

Glenburn News

Making a difference to **Our** Community

Easthall and
Kildermorie
Newsletter

To the Residents of
Easthall and Kildermorie



Welcome to our Spring 2022 Edition

**OUR OFFICES WILL BE CLOSED FOR EASTER HOLIDAYS
ON THE 15th - 18th APRIL 2022**



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- Staff News
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- GCC Services



Spring 2022

Interim Director's Report

Welcome to the Spring edition of our newsletter, filled with information about our work and services. I would firstly like to introduce myself. I was appointed as the Interim Director for the Co-operative through to the summer 2022, due to Easthall Park undergoing a strategic review for the Management Committee to decide the best way forward to meet the needs and expectations of its tenants and customers. We will keep you fully updated on the progress and outcome of this review. It has been a very challenging time for everyone over the last few years and the Co-operative's service has been affected as we followed the Scottish Government guidelines and our staff worked from home. Our staff have excelled during this challenging time, and continued to perform well and make progress. I am delighted that the Co-operative resumed a full service from our office on Monday 21st March 2022.

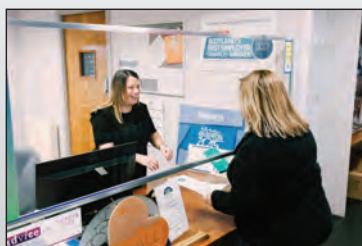


We look forward to meeting you in our office, community and your homes. It is an exciting time for the Co-operative as we begin to celebrate our 30th Anniversary year and the improvement we have delivered since 1992 to services, the quality of tenants' homes and the regeneration of communities in Easthall and Kildermorie. Our success has only been possible through close working with the community and we are making plans for community events in our 30th anniversary 'Year of Celebration'.

Our estate caretakers have been working in the community throughout the pandemic and have done a sterling job in the upkeep and maintenance of our area. We have recently secured funding from the Scottish Government to provide trainee opportunities for local people and this will give them a good start in their careers, as well as support our caretakers to do more work in the community.

I hope you enjoy reading our newsletter and we look forward to meeting you in the community and at community events in the coming months.

Kenny Mollins



Rent first

With the cost of living on the rise and pressure on household finances, it is important to stick to a budget and pay your main bills. At Easthall Park we collect your monthly rent from the first day of your tenancy. Rent is due in advance of every month and we can help you to manage costs.

If you have rent arrears, you are encouraged to set up a payment arrangement with your Housing Officer to prevent recovery action. If you have any concerns about paying your rent, it is important that you speak with your Housing Officer or any member of the Housing Management team who are equipped to advise you on any financial difficulties you may have - we are always here to help! Rent is a priority payment and your tenancy agreement is a legal contract. You can be at risk of losing your home if you breach your tenancy agreement.

Please ensure that your rent account is kept up to date and get in touch if you need advice. If you are struggling in any way please contact us on **0141 781 2277** and we can try to help.

Ways to pay your rent:



- **By Direct Debit** If you have a bank account, the easiest way to pay is by Direct Debit. This is now a completely paperless process and can even be set up over the phone.

- **By Standing Order** If you have a bank account, you can also pay by Standing Order.



- **Allpay:** At a "Paypoint": You can use your plastic payment card to pay your rent at any shop or outlet where you see the "Paypoint" logo.



- **At the Post Office:** You can use your plastic payment card to pay your rent at any Post Office.

Online: You can pay online at www.allpay.net by using your plastic repayment card.



By Phone: You can call Allpay on 0844 557 8321 to make a payment over the phone. Or you can scan this code to download the Allpay app to your smartphone making it even easier to pay.



- **Callpay** You can phone Easthall Park Housing on 0141 781 2277 and a member of staff can take a debit card payment over the phone for you.

- **Bank Transfer/Online banking** Easthall Park Housing Co-operative Ltd. sort code -83-21-27 Account number - 00151515



When making payments, always ensure you quote your tenancy number as your payment reference to ensure your payment is paid direct to your rent account. If unsure of your tenancy number please just ask a member of staff.



Rent payment due dates

Every tenant is expected to pay rent in advance of or before the 28th of each month to ensure that their rent account is kept up to date and not in arrears of rent. This is a condition of the Scottish Secure Tenancy Agreement that is signed when you start your tenancy.

Most tenants understand this requirement and have made payment to ensure that their rent account is clