



Molendinar

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

Winter 2022 Newsletter

*Merry Christmas and a
Happy New Year from all
Committee and Staff*

CHRISTMAS OFFICE CLOSURE

The office will close for the
Christmas period – from
Thursday 22nd December
2022 at 4.00 pm until
9.00am on Wednesday 3rd
January 2023.

In the event of an emergency
during this period please phone the
undernoted numbers:

Central heating/hot water
breakdowns: 01294 468113

Any other repair emergency
please contact: 0345 600 8693





Annual General Meeting Update

The Annual General meeting (AGM) of the Association's members was held on 13th September 2022.

At the meeting, Association Chair Andrew Scott presented the Chairperson's Statement and Jennifer

Alexander of auditors Aztec presented the Annual Accounts. The Auditors were appointed for a further

year by the members.

After elections YOUR management committee members for 2022-2023 are:

- Frank Sheeran, Chairperson
- Caroline McKinlay, Vice-Chairperson
- Andrew Scott
- Brian Johnston
- Margaret O'Donnell

- Angela Wood
- Catherine Meighan
- Mark Johnston
- Craig Peacock
- Samuel Moore
- Nicholas Thumath
- Margaret Gunn (Co-opted October 2022)

Further details of the AGM are available on request.

Staff Changes

Jayne Lundie -Retires, again!

Jayne Lundie has for the last 2 years filled the Part Time Corporate Services role at MPHA. Jayne has been a great asset to MPHA since joining us in 2000. She kindly came back to help us out during a tricky period of staff change and Covid-19 challenges despite having already retired. We're grateful for her commitment to MPHA.

Jayne worked as a Senior Housing Officer since 2000 and Depute Director from 2014 until her retirement at MPHA. She also worked with Glasgow City Council and Camlachie Housing Association in a variety of roles. We wish Jayne a very happy retirement and thank her for her hard work and support she has shown staff and committee over the years.

Welcome to Susan Paton

We are delighted to welcome Susan Paton as a new employee to the Association. Susan took up the post of Part Time Corporate Services/ Compliance Officer in October 2022. Susan has many years experience working in the housing sector and will strengthen the corporate services function here at the Association. Susan is looking forward to working with and meeting the tenants and owners of MPHA.

Benefits Update

Best Start Pregnancy and Baby Grant

Best Start Grant Pregnancy and Baby Payment helps with expenses associated with pregnancy or with having a new child, for example a pram or additional heating. It provides £642.35 for a first child and £321.20 for second and subsequent children. The application window is from the end of the 24th week of pregnancy to 6 months after the birth. The payment also provides support for people who have had a stillbirth.

From 14th November 2022, subject to parliamentary approval, there will be new exceptions to the general rule that an individual is only entitled to the higher Pregnancy and Baby Payment of £642.35 when they are applying in respect of their first child. This will provide greater support for families in the following situations, who are more likely to be starting from scratch without the items that the Pregnancy and Baby payment is intended to provide:

- Individuals granted refugee status, humanitarian protection, or leave under the Afghanistan resettlement schemes or the Ukraine resettlement schemes where the other child/children they are responsible for were born prior to their arrival in the UK
- Individuals whose other child/children are not their own and they took responsibility for them when they were more than 12 months old
- Individuals who have been forced to leave their home with the other child/children they are responsible for due to domestic abuse

We are aware that you may be in contact with clients who will fall into one of these categories and therefore will be entitled to the

higher Pregnancy and Baby Payment.

For these clients, applications will be able to be taken **by phone only** from 14th November 2022. Clients should mention when they are making their application that they believe they are entitled to the higher pregnancy and baby payment due to their circumstances. The advisor will then check what specific circumstance applies to them. Where someone confirms that they have been forced to leave the home due to domestic abuse, they will not be required to provide further evidence.

We are working to ensure that, by the end of the year, all application routes – including online and paper application forms – will be updated to allow clients to notify the agency if these circumstances apply. We will provide confirmation to you in a further email when all application routes open.

Apply by phone

Call Social Security Scotland free on 0800 182 2222 to make your application over the phone. The opening times are Monday to Friday, 8am to 6pm.

If you're a British Sign Language user, you can use the contactSCOTLAND app to contact Social Security Scotland by video relay.

