



Molendinar Park

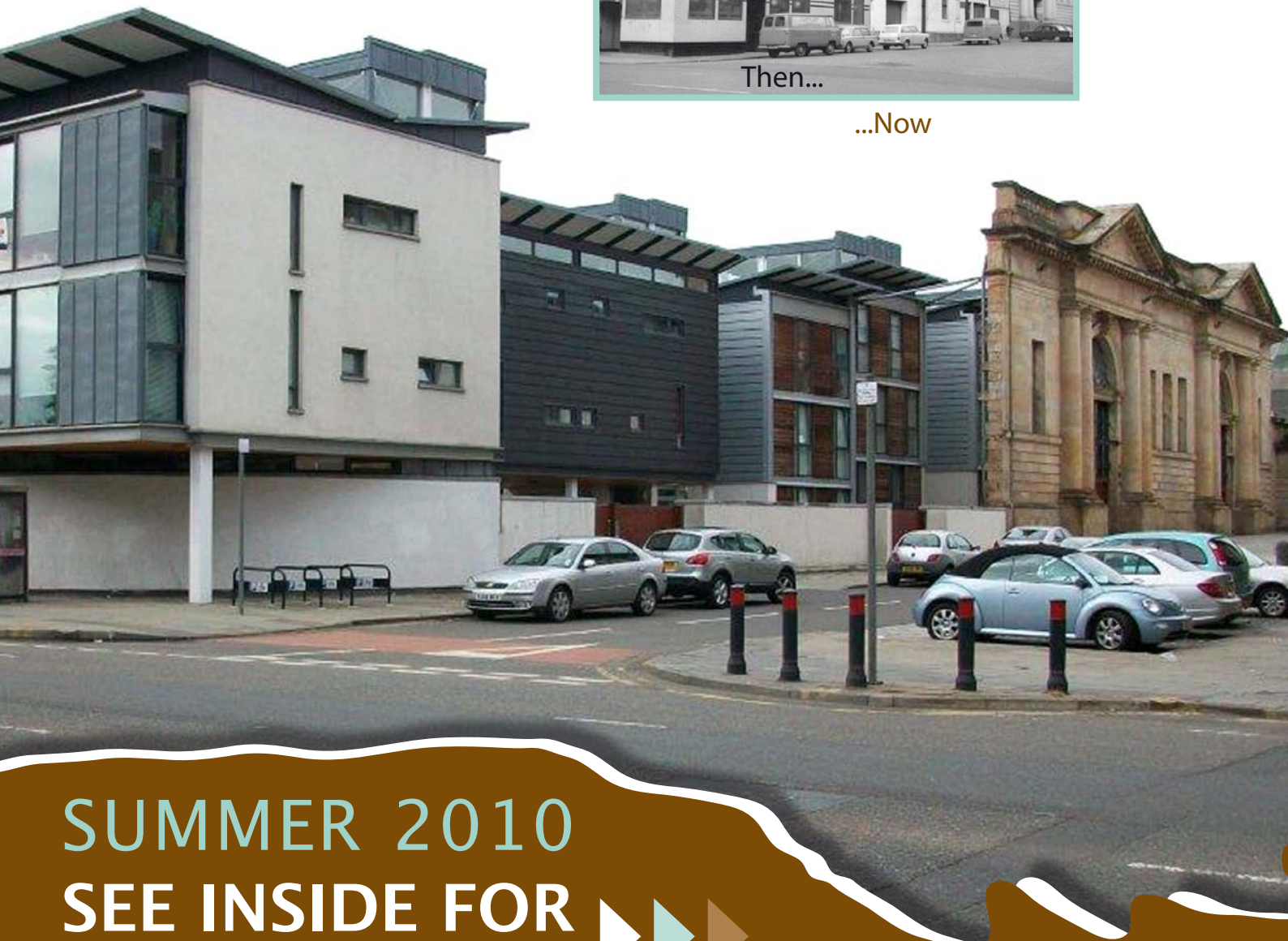
housing association

MOLENDINAR • SUMMER • NEWSLETTER • 2010



Then...

