

Molendinar Park Housing Association

Summer 2019 Newsletter

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Our New Additions

Molendinar Park Housing Association is delighted to welcome Alexis Cosgrove and Natalie O'Raw to the team.

Alexis Cosgrove Senior Housing Officer

Alexis joined our team in May 2019. Alexis joined us from Renfrewshire Council. Alexis has many years experience working in housing. Alexis was a Senior Housing Officer with both Renfrewshire Council and Ardenglen Housing Association. Alexis said, "I love working at MPHA. Everybody is so friendly. It's an exciting time to be here. I look forward to meeting more people from the Community."



Natalie O'Raw Corporate Service Officer

Natalie is our new Corporate Services Officer. Natalie joined the team in April 2019. Natalie has had years of experience working within Registered Social Landlords. Natalie will be responsible for corporate services, communications and finance. Natalie had this to say "I am delighted to be a part of MPHA. The staff, Committee and tenants have made me feel more than welcome."



Drakemire Avenue

Drakemire Avenue was purpose built by Scottish Special Housing Association in 1988. Molendinar Park took management of it in 1999. Drakemire provides lightly supported accommodation to 29 residents.

Olivia Rooney is employed as a warden there. Olivia provides a lunch club to the residents every Wednesday and Thursday along with lots of other fun activities. The lunch club not only provides a three course lunch to the residents, it also gives them the opportunity to spend time with their neighbours in a warm and caring environment. Olivia really is at the heart of Drakemire. MPHA and the residents at Drakemire would like to acknowledge and thank Olivia for everything she does.



Olivia Rooney pictured serving residents at the lunch club



May and John enjoying their home cooked meal



Natalie O'Raw pictured getting to know the residents

HOW DID WE DO LAST YEAR?

Our most recent Tenant Satisfaction Survey told us that:

96%

of our tenants were satisfied with the overall service provided in comparison to 93% last year.

90.5%

of our tenants were satisfied with the quality of their home in comparison to 75.5% last year.

- The number of repairs we attended to which were right first time has increased

We are delighted that our performance is improving but we always welcome feedback from our residents on how we are doing and their experience of our services. If you have any comments you would like to share, please, contact us in order for us to use this information to further improve our service to you.



96%

satisfied overall with service provided by Molendinar Park Housing Association



96%

rated the Association as good at keeping you informed



98%

satisfied with the opportunities to participate



88%

satisfied with repairs and maintenance



91%

satisfied with the quality of your home



89%

rated rent as good value for money



98%

satisfied with management of the neighbourhood

—🌸—
THANK YOU

Thank you to all of our tenants who participated in our Tenant Satisfaction Survey. All data provided is confidential and it is held in accordance with the General Data Protection Regulations.

KITCHEN/BATHROOM REPLACEMENT PROGRAMME

LAST YEAR Molendinar Park Housing Association REPLACED:

18

BATHROOM SUITES

45

KITCHENS

40

CENTRAL HEATING SYSTEMS

13

MEDICAL ADAPTATIONS

THIS YEAR WE WILL BE REPLACING:

6

BATHROOM SUITES

30

KITCHENS

23

CENTRAL HEATING SYSTEMS

195

SMOKE ALARMS-UPGRADING

Molendinar Park continue to invest in our homes. We are committed to upgrading 195 smoke alarms this year along with our kitchen replacement programme. A smoke alarm is essential to your home. It is an early detector of smoke and it could save you, your family and your neighbours. We advise that you test your smoke alarm on a weekly basis to ensure that it is working, If you experience

any issues with your smoke alarm, please, contact our office. Scott Rae our Asset Manager had this to say "Our tenants safety is paramount to us and that's why we will be upgrading the smoke alarms. We are equally focused on our kitchen replacement programme. We are working our way through the programme and the results are fantastic"



Mrs Little of 50 Graham Square is pictured in her new bathroom adaptation. Mrs Little had this to say , " I had a bath before and I fell coming out of the bath. The walk in shower has made a huge difference to me. Everybody in the organisation has been really supportive and helped to support to facilitate it"



ENVIRONMENTAL UPDATE: KEEP DALMARNOCK TIDY

As part of our estate inspections, there appears to be an ongoing problem of bulk items and other waste being left in the backcourt areas in Dalmarnock. There have been many items that have been left lying for so long that they have almost become a permanent fixture in the backcourt making the area untidy and may cause vermin.

There are a number of issues regarding the reporting of bulk waste to the council and the time taken to uplift items reported. Many items in the backcourts have been lying for a considerable length of time.