Apply by post

You can apply by filling in a paper form.

If you'd like a pre-paid envelope to send documents to Social Security Scotland, call them free on **0800 182 2222** and they'll send you one.

Benefits Update

Universal Credit Update



The DWP have announced that the managed migration onto Universal Credit for claimants receiving legacy benefits has been restarted from 9 May 2022. This was put on hold because of the COVID pandemic.

What is managed migration?

Managed migration is the last phase of the introduction of Universal Credit (UC).

Rather than waiting for existing legacy benefit claimants to make the move over to UC because they have a change in their circumstances that triggers a claim, or because they are better off and chose to claim – they are starting to 'invite' people to move on to it.

But they are doing so slowly and do not expect this planned

migration to be finished until the end of 2024!

Media coverage regarding this re-start might make you think this was now up and running, across the UK and you need to claim Universal Credit. This is not the case. The migration has started on a very small scale and will increase over time.

Claimants selected for managed migration will be sent a migration notice. The notice will inform you that any legacy benefits that you are entitled to will come to an end and invite you to claim UC instead. You will be given a date called the deadline day when this claim must be made. Extensions can be requested.

As long as you make the claim for UC within given time limits you will be entitled to 'Transitional Protection' if your UC award is lower than your legacy benefit entitlement.

If you have a partner, they will also receive a migration notice and that a joint claim must be made.

Important

You do not need to move over to Universal Credit until you receive a migration notice or you have a change in your circumstances. Please seek advice if these changes affect you.

Luke from Money Matters is available at the Association on Mondays. To make an appointment either call the office on **0141 564 5256** asking for Molly/Morag or email the office **admin@molendinar.org.uk** to request an appointment with Luke via telephone, office visit or home visit. Home visits are generally reserved for clients that are housebound or have difficulty getting to the office.

Who's living in your home?

Assignation/Succession

Please remember to let us know who is living with you in your home. Should you fail to declare anyone living with you in your tenancy, this can affect assignation and succession applications if the worst were to happen to you.

Applications will only be considered if the people applying have been living

with you in your tenancy for a minimum of twelve months, and this has been confirmed to the Association.

Any applications received where proof of residency can't be confirmed will result in refusal.

This may mean that they would be required to declare themselves homeless with Glasgow City Council and be re-housed elsewhere.



Christmas is coming

Don't forget to pay your rent



We hope you all have a great Christmas!! It's that time of year again where it's expensive preparing for the festive season. However, please don't forget to pay your rent!! Here's a reminder on the various ways you can make payments

- **Online** – Click onto the following link for Allpay: [https:// www.allpay.net/](https://www.allpay.net/) .Provide your rent account number as a reference.
- **Direct Debit** – Direct Debits are the easiest way to pay. It's a good way to ensure that you never miss a payment. If you are interested in paying by D/D then please contact our office and a member of staff will provide a direct debit mandate.
- **Allpay.net payment card**-You can pay at any local Pay point or post office.
- **Telephone** – You can make a payment over the telephone by calling Allpay.net 0844 557 8321 . Please note that if you pay by Access, Visa or Mastercard a 2.25% credit charge will be applied

- **Cheque** – You can pay by cheque at our office or by posting the cheque to our office. All cheques should be made payable to Molendinar Park Housing Association and have your rent account, or factoring, number and your address marked clearly on the back of it.



How to get involved with what we do in your area

We are always looking for ways to have more residents and customers involvement. If you have any suggestions for getting involved or for improving our services, please contact Susan Paton on 0141 564 5256 or susanpaton@molendinar.org.uk to let us know.

We need your input to help us make sure our services meet the needs of our residents and customers.

We can't always do everything that everyone wants but we need to know what you want so we can try to meet

your expectations or at least be able to explain to you why we cannot.

Customers views are very important to us and help us review and shape our services to better meet customer needs, wants and aspirations – please share with us!

You can contact the Association or keep updated with our news in a number of ways:

Telephone: 0141 564 5256

E-mail: admin@molendinar.org.uk

Website: www.molendinar.org.uk

Spotlight on Estate

We catch up with Molly Forrester, Housing Assistant to find out about her role in Estate Management

Molly, how long have you been working at MPHA and what's the best part of your job?

