

# Molendinar Park Housing Association

Winter 2019 Newsletter

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



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# Molendinar Park Housing Association launches HomeMaster



**Molendinar Park Housing Association is absolutely delighted to have launched its new web-based Housing Management and Finance System.**

HomeMaster was launched on the 4<sup>th</sup> November. It is cloud based which means that the Association's staff can log in and use it anywhere. They can use it from a tablet/ pc/ and any smart phone. It will enable our Housing and Maintenance officers to assist with remote access enquiries. We want to have an accessible system which will benefit our tenants

and residents. The Association aims to reduce enquiry response times. HomeMaster will also enable our contractors to have access to the system. This should also reduce repair response times.

Andrew Scott Chairperson of MPHA said "We are delighted to have launched HomeMaster. Excellent service delivery, value for money and tenant and resident Safety are at the core of the Associations values and we are confident that HomeMaster will deliver improvements and efficiencies across MPHA's operating systems.

Further down the line, you will also be able to access HomeMaster. You will have the ability to access a number of core functions such as paying your rent or viewing your account balance online. You will be able to report a repair and go into the live portal to view documents such as newsletters and landlord reports etc. We will need some information from you before you can access HomeMaster. Please see the Free prize draw for more information.



Andrew Scott, Chairperson at MPHA pictured with Craig Brock of HomeMaster.

# FREE PRIZE DRAW

To Celebrate the launch of HomeMaster we are inviting you to enter a Free Prize Draw to **WIN £50.**

In the Future you will be able to access HomeMaster. In order to do this, we need to ensure that we have up to date contact information for you. We also need a note of your preferred method of contact.

Please note that in line with our GDPR Policy, this information will not be shared with any other party.

To enter the draw, please complete the following information and return it to our office at

Molendinar Park Housing Association, 3 Graham Square, Glasgow, G31 1AD.

*All entrants must be returned before 13th December 2019.*

## Tenant 1 /Shared Owner/Factored Owner (Please Circle where appropriate)

<b>Name</b>			
<b>Address</b>			
<b>Telephone Number</b>	Mobile		
	Landline		
<b>Email Address</b>			
<b>Preferred Method of Contact (Please tick)</b>	Email <input type="checkbox"/>	Text <input type="checkbox"/>	
	Phone <input type="checkbox"/>	Letter <input type="checkbox"/>	All <input type="checkbox"/>

## Tenant 2 /Shared Owner/Factored Owner (Please Circle where appropriate)

<b>Name</b>			
<b>Address</b>			
<b>Telephone Number</b>	Mobile		
	Landline		
<b>Email Address</b>			
<b>Preferred Method of Contact (Please tick)</b>	Email <input type="checkbox"/>	Text <input type="checkbox"/>	
	Phone <input type="checkbox"/>	Letter <input type="checkbox"/>	All <input type="checkbox"/>

# Welfare Rights

**Paul Pearson, our Welfare Rights Officer, has been assisting our tenants with a wide range of enquiries. The demand for the service has been popular and early indications show that there have been significant financial gains for our tenants. Paul has also assisted tenants in ongoing appeals and assessment of personal benefits such as disability, council tax, etc.**

The most popular enquiry is Benefit entitlement which is available for every age. Even if you are of pensionable age, you may be entitled to further benefits. Please find below examples of areas where Paul can assist:

- Housing Benefit
- Universal Credit
- Social Security and Disability Hearings
- “in-work” benefits advice such as Tax Credit, Universal Credit,
- housing benefit and Council Tax Benefit
- Benefit Reviews/Mandatory Reconsiderations
- Benefit Appeals
- Tribunal Hearings
- Debt Advice
- Employment and Support Allowance (ESA)
- Sanctions
- Attendance Allowance
- Disability Living Allowance (DLA)
- Child Disability Living Allowance
- Personal Independence Payment (PIP)
- Income Support
- Discretionary Housing Payment
- Council Tax
- Scottish Welfare Fund
- Job Seekers Allowance
- Child Benefit
- Social Fund Loans
- Energy Advice
- Grant Applications



**APPOINTMENTS  
AVAILABLE EVERY  
TUESDAY BY  
APPOINTMENT – GIVE  
US A CALL TODAY!!!**

## DISABILITY BENEFITS APPLICATIONS MADE EASIER IN SCOTLAND



**People with disabilities will have more choice in how they apply for benefits when the Scottish Government takes responsibility for Disability Assistance next year.**

Under the current DWP system, people can only apply for Disability Assistance by post or telephone. Under the new Scottish system, people will be able to choose to apply for the payment in the way that suits their needs – online or face-to-face as well as by phone or by post.

