jbg.org.uk](mailto:risingstars@jbg.org.uk) for Application Form.

**Open:** 7.30am to 6pm,  
**Location:** Rowan Business Park, Ardlaw Street, Govan G51 3RR.

Full time places **£125.12 per week**; part time places also available.



### Gilded Lily

Running online workshops on Zoom. Details on their social media pages or get in touch by email: [general@gilded-lily.org.uk](mailto:general@gilded-lily.org.uk)



### Govan HELP Food Pantry

Subsidised community shop. The Pantry will be open on Wednesdays & Thursdays, 10.30– 3pm in the Pearce Institute (side entrance beside war memorial).

Membership £2.50 for 10 items, baby packs £3.50 and cleaning packs £2.00. Follow **Govan Help** on Facebook.





## Community News...continued

### Dig In (193 Crossloan Rd) is now open

It will be open afternoons 1-4pm to give out free food samples and sell recipe bags at only £1 each. Follow **Dig In** or **Moogety Grub Hub** on Facebook for updates.



### Your local elected MSP, Humza Yousaf

"Hi, I'm Humza Yousaf and I am the local elected Member of the Scottish Parliament (MSP) for Glasgow Pollok, which includes a lot of the Greater Govan area. It is my duty to represent and support my constituents, whether you voted for me, you didn't vote for me, or you didn't vote at all.



For now my surgeries are still remote (over the phone or video calls) and are being held fortnightly on Friday mornings. If you have a case related to housing, health, crime, the environment, your business or even if you have a project you need help getting off the ground, get in touch to book into my next surgery. Even if your question is one that I can't answer, or a case I cannot take on, me and my team can support and direct you to local services which may be of benefit to you. Do not hesitate to get in touch using details below.

Please note, my office in Cardonald remains shut for now, but my team are still working away from home, so it is best to contact us via email or phone."

Website: <https://humzayousaf.scot/>  
Telephone: 0141 882 4647  
Email: [humza.yousaf.msp@parliament.scot](mailto:humza.yousaf.msp@parliament.scot)  
Address:  
1612-1614 Paisley Road West,  
Cardonald, G52 3QN



The Scottish Parliament  
Pàrlamaid na h-Alba

### Summer Activities

Every Wednesday during summer (weather permitting), we are running Afternoon Teas in Moogety Garden from 1.30pm-3pm. These are free, but places need to be booked as we can only take up to 8 people.

Book through  
[anne@urbanroots.org.uk](mailto:anne@urbanroots.org.uk)  
or message  
**Moogety Grub Hub**  
through Facebook.

**MOOGETY GRUB HUB**



GROWING, COOKING, EATING TOGETHER







## Improvements at Elder Park

You may have noticed some improvements are under way at Elder Park – notably the pillars and gates on Govan Road and also to a much-respected memorial.

The careful restoration of the striking blonde sandstone pillars is taking place – restoring them to how they would have looked when the 136 year old park opened.

Work is also being done to the memorial to sailors and workers lost in submarine K13 in 1917 which is inside the park.

The memorial was erected by staff of Fairfield shipyard where the vessel was built. Tragically, it foundered on Gareloch while on trials.

Thirty-two men, including six of the shipyard's workers, lost their lives. Forty-seven others were rescued after being trapped for 57 hours. The boat was towed back to the shipyard, re-fitted and re-commissioned with a new name - K22. The number 13 was never again given to a Royal Navy submarine.

In tandem with the repair works, a community project called "Mrs Elder's Glorious Gift" is being offered in association with the Friends of Elder Park to enable local residents and enthusiasts. This will allow local people to engage in the restoration process, experience traditional materials and methodologies and to discover and share more about fabulous Elder Park – its heritage and its future uses.

Find out more in the pages of the Get into Govan website [www.getintogovan.com](http://www.getintogovan.com) and on the Get into Govan social media feeds.

The restoration of Elder Park's Govan Road Entrance & the K13 Memorial as well as the Mrs Elder's Glorious Gift project is being delivered as part of Govan Cross Townscape Heritage Initiative in collaboration with Glasgow Building Preservation Trust with funding from the National Lottery Heritage Fund, Historic Environment Scotland and Glasgow City Council.



# The Elderpark Bloomin' Gorgeous Outside Space Competition

This summer we have decided to run an outside space competition.

Necessity is the mother of invention - and throughout these uncertain times, the pandemic has got us outside and cherishing nature - so maybe you've been working hard in the garden, cultivating green-fingered talents, or even trying to bring the outdoors in?

The Association actively encourages residents to look after the environment in which they live. It's fantastic to see everyone's efforts in transforming the community with a burst of floral colour not to mention some neat lawns!

**Do you have a fabulous outdoor space you've created? A gorgeous garden, a beautiful balcony or a pergola to be proud of?**

Have you grown something wonderful, or brought the outside in with pot plants or mini windowsill gardens? With Summer arriving we want to celebrate your efforts and see the spoils of your hard work

Three prizes are on offer and each winner will receive a voucher: Front, back, side gardens and balconies can apply. To enter simply email a photo or photos to [corporate@elderpark.org](mailto:corporate@elderpark.org) along with your name, address and phone number (this can be a direct entry from a tenant, family member nomination or you can nominate a neighbour) The competition starts now and will end on **30th September 2021**. No entries can be accepted after this date. Winners will be contacted by telephone in early October and will receive **£50 Asda vouchers** by email. The winning photos will be posted in a future edition of the newsletter.

**Happy gardening!**

Categories are;

- ✓ Best individual garden
- ✓ Best balcony
- ✓ Most creative small space



## Summer Munchin' Chicken Tagine Traybake Recipe

Prepare  
5mins

Cook  
40mins

Serves  
4

### Ingredients

- 2 tbsp olive oil
- 2 tbsp ras el hanout
- 2 lemons, zested and juiced
- 900g pack chicken drumsticks
- 2 carrots, peeled and cut into small chunks
- 1 red onion, cut into thin wedges
- 200g wholewheat couscous
- 15g fresh parsley, leaves and stalks separated and finely chopped
- 1 reduced-salt vegetable or chicken stock cube, made up to 450ml
- 70g pouch pitted green olives with basil & garlic

### Method

Preheat the oven to gas 7, 220°C, fan 200°C. Whisk the olive oil, ras el hanout, lemon zest and juice in a large bowl; season. Reserve the lemon halves. Toss the chicken to coat in the mix, then transfer to a large roasting tin with any leftover marinade. Add the carrots, onion and juiced lemon halves and mix well. Roast for 25 mins.

Pour 150ml water into the tin (to stop the marinade burning) and roast for another 10 mins or until the chicken is cooked through and the veg is tender. Meanwhile, mix the couscous with the chopped parsley stalks and pour over the stock. Cover and set aside for 10 mins.

Remove the lemon halves from the roasting tin. Add the couscous and olives to the tin and squeeze over the roasted lemon halves; discard. Mix well, scraping any sticky roasted bits from the tin into the couscous. Scatter with the parsley leaves to serve.



## The end of an era and new beginnings for some of our staff

### Thank You Jim Woods



After 38 years working with Elderpark Housing at the end of May 2021 Jim Woods retired from his role as Maintenance Inspector.

Jim had an immense knowledge of the homes and our tenants and has been involved in most of the maintenance work the association has undertaken since he started back in the early 1980's when the music was better, the summers were longer, mobile phones weren't yet invented and VHS video recorders were the next big thing!

Jim was extremely popular with his colleagues and for our tenants would have been a well-known face around the community and as an organisation we were disappointed to see him take the decision to retire however after over 38 years dedicated service to Elderpark Housing it was more than justified.

Gary Dalziel, Chief Executive said "We were obviously disappointed that Jim has chosen to retire, none more so than his colleagues Derek, Sandra and Hugh who have worked together with him for many years but we understand that he wanted to do other things with his life and are genuinely thankful for the contribution he has made to Elderpark over the years and wish him every happiness in his retirement."

The last year has seen a number of retirements from Elderpark including Martha Nolan, Janet Miller, Shirley McKnight and Terry Frew as well as Jim which means that the best part of 180 years' experience working within the community has gone over that period which is a major loss to everyone in the organisation and importantly the communities in which they have served with such dedication over this period.



# A very warm welcome to our new staff

## Debbie Brown, Housing Officer

*"Hi there my name is Debbie Brown and I am the new Housing Officer. I have over 30 years' experience delivering excellent customer service in both the private and public sectors. I have been working in the housing sector for the last 8 years and most recently have worked with Linthouse Housing Association covering the multi storey flats in Langland's, special projects and community events. I know the Govan area very well and work with local groups to support and enhance the service for our customers."*



*I cover the Elderpark area which includes Craigton Road, Nimmo Drive, Harhill Street, Fairfield Gardens, Place & Street, 59 Elder Street – 118A Elder Street, 235 – 239 Langlands Road and 241 – 243 Langlands Road. I am looking forward to this new role and meeting you all.*

*I have a BA in Business Studies, Level 4 CIH Certificate & Diploma in Housing and I am a member of the Chartered Institute of Housing."*

## Amra Iqbal, Customer Service Adviser Trainee



*"My name is Amra. My job role at Elderpark Housing Association is Trainee Customer Service Adviser. Prior to this I worked in different job roles. I am delighted to have been given this opportunity to work with Elderpark Housing Association. They have a great training programme."*

*I have completed my first week here which I thoroughly enjoyed. I am eager to progress my career within this organisation and grow professionally."*





## Looking after your mental health

### Feel better as things get busier, It's only natural to feel nervous as things change.

Things are getting busier again and your world's probably changing a wee bit. It's only natural to feel overwhelmed as things start to open up.

But simple things can help to keep you feeling grounded and help life feel more manageable. Like trying to get active every day, sharing how you're feeling with others, and deep breathing if you're feeling overwhelmed. Take a look at the tips below for some ideas to help you feel better.

#### Take time to plan

Sometimes we get overwhelmed because we feel everything needs to be done right now. But there's only so much you can do in a day, and your routine might keep changing.

Give yourself time to reflect on what's important and achievable. It can help if you prioritise your goals and plan how to achieve them. Make sure you include setting out some time for yourself - even if it's just to enjoy 5 minutes alone. **Get some easy time-management tips from NHS inform.**

### Keeping yourself feeling grounded

If things start to feel a bit overwhelming, there are lots of things you could try to start to make life feel simpler again.

Take a walk in your local park. Leave your phone in your pocket and notice what is around you.

An object can help you with fidgeting and to refocus when you feel stressed. If you find an object you like, keep it in your hand and describe it in your mind to help encourage feeling calm.

Take your time and work through your five senses as you walk; what can you see (what do the trees look like?), what can you hear (are there any birds singing?), what can you feel (what is the temperature, is there a breeze?), what can you taste and what can you smell (can you smell the trees or the weather?). **You could also try Paths for All's mindfulness podcast which is aimed to relax your mind as you move your feet.**



## An illustration of a person with dark hair, wearing a yellow shirt and dark pants, sitting in an orange armchair. They have a distressed expression, with one hand covering their face. Above their head is a large, dark, cloud-like shape filled with various symbols of stress and anxiety, including lightning bolts, rain clouds, gears, question marks, and sad faces. The background is a light gray with a faint, large, stylized watermark that reads 'EXPERIENCE' and 'GROWTH'.

If you're feeling more anxious, it might help to try to break down any more difficult social situations into smaller, manageable goals for yourself. For example, if it's your first visit to a shop in a while, why not try walking to the store the day before you do your actual shop.

