

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



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CORONAVIRUS INFORMATION AND ADVICE

Scotland's Five Tier System

As of 6.00am on 2nd November Scotland's new five tier system came into effect. The local lockdowns range from level zero to level four – with restrictions in the highest tier as close to a full lockdown. Each local authority's lockdown level was confirmed last week with the majority of council areas staying in tier three.

Nicola Sturgeon warned it is essential Scots follow the rules to prevent the entire country from entering a full lockdown. The Scottish Government has launched a postcode checker so people can confirm the level at which the area they live in has been placed.

Level Zero

No council area has been placed in this tier.

- Rules
- Almost back to normal life. Socialising in groups allowed indoors and alcohol can be served.

Level One

- Highland
- Moray
- Western Isles
- Orkney
- Shetland

Rules

- Up to six people from two households can meet outdoors or at a pub or restaurant.
- Socialising indoors will be kept under review and people will soon be able to meet indoors – this is not currently permitted.
- Pubs and restaurants have a 10.30pm curfew but can serve alcohol indoors.

Level Two

- Aberdeenshire
- Aberdeen
- The Borders
- Dumfries and Galloway
- Argyll and Bute

Rules

- No gatherings inside people's homes, up to six people from two households can meet outdoors or at a pub or restaurant.
- Most hospitality venues can open.
- Alcohol can be served indoors with a meal until 8pm and outdoors until 10.30pm.

Level Three

- North Lanarkshire
- South Lanarkshire
- Dundee
- Inverclyde
- East Dunbartonshire
- West Dunbartonshire
- Renfrewshire
- East Renfrewshire
- City of Glasgow
- South Ayrshire
- East Ayrshire
- North Ayrshire
- Stirling
- Falkirk

- Clackmannanshire
- City of Edinburgh
- Midlothian
- West Lothian
- East Lothian
- Angus
- Fife
- Perth & Kinross

Rules

- People cannot meet indoors.
- Six people from two households can meet outdoors.
- Pubs and restaurants can open until 6pm but alcohol cannot be served.
- Leisure and entertainment venues are closed.
- People are advised not to make non-essential journeys in or out of the area.

Level Four

- No council area has been placed in this tier.

Rules

- This level is closer to the full lockdown in March
- The Association continues to provide a full service to all our residents during this difficult time with staff working from home.

CHRISTMAS OFFICE CLOSURE



The office has been closed to the public since March due to Covid 19, with staff continuing to work from home providing a service to all residents.

However, staff will not be available over the Christmas period - from Monday 21st December 2020 at 4.00 pm until Tuesday 5th January 2021.

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

Central heating/hot water breakdowns: **01294 468113**

In any other emergency please contact: **0345 600 8693**

EMERGENCY PHONE 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**

STAFFING

It is with regret but warm wishes that we announce the retirement of Isobel Clark, effective 31st December. Isobel's leaving marks the end of an era for Molendinar Park Housing Association. She was the first member of staff to join the Association in 1998 when we were in our fledgling years and has worked tirelessly for the Association ever since.

Isobel is best known for her ability to communicate with our residents and was always happy to help and assist wherever possible.

Isobel has been a wonderful colleague and we have many happy memories of the time spent with her over the years and wish her a fantastic retirement.



FREE PRIZE DRAW

WE ARE INVITING YOU TO ENTER A
FREE PRIZE DRAW TO **WIN £35.**

In 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, G3 1
1AD.

*All entrants must be returned before
15th January 2021.*

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

Name			
Address			
Telephone Number	Mobile		
	Landline		
Email Address			
Preferred Method of Contact (Please tick)	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)

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

Do you know you may be able to get help with your energy cost?

Winter Fuel Payment

If you were born on or before 5 April 1954 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'. You usually get a Winter Fuel Payment automatically if you are eligible and you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit). If you're eligible but do not get paid automatically, you will need to make a claim.

For more information: <https://www.gov.uk/winter-fuel-payment/how-to-claim>

Cold Weather Payments

You will get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees Celsius or below for 7 consecutive days. You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March. The Cold Weather Payment scheme runs from 1 November 2020 to 31 March 2021.