Social security secretary Shirley-Anne Somerville said:

“We are continuing to build a social security system that is inclusive and puts people at its heart. By giving people more choice and flexibility about how to apply for assistance we hope to encourage more people who are eligible for benefits to apply and get the money they are entitled to.

The online application option together with our commitment to an improved assessment service puts people’s wellbeing first and will greatly improve the experience of people in Scotland who need Disability Assistance.

## UNIVERSAL CREDIT - TRANSITIONAL SEVERE DISABILITY PREMIUM PAYMENTS



### Did you lose your Severe Disability Premium as you were forced to move onto Universal Credit?

Universal Credit (UC) was rolled out in Glasgow from September 2018. If you had to claim UC between September 2018 and 16<sup>th</sup> January 2019 because of a change in your circumstances, and were considerably worse off as a result, it may be because you were receiving a Severe

Disability Premium (SDP) (currently £65.85 per week) on your legacy benefits, which does not exist under UC.

Since the 16<sup>th</sup> January 2019 the “Severe Disability Premium (SDP) Gateway Condition” has prevented those with a Severe Disability Premium in their Employment and Support Allowance (ESA), Income Support (IS), Job Seekers Allowance (JSA) or Housing Benefit from having to claim Universal Credit (UC). This means that they can retain their higher level of income on the legacy benefits system.

New UC Regulations have now come into force which, amongst other things, allow for “Transitional SDP Payments”

For those entitled, there will be a lump sum back payment to compensate them for the loss since making their claim for UC, plus an extra payment included in their award for each subsequent month they continue to meet the qualifying rules.

For further information or if you wish to discuss, contact our Welfare Rights Officer, Paul Pearson at Molendinar offices on 0141 564 5256. Interviews, by appointment only are held every Tuesday.

## COMBAT FUEL POVERTY THIS WINTER

**Money Matters Energy Team is dedicated to helping combat fuel poverty and provide one-to-one advice and support to people experiencing difficulties with their rising energy costs or those who are experiencing fuel poverty.**

**Do you have gas or electricity arrears?**

**Are you paying off fuel debt through a pre-payment meter? Are you struggling with topping up your meter?**

**Do you think that you would benefit from Warm Home Discount, Winter Fuel Payment or Affordable Warmth Dividend?**

If so then Money Matters can assist you to make an application to:

- get a grant to pay off your energy debts owed to your gas and electricity supplier
- get a grant for other essential white goods
- get a grant for a bankruptcy fee

- apply for emergency top up vouchers
- access Money Matters & British Gas Local Fund that is available to clients who are in crisis and unable to top up their energy meters

Money Matters can also help you with:

- Negotiation of affordable payment arrangements
- Accessing grants for insulation and other energy efficiency measures
- Applying for Warm Home Discount and Affordable Warmth Dividend
- Registration under Priority Service Register
- Finding the cheapest supplier and tariff
- Budgeting for ongoing energy consumption
- Gaining energy efficiency habits
- Understanding your bill & setting heating controllers

**Please call Money Matters, 128-20 Orkney Street, G51 2BX, on 0141 445 552 Ext. 241 for an appointment with an energy adviser or email: [energyteam@money mattersweb.co.uk](mailto:energyteam@money mattersweb.co.uk)**

