

Molendinar

P A R K H O U S I N G A S S O C I A T I O N

Summer 2022 Newsletter

SUMMER 2022 NEWSLETTER

We would like to take this opportunity to thank you for your patience during the Covid19 pandemic. We recognise how flexible and accommodating everyone has been.

After agreement with the Management Committee we are now operating a hybrid working model for our residents. The office will be open every day with a core number of staff being on site with the remainder working from home who can be contacted in the usual manner.

At this time, the Association is offering an appointment-based service only. Anyone who wishes to book an appointment, must first contact us by phone

0141 564 5256 or e-mail admin@molendinar.org.uk. If you have an allocated appointment, we ask that:

- Only one person visits us – if you require support from another individual (family member or friend) we can increase this to a maximum of two people
- Arrive at your appointment time, (there is no waiting areas inside the building)
- Please use the buzzer on the gate to let us know you have arrived
- When you come into the building, you must be wearing a face mask (unless exempt) and sanitise your hands

PUBLIC HOLIDAYS

- Friday 15th July and Monday 18th July 2022
- Friday 23rd September and Monday 26th Septembers 2022



BENEFITS UPDATE

Scottish Child Payment Changes

From April 2022 the Scottish Child payment doubled to £20 per week per child. This payment supports low-income families with children aged under 6. You are eligible to claim this benefit if you are in receipt of Universal Credit, Income Support, Jobseekers Allowance (Income Based), Employment and Support Allowance (Income Related), Child Tax Credits, Working Tax Credits and Pension Credits (Guarantee).

If you have not already claimed the Scottish Child Payments and you are in receipt of any of these benefits and have a child under 6 you make an online claim for the benefit through **mygov.scot** website as soon as possible.

By the end of 2022, the Scottish Child Payment is being increased to £25 per week per child and is being extended to include any children up to 16 years of age if you meet the eligibility criteria.

You can find further information on this benefit and other benefits administered by the Scottish Government on the **mygov.scot** website.

Universal Credit transition to end by 2024

The Department of Work and Pensions have recently started a campaign advising people who are currently in receipt of Child Tax Credit and Working Tax Credit that they will be moved over to Universal Credit by the end of 2022 at which point Tax Credits will no longer exist.

The campaign is also raising awareness that some people who are currently receiving Tax Credits may be "financially better off" if they were claiming Universal Credit.

Before anyone makes a decision on whether to claim Universal Credit you should seek advice and check how much you would be entitled to by using independent online benefit calculators, as once you have claimed Universal Credit you cannot move back to Tax Credits. You can find some benefit calculators on the Universal Credit page of the Gov.uk website.

ENERGY ISSUES

From Friday 1st April, the energy price cap increased by 54% for around 28 million customers in the UK. An Energy Bill Support Scheme is being introduced to help combat this increase.

How will the Energy Bill Discount Scheme Work

- Through the Scheme domestic electricity customers in Great Britain will receive a £400 grant which will appear as a credit from energy suppliers from October 2022 onwards. This will not need to be repaid.

- All households with a domestic electricity connection will be automatically eligible for the £400 grant.
- You will not need to apply for the Scheme, as it is expected electricity suppliers will apply the reduction automatically to bills from October 2022.



WELFARE RIGHTS

Our Welfare Rights Adviser Luke O'Neil from Money Matters is available to assist you with a wide range of enquiries. He can assist tenants in ongoing appeals and assessment of personal benefits and is available to

the Association's tenants on a Tuesday. Our Welfare Rights Service is more important than ever during these challenging times so please make use of this service.

THE IMPORTANCE OF PAYING YOUR RENT

If you are struggling to pay your rent please contact us immediately. Please remember that paying your rent remains essential in order to protect your tenancy and your home.

At all times we aim to help you to effectively budget, and we will work with you to put in reasonable rent repayments plans. Please note that failure to pay your rent on time puts your home at risk and impacts the funding of the services we are able to provide.

Please continue making payments using the undernoted payment methods.