I have been working with MPHA for 3 years now and I think the best part of my job has been getting to know our residents so that I can find out how best I can help them.

What is estate management and why is it important?

The estate management side of my job is about the environment that our tenants and owners live in. So, it's basically about common areas and how we make sure the neighbourhoods are attractive, well-maintained, and safe to live in. It's important because we want all of our residents to be proud of where they live and want to take care of their neighbourhood. We can make this a reality by providing an effective estate management service.

So, what kind of things do you do on a day to day basis to make sure the common areas are well maintained?

Well, I carry out regular inspections to investigate issues like dog fouling, misuse of bins, bulk or fly tipping and communal repairs. I liaise with contractors like close cleaners or landscapers and Glasgow City Council to address some of the issues I find on my inspections or when someone reports and issue to me.

What can tenants and owners do to help keep the places they live in looking good?

The key message I'd like to get across is to report issues such as repairs, close cleaning or landscape issues to us. This also includes missed bin collections and especially if you witness fly tipping. You are the eyes and ears in the community, please don't assume someone else will report it.

What estate management top tips would you give our tenants and owners?

- Keep bin lids closed and bin bags tied so that animals don't get access.

- Let us know if you're disposing of bulk items and leaving them out to be collected. It might get reported to us as fly tipping so we appreciate being kept up to date if it is getting picked up.
- The My Glasgow App is great. I would encourage everyone to download it. It allows you to report all kinds of things easily and I personally use it all the time.
- Report fly-tipping and dog fouling, even anonymously. We need evidence to take to GCC to pursue a fine but we need to work with the community to stamp out these behaviours.



Molly Forrester, Housing Assistant

Contact details:

molly@molendinar.org.uk

0141 564 5256



Help us to help you keep your community clean

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

REPORT IT!



Report issues in detail with ease and convenience.





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

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.



Waste management

Free Pick Up of Used Furniture



With the Council now charging for bulk uplift, it can be tricky to know what to do with your old furniture if you don't want to pay a charge. There is an environmentally friendly solution that is charitable and, in most cases, no or low cost.

A number of charities across Glasgow will happily uplift good quality used furniture for resale or recycling. We've provided below a list of charities that you contact for more information. You will also find more details about what items are accepted on their websites.

- British Heart Foundation - 0141 413 4010
- Emmaus Glasgow - 0141 353 3903
- Shelter Scotland - 0141 530 1365
- Glasgow Wood Recycling - 0141 237 8566
- Home Comforts - 0141 274 7025 or 08004797979
- Recycle Mobility Centre - 0141 261 3441 or 07592 581 425

Please do not leave your bulk items outside until you have arranged for collection as charities cannot take items that are waterlogged or damaged.

Dog Fouling – There's no excuse

The fine for dog owners who fail to pick up after their pets is £80 to bring it in to line with the fine for littering.

Community Safety Glasgow can issue a fixed penalty notices by Community Enforcement Officers, to owners or persons in charge of the dog, if they allow their pets to foul in a public place and fail to clean up afterwards.

Members of the community can either report problems through the **MYGLASGOW** App, or on Twitter twitter.com/theenvtaskforce or Facebook www.facebook.com/envtaskforce or by telephoning the council on **0300 343 7027**; or Email: Clean@glasgow.gov.uk

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

Please let Molly at 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 and can take reports anonymously from concerned residents.



Fly Tipping

Fly tipping is the illegal dumping of rubbish in a site with no plan to clear it up.

You can request a bulk uplift on MyGlasgow App or on the website www.glasgow.gov.uk

- There is a £35 charge for up to 10 items.
- Why not look at sharing this cost with neighbours?
- There is a £35 charge for each large electrical item.