...Now



SUMMER 2010

SEE INSIDE FOR

LOCAL MANAGEMENT AREA NEWS



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Opening Hours

Monday	9am to 1pm
Tuesday	9am to 1pm – 2pm to 5pm
Wednesday	9am to 1pm – 2pm to 5pm
Thursday	9am to 1pm
Friday	9am to 1pm

USEFUL TELEPHONE NUMBERS

Molendinar Park Housing Association	
Emergency Number (Out of Hours)	0794 643 4040
Molendinar Park Housing Association	0141 564 5256
E-mail address (repairs):	repairs@molendinar.org.uk
James Frew Limited (Gas Servicing)	01294 468113
Cleansing/Bulk Lift/Disposal of Fridges	0141 287 9700
Environmental Protection Team (Dog Fouling)	0141 287 6698
Environmental Health.....	0141 287 2000
Castlemilk Police Office.....	0141 532 5100
London Road Police Office.....	0141 532 4600
Scottish Power	0845 27 27 111
Stair Lighting	0800 595 595
Transco (Gas Leaks)	0800 111 999
Scottish Water.....	0845 601 8855



PEEK PROJECT (POSSIBILITIES FOR EAST END KIDS)

CHILDREN'S PROGRAMME:

Focusing on children aged 5–12 this programme delivers high quality creative play, arts and sports activities. By regularly introducing new and exciting ideas to the children the programme aims to open up their horizons far beyond the boundaries of the East End of Glasgow. The Children's Programme follows the following format:

FUNSHOPS – provide an environment which is both safe and open to exploration, where mistakes can occur. By focusing on a particular skills such as Street Dance, Mini Scientists and Urban Art these 10 week programmes are a creative way to develop confidence and self esteem. A showcase takes place at the end of each series of Funshops to give the children a chance to show off their newly discovered skills and talents.

FUNCLUBS – weekly during term time, give children the opportunity to meet friends and join in a range of structured arts, sport and play activities. Children develop essential skills in team work, sharing and co-operation during these sessions.

CHILDREN'S THEATRE – for children aged 5–7, meeting weekly during term-time with interactive games, storytelling, improvisation and performances

HOLIDAY CLUBS – during school holidays the project runs a full programme of activities for children and young people.

SINGING GROUP – explores both vocal and singing techniques for young people aged 9–18.

MUSIC GROUP – teaches children and young people aged 9–18 specific instruments e.g. guitar.

PEEK Project
Gallowgate Parish Church
St. Lukes Building
17 Bain Street,
GLASGOW G40 2JZ

Tel No: 0141 552 5757
e-mail: info@peekproject.co.uk

Leaflets available in the Association's offices

Pensioners Action Group East
790 Springfield Road Parkhead
Glasgow G31 4HL

Tel No: 554 9292 Fax: 0141 554 3342
Email: Margaret.clark1@btconnect.com

The Association would like to draw your attention to the above agency which offers advice and information to pensioners. Undernoted are the opening hours:

Monday 10–12 & 2–4
Tuesday 10–12 & 2–4
Wednesday CLOSED
Thursday 10–12 & 2–4
Friday 10–12



ALLPAY RENT AND FACTORING COLLECTING SYSTEM

The Association currently uses plastic swipe cards to make paying rent a simpler and more convenient process. Allpay.net operates the system and payments can be made at any Post Office or PayPoint outlet.

In the past the system has only been utilised by tenants of the Association. However, the system has now been extended to all residents of the Association to include sharing owners and owner occupiers.

If any sharing owner wishes to pay by this method please contact Isobel Clark who will order an Allpay card. However, you can still pay by standing order if you so wish.

All owner occupiers were issued with an Allpay card along with their factoring invoice. Again, you can pay by standing order if you prefer to use that method.

Please note that cash will no longer be accepted in the Association's offices under any circumstances.