Check if you are due a payment: <https://coldweatherpayments.dwp.gov.uk>

Warm Home Discount Scheme

You could get £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme. The money is not paid to you - it's a one-off

discount on your electricity bill, between September and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out. The discount will not affect your Cold Weather Payment or Winter Fuel Payment. There are 2 ways to qualify for the Warm Home Discount Scheme: • you get the Guarantee Credit element of Pension Credit - known as the 'core group' • you are on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group' • How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

Check to see if you are eligible <https://www.gov.uk/the-warm-home-discount-scheme>

Affordable Warmth Dividend

Glasgow residents 80 years or over can receive a £100 payment from the Council to keep warm during winter. You can use the online form to quickly apply for your payment. You can also ask someone to help you complete the application. Applications for this year's payment can be made between 5 November 2020 and 31 March 2021. Do I have to apply each year? If you received a payment last year and remain registered as a Council Tax payer you do not need to reapply. You will automatically receive a payment again this year. You will be sent a letter no later than 30 November 2019 advising when your payment will be made. If you have not received a letter by the end of November

Please complete the online form at <https://www.glasgow.gov.uk> or you can request an application form or get further information by phoning 0141 287 7961

New Benefit

The Scottish Government is introducing a new **Scottish Child Payment** for low income families with children aged 6 or under. Families who qualify will be awarded £10.00 per child per week in additional benefits.

Parents can apply for the new benefit now although the first payments are not due to be made until February 2021.

If you want to apply for the new benefit and require assistance please contact the office and speak to our housing assistant, Molly who will arrange an appointment for you with our money advice service.

BENEFIT CHECKS

Are you in receipt of benefits but not sure if you are receiving all the money that you are entitled to? The Association provides a welfare benefits service to all our tenants through our partnership with Money Matters. Money Matters can carry out a benefit check to assess whether you are receiving all the benefits that you are entitled to. To access this service just call the office and ask for an appointment with the Welfare Rights Officer.

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.

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.

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.



Best Start Grant and Best Start Foods

You can get Best Start Grant and Best Start Foods:

- if your child is the right age for a payment
- whether you're in work or not, as long as you're on certain payments or benefits
- as long as you're the parent of a child, or the main person looking after the child
- Best Start Grant and Best Start Foods payments

Best Start Grant is three cash payments. Each payment can only be paid once per child.

The three Best Start Grant payments are:

1. Pregnancy and Baby Payment

You can apply for the Pregnancy and Baby Payment from 24 weeks pregnant up to the day your baby is 6 months old. This goes up to 1 if you've taken over looking after a child, such as if you've adopted.

2. Early Learning Payment

You can apply when your child is aged between 2 years old and 3 years 6 months old.

If you get the Early Learning Payment, you'll get £250 for each child you can get the payment for.

3. School Age Payment

When you need to apply for the School Age Payment depends on when your child was born:

If you get the School Age Payment, you'll get £250 for each child you can get the payment for.

Best Start | FOODS

The Best Start Foods card

Best Start Foods is a prepaid card that you can use to buy healthy foods for children under three. You can use the card in shops and online.

To apply, you'll need to call the free helpline on 0800 182 2222 (9am to 3pm, Monday to Friday). You can also download and fill in the paper form. You cannot apply online.





COLD WEATHER ADVICE

Recent winters have been particularly cold and the Association is concerned next winter may follow this trend.

Hopefully, the following information and advice will help to combat any problems which may arise from a prolonged cold spell.

HEATING YOUR PROPERTY

- Leave your heating on, using a low setting.
- If you live in a flat, it's sensible to leave the heating on low in rooms where the mains pipe supplies neighbouring flats.
- If you're going away then make sure you have someone who can regularly check for any problems.
- It is also advisable to leave contact details with the Association in the event of any emergency.
- If your property is going to be vacant over the winter months, turn off your water supply and drain the system – you can contact the Association for assistance with this.
- If you are experiencing financial difficulty in heating your property please contact your Housing Services Officer who will pass your details to G-Heat who is an independent body who offer advice on energy related issues to householders on a face to face basis.

PROTECTING YOUR PROPERTY

Dripping water increases the risk of freezing, so have any leaks at taps or valves repaired as soon as you discover them.

Cold draughts also increase your heating bills and can cause frozen pipe work. You can reduce draughts by fitting draught excluders to your doors and windows. The Association may be able to assist you in this.

