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olendinar

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

Summer 2023 Newsletter

**HAPPY
30th
BIRTHDAY!**


We are delighted to announce that Molendinar Park Housing Association is marking its 30th year of dedicated service to our local community! During this big birthday year, we are reflecting on the changes, challenges, successes and the bonds we have forged over the years with our tenants and factored owners.

Since its inception in 1993, our Housing Association has strived to build communities and changing lives. Today, we not only celebrate this significant milestone but also reaffirm our commitment to giving back to the community that has supported us throughout this incredible journey.

Molendinar Park Housing Association Celebrates 30 Years of Community Service with “30 Acts of Giving Back”

To commemorate 30 years of partnership with our community, we have planned “30 Acts of Giving.” This initiative will see our staff, committee members, and community volunteers dedicating their time and efforts to make positive contributions throughout the communities we serve. We want to leave a lasting impact that reflects the core values of our Housing Association.

With a modest budget allocated specifically for this cause, we aim to make a difference through a variety of events and initiatives that cater to our diverse community. Every act of giving back will be carefully considered to address specific community challenges and contribute to our shared progress.

We’ve created a small working group that has come up with a number of fun and useful ideas to help our tenants, whether that’s a community litter picking day, making sure our new tenants settle in with a welcome pack, a Christmas party for our amazing families or paying for a skip to allow everyone to get rid of unwanted items for free – we think we have something for everyone!

We invite each and every one of you to join us in celebrating this joyous occasion and be part of our “30 Acts of Giving Back.”

The success of our 30 Acts of Giving Back campaign will be heavily dependent on the involvement and support of our community members. As such, we encourage all of you to coming along to these events, share your ideas, take advantage of the free events we’re providing and participate in the volunteering opportunities we will be organising.

**FIND
OUT
MORE!**

See Page 2 for things going on in your area!

30 Acts of Giving What's on Guide

*Come along
and get
involved!*

Community Litter Pick

Come and join one of our two teams for the Community Litter Pick on

**Saturday 12th August,
11am – 12.30pm**

- **Dalmarnock Team** will meet outside the Legacy Hub
- **Gallowgate Team** will meet outside the Main office of Molendinar Park Housing Association

Refreshments will be provided for our hard working volunteers and there will be a prize for the individual/family who collects the most litter!!

Litter pick packs will be given to participants and will include a picker, bag, hi-vis vest and safety instructions will be provided.



We need you! Mark 12/8/2023 on your calendar and be a part of something big for your community!



Kids Art Competition and Free Art Packs Under 18s Art Competition

We are running a kids art competition – see page 11

The Theme is 'view from my window'. **The Closing date for this is the 14th of October 2023.**

Pick any room in your house and draw what you see. The winning entry will get a £25 voucher to spend and their artwork displayed in the next newsletter!

Free art packs are available to pick up from the office or if you wish for one to be dropped off at your home please call the office on **0141 564 5256**.

Get Back to School in Style with a **FREE HAIRCUT** with Barber Jack!

Are you ready to make a fresh start for the upcoming school year? Look no further! We are delighted to invite you to our exclusive, one-day-only event offering FREE barbering services on the 14th of August 2023 for School Children or those off to College.

Jack McGarrity is dedicated to helping students put their best foot forward as they step into the new academic year with a smart and trendy haircut, boosting self-esteem and setting the stage for success.

Whether you prefer a classic cut, a stylish fade, or a modern trendy look, Jack is an experienced barber who will provide a professional service tailored to your unique style.

On the 14th of August, appointments

are available throughout the day.

Please note that due to the high demand, appointments will be limited to 20. We encourage you to reserve your spot as soon as possible by calling the office on **0141 564 5256** to book your free space. Don't miss out on this incredible opportunity to look your best as you embark on an exciting new academic journey.

MPHA wishes to say a big Thank You to Jack who has generously volunteered his time and expertise to help our kids return to school in style!

**Handsome Jacks, 435 Duke St,
Glasgow G3 1RY**



FREE Kids Christmas Party Wee Play Soft Play (behind the Forge Market)

**Thursday, 30th November
2023 4.30pm – 7.00pm**

We've hired out the Wee Play soft play centre as we have an exciting Children's Christmas Party planned for the Molendinar kids. We will have a visit from a very special guest, soft play entry, disco, hot meal, juice and selection box for each child.

There is limited tickets so please contact the office to register your interest for your children to avoid disappointment.



Skip Hire

We understand that getting rid of bulk waste can be expensive so as a one off the Association will help our tenants get rid of household items they no longer want. See across for the date and time the skip will be available in your local area. These skips will be manned by staff as it's only our tenants that are allowed to use these.