Glasgow Home Energy Advice Team (G-HEAT) has been established to provide independent advice on energy related issues to householders on a face to face basis, in their homes, and assist in Glasgow City Council's strategic aim of eliminating Fuel Poverty.

Fuel Poverty exists where a householder has to pay more than 10% of their disposable income on energy for the home. Energy prices have increased dramatically over the past five years and it is estimated that over 100,000 households in Glasgow currently have to pay more than 10% of their net income to keep their homes warm, with around 35,000 households paying more than 20%.

The provision of independent advice on energy related issues to householders on a face to face basis, in their homes, is one way in which Fuel Poverty can be mitigated or reduced.

The aim is to deliver this service to householders in the city regardless of whether they are tenants or owner occupiers. The service will have a particular emphasis on assisting those who may be in Fuel Poverty and are having difficulty in keeping their home warm at an affordable cost.

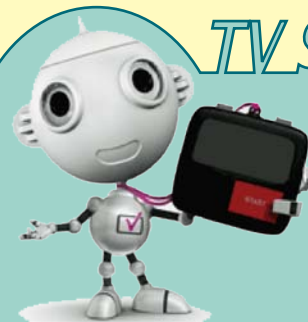
G-HEAT has been developed through a Partnership arrangement between Glasgow City Council, the Scottish Federation of Housing Associations, the Glasgow and West of Scotland Forum of Housing Associations, the Glasgow Advice and Information Network (GAIN) and the Wise Group, who will be responsible for delivering the service.

The objective is to both help householders reduce their fuel bills and to help them make more effective use of money they spend on fuel.

The G-HEAT team will be happy to provide surgeries for tenants in the Association's offices as well as take referrals from housing officers for home visits to vulnerable householders. They will be happy to work with you to resolve billing or metering problems that you may be having with the utilities.

They will also be happy to work with the Association to provide home visits and advice to new tenants or to assist with work on sustaining tenancies. The service is also available to owner occupiers within Housing Associations. All advisors have been vetted by Disclosure Scotland and will carry photo identification. If a householder wishes they can arrange to have a unique password to verify the advisors identity.

The advisors are able to provide advice on a range of issues such as reducing fuel bills, including obtaining the best tariffs, making the most efficient use of heating systems, provide advocacy and assistance in dealing with the utilities in respect of billing issues, arrange benefits health checks, provide access to grants or discounts for home insulation measures, may also be able to assist in accessing discounted white goods (Fridges etc) through the utilities schemes. They will also be able to make appointments or refer householders on to specialist financial advisors through the Glasgow Advice and Information Network, or work in conjunction with any in-house Welfare Benefits Advisors that you may have.



TV SWITCHOVER

On 8 June 2011 all television services from the Black Hill transmitter will be switched to digital and the existing analogue transmissions will be switched off. This means you'll only be able to continue watching your television through the digital service.

To receive digital channels you must have a freeview box or a television with built in digital reception.

The Association have upgraded all its communal systems to meet the requirements of the digital broadcasts.

When do I re-tune?

During the switchover period you'll need to retune your television and freeview box a number of times. This is because the transmitters are being altered.



BELMGROVE

Summer Holidays

As the school summer holidays are upon us the Association would like to take this opportunity to wish all the children a safe and happy summer break.

However we would also like to remind parents/ carers that this is the time of year when the Association receives most complaints regarding children causing nuisance or disturbance. In the past this has been a particular problem in the Bellgrove car park area. We would appreciate your co-operation in ensuring that your children play safely and happily but without causing annoyance to surrounding residents.

In the Moore Street development there have been minor complaints of an anti-social nature i.e. children playing football in the courtyard. Again we would appreciate your co-operation in ensuring your children do not cause any annoyance to other residents.

DRAKEMIRE

The lunch club and other activities within the complex are, and continue to be, very successful. This is down to the hard work, time and effort of our warden Olivia.

This is out of our control and not due to any fault on the communal system.