In some instances, residents have had problems reporting bulk waste and requesting uplifts due to the council prompting residents to contact their Housing Association stating they have an arrangement in place. However, Molendinar Park Housing Association do not have an arrangement in place.

If you have bulk items to be uplifted, you can contact the council for uplift using the following methods:

- Go to Glasgow City Council's website at www.glasgow.gov.uk and follow the links on bulk waste collection.
- Request on-line through Glasgow City Council's "My Account"
- Phone Glasgow City Council on 0141 287 9700

It can take up to 28 days for items to be uplifted. The Council ask that all items are listed for uplift. This means that everything must be individually registered prior to uplift. For example: if a bed and headboard is put out for collection but the headboard is not listed, only the bed will be uplifted.

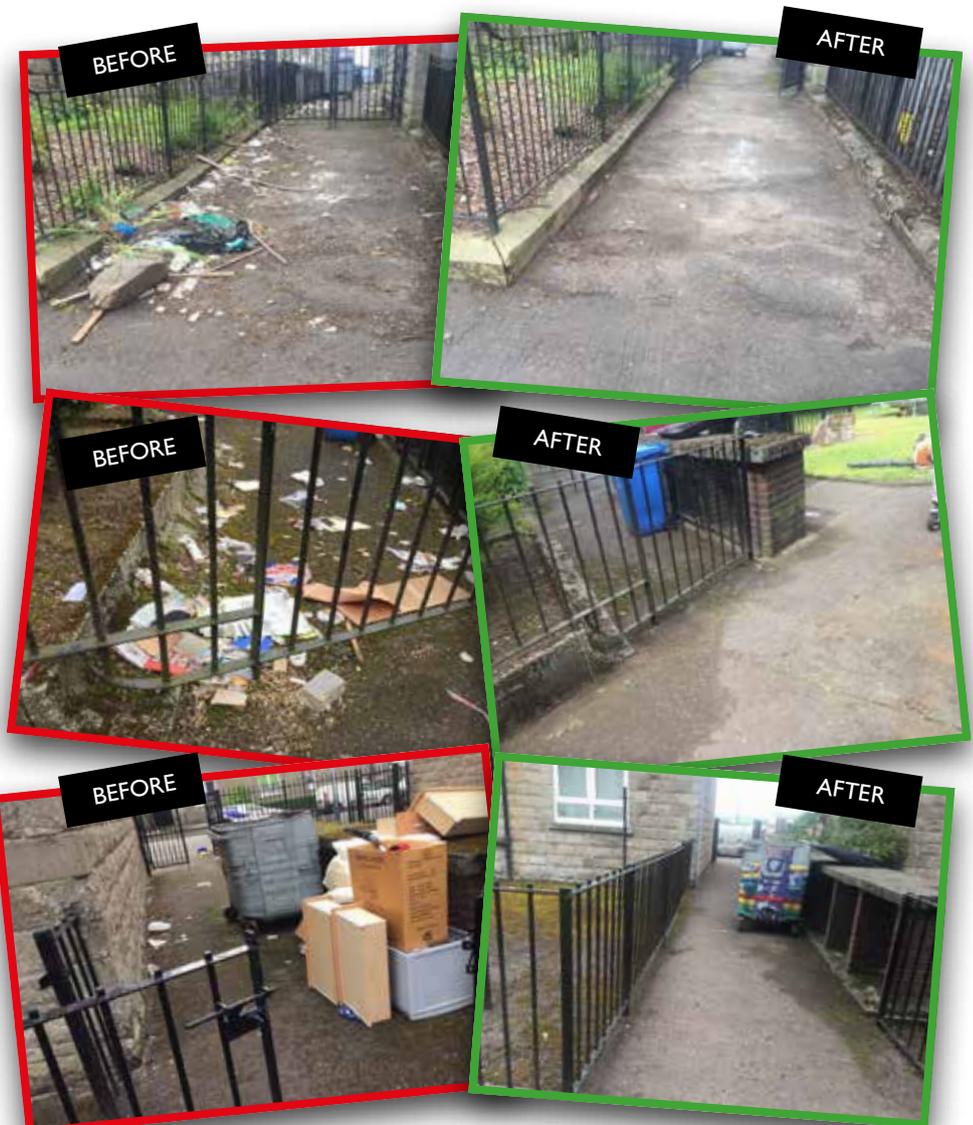
When contacting the Council for uplift, you will be informed to leave your items in a neat condition at the bin shelter areas ready for collection.

At Molendinar, we work hard to try to keep your areas in good condition. You can help us achieve this by taking the following action:

- Please ensure that you dispose of your refuse in the bins provided

- Avoid litter being thrown around the backcourt area.