Dalmarnock – 40 Lily St, G40 3HE just in front of the bin gates.
Friday 11th August 2023
8.30am – 5pm

Gallowgate – Bellgrove St car park, G31 1AF
8.30am Friday 18th August – 5pm Monday 21st August 2023 (or until full)

Please note the skip hire company refuses these items: Mattresses, Sofas/ upholstered items, Electrical goods, Liquids (including oil and paint tins), Gas bottles or Tyres.

Find My Engineer by Frews

Have you ever found yourself waiting for an engineer to arrive at your doorstep, unsure of their exact location or when they will finally show up?



**JAMES
FREW**
SINCE 1911

“Find My Engineer” is an innovative solution that aims to provide real-time tracking of your engineer’s location, ensuring you stay informed about their estimated arrival time. This initiative utilises a simple web link that is sent to you via text message, allowing you to effortlessly track your engineer’s progress from your smart phone.

With “Find My Engineer”, you can now have peace of mind knowing exactly when your engineer will arrive, enabling you to plan your day more efficiently.

Here’s how it works: once your engineer is dispatched, you will receive a text message containing a unique web link. By clicking on this link, you will be directed to a user-friendly website that displays a live map, with the real-time location of your engineer. Additionally, you will be provided with an estimated time of arrival, based on the engineer’s current progress and will show you if there’s been any hold ups along the way.

The web link is accessible only to the recipient and gets sent to your smart phone, ensuring that your personal information remains confidential.

THANK YOU

Thank You to Tom Kiltie of JK Grounds Maintenance, our ground maintenance contractor who has donated plants to brighten up the Drakemire Complex.



Our Commitment to Equalities

Molendinar Park Housing Association is committed to promoting equalities and diversity in every aspect of our work. They recognise that everyone deserves to be treated with respect and dignity regardless of their age, sex, race, disability, gender identity, sexual orientation, or any other characteristic. Our commitment to equalities and diversity forms part of our core values and it is reflected in our policies and practices both internally and externally.

Molendinar Park Housing Association believes that respecting and valuing diversity creates a

positive working environment and promotes healthy relationships with staff tenants and the wider community. Please speak to your housing officer or call the office to speak to someone about how we can meet your individual housing needs better. Whether it be receiving letters translated, in large print or needing face to face meetings – we are happy to happy to discuss your particular needs.

Did you know?

Every policy that MPHA develops and reviews goes through an assessment to make sure the policy is fair to everyone in our community.

Welcome to Lauren

Please join us in welcoming Lauren Graham to the Association. Lauren will be working with the housing management team for 6 months as a temporary housing assistant.

Lauren has worked in other housing organisations and brings a wealth of experience and knowledge to our team. She has a passion for making a positive impact in the community. We are sure that she will be a great asset to our team and very popular with our tenants.

Look out for Lauren out and about on her estate management visits!

MPHA Collaborates with West College Paisley for Office Redesign Competition

MPHA recently joined forces with West College Paisley for an exciting design competition aimed at reinvigorating their office space. As part of their coursework, the HND interior design students were given the opportunity to showcase their talent by designing an office that would meet MPHA's changing requirements.

The competition was judged by a panel of committee members and staff. The winning design and layout ideas will be used by MPHA's committee and staff to create a more practical and efficient office space.

The three winners of the competition were announced as follows:

- 1st Place: Jenna Foley
- 2nd Place: Marta Stachelek
- 3rd Place: Lauren McCall

MPHA extends its gratitude to West College Paisley and Alison Quinn for their collaboration and support throughout the competition.



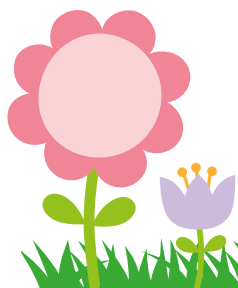
Leave Bee and Embrace the Buzz!



We will be seeing a lot more bees at this time of year and if they choose to make a home in your garden our advice is to leave 'bee'.

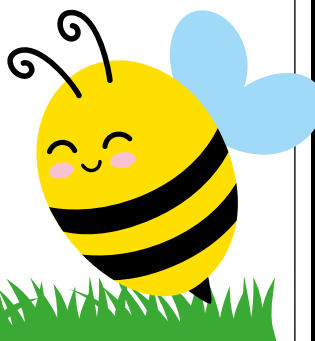
Getting stung by bees in your garden is unlikely, as long as you treat them with respect. All female bees have stings, but solitary bees are not at all aggressive and only use their stings in self-defence if roughly handled. Similarly, bumblebees and honeybees are unlikely to sting while they are going about their business of collecting nectar and pollen if they are left alone.