Top Energy Saving Tips



Simply follow the energy saving tips below to help minimise wasteful use of energy in your home every day:

- ✓ Switch off lights in empty rooms
- ✓ Close curtains at dusk
- ✓ Set thermostats correctly
- ✓ Hot water tank thermostat between 60-65C
- ✓ Room thermostat between 18-21C (or 21-23C if there are older people, very young children, or someone with health difficulties in the home)
- ✓ Turn electrical appliances off at the plug rather than leaving them on standby
- ✓ Choose energy efficient appliances to make savings in the long-term
- ✓ Only fill the kettle with as much water as you need each time you boil it
- ✓ Cook with lids on pans and match ring size to saucepan size
- ✓ Avoid placing furniture in front of a radiator
- ✓ Wait until you have a full load before using a washing machine, and try using a lower temperature (30C)
- ✓ Use a shower instead of a bath if possible
- ✓ Keep windows closed in cold weather - if it is too warm, turn the heating down instead.
- ✓ Conserve your home energy (discuss options and support available with your Money Matters advisor)
 - ✓ draft-proof doors and windows
 - ✓ seal drafts around floors and skirting boards

Electric Storage Heaters

What are storage heaters?

Storage heaters switch on at night when electricity is cheapest, and are the cheapest form of electric heating when used correctly. The electricity heats a core of heat retaining bricks inside the storage heater. The bricks store the heat at night and release the heat during the day.

How are they controlled?

There are two controls on most storage heaters, an INPUT control and an OUTPUT control.

- **The INPUT control** tells the heater how much heat to store up during the night. This should be set dependent on how cold you think it is going to be the following day. Generally the settings are:

Low to medium (1 to 4) in spring and autumn and Medium to high (5 to 9) in winter.

The higher the setting, the more electricity it will use. If there is no input control the heater will automatically decide how much heat to store.

The OUTPUT control tells the heater how much heat to let out into the room by opening and closing a vent inside the heater. It can also be called **BOOST** or **ROOM TEMPERATURE**.

If the output is set at 1, the vent will not open at all

If the output is set at 2, the vent is opened and closed automatically by a thermostat. The vent closes when the heater stores up heat. It opens to let the heat out gradually through the day, before closing again at night when it stores up heat.

If the output is set higher than 2, heat is released faster and the heater will get cold very quickly. The vent will close when the heater stores up heat, but will open again to let the heat out afterwards.



Gas radiator central heating

This advice sheet will help you to set the controls on your gas central heating system to give you the amount of heat you need at the lowest possible cost.

Timer/Programmer

For most people, the best way to heat your home is to **set your timer for two periods of heating, one in the morning and one in the evening**. To do this, set the timer to switch on the heating and/or hot water for a few hours, starting about an hour before you get up to take the chill off your home. A small 'burst' of heat in the morning will often do for the day, even in the winter months. Set the heating to switch on again in the late afternoon/at dusk and to switch off about half an hour before you would normally go to bed.

Troubleshooting:

- Is the clock on the timer set to the right time? Make sure that it

reads AM if it is morning, or PM if it is afternoon, or if it is a 24 hour clock that you have set it to the right hour.

- Don't forget to switch the heating off in the summer. Even in the Scottish climate you should be warm enough without the full heating system on for a few months.

Hot Water Thermostat

If you have a hot water tank the thermostat will be fitted to the side (combi boiler systems won't have a tank). Check that the thermostat is set no higher than 60°C (140°F). If the thermostat temperature is set higher than this, apart from the risk of scalding, you will be wasting money.

Boiler Thermostat

The boiler thermostat controls the temperature of the water going from the boiler to the radiators and hot water tank. It also stops the boiler from overheating. The boiler



thermostat is usually marked '1-9' or 'min-max' which corresponds to the temperature of approximately 50-90°C (122-194°F). If you have a boiler in your kitchen cupboard, the thermostat should be at the front, or inside a flap. If you have a 'back boiler' (one fitted behind the gas fire), you will find the thermostat under a panel below the gas fire.

In the summer, the thermostat should be set to a low setting and in the spring/autumn it should be set to about the halfway mark. In the winter it should be set to just short of the highest setting. You would normally set the boiler thermostat to the highest setting during a really cold winter.

Get the cover you need this Winter!

Did you know that the Thistle Tenant Risk Homes Contents Insurance Scheme offers cover for fire, theft, water damage, floods and much more.

In fact, over the festive period or other religious festival, the Crystal Scheme automatically increases the contents sum insured by **£1,500** or **15%** of the sum insured (whichever is greater), for loss or damage to gifts bought, for one month before and one month after each special occasion.

The holidays could see more accidents, such as risks of spillages, breakages and general mishaps.

Optional extensions are available, subject to an additional premium, such as extended accidental damage.