Following a recent clean-up of the backcourt tenemental areas in Dalmarnock; bin shelters and common areas have been swept and litter and bulk items have been removed. I'm sure you will agree that your backcourts are much improved and are looking great! Look at these photos...



Wouldn't it be good if we could keep it this way in order that everyone can enjoy the benefits of a tidy backcourt for you and your family? **By keeping the areas clear, it allows everyone to have full use of their backcourts so let's work together and try and keep Dalmarnock tidy!!**

HELP KEEP THE CLOSE CLEAR

Unwanted furniture or bags of rubbish should not be left in the common close and can be a fire risk. In the interests of your personal safety and for other residents in the close, please ensure that these areas are kept clear.

For any bulk items that required to be uplifted, contact Glasgow City Council to arrange a bulk uplift on 0141 287 9700. Alternatively, several local charities will come and collect any old furniture if you contact them.



Mental Health Awareness Week

13 - 19 May



Mental health problems affect at least 1 in 4 of all people living in Scotland.

Mental Health Week was 13th – 19th May . Mental Health Week

raises awareness for people who are struggling with day to day life. We wanted to help raise awareness about mental health in the Community. If you feel like you may be struggling or you know somebody who might

need support, please seek help and support from a GP or the following charities There will be somebody at the end of the phone who will listen to you and offer you support or guidance.

SAMH-Scotland's Mental Health-Call 0141 530 1000 or visit www.samh.org.uk



Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.

Samaritans- Call Free Day or Night from any phone



Around since 1923, SAMH currently operates over 60 services in communities across Scotland providing mental health social care support, homelessness, addictions and employment services, among others.

These services together with our national programme work in See Me, respect me, suicide prevention, sport and physical activity; inform our policy and campaign work to influence positive social change.

Glasgow Association for Mental Health (GAMH) is an independent Scottish charity that provides more than 2000 hours of community based support every week to people in Glasgow.



Tel 0141 552 5592 <https://www.gamh.org.uk/about-us/>

COPE Scotland has been caring about the mental health and wellbeing of people since 1991.



We are based in Scotland and through our website, we are able to share what we have learned about stress, mental health, emotional health and distress and wellbeing. Tel 0141 944 5490 or visit www.cope-scotland.org/

PENSION CREDIT

About 4 million older people are entitled to Pension Credit, yet about 1 in 3 of those eligible are still not claiming it. If you are one of them, you could be missing out.

Mixed Age Couples

A “mixed age couple” is where one member of the couple is working age and their partner is Pension Credit age.

From the 15th May 2019 mixed age couples will no longer be able to claim Pension Credit, if they are not already in receipt of it, they will have to claim Universal Credit instead which is significantly less generous.

** There is an exception if you have not claimed by the 15th May 2019, but if you had, you would have been entitled, and it is before the 14th August 2019**

So, if you think you may have an entitlement claim today!



Example: Cathy is 63 years old; John is 67, and Cathy works part time and brings home £100 per week. John get approx., £110 per week State Pension and has a small works pension of approx., £20 per week. They also have £9500 in savings. They receive Pension Credit of over £20 per week.

Under Universal Credit they would have no entitlement. If you are receiving Pension Credit before the 15th May 2019 it will continue, providing you don't have a change in circumstances that would trigger a new claim.

For more information, contact the Pension Credit Claim, Telephone 0800 99 1234, Text phone 0800 169 0133 or <https://www.gov.uk/pension-credit/how-to-claim>

UNIVERSAL CREDIT - TWO CHILD LIMIT

The Two Child Limit Rules are not being scrapped – but the harsher rules that were going to be introduced into the Universal Credit (UC) Regulations from 1st February 2019 will now not go ahead.

These would have seen new UC claimants being limited to having just two Child Elements included in their UC award regardless of when those children were born. A loss of over £230 per month per child over the limit.

So, the “U-turn” announced recently means that the Two Child Limit will no longer be applied to children born before April 2017, as had been the plan.

Campaigners hope that this will lead to the entire policy being scrapped – which currently being challenged through the courts.

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UNIVERSAL CREDIT - GETTING IT RIGHT FIRST TIME

If you are applying for Universal Credit, please ensure that you apply for the rent element in order that your rent will be covered when payments are received. Remember that when your payment is received, it should include your rent payments which you will be required to pay into your account. Contact us to discuss methods of payment on 0141 564 5256

MATERNITY GRANTS

The Scottish Government's new Social Security agency (Social Security Scotland) is replacing the UK Government's Sure Start Maternity Grant with the new Best Start Grant Pregnancy and Baby Payment in Scotland.