# TRAINING & RECRUITMENT CALENDAR



<b>Skills for Work</b> Ref: SKI23273	Mon 2 <sup>nd</sup> Dec	<p><b>Participants will build confidence, skills and knowledge to assist with job searching.</b></p> <p>This course will enhance employability skills; covering the areas of CV development, application forms, and interviews. In addition, participants can take part in a mock interview to receive supportive feedback.</p>	<b>Week 1:</b> Mon 2 <sup>nd</sup> & Wed 4 <sup>th</sup> Dec	Course runs for 3 weeks; 2 days each week. Mon and Wed and then Tue and Wed for the final 2 weeks. Each day is 9:30am to 3:30pm	Ibrox Library 1-5 Midlock St G51 1SL
			<b>Week 2:</b> Tue 10 <sup>th</sup> & Wed 11 <sup>th</sup> Dec		
			<b>Week 3:</b> Tue 17 <sup>th</sup> & Wed 18 <sup>th</sup> Dec		
<b>Building Your Future</b> Ref: WLG23262	Tue 3 <sup>rd</sup> Dec	<p>Participants will identify their confidence and self-esteem levels to empower them to try new things.</p> <p>This course will cover a range of personal skills; identifying ways to be confident, assertive, and capable of managing change and making decisions. Other topics of study will include finance and budgeting and ways of ensuring good life balance. A peer support outing will take place on completion of this course.</p>	<b>Week 1:</b> Tue 3 <sup>rd</sup> & Wed 4 <sup>th</sup> Dec	Course runs for 3 weeks; 2 days each week. Tues and Wed from 9:30am to 3:30pm	Adelphi Centre 5 Commercial Rd, Gorbals G5 0PQ
			<b>Week 2:</b> Tue 10 <sup>th</sup> & Wed 11 <sup>th</sup> Dec		
			<b>Week 3:</b> Tue 17 <sup>th</sup> & Wed 18 <sup>th</sup> Dec		
<b>GOALS</b> Ref: WLG23309	Tue 10 <sup>th</sup> Dec	<p>Participants will identify and address personal challenges, considering ways to overcome these through the development of self-esteem and goal setting.</p> <p>This course will teach ways to visualise and create positive plans; motivating and encouraging those who would benefit from a fresh outlook and approach to job searching.</p>	<b>Week 1:</b> Tue 10 <sup>th</sup> - Thu 12 <sup>th</sup> Dec	Course runs for 2 weeks; 3 days each week on a Tues to Thurs from 9:30 to 3:30	Ladywell 94 Duke St G4 0UW

Jobs and Business Glasgow advertise many job vacancies and they also run a number of workshops and training events. Please see some of the events which will take place in December. If you are interested in any of these courses or would like more information in other events, please contact Jobs and Business Glasgow on **Freephone 0300 123 2898** or email [contact@jbg.org.uk](mailto:contact@jbg.org.uk). Check out their website at <http://www.jbg.org.uk/contact-us/>

# Modern Apprenticeship Opportunities



**If you are looking for a job, want to learn new skills and work towards a qualification then a Modern Apprenticeship could be for you.**

A Modern Apprenticeship will enable you to learn on the Job, gain the necessary experience and you will also be working towards a qualification. There are over 100 Modern Apprenticeships across hundreds of jobs. Your employer will get you the best possible training and you will be working on jobs which will allow you to put your new skills into practice. At the end of your training you will receive an accredited Scottish Qualifications Authority

(SQA) qualification at the end of the training.

If you are not sure how to become a Modern Apprentice, please follow these steps.

1. Think about what trade you would like to become.
2. Speak to a Careers Adviser/ friend or family member for support and advice
3. Go online at <https://www.apprenticeships.scot/become-an-apprentice/modern-apprenticeships/> and look for opportunities .
4. Look around at new building projects. Identify who the

builder is and contact the main contractor. If they don't have any opportunities, ask about sub-contractors as they may have future opportunities

5. Most contractors will start the application process several months before the new college term starts. (normally September) Some contractors start as early as February. Bear this in mind and register your interest as early as possible.
6. Once you register your interest, the contractor will send an application form to you and the application/ interview process will begin.

## An example of a Modern Apprenticeship is detailed below.

James Frew is the approved gas and heating contractor for Molendinar Park Housing Association. As part of their Corporate Social Responsibility, James Frew is committed to taking on young, Modern Apprentices. Please read the following stories about Jordan McCourt and Callum Mackay to learn more about becoming a modern apprentice.

Jordan McCourt, from Parkhead Glasgow was an NPA student who initially joined James Frew for work experience. Jordan enjoyed the experience so much that he considered applying for a Modern Apprenticeship following completion of his course. He was advised to apply for the Apprenticeship in April. Initially, he completed an application form. Jordan was then invited to go through to the next stage where he had to sit relevant tests. He was delighted because he was successful in securing a Gas and Plumbing 4 Year Modern Apprenticeship with James Frew.

