



Molendinar

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

Summer 2021 Newsletter

SUMMER 2021 NEWSLETTER

PUBLIC HOLIDAYS

- Friday 16th July and Monday 19th July 2021
- Friday 24th September and Monday 27th September 2021



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CORONAVIRUS: INFORMATION AND ADVICE



Glasgow moved down to Level 2 from midnight on Friday 5th into Saturday 6th June. This means that people in Glasgow will be able to meet in homes in groups of no more than six from a maximum of three households. Indoor licensed hospitality can reopen and people can travel again between Glasgow and other parts of Scotland. A number of venues will also be permitted to open and outdoor adult contact sports can resume. Hopefully in the next couple of weeks we will move to Level 1.

The Association's offices remain closed for the foreseeable future with staff working from home.

Staff can be contacted either by phone or e-mail.

The Association has continued to let properties during the pandemic. Staff are carrying out estate management duties and are available to discuss any issues which may arise during this difficult time.

Our contractors are fully operational and day to day repairs will be carried out as normal, although a covid-19 safety check will be carried out before contractors enter properties. The Association has been carrying out some major repairs and hopefully as Glasgow moves down the Levels a more normal service can be resumed.

STAFFING MATTERS

We are delighted to welcome Kathleen Torrance as a new employee to the Association. Kathleen took up a newly created post of Assistant Maintenance Officer on 19th April 2021.

Kathleen has worked in the Housing Association Sector for a number of years and brings a wealth of experience to the Association. Having two experienced Assistant Maintenance Officers will enable the Association to provide an enhanced service for our residents.

MEMBERSHIP OF MOLENDINAR PARK HOUSING ASSOCIATION



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

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 G3 1 IAD

IMPORTANCE OF PAYING YOUR RENT ON TIME

We understand the problems faced by many of our tenants as a result of Covid 19 especially if you are facing job loss or reduced income. Our staff are here to help and it is important that if you are worried about paying your rent that you do not delay in contacting us. We will work with you to make realistic repayment arrangements and can arrange support and advice where necessary.

If you have had a change of circumstance due to Covid 19 please get in touch by contacting Molly Forrester on 0141 564 5256 who will help as best she can.

Stephen Brown, our Welfare Rights Officer, is also available to assist you with a wide range of enquiries. Stephen can assist tenants in ongoing appeals and assessment of personal benefits and is available to the Association's tenants on a Thursday.

Our Welfare Rights Service is more important than ever during these challenging times so please make use of this important service.

In the meantime please continue making payments as normal using the undernoted payment methods.

- By ALLPAY Payment Card at any of the following:



- Online, 24 hours a day, 7 days a week by logging onto www.allpayments.net/allpayments and using your allpay reference
- Calling allpay on 08445 578 321 (Lines are open 24 hours a day, 7 days a week)
- By Setting up a Direct Debit Mandate: (Please contact Molly Forrester to arrange this).
- By sending us a cheque or postal order

CALLPAY

Callpay is a new method of payment which the Association has introduced for tenants/owners to make payments towards their rent or factoring accounts.

Tenants/owners can now telephone the office to make payments towards their rent/factoring account using a debit/credit card.

Callpay is fully compliant with PCI DSS (payment card industry data security standards). This ensures maximum protection to tenants/owners when paying by card.

- If you want to use this facility please contact the office on 0141 564 5256 and ask for Molly who will be happy to take your payment.

We Need Your Information!

The Association has noticed that over the past year the way that we have been communicating with tenants, residents, contractors and business partners has changed.

There has been a marked increase in the use of emails and text to communicate with each other. We have found that communicating in this way is quicker and more cost effective for the Association and hopefully leads to better service provision.

For these methods of communication to be effective it is important that our information is up to date. That is why we are asking all tenants & residents to provide us with up to date mobile phone numbers and email addresses. If you have an email address please send us a message confirming your name, address and mobile phone number to admin@molendinar.org.uk

Your co-operation in this matter is greatly appreciated.