A £50 excess may apply, full details are available on request.

Terms & conditions apply to all sections. A full policy wording or Insurance Product Information Document is available on request.

To find out more about the Thistle home contents insurance scheme contact:

- » Crystal on **0345 450 7286**
- » Request an application pack from your local housing office
- » Visit **www.thistletenants-scotland.co.uk**, where you can also request someone to call you back!



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Glasgow Life – Live Well



Glasgow Life's Live Well programme can support you to find and access activities which can improve your wellbeing.

Sometimes we need a bit of support to give us the confidence to join, even with things we know we're going to enjoy.

Our friendly team are based in a number of local community venues and can support you in a range of ways.

We can help you if you want to:

- Get out and make new friends
- Be more involved in your local community
- Find new groups and activities
- Learn a new skill
- Feel more confident
- Get more active

If you're 18+, living in Calton, Bridgeton, Dalmarnock, Camlachie or Parkhead, and think you, or someone you know, would benefit from some wellbeing support, we'd love to hear from you.

Throughout November and December, Donna, Rosie or Suzie will be based at:

- Calton Heritage and Learning Centre every Friday between 11am and 2pm
- Bridgeton Community Learning Campus every Monday between 9.30am and 1pm



So why not pop in for a cuppa and a friendly chat to find out what's available in your local community and how we can help you. No appointment needed.

Or, if you would prefer to meet one of the team at another time, at another venue or just find out more information on how we can help:

Call Suzie on freephone: 0808 175 1956

Email: livewell@glasgowlife.org.uk

Visit: glasgowlife.org.uk/livewell



SHARE - The Scottish Health Research Register and Biobank is a register of people aged 11 years and over, who are interested in helping health research and being contacted by SHARE if a relevant health project becomes available.

Health research can be anything from filling in a survey about

your diet, to researching a new medication for an illness you may have.

We need healthy people and those with medical conditions to join.

SHARE also seeks your permission to keep any leftover blood following routine clinical tests (e.g. if you have given a blood test at your GP). This leftover sample is anonymised and can be used to help genetic research.

There is no obligation to take part in any studies if you don't want

to. Just joining SHARE is helping research. To register for SHARE today please visit **www.registerforshare.org**.



Baltic Street Adventure Playground needs your help!

421 Baltic Street, Glasgow, G40 3EU
info@balticstreetadventureplay.co.uk, Tel: 0141 554 4077
www.balticstreetadventureplay.co.uk

Donations

You can make a cash donation via their website or you can bring cash to the BSAP site where they store it. More info on how donations are used on website.

Other item donations that are accepted include –

- **Toys** (especially around Christmas)
- **Toiletries**
- **Winter clothes** – Warm jackets, gloves, hats, scarves (do not accept any other clothes)

- **Food** – Non perishables such as pasta, sauces, noodles, tins, tea, coffee, sugar etc

Volunteering

Contact BSAP directly for info on how to volunteer via email, facebook or phone

They especially need volunteers with special skills to assist with funding, finances, legal advice, offer services like counselling or money advice to service users etc

Becoming a Member of the Housing Association

Anyone over the age of 16 can become a Lifetime Member and shareholder at MPHA. You can do this by simply purchasing a share for £1.

Membership entitles you to vote at, and attend, Annual General Meetings (AGM). By becoming a Member and shareholder you can also stand for election to the Management Committee.

We believe it is vital that local people – and in particular our tenants – involve themselves in our work. This ensures that we remain accountable to those living within our areas. It also gives you the opportunity to see what we are doing to ensure Molendinar residents get the best service possible. We understand that nobody understands the community better than the residents who live here. Your experiences and insights are invaluable to us. Therefore, if more of our tenants chose to get involved in a meaningful way, we would be delighted.

We also aim to attract a number of Members from outwith our community. Those who can bring their business and professional skills to the organisation.

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 and anyone who has an interest in seeing Molendinar Park Housing Association thrive.

If you are interest in becoming a member or have any questions about membership or governance of the Housing Association please contact Susan Paton on **0141 564 5256** or e-mail **susanpaton@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

Scan for latest news from MPHA including historical pictures, new safety section and performance information.



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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Web: www.molendinar.org.uk
Twitter: www.twitter.com/molendinarha