Callum MacKay was another successful candidate from the area who applied to James Frew. Callum found out about the

opportunity from his school. Callum was invited to apply and like Jordan, he had to sit some practical tests. Callum was also successful in securing a 4-year Gas & Plumbing Modern Apprenticeship.

James Frew encourages team building days. The Apprentices are challenged to a "Beat the Boss" competition. This involves challenging the Managing Director in a pipe bending competition. Other activities take place on the day. James Frew believes that their fun days encourage better communication and that the day builds confidence for everybody who takes part.

If you are interested in becoming a Modern Apprentice with James Frew, please call 01294 468 113.

Below are pictures of the 1st Year Group of Modern Apprentices. Jordan McCourt is pictured at the "Beat the Boss" fun day.



# Freedom of Information

**Along with other social housing providers, MPHA became subject to the Freedom of Information Act from 11 November 2019. Although this means that the public will have greater access to the information which we hold, we will continue to keep your data secure in line with the General Data Protection Regulation.**

No information on our residents or their accounts will be released without their express permission. Any individual can make a freedom of information request, and these will be addressed in first instance by our

Data Protection Officer. However, under Freedom of Information there may be an administrative cost for collating and providing data, anybody making an enquiry will be advised of any possible cost and the timescale for supplying the information.

MPHA aim to share with our tenants as much information as possible on how the Association is performing. In terms of providing information, the Act imposes 3 key duties on the organisations it applies to; these are the duty to

1. Publish information
2. Advise and assist (if we have the data)

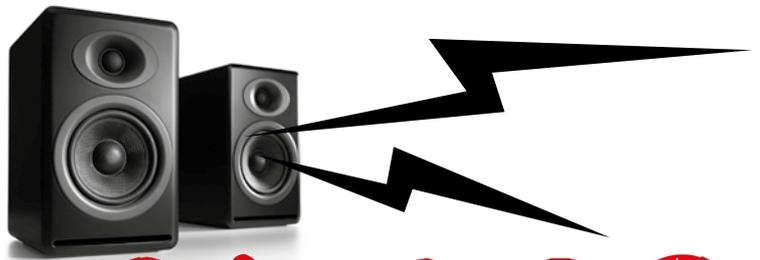
3. Respond to Freedom of Information Requests

“Section 1, (1) A person who requests information from a Scottish public authority which holds it is entitled to be given it by the authority.” The purpose of the scheme is to provide information proactively in an easily accessible form, so that people can access it without having to make an individual Freedom of Information request. Further information on the performance of the Association is available at the Scottish Housing Regulator’s website: [scottishhousingregulator.gov.uk](http://scottishhousingregulator.gov.uk)



**THE FREEDOM OF  
INFORMATION ACT  
(FOIA)**

# NOISY NEIGHBOURS?



**We all want to live a quiet and peaceful life in our homes. What are your options if you feel harassed or living next to a noisy or nuisance neighbour?**

**Tenants experiencing these issues can contact our offices for advice, however what other action can be taken especially when this is happening at unsociable hours?**

## **POLICE SCOTLAND**

In the first instance, you can contact Police Scotland by dialling 101 or 999 in an emergency to report any incident in relation to any anti-social behaviour requiring and immediate response.

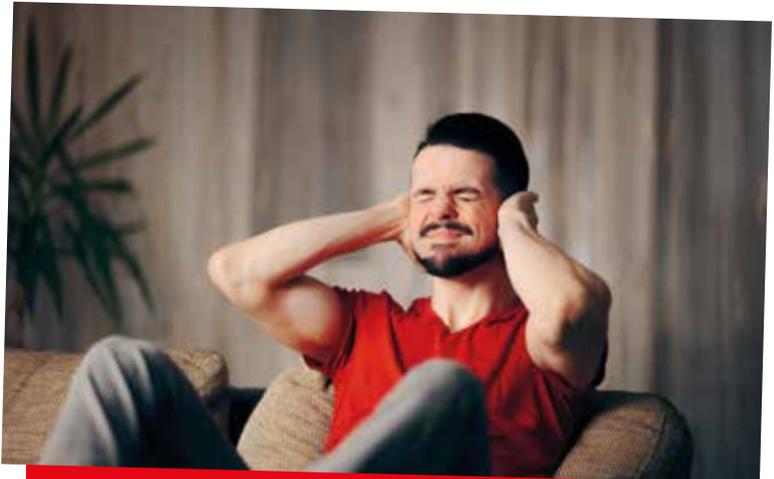
You can also contact Crimestoppers phonenumber to report any crime on 0800 555 111 or submit your enquiry on their anonymous online form via the website.