DOG FOULING

TOUGHER PENALTIES FOR IRRESPONSIBLE DOG OWNERS

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.

The Dog Fouling (Fixed Penalty) (Scotland) Order 2016 took effect on 1 April 2016. Community Safety Glasgow will soon be launching a new initiative and fixed penalty notices will be issued 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 <https://twitter.com/theenvtaskforce> or Facebook <https://www.facebook.com/envtaskforce/> or by telephoning the council on 0300 343 7027; or E mail: Clean@glasgow.gov.uk

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

Please let 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; but needs residents to co-operate and do their bit to help. The majority of dog owners are respectful of other people and pick up after their pets. However, dog fouling continues to be a problem. It is dirty, dangerous and antisocial. For some reason, a minority of people think that failing to clean up after their dog is perfectly acceptable behaviour.

Please Remember:

- **Grab It** - Always keep a supply of bags near your dog's lead so you don't forget to take them with you on every walk. Simply insert your hand in the bag and pick up your dog's waste.
- **Bag It** - Carefully turn the bag inside out and 'bag' your dog's mess.
- **Bin It** - Dispose of the bag in a bin. Dog waste can be put in a public litter bin if a specific dog waste bin is not provided.

Grab it, bag it, bin it. Any bin will do.

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GOT BULKY WASTE?



PLEASE DO NOT PLACE BULKY ITEMS ON THE PAVEMENT OR LANE

TO REQUEST A BULKY WASTE COLLECTION use the MyGlasgow App or visit our web page www.glasgow.gov.uk/bulkywaste

RECYCLE IT – Your local household waste recycling centres are:

North West:	East:	South:	South West:
Dawsholm Recycling Centre 75 Dawsholm Road G20 0TB	Easter Queenslie Recycling Centre 90 Easter Queenslie Road G33 4UL	Polmadie Recycling Centre 425 Polmadie Road G42 0PJ	Shieldhall Recycling Centre Renfrew Road G51

OLD BULK INFORMATION – Please disregard any bulk posters that may still be placed inside the close entrance of your property.

BULK WASTE LEFT ON THE PAVEMENT OR IN YOUR LANE CAN CAUSE DANGER TO THE PUBLIC AND MAY RESULT IN ENFORCEMENT ACTION BEING TAKEN AGAINST THE OWNERS.

December 2020

 **recycle for Scotland**



Back Courts

Residents are reminded that it is their responsibility to dispose of their rubbish and bulk items in a responsible way. Bins are provided for the disposal of household waste in the back court areas and Glasgow City Council Cleansing Services provides a bulk uplift service for those items which are not suitable to be placed in the bins.

One of the consequences of not disposing of rubbish in the proper way is that the backcourt areas become littered with waste which attracts vermin. Please think about this when disposing of your household waste. Always ensure that rubbish is placed inside the bins provided and not left at the side. If you have bulk items to dispose of please contact Glasgow City Council Cleansing Department to arrange an uplift. If everybody plays their part the backcourts will be an open space to be enjoyed by all residents.



Road Faults and Street Lighting

Glasgow City Council maintains most street lighting and all public roads and footways included within the City. Motorways and Trunk Roads are maintained by Transport Scotland.

Reportable Road faults include:

- Pothole(s)
- Damaged footways
- Blocked drains and flooding
- Damaged or missing traffic signs
- Damaged or missing road markings
- Manhole cover defects
- Faded or missing street nameplates

Reportable Lighting faults include:

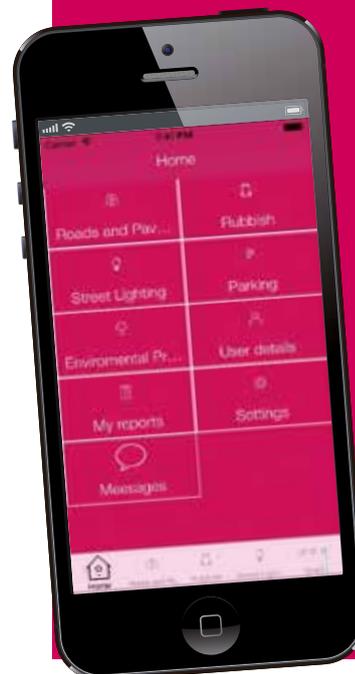
- Single dark lamp(s)
- Street lights on during the day
- Damaged lighting columns
- Damaged or not lit traffic signals
- Damaged illuminated bollard and damaged traffic sign

Each lighting column has a unique reference number printed on the column. Quoting this number when reporting any defect will assist the Council in identifying the column for repair.

For sewage related issues on public roads and footpaths, contact Scottish Water on **0800 0778 778**

EMERGENCIES

A road, footway or lighting defect that is causing a clear and immediate danger (i.e. represents a high risk to loss of life or limb) can be treated as an emergency. Emergencies can be reported by **telephone – 0800 373635**



To report incidents using My Glasgow smart phone app:

Download My Glasgow smartphone app onto your apple, blackberry or android phone. The app is suitable for all phones with GPS.

My Glasgow

App: <http://www.mycouncilservices.com/download/>

PROPERTY MANAGEMENT SERVICES FOR OWNER OCCUPIERS

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

Owners have a responsibility to keep their property and its common parts maintained. These responsibilities are clearly laid down in the Burdens Section of the Title Deeds which all owners are provided with when taking ownership of the property. Where a factoring service is provided owners are required to pay any management fees.

When a property is sold, the new owner takes over responsibility for maintaining the property and paying for the factoring service.

The Association will include factored properties in a long-term maintenance programme aimed at preventing the property falling into disrepair: Examples of cyclical repairs are: gutter cleaning and close painting.

If you have an emergency with a common repair please contact 0345 600 8693. If there is a problem within your property then you must make your own arrangements.

Many of our owners now pay their common charges by Direct Debit. If you wish to pay by this method, please contact Yvonne McDonald or Molly Forrester.

Alternatively you can download a direct debit mandate from the Association's website which you should complete and return to the Association's offices.

COMMON BUILDING INSURANCE

The Association has a block common building insurance policy in place at a cost of £141.38 per annum (inclusive of Management Fee) payable every six months in arrears.

If you live in a four in a block or a terraced property and choose to make your own arrangements for building insurance you are legally bound to show a copy of your building insurance premium on an annual basis to the Association.

Please note if you have an occupancy agreement with the Association it is mandatory to participate in the common building insurance policy.

HOME CONTENTS INSURANCE

Molendinar tenants and residents can arrange for insurance cover for the contents of their home at a special affordable rate where premiums can be paid fortnightly or monthly cash, monthly by direct debit or annually. The cover, specially arranged by Thistle Tenants Risks has been designed to help tenants and residents insure most of their belongings as easily as possible and also covers them against theft, vandalism and fire. The minimum values of possessions that can be insured are £9,000, if aged under 60, or £6,000 if aged over 60.

Tenant and residents can also increase cover for an additional premium to include extended accidental damage cover, cover for wheelchairs/scooters and hearing aids as well as personal effects outside their home.

For immediate cover call Thistle Tenants Contents on 0345 450 7288 or visit: www.thistlemyhome.co.uk

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 – up to and including putting a charge on the property to recover arrears and the owners will be responsible for any legal costs incurred.

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

OFFICE OPENING HOURS

The office remains closed to the public but staff are available either by telephone or e-mail:

Monday to Thursday: 9.00am – 5.00pm

Friday 9.00am – 4.00 pm



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Glasgow G31 1AD
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Email: admin@molendinar.org.uk
Web: www.molendinar.org.uk
Twitter: www.twitter.com/molendinarha