Pest control won't remove a bees nest as they are an integral part of our ecosystem and they are sadly in decline, however, if you think you have a wasps nest then please do get in touch with us.



Did you know?

Broccoli, carrots, parsnips, turnips, apples, raspberries and tomatoes are among the British crops that rely on pollination by bees.



Report Vermin

There has been an increase sighting of rats around Glasgow this summer. If you see rats around your bins, back courts, or in your home please contact the office to report it to our maintenance team immediately.

Please do not assume your neighbours have reported this, this is a serious environmental health concern and it needs dealt with urgently! 0141 564 5256.

Young Adult Wellbeing Service (YAWS)

Group programmes and activities for young people (16-25) promoting mental health, wellbeing and recovery.

How are the groups run?

- Weekly group activities for up to 6 months
- In-door and outdoor activities, in community settings and in public places
- Option for afternoon or evening sessions
- Digital and face to face session

What activities can be expected?

- Fun, recreational and interest-based activities
- Learning about health and wellbeing
- Workshops to support learning & personal development
- Participating in local community activities & events

For further information or to make a referral please contact:

Referrals accepted via GPs, CAMHS, Educations, Health, Social Care, Housing, Third Sector & Community Organisations. Referral can be made by young person or family members as long as we have consent to obtain GP contact details.

Email: yaws@gamh.org.uk • Telephone: **0141 552 5592**

Link to referral form: Website: www.gamh.org.uk • Twitter: [@GAMH1977](https://twitter.com/GAMH1977)



Dampness

Dampness and mould can happen in any house when there's too much moisture from doing everyday things like cooking, showering, and laundry. It looks bad and smells bad, but we are here to help you manage it. If you have a problem with dampness and mould, we'll try to figure out what's causing it by looking at pictures you send us or by inspecting your house. We'll tell you what to do to get rid of it, like making sure there's enough air circulating and cleaning the affected areas. Our job is to help you have a healthy and comfortable home, so don't hesitate to ask for our help!

Our staff are trained to identify mould and our contractors have professional methods and tools to ensure that mould does not pose a health hazard to your

or your family. Below you'll find advice on reducing the risk of getting mould and condensation in your home.

The Scottish Housing Regular asked all Housing Association's in Scotland to make sure that the systems we have in place are effective when dealing with tenants' homes that are affected by damp and mould. The Scottish Housing Regulator wants to ensure that we deal with reported cases of mould and damp quickly and effectively. They are concerned that the current cost of living crisis, and in particular rising energy costs, will mean that many tenants face difficulties in heating their homes.

We are happy to reassure our tenants that we have: a robust Dampness and Mould Policy, a Damp and Mould register to monitor cases within our Association's houses and our Maintenance Team has completed refresher training on identifying Mould and Dampness.

Prevention is better than cure!

We've asked our Maintenance Team for some advice on prevent dampness, mould, and condensation in your home, there are a few steps you can take.

THEIR TOP TIPS:

- ✓ If you notice steamy windows or wet window ledges, it may be a sign that there is too much moisture in the air. Ensure good ventilation by opening windows in your home to allow fresh air to flow through.
- ✓ Wipe condensation from your windows, sills, and walls with a dry disposable cloth to prevent water drops from becoming damp or mouldy. Do not use a cloth again as it will spread spores, kitchen roll is perfect.
- ✓ It's important to remove clutter and avoid overfilling cupboards and wardrobes to help the flow of air. Leaving gaps between furniture and external walls.
- ✓ When cooking, cover pots and pans and close doors to contain steam, draining sinks and baths immediately after use, and hanging laundry outside where possible can also help prevent dampness.
- ✓ When drying clothes indoors, place them in a room with an open window or extractor fan, try not to do it on a warm radiator.
- ✓ Keeping a temperature of 18-21 degrees can also help prevent condensation from forming.



and Mould

Damp and Mould Frequently Asked Questions

What are the causes of damp and mould?

Damp and mould can be caused by a variety of factors including high humidity, poor ventilation, water leaks, condensation, and structural problems such as damaged roofs or pipes.

How can I detect damp in my home?

You can detect damp in your home by looking for visible signs such as dark patches on walls or ceilings, musty odours, or peeling wallpaper. Please contact the office who will help in identifying any suspected damp or mould.

What health problems can be caused by living in a damp and mouldy environment?