Many emotions that we think of as being negative are a healthy part of life. So if you feel angry or irritated for no reason, or feel teary, it can help in the moment to recognise your emotion, pause and breathe slowly.

Mindfulness can help us to be present and aware of our thoughts and feelings in a positive, non-judgemental way. It's also been shown to help with difficult feelings and anxiety. **Try Paths for All's mindfulness podcast** which is aimed to **relax your mind as you move your feet.**

It's understandable if what is happening just now is affecting how you feel. The pandemic is affecting all our lives and the lives of our loved ones and many of us are experiencing difficult feelings and emotions.

An important thing to remember is that although things might feel hard right now, the situation won't last forever. And there is help available.

The tips on [clearyourhead.scot](https://clearyourhead.scot) are meant to help you look after your well-being but may work differently for different people. Be kind to yourself and don't strive too hard with an idea if you recognise that you are struggling with your emotions or if anything isn't working for you right now. You can always try again another day.

There is other support available too. NHS inform has advice on different aspects of your emotional health, like dealing with low moods, anger, fear and stress.

Any time you start to feel overwhelmed, it's important to acknowledge your feelings and speak to someone you trust. That could be a friend, a family member or your GP. Or you may find it easier to call a helpline like NHS24 (shortcode **111**), Breathing Space (**0800 83 85 87**) or the Samaritans (116 123) or text Shout's 24/7 crisis text service on **85258**.

If you have experienced mental health issues before, you might find that those difficulties have reappeared or worsened. If you're experiencing a mental health crisis and you already receive support, phone your GP or care team first. If you can't talk to them, call **111** to speak to **NHS24**.

This is a unique situation, and the uncertainty it brings can sometimes be difficult. You might experience physical reactions that are unusual for you, sweaty palms, dizziness or a racing heartbeat. These can be distressing and feel very serious. Phone NHS24 (shortcode **111**) if you need help. However, these could be signs of a panic attack. Although they feel awful, they are normally harmless.

NHS inform also has a range of self-help guides that use cognitive behavioural therapy and expert advice to help you work through symptoms of anxiety and, depression, or help you deal with panic, grief and trauma.

For more information: <https://clearyourhead.scot/feel-better>

## Reminder of free services for tenants

**Financial Inclusion Advice:** Do you need help in ensuring you have the right benefit entitlement, need assistance in filling out a form or just general welfare advice? Our Financial Inclusion Officer Jacqui will be able to help.

Please contact [admin@elderpark.org](mailto:admin@elderpark.org) or **0141 440 2244** to make an appointment (due to current restrictions all appointments are telephone based)

**Fuel Energy Advice:** Would you like to get the best deal on your gas or electricity? Our Fuel Energy Adviser Patricia will be able to assist.

Please contact [admin@elderpark.org](mailto:admin@elderpark.org) or **0141 440 2244** to make an appointment (due to current restrictions all appointments are telephone based).



## Up and Coming Office Closure Due to Holidays

**September Weekend 2021**

**Friday 24th September  
CLOSED**

**Monday 27th September  
CLOSED**

## Our office is temporarily closed

Our office at 65 Golspie Street is still currently closed to visitors until further notice, we are not able to offer face to face appointments. We will inform everyone as soon as possible as to when we will be opening back up to the public. We apologise for the inconvenience this may cause but this decision has been taken with the health and safety of our customers and staff in mind.

Please be assured that we are continuing to do all we can to support our tenants through these extraordinary times.

You can contact us on **0141 440 2244** Monday – Friday 9am-5pm (lunch closure 12.30pm-1.30pm) or you can do most things at [www.elderpark.org](http://www.elderpark.org)



## Ways to get in touch

- Telephone: 0141 440 2244
- Email: [admin@elderpark.org](mailto:admin@elderpark.org)
- Live chat on website: [www.elderpark.org](http://www.elderpark.org)
- Write to us: 65 Golspie Street, Glasgow, G51 3LW



@ElderparkHA