- By ALLPAY Payment Card at any of the following:
- **Post Office or PayPoint**
- Online, 24 hours a day, 7 days a week by logging onto www.allpayments.net/allpayments and using your allpay reference
- Calling allpay on 08445 578 321 (Lines are open 24 hours a day, 7 days a week)

- By Setting up a Direct Debit Mandate: (Please contact Molly Forrester to arrange this).
- By sending us a cheque or postal order
- CallPay Tenants/owners can now telephone the office to make payments towards their rent/ factoring account using a debit/credit card. If you want to use this facility please contact the office on 0141 564 5256 and ask for Molly who will be happy to take your payment.



ESTATE MANAGEMENT

Back Courts

Residents are reminded that it is their responsibility to dispose of their rubbish and bulk items in a responsible way. Bins are provided for the disposal of household waste in the back court areas and Glasgow City Council Cleansing Services provides a bulk uplift service for those items which are not suitable to be placed in the bins.

One of the consequences of not disposing of rubbish in the proper way is that the backcourt areas become littered with waste which attracts vermin. Please think about this when disposing of your household waste. Always ensure that rubbish is placed inside the bins provided and not left at the side. If you have bulk items to dispose of please contact Glasgow City Council Cleansing Department to arrange an uplift. If everybody plays their part the backcourts will be an open space to be enjoyed by all residents.



Help us to help you keep your community clean

Don't accept litter or fly-tipping on your doorstep

REPORT IT!

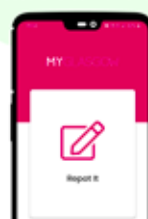


Using the **Myglasgow App** - You can download our app from the App store and Google Play, or online at www.glasgow.gov.uk or by calling 0141 287 9700

Bulk items can be disposed of **FREE** of charge at your nearest local recycling centre located just a few minutes drive away at:

Easter Queenslie Recycling Centre
90 Easter Queenslie Road
G33 4UL

Report issues in detail with ease and convenience.



You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



POLICY REVIEWS

As a Registered Social Landlord, we are required to review our Policies every three years or if there are any Legislative changes introduced by The Scottish Government.

We are now in the process of reviewing some of our Policies and we are asking for all our customers to give us their opinions on how you think these policies should look.

Currently, there are two strands to policy consultation within the community:

- Firstly, we believe it is important to inform all

tenants when a policy review is due, together with some information on what changes are likely to be proposed by us. We do this by including relevant information in our tenant newsletter. In addition, we provide the full policies on our website.

- The next stage is to invite feedback from tenants, residents, and their representatives about how well they feel the proposals address the needs of the community and whether there are any particular amendments they would like to see. Also, all policies must be formally

approved by our Management Committee.

If anyone is particularly interested in the formulation of our Policies, could they contact John Mallon our Senior Housing Officer at john@molendinar.org.uk

The policies we are currently reviewing are: -

- Allocation Policy
- Abandonment Policy
- Anti-Social Behaviour Policy
- Lodger Policy

We are proposing to bring these Policies to the Management Committee meeting in August for approval.

SUMMARY OF CHANGES IN THE ALLOCATION POLICY

We are carrying out a review of our Allocation Policy, the following is a summary of the changes we are proposing: -

- We are changing the name of our list from waiting list to housing list to remove the negative preconception of having to wait on a home.
- We will review our housing list on a monthly rolling basis on the anniversary of the application, rather than reviewing everyone at the one-time once a year. This is to ensure that all applicants are as up to date as possible with any changes in their circumstances and housing need. This will also ease the work burden on staff.
- Suspensions will be reviewed by the Senior Housing Office rather than the Director. This will enable the Director to fairly review the process in the occasion of an appeal against suspension.
- We will no longer request a detailed Occupational Therapists assessment in the case of requesting wheelchair or adapted housing. We will accept an assessment from a Medical Professional e.g., a GP.

- We previously stated that we would endeavour to make an offer of two void properties at the one time to applicants. This is not feasible and only related to a new build development. This has been removed and one offer will be made for each void property.
- We will no longer request refusals in writing as this not always appropriate or feasible. Verbal refusals will be acceptable, and this will cut down on the time to make an alternative offer to another applicant.
- We have added new sections in the policy to cover: - GDPR, Freedom of information and links to other policies.
- We have carried out a detailed Equality and Diversity Impact Assessment to comply with legal and regulatory guidance.