Living in a damp environment can cause a range of health problems, including respiratory issues such as asthma and allergies, as well as headaches, fatigue, and infections.

Can I get rid of mould without calling a professional?

It may be possible to remove small patches of mould yourself using household cleaner with a disposable cloth. However, for peace of mind please contact the MPHA office for expert advice on getting rid of it for good. For larger areas or more serious persistent problems only professionals will be able to eradicate it.

How can I prevent condensation from forming in my home?

You can prevent condensation by maintaining good ventilation, reducing humidity levels, and using dehumidifiers or extractor fans. It is also important to call the office and arrange to have any leaks or structural issues that may be contributing to the problems repaired.

With high energy bills, how can I keep my house warm but mould free?

Don't trap heat – avoid placing furniture directly onto walls particularly external walls as that prevents heat from circulating, causing cold spots, perfect for mould to form. Ensure all beds, furniture, TV's, toys etc have a gap of at least 1 inch from the wall. Keep curtains above radiators. If you have thick curtains remember to close them at dusk as the temperature drops and if it's sunny outside keep your curtains open. Keep doors open in rooms that get lots of sunlight – this will allow the warm air to circulate in your home.

Please do not hesitate to contact the office for advice or to arrange an inspection of a damp and mould problem. Damp and Mould being present in your home has health implications for you and your family and should not be ignored.

Please contact the Maintenance Team on 0141 564 5256 if you are concerned about damp, mould or condensation in your home.

Get Involved and Shape Your Community:

Join Molendinar Park Housing Association as an Active Tenant or Factored Owner

Molendinar Park Housing Association (MPHA) invites tenants to get involved, fostering a sense of ownership, collaboration, and empowerment. Your experiences as service users of MPHA makes you the ideal candidate to become a committee member, join our tenant scrutiny panel (which will launch later this year) or become one of our active tenants who will hear from us from time to time to get your opinions on our work.

ACTIVE PARTICIPATION

As a tenant or factored owner you have the chance to participate in MPHA's decision-making processes. You will have a voice in meetings and forums specifically designed for customers, where your opinions and ideas are valued. By actively participating, you become an integral part of shaping the policies, projects, and services that directly impact your life and your community.

By contributing your insights, concerns, and suggestions, you can help shape practical solutions and initiatives that improve the quality of housing, services, and your neighbourhood environment. Your involvement can drive improvements in areas such as maintenance, repairs, tenant safety, anti-social behaviour, community events, rent policies and so on.

COMMUNITY EMPOWERMENT – IT'S ABOUT YOU!

MPHA was set up by the community 30 years ago. Signing up as an active tenant member allows our community activists to build strong relationships with their neighbours. By participating in committees, social events, volunteering opportunities you will meet and connect with neighbours who share common interests and concerns. A supportive network of like-minded individuals can create a sense of belonging, promote well-being, and create a strong community bond.

SKILL DEVELOPMENT AND EMPOWERMENT

Active involvement in MPHA gives you the chance to develop new skills and enhance your confidence. By joining our Committee, Tenant Scrutiny Panel, our active tenant list you can gain valuable experience in areas such as communication, negotiation, teamwork, and leadership. These transferable skills can benefit you both within your personal and professional life. Training and support is available so please don't feel like you're not qualified to be more involved – you are!



Name:

Address:

Phone Number:

Email address:

Are you an Association member?: ☐ Yes ☐ No ☐ Unsure/please send me info

I would like to put myself forward for (please tick all that you're interested in):

- ☐ Management Committee (Meets 10 times per year)
- ☐ Tenant Scrutiny Panel (Will be launched in Winter 2023, meet 3 or 4 times per year)
- ☐ Active Tenants List (we'll contact you from time to time to review, comment or give opinions on a specific topic).
- ☐ Volunteer at Community Events

You can also find this form on the website **www.molendinar.org.uk** or call/email Susan Paton, Corporate Services Officer for a chat **0141 564 5256** or **susanpaton@molendinar.org.uk**.

Complaints

Putting it right when things go wrong

Here at MPHA we take pride in providing you with excellent customer service and addressing your concerns in a timely and professional manner. We recognise that on occasion, you may have complaints, and we are committed to ensuring that our complaints handling procedure allows us to continuously improve on our past performance and learn lessons.

A complaint can be made in person, in writing, by email, over the phone or via our web form here

<https://molendinar.org.uk/make-a-complaint-or-compliment>

You will receive a written response to your complaint in three days. For most complaints, these will be dealt with in 5 working days, for complex or serious complaints that require an investigation, we have 20 working days to respond.