For further advice and information on re tuning your TV please visit Digital UK's website by clicking on: www.digitaluk.co.uk or call them on 08456 505 050.

The Switchover Help Scheme can help you make the switch to digital TV.

They can help you convert your TV to digital if you:

- are aged 75 or over; or
- get or could get Disability Living Allowance, Attendance Allowance, Constant Attendance Allowance or mobility supplement; or
- are registered blind or partially sighted.

If you want more information, for yourself or for someone you know, please call The Switchover Help Scheme on **0800 40 85 900**

FINNART

Parking remains a problem in the area. The local Councillor has advised the Association that it is his intention to discuss this matter with Strathclyde Police and the Roads Department to see if any solution can be found and the Association is assisting the Councillor in this matter.

In the meantime, we would ask that residents be considerate to their neighbours when parking and not to park in such a way that could cause obstruction to other residents.

DALMARNOCK

Fly Tipping in the Area

Once again we must bring your attention that some tenants' are continuing to dispose of their household rubbish and bulk items in an unacceptable manner. In particular bulk items are being dumped at the air space gates between tenemental properties and it is costing the Association a considerable amount of money to clear these areas. This obviously has an impact on the repairs budget and could result in some major repairs such as window and door replacements being delayed.

Domestic Rubbish should be placed in the communal bins provided. If you have bulk items to be disposed of please contact the Cleansing Department on 287 9700 to find out when any items can be put out on the pavement (no other location) for uplift.

The Association is working in partnership with Glasgow Community Safety Services who have Enforcement Officers in the area. If any resident is identified as being responsible for fly tipping these officers may issue an 'on the spot' fine.

Sheltered Housing

Janet Carlin returned to her duties as Warden in the Sheltered Housing Complex on 21st June. Olivia Rooney, the Warden from Drakemire sheltered housing complex, looked after the residents in Dalmarnock Sheltered Housing Complex in Janet's absence. I am sure all residents would agree that Olivia carried out her additional duties in a kind and efficient manner.

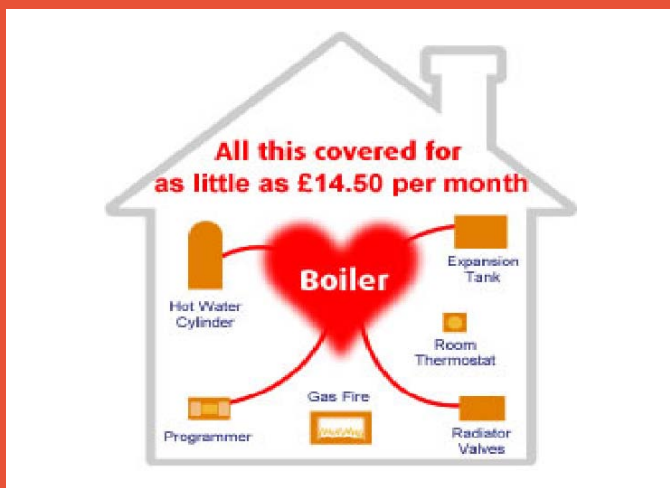
MAINTENANCE

GAS SERVICING

Legislation requires Molendinar Park Housing Association to carry out an annual safety check and servicing to the gas boiler, fire and any other associated appliances to ensure they are in working order (Gas Safety Installations & Use Regulations 1998). It is important that all tenants co-operate with the annual gas check by giving the contractor, GasSure by James Frew, access to your home when requested.

If you have missed a recent inspection please contact the Maintenance Department who will arrange an appointment for you.

GAS MAINTENANCE PLAN



All owners are strongly recommended to participate in a gas maintenance plan. These plans are specially designed to provide owners of all gas central heating systems complete peace of mind, all year round, against boiler breakdown, gas and water leaks and emergency call outs. The Association uses the services of GasSure by James Frew although other plans are readily available.