If you have any questions related to the above and want to discuss this in further detail, please do not hesitate in contacting our Senior Housing Officer John Mallon at john@molendinar.org.uk

NEW LODGER POLICY

Considering the new Government initiative to invite the general public with spare rooms in their homes to house Ukrainian refugees we are developing a new stand-alone Lodger Policy.

The right to take in a lodger into your home is part of your Scottish Secure Tenancy Agreement Section 4.

It is a basic Policy outlining an individual request from a tenant, with timescales for formal response to the request and possible reasons for refusal. We have a draft lodger contract that each tenant would be required to complete with their lodger in each circumstance.

If you wish to make a lodger request, please make a request by contacting the office during opening hours or email housing@molendinar.org.uk

If you wish to discuss in detail the lodger policy, please contact our Senior Housing Officer John Mallon at john@molendinar.org.uk



STAFF CHANGES

We are delighted to welcome John Mallon to the Association. John was appointed to the position of Senior Housing Officer on 3rd May 2022. John has worked in the Housing Sector for many years and brings a wealth of experience to the Association.



Dog Fouling

Please let the Association know if you have any concerns about dog fouling in your area. The Association wants to improve the appearance and condition of common areas; but needs residents to co-operate and do their bit to help. The majority of dog owners are respectful of other people and pick up after their pets. However, dog fouling continues to be a problem. It is dirty, dangerous and antisocial. For some reason, a minority of people think that failing to clean up after their dog is perfectly acceptable behaviour.

Members of the community can either report problems through the

MYGLASGOW App, or on Twitter <https://twitter.com/theenvtaskforce> or Facebook <https://www.facebook.com/envtaskforce/> or by telephoning the council on **0300 343 7027**;

or E mail:

Clean@glasgow.gov.uk. You can also phone Public Health Glasgow on **0141 287 1059** or E mail: publichealth@glasgow.gov.uk

Please Remember:

Grab It - Always keep a supply of bags near your dog's lead so you do not forget to take them with you on every walk. Simply insert your hand in the bag and pick up your dog's waste.



Bag It -

Carefully turn the bag inside out and 'bag' your dog's mess.

Bin It - Dispose of the bag in a bin. Dog waste can be put in a public litter bin if a specific dog waste bin is not provided.

Grab it, bag it, bin it. Any bin will do.

PROPERTY MANAGEMENT SERVICES FOR OWNER OCCUPIERS

The Association provides a factoring service for owner occupiers. This service is for the management of common repairs, maintenance of the common property and common building insurance. Each owner is charged a management fee for the administration of this service.

Owners have a responsibility to keep their property and its common parts maintained. These responsibilities are clearly laid down in the Burdens Section of the Title Deeds which all owners are provided with when taking ownership of the property. Where a factoring service is provided owners are required to pay any management fees.

When a property is sold, the new owner takes over responsibility for maintaining the property and paying for the factoring service.

The Association will include factored properties in a long-term maintenance programme aimed at preventing the property falling into disrepair: Examples of cyclical repairs are: gutter cleaning and close painting.

If you have an emergency with a common repair please contact 0345 600 8693. If there is a problem within your property then you must make your own arrangements.

Many of our owners now pay their common charges by Direct Debit. If you wish to pay by this method, please contact Morag Henry or Molly Forrester. Alternatively you can download a direct debit mandate from the Association's website which you should complete and return to the Association's offices.

COMMON BUILDING INSURANCE

The Association has a block common building insurance policy in place at a cost of £141.38 per annum (inclusive of Management Fee) payable every six months in arrears.

If you live in a four in a block or a terraced property and choose to make your own arrangements for

building insurance you are legally bound to show a copy of your building insurance premium on an annual basis to the Association.

Please note if you have an occupancy agreement with the Association it is mandatory to participate in the common building insurance policy.

HOME CONTENTS INSURANCE

Molendinar tenants and residents can arrange for insurance cover for the contents of their home at a special affordable rate where premiums can be paid fortnightly or monthly cash, monthly by direct debit or annually. The cover, specially arranged by **Thistle Tenants Risks** has been designed to help tenants and residents insure most of their belongings as easily as possible and also covers them against theft, vandalism and fire. The minimum values of possessions that can be insured are

£9,000, if aged under 60, or £6,000 if aged over 60.