Crimestoppers, believe everyone has the right to feel safe, wherever they live. They can assist in tackling crime in your community and are available 24 hours a day/ 365 days a year.

### **Crimestoppers Guarantee:**

- **You will not** be asked to reveal your name or any personal details.
- They will listen to any information you have on a crime.
- Your call **will not** be recorded.
- They have **no caller line display, no 1471 facility and have never traced a call.**
- Online reports have **the same level of anonymity** as phone calls.
- Specially trained call agents will support you through the process and make sure your report **contains no information that could identify you.**
- **They do not** make a note of gender, accents, apparent age or ethnicity of any caller.
- Even if you give personal details, they **will not be recorded**, and we will pass information to the relevant authority without revealing your identity.

**We don't judge. We just listen to what you know and pass it on for you.**



## **GLASGOW CITY COUNCIL ANTISOCIAL BEHAVIOUR TEAM**

Glasgow City Council Antisocial Behaviour Team deals with all types of domestic amplified noise, including things like loud music, dogs barking, DIY and musical instruments.

If the noise is ongoing, Glasgow Community Safety officers can come out to your property to measure noise levels and assess the problem to see what action is required. (All our noise officers wear plain clothes, drive unmarked vehicles and carry ID badges, so there's no need to worry about being identified as the complainer).

If the noise coming from your neighbour's property is excessive, legal Warning Notices can be issued to assist in alleviating noise levels requiring the noise level to be reduced.

If your neighbour doesn't reduce the noise to an acceptable level, a £100 Fixed Penalty Notice may be issued. If this isn't paid, the case will be referred to the Procurator Fiscal and in extreme cases the noise making equipment could also be seized.

Officers are available seven nights a week from 5pm until 3am. You can contact them for advice during these hours by calling **0141 287 6688**. You can also register a complaint outside these hours by calling the 24-hour helpline on 0800 0273 901.



# ARE YOU AGED OVER 80? MAKE THE WINTER WARMER WITH GLASGOW'S £100 PAYMENT!!

**More than 15,000 older Glaswegians are set to benefit from a one off, annual, winter warmer payment of £100.**

Every city resident aged 80 and over qualifies for the council's Affordable Warmth Dividend - an annual payment from Glasgow City Council to help households with heating bills.

All residents who received a payment last year **do not**

**need to apply** and will receive their payment before 15 November 2019. All residents who have turned 80 since 1 April 2019 will need to apply for the payment.

Application forms are available on the council's website [www.glasgow.gov.uk/awd](http://www.glasgow.gov.uk/awd) or from Revenue & Benefits offices at 45 John Street in the city centre; 780 Govan Road, Govan or 125 Westmuir Street, Parkhead. Further information is also available from 0141 287 7961.

# PUZZLE PAGE

JUST FOR FUN!

TRY AND FIND 10 DIFFERENCES



HELP SANTA FIND THE CHRISTMAS TREE



SOLVE THIS PUZZLE



COLOUR ME IN



# 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 to the following link for Allpay <https://www.allpay.net/> .Provide your rent account number as a reference.

**By 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.

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

**Allpay.net payment card-You can pay** at any local Pay point or post office.

**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 YOU CAN'T PAY YOUR RENT?**

If you are struggling to pay your rent, please contact a member of our staff. We can refer you to our welfare right's adviser. We will discuss an affordable repayment plan.

Paul from Money Matters is available every Tuesday, by appointment only.

# AGM 2019

Thank you to everybody who came along to our AGM this year. After having to stand down, the decision for Mr A Scott to be re-elected to a member of the Management Committee was approved unanimously. Mr Scott thanked all Committee Members for their voluntary and valuable contribution to the Association.