MEDICAL ADAPTATIONS

The Association is committed to ensuring that its properties meet the long term need of tenants wherever possible. Over time you may find that some aspects of your home are no longer suitable for your changing needs. For example, you might start to have increasing difficulty managing the stairs or accessing your bath.

Obviously all tenants can apply for a transfer to a more suitable property but this is subject to the requirements of the Association's transfer policy and the turnover in our stock. In many cases, particularly with older residents, the preferred option may be to continue to stay in their present home and arrange for adaptation work to be carried out.

Adaptation are works carried out to tenants' homes which make the house more suitable for tenants' physical frailty or problems with their sight/hearing. These adaptations can range from a single grab rail beside a bath, flashing light unit to enable a older tenant to 'hear' the door buzzer or more extensive work such as the replacement of a bath with a level access shower.

Funding is provided by Glasgow City Council on an annual basis to enable housing associations to carry out adaptation work. However, this adaptation grant is a fixed amount and the Association ability to carry out the requested work will depend on us having sufficient funds available. We are fortunate to have a healthy budget at present to don't delay contacting us if you think we can help.

The Association can only consider requests for works which are recommended by an Occupational Therapist from Social Work Services. If you are presently experiencing difficulties with your present home and think that adaptation work could help you then please contact the maintenance officer in the first instance for general advice.





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

COMMON BUILDINGS INSURANCE

The Association has a common buildings insurance policy covering all its properties. Owner occupiers of property in areas managed by the Association can take advantage of this policy which has an annual premium of £55.00. The excess on the policy is £250 for each claim.

For more information please contact either Jayne Lundie or Isobel Clark on **0141 564 5256**.

Please note that all owner occupiers in flatted and terraced properties are legally bound to show a copy of their building insurance premium on an annual basis to the Association.

HOME CONTENTS INSURANCE

May we take this opportunity to remind you of the importance of insuring your contents against loss or damage. The Association is not responsible for replacing damaged contents. The Association participates in the SHFA

Diamond Scheme which offers tenants and owner occupiers the opportunity to insure the contents of their homes at a low cost. The premium can be paid by monthly instalments by swipe card at any post office or by Direct Debit.

For more details of the scheme and an application form please contact: Anna Ellis on **564 5256**.

Alternatively you can phone SFHA Diamond Insurance Hotline on **0845 601 6006**.

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 to recover arrears and the owners will be responsible for any legal costs incurred.



JOIN THE LOCAL MANAGEMENT COMMITTEE

The Association welcomes residents to become members of their Local Management Association. To become a member residents purchase a £1 share in the LMA which entitles them to attend and vote at General Meetings and to stand for election to the Local Management Committee. The Association believes that in this way activities will best meet the needs and aspirations of the community

It is important that the Local Management Committee reflects the views of as wide a range of residents as possible from the four different areas of the Association. The Association needs people of different ages, single people, parents, pensioners and both tenants and owner occupiers.

We have been fortunate over the years in having a wide range of people coming forward to serve on the Local Management Committees but we always need people with fresh ideas and opinions.

The Association does not only deal with housing issues although, of course, this is our main task. It deals with many other matters that affect you and the area you live in such as policing, street cleaning and supporting other community groups.

Please do not feel that you don't or wouldn't have the skills or knowledge to do this. What we want from you are your views and opinions as a local resident, common sense and a wish to make your area the sort of place where most people would want to live.

The time commitment from you is a couple of hours every three months.

Please contact Jayne Lundie or your housing services officer if you wish to find out more.

Telephone number **0141 564 5256** or call into the office.

MEMBERSHIP OF LOCAL MANAGEMENT ASSOCIATION

If you wish to become a member please complete the details requested below and return the tear-off slip to the office at 3 Graham Square Glasgow G31 1AD with £1. However, should you wish to discuss the matter further, please contact Jayne Lundie on **0141 564 5256**.

.....
I hereby apply for membership of:

Bellgrove

Dalmarnock

Drakemire

Finnart

Local Management Association and enclose £1 for one share

Signed

Print Full Name

Address