Sometimes damage can happen, so make sure you have adequate insurance to that covers you for any loss you may incur as the

Association is not responsible for any damage to contents or personal possessions. The Association participates in the This Tenants Contents Scheme which offers tenants and owner occupiers the opportunity to insure the contents of your home at a lost cost. The premium can be paid by monthly instalments. Please contact the Association for more details of the scheme.

Look out for your neighbours, especially the frail, elderly and vulnerable.

LOCATION OF STOP VALVE

We recommend that you locate your stop valve. The location of the stop valve will vary, but the most common locations are under a sink (kitchen or utility room), in a garage or close to the hot water system (wherever the mains supply enters your house). Again you can contact the Association who can assist you with this.



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.

- ✓ **DO** KEEP SAFE THIS CHRISTMAS
- ✗ **DON'T** 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
- ✗ **DON'T** GIVE THEM A GOOD QUALITY BIKE WITHOUT GIVING THEM A GOOD QUALITY LOCK, AND REGISTER BIKES AT WWW.BIKEREGISTER.COM
- ✓ **DO** 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

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Molendinar Park Housing Association successfully holds its 27th AGM virtually

The Annual General meeting (AGM) of the Association's members was held on 8th September 2020.

This year it was held "virtually" by video-conference because of the ongoing restrictions on public gatherings. Advice and assistance were provided to help people participate who would otherwise have been unable to. At the meeting, Association Chair **Andrew Scott** presented his annual report,

during what was his fourth year as Chairperson. Jennifer Alexander of auditors Azets spoke about the Annual Accounts. The meeting then considered the nominations that had been received to the Management Committee. Caroline McKinlay and Mark Johnston were elected onto the Committee. This brings the total number of elected Committee members up to nine. Full details of the AGM are available on request.



WE NEED YOU!



The Association is keen to promote membership whenever possible and to ensure that MPHA is fully representative of its residents and the people who use and/ or benefit from our services and activities. It also aims to ensure that the Association is able to draw on specialist skills that may be required in achieving its objectives.

BEING A MEMBER OF MOLENDINAR PARK HOUSING ASSOCIATION

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

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

THERE ARE TWO CATEGORIES OF MEMBERSHIP:

- Individual members
- Organisation membership

CRITERIA FOR MEMBERSHIP

- Individual Membership is open to tenants and customers of MPHA and other people who, in the opinion of the Management Committee, have a legitimate interest in supporting the activities of the Association and can contribute to the achievement of MPHA's objectives.

- Organisation membership is open to groups or bodies which, in the opinion of the Management Committee, have an interest in MPHA's communities and which support MPHA's objectives. Organisational members will nominate an individual to represent them, for example when attending the Association's AGM

APPLYING FOR MEMBERSHIP

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

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

If you wish to become a member please contact the Association for an Application for Membership and return to 3 Graham Square, Glasgow, G31 1AD.

Christmas Word Search

Find and circle all of the Christmas words that are hidden in the grid.
The remaining letters spell a secret message.

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

- | | |
|----------------|----------------|
| ANGEL | HOLLY |
| FRUITCAKE | POINSETTIA |
| MANGER | THREE WISE MEN |
| SNOWFLAKES | DECORATIONS |
| BELLS | ICICLES |
| GABRIEL | SANTA |
| MARY | TOBOGGAN |
| SNOWMAN | EGGNOG |
| BETHLEHEM | JESUS |
| GIFTS | SHEPHERDS |
| MISTLETOE | TOYS |
| STABLECANDLES | FAMILY |
| GOLD | JOSEPH |
| MYRRH | SKATES |
| STAR | TREE |
| CANDY CANE | FRANKINCENSE |
| GREETING CARDS | LIGHTS |
| ORNAMENTS | SLEIGH |
| STOCKING | WREATH |
| CAROLS | FRIENDS |

For your chance to win, just complete the above word search and answer the Secret Message section.

Fill in your name, address, and telephone number opposite. Cut out and return the completed form to the Association's office by Friday 15th January 2021. The winner will be the first correct entry, drawn out of the hat and will receive a £25 voucher. All parts must be completed for a chance to win. If there is no winner the prize money will roll over to next newsletter quiz.

Name: _____

Address: _____

Telephone: _____

Secret Message: _____



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