It was with great sadness that the Association said goodbye to one of its longest standing Committee Members. Mr Alistair Hendry first joined the Association in 2004. Alistair was considered a valued member of the Committee and the Association. Alistair attended his last AGM with his wife Katrina. Julie Smillie, Director of Molendinar Park Housing Association explained that it was with a very heavy heart that we were saying goodbye to Alistair. Julie explained that Alistair had been with the Association, "every step of the way". Alistair has been instrumental in development. He was always calm and measured and he brought expert knowledge and wisdom to the Association. Alistair and his wife were both presented with flowers and wine to say a huge thank you from all Staff and Committee at Molendinar Park Housing Association. Alistair thanked all the Staff and Committee at MPHA for their kind words. He said that he felt that this was the right time for him to step down and that the Association was in good hands.



Mr Alistair and Katrina Hendry pictured above.

If you are interested in becoming a Committee Member, please contact a member of our staff who will provide you with more information.

## STAY SAFE THIS CHRISTMAS

The lead up to Christmas can sometimes lead to an increase in burglaries/thefts taking place. At Molendinar Park we wanted to remind you of some of the do's and don'ts over the festive period.

- **DON'T** GIVE ACCESS TO ANYBODY UNLESS YOU ARE SURE YOU KNOW THEM
- **DO** ASK FOR IDENTIFICATION
- **DO** KEEP IN TOUCH WITH FRIENDS AND FAMILY REGULARLY TO LET THEM KNOW THAT YOU ARE OK
- **DON'T** LEAVE GIFTS IN VIEW OF WINDOWS
- **DO** KEEP POLICE SCOTLAND'S TEL NUMBER TO HAND
- **DO** KEEP SAFE THIS CHRISTMAS
- **DONT** LEAVE DOORS OR WINDOWS UNLOCKED
- **DO** KEEP CASH TO A MINIMUM
- **DO** SET AN ALARM/TIMERS IF YOU HAVE THEM
- **DON'T** HAVE PARTIES AND LET STRANGERS SLIP IN
- **DO** PROTECT ANY VALUABLE MOBILE PHONES/TABLETS ETC AT [WWW.IMMOBILISE.COM](http://WWW.IMMOBILISE.COM)
- **DON'T** GIVE THEM A GOOD QUALITY BIKE WITHOUT GIVING THEM A GOOD QUALITY LOCK, AND REGISTER BIKES AT [WWW.BIKEREGISTER.COM](http://WWW.BIKEREGISTER.COM)

# BAG IT – BIN IT

## LET'S JUST DO IT!!!

**Wouldn't it be good if our backcourts were a place where our kids could play, and everyone could make use of a clean and tidy area?**

Recent Estate Management inspections have identified

- overflowing wheelie bins – attracting birds, foxes and other vermin
- bulk items left in backcourts – left untidy with no pick-up arrangements causing hazards.
- Rubbish being left in closes and not placed in the designated bin areas.

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 **BAG** and **BIN** your refuse and place in the areas provided.

- Avoid litter being thrown around the back-court area.
- Consider recycling appropriate refuse in designated bins provided
- Recycle good condition bulk items by contacting local charities for uplift

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](http://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

**SO COME ON, LET'S  
KEEP OUR AREA TIDY!**



# Lonely at Christmas: *It's time to talk*



**The festive period can be a very isolating period for lots of people. The build up to Christmas and the expectation that everybody should feel happy can lead to people feeling lonely and depressed. If you know of anybody who may feel isolated, please think about the following;**

## **Reaching Out**

Engage in conversation and take a couple of minutes to connect with an elderly person. It could be in the supermarket, the park or the pub etc. It could make a huge difference to that person and it might be the only conversation they have that day.

## **Pick up the phone**

“It’s Good to talk”. Call friends and family that you might not see over the festive period. It feels good to know that somebody has taken the time to call you.

## **Christmas Cards**

So many of us send ecards or say that we will donate to charity instead. For the older generation, they may still believe in the generosity of giving a card. Chap your neighbour’s door, engage in a conversation and make a connection.

## **Room for One more?**

Is there room for one more at the dinner table? Do you know anybody who is sitting alone on Christmas Day? Invite them to Christmas Dinner. It might be the best gift they have ever received.

## **Tis the Season to be jolly!**

If you are having a Christmas or New Year Party, reach out to friends, family and neighbours. The invitation and conversation really could make a huge difference.

## CHRISTMAS CLOSURE ARRANGEMENTS

Please note that our office will be closed from 1pm on Friday 20th December and it will reopen on the 6th January 2020.

### 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)

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[www.gasSure.com](http://www.gasSure.com)

# 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