Tenant and residents can also increase cover for an additional premium to include extended accidental damage cover, cover for wheelchairs/scooters and hearing aids as well as personal effects outside their home.

For immediate cover call Thistle Tenants Contents on 0345 450 7288 or visit: www.thistlemyhome.co.uk

FACTORING ARREARS

The Association accepts that owners who owe factoring charges to the Association are likely to find being in arrears stressful, particularly if they have multiple debts and inadequate or irregular income. The Association will therefore take a sympathetic, yet firm, approach to owners in arrears. In doing this the Association recognises that arrears arise for different reasons and therefore recovery procedures should be flexible and

responsive to individual circumstances.

Wherever possible, Association staff will seek to recover any arrears with the voluntary co-operation of the owner concerned. The Association will, however, be prepared to take legal action – up to and including putting a charge on the property to recover arrears and the owners will be responsible for any legal costs incurred.

MEMBERSHIP OF MOLENDINAR PARK HOUSING ASSOCIATION



WE NEED YOU!



We are a membership organisation which is run by a voluntary Management Committee. The Management Committee appoints staff to run the organisation on a day-to-day basis. Members of MPHA receive information about our activities and are able to attend our Annual General Meeting.

Members of the Management Committee are elected at the AGM, so members can have a say in who is elected and can stand for election themselves. Becoming a member of the Association gives you the opportunity to show your support and have a say in the Association's affairs.

THERE ARE TWO CATEGORIES OF MEMBERSHIP:

- Individual members
- Organisation membership

CRITERIA FOR MEMBERSHIP

- Individual Membership is open to tenants and customers of MPHA and other people who, in the opinion of the Management Committee, have a legitimate interest in supporting the activities of the Association and can contribute to the achievement of MPHA's objectives.
- Organisation membership is open to groups or bodies which, in the opinion of the Management Committee, have an interest in MPHA's communities and which support MPHA's objectives. Organisational members will nominate an individual to represent them, for example when attending the Association's AGM.

APPLYING FOR MEMBERSHIP

You must be 16 to apply to become a member of MPHA. Your membership applications will be considered by the Management Committee at the meeting following receipt of your application. You must complete an application form and pay £1 (which will be returned in the event that your application is not successful). The Management Committee's decision about membership applications is final. If you are successful you will receive a Share Certificate and a copy of the Association's Rules. The Management Committee will not consider any applications for membership in the fourteen days before the scheduled AGM.

REMEMBER MEMBERSHIP IS OPEN TO ALL RESIDENTS – IT IS NOT LIMITED TO ONE PERSON PER HOUSEHOLD!

If you are interest in becoming a member please contact Jayne Lundie on 0141 564 5256 or e-mail jayne@molendinar.org.uk

USEFUL TELEPHONE NUMBERS



Out of Hours – Emergency Repairs	0345 600 8693
Molendinar Park Housing Association	0141 564 5256
E-mail address (repairs)	repairs@molendinar.org.uk
Website Address	www.molendinar.org.uk
James Frew Limited (Gas Servicing)	01294 468 113
Citizens Advice Bureau Bridgeton	0141 554 0336
Citizens Advise Bureau Castlemilk	0141 634 0338
Cleansing\bulk lift\disposal of fridges	0141 287 9700
Environmental Protection Team (Dog Fouling)	0800 027 7027
Environmental Health	0141 287 2000
Police Scotland	101
Scottish Power	0845 272 7999
Stair Lighting	0800 595 595
Street Lighting	0800 373 635
National Grid Emergencies (Formerly Transco Gas)	0800 111 999
Scottish Water (Customer Helpline)	0845 601 8855
Scottish Water (Emergency Helpline)	0845 600 8855
Samaritans	0141 248 4488
Women's Aid	0141 553 2022

OFFICE OPENING HOURS

The office is open to the public on an appointment only basis. Staff are available either by telephone or e-mail:

Monday to Thursday: 9.00 am-5.00pm

Friday 9.00am– 4.00 pm



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Glasgow G31 1AD
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