Social Security Scotland began taking applications on Monday 10 December 2018. Best Start Grants will provide lower-income families with financial support during the key early years of a child's life.

They replace and expand on the UK Government's Sure Start Maternity Grant by

- Providing eligible families with £600 on the birth of their first child and £300 on the birth of any subsequent children

- Not putting a limit on the number of children that are supported.
- Extending the application window from 24 weeks pregnant to 6 months after the birth, giving clients longer to apply

Before Summer 2019 they will introduce two additional payments of £250, per child, to help with the costs of early learning at the age of 2 or 3 and around the time they start school. They have not announced a start date as yet.

Apply at www.mygov.scot/pregnancy-and-baby-payment/ or call or call 0800 182 2222



Scottish Child Payment for Every Child (under 16)

Scottish Child Payment will provide eligible families with £10 a week for every child under 16, with introduction for under-sixes starting by early 2021.

A brand new benefit will provide eligible families with £10 a week for every child under 16, with introduction for under-sixes starting by early 2021.

The Scottish Child Payment will give more immediate support to eligible families who need it most, as almost 60% of all children in poverty live in a family with a child under the age of six.

It will be delivered to all remaining eligible families with children under-16 by the end of 2022, with no cap on the number of children in families.

When delivered in full, 410,000 children could be eligible for the income supplement – over a third of all children. It is estimated it will lift 30,000 children out of relative poverty by 2023/24.

For a family with two children under the age of 16, this new payment would mean additional support of more than £1,000 a year.



The payment will be administered by Social Security Scotland alongside the existing programme of devolved social security benefits.

COMMUNITY MATTERS- MEMBERSHIP DRIVE

Does your Community matter to You?

If you have answered yes then we would love to hear from you. Become a member of the Association and have your say. We value all of our tenants, shared owners and factored owners. It's important to become a member of the Association and be a part of decision making which will affect your Community. Membership is open to our tenants and members of the wider Community who share an interest in the aims and

objectives for the Association.

- Have Your Say
- Be a part of making Decisions which will affect your Community
- Network with other like minded people
- Vote on the election of members to serve on our Committee.

We welcome applications from anybody interested over the age



of 16. We encourage diversity and we are keen for our Committee to reflect our Community. The cost to become a member is £1.

If you would like to apply to become a member, please contact the Association on 0141564 5256. or email admin@molendinar.org.uk. We will send you an application form. Your application for membership will be given consideration at the first available meeting of the Management Committee. If it is approved then you will receive your Share Certificate.

PAYMENTS MADE EASY

Rent is due monthly in advance on or before the 28th of each month. However, you can arrange to pay your rent on a weekly or fortnightly basis if this is more convenient – just give us a call !

Factoring accounts are issued twice a year, normally in May and November.

At Molendinar Park Housing Association, we have the following easy to use facilities for you to make payments to your rent by accessing our website at molendinar.org.uk and click "Our Homes and Services" followed by "make a payment".

Here are the various ways you can make payments:

Online – Click onto to our website and click on Allpay. Once there you will be asked for your 19-digit Allpay.net rent or factoring card number. You then follow the on-screen instructions to make your payment.

 **By Direct Debit** – You can make payments direct from your bank or building society. You only require to complete one form and payments will continue thereafter until you cancel it. If you are interested in Direct Debit Mandate Form for Factoring or the Direct Debit Mandate Form for Rent, please refer to our website or contact our offices.

 **By Standing Order** – Please contact the Association for details.



By using your Allpay.net payment swipe card at any Post Office or at any of the many shops where you see the Pay Point logo.



By 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.



By 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.

WHAT IF I CAN'T PAY MY RENT?

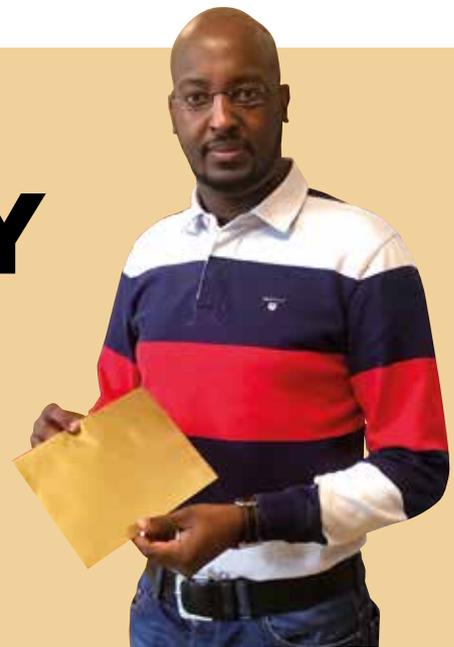
If you have difficulties paying your rent and are worried, contact us in the first instance and we will try to help you. We will be happy to discuss realistic repayment arrangements when required. We will make every effort to understand your individual situation and advise you how to make applications for benefits if necessary.