If you are not satisfied with the outcome of your complaint you can refer it to the Scottish Public Services Ombudsmen or if it's a factoring complaint to the Housing and Property Chamber.

Scottish Public Services Ombudsmen

Freepost SPSO (no need for a stamp) or
SPSO

Bridgeside House,
99 McDonald Road,
Edinburgh,
EH7 4NS

Freephone: 0800 377 7330

www.spsso.org.uk

Housing and Property Chamber First-Tier Tribunal for Scotland

Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Telephone: 0141 302 5900

Fax: 0141 302 5901

Email: **HPCAdmin@scotcourtsribunals.gov.uk**

Constructive Feedback: How we use your compliments and complaints to improve.

We believe that complaints and compliments provide invaluable insights into our strengths and weaknesses, allowing us to improve and enhance the overall customer experience. When we receive complaints, we thoroughly investigate the issues raised and use them as learning opportunities, identifying areas where our service may be falling short. By addressing these concerns, we can rectify the situation, exceed customer expectations, and prevent similar problems from recurring. We also receive many compliments and appreciation for the work we do. This also allows us to see where we're meeting or exceeding customers' expectations. All feedback is greatly appreciated and taken on board.

Summer 2023 Newsletter

Reporting a Significant Performance Failure

The Scottish Housing Regulator (SHR) can consider issues raised with them about a 'significant performance failure'. This is defined as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. If you are affected by a problem like this, you should first report it to us at the Association so we can rectify it. If you have told us about it but we have not resolved it, you can report it directly to the SHR. For further information download an information leaflet on Reporting a Significant Performance Failure please visit **<https://www.housingregulator.gov.scot/for-landlords/advisory-guidance/how-we-work/significantperformance-failures-factsheet-for-tenants>**

Benefits and You

Did you know we can help you with your benefits and money advice?



The Association employs Luke from Money Matters to provide advice and support in applying for benefits. Contact the office to make an appointment with Luke and make sure you're getting the money you're entitled to! 0141 564 5256.

Quiz Question: How much has Molendinar Park's money matters advice service increased our tenant income by in the last year? (Answer at the back of the magazine).

- A: £19,800**
- B: £93,650**
- C: £45,030**



Changes for Tax Credit Claimants from August

From August people who receive Tax Credits but do not receive any other 'legacy' benefits (income based Jobseekers, Income based ESA; Income Support; or Housing benefit) will start to receive Migration Notice letters from the DWP telling you your Tax Credits will be ending and you will have three months to move on to Universal Credit.



The time you start your claim is important and anyone who receives a migration notice should book a welfare rights appointment before claiming UC. If you don't claim UC before the final deadline your tax credits will stop which will cause an interruption to your payments as UC takes 5 weeks from when you first apply to receive your payments. If you would be worse off on UC you could receive a "transitional element" to top up your new UC claim to the amount your old tax credit claim was, but if you do not claim on time then this will be lost.

Universal Credit childcare costs are increasing



Two changes to help towards childcare costs for people claiming Universal Credit have been introduced on 28th June 2023. For claimants paying for childcare for one child the maximum you can claim back has increased from £646 to £951 per month, and for two or more children it has risen from £1108 to £1630 per month. To qualify for the help you (and your partner if you have a joint claim) will need to be working or have a job offer.

There has also been a change to make things easier for parents who start a new job or increase their hours and need to pay for childcare costs up front. There is a flexible support fund which you can apply for to cover the up-front childcare costs, this will not need to be paid back and you will still receive the childcare costs element when your UC is paid, meaning the flexible support fund grant can pay for the first month and once you receive your UC this will include money to go towards the next month.



Kids art competition

'View from my Window'

The Theme is 'view from my window'. Pick any room in your house and draw what you see. Please use this page or a blank sheet of paper (don't forget to put your details on the back) and submit it to the Office by 14th of October 2023.

The winning entry will get a £25 voucher and their artwork displayed in the next newsletter!

Free art packs are available to pick up from the office or if you wish for one to be dropped off at your home please call the office on 0141 564 5256.



Name:


Age:

Address:

Contact number:

Please return to:

Molendinar Park Housing Association, 3 Graham Square, Glasgow G3 1AD by 14th of October 2023.



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 Advice 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

Scan for latest news from MPHA including historical pictures, new safety section and performance information.



OFFICE OPENING HOURS

The office is open to the public on an appointment only basis. Staff are available either by telephone or e-mail:

Monday to Thursday: 9.00 am-5.00pm

Friday 9.00am– 4.00 pm

answer B:£93,650



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