IT PAYS TO HAVE YOUR SAY

Congratulations to Richard Kariyanga of 20 Moore Street Flat 2/2 who completed the Repairs and Maintenance Survey.

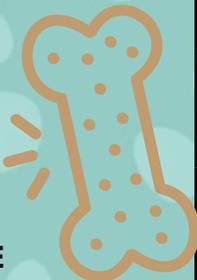
Everybody who completed the survey was automatically entered into a free prize draw to win £50 of supermarket vouchers.

Richard was absolutely delighted to win and will be sure to keep filling in our surveys. Molendinar Park Housing Association value everybody's opinion and we appreciate everybody who took the time to share their opinion with us.



Help us find some of our favourite dogs in this wordsearch

- **BASSET HOUND**
- **COCKAPOO**
- **CHIHUAHUA**
- **COLLIE**
- **BOXER**
- **PUG**
- **WESTIE**
- **POODLE**



C	P	F	C	S	W	E	B
O	O	R	G	R	Y	J	A
L	O	C	V	H	Y	J	S
L	D	H	K	S	Y	R	S
I	L	I	X	A	R	E	E
E	E	H	W	U	P	X	T
W	R	U	E	T	U	O	H
D	F	A	S	G	G	B	O
R	D	H	T	G	W	A	U
G	E	U	I	J	J	K	N
S	A	A	E	J	K	L	D



SUMMER ACTIVITIES

Families can swim for FREE in every area of the city

Great Free Swimming Offer this Summer Holiday! During the Summer school holidays (1st July - 11th August 2019), families can swim for FREE in every area of the city.

Visit <https://glasgowclub.org/News/Pages/Free-Family-Swimming-this-Summer-.aspx>



Free Cinema

Did you know that every Saturday morning at 11.30am you can take your Young Scot card along to Cineworld Parkhead or The GFT in City Centre and you and an accompanying adult get in to see films for FREE! Tickets are available on the day on a first come first served basis, so make sure you queue up early! Check out what's on at www.gft.org.uk

BIG FEED

Big Feed is Scotland's biggest indoor, fully licensed, street food market. Bringing together delicious food, live music and DJs, games for kids and outdoor seating. You can even bring your dog too (it must be kept on a leash).

249 Govan Road, Glasgow South Side G51 5HJ

Upcoming Dates, June 29th & 30th July 6th & 7th

ENTRY COST Entry £2 / £1 with subway concession card / Under 10's Free.

<https://big-feed.squarespace.com/>



Get FREE Group Visits

Book a group visit to the People's Palace, and go on a special tour with one of our learning assistants. Handle historical artefacts, and hear some fascinating stories from Glasgow's past. Group visits are limited to a maximum of 15 people, and must be booked in advance.

Please visit www.glasgowlife.org.uk to discover much more Summer activities.



PET'S CORNER

Lola is a 2 year old Cockapoo. She belongs to Natalie ORaw.



Skye is a 1 year old Collie who belongs to Alexis.



Thor belongs to Lindsay, our Customer Services Assistant.



Bruno is our resident cat in Drakemire.



Honey the cat also belongs to Isobel



Lola The Parrot belongs to Isobel our Customer Services Assistant



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01294 468 113

www.gassure.com

Come in **WE'RE
OPEN**

**OFFICE OPENING
HOURS:**

**Monday to Thursday:
9.00am - 5.00pm**

**Friday:
9.00 am - 4.00 pm**

The office will be closed for Staff Training on the third Wednesday of the month (am only)

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
Cleansing\bulk lift\disposal of fridges	0141 287 9700
Environmental Task Force (Dog Fouling)	0300 343 7027
Environmental Health	0141 287 2000
Police Scotland	101
Scottish Power	0800 092 9290
Stair Lighting	0800 595 595
Street Lighting	0800 373 635
National Grid Emergencies (Formerly Transco Gas)	0800 111 999
Scottish Water (Customer Helpline)	0800 0778 778
Scottish Water (Emergency Helpline)	0845 600 8855
Housing Benefit & Council Tax Benefit	0141 287 5050



**Molendinar Park
Housing Association**

25TH ANNIVERSARY • 1993-2018



3 Graham Square,
Glasgow G31 1AD
Tel: 0141 564 5256
Email: admin@molendinar.org.uk
Web: www.molendinar.org.uk
Twitter: www.twitter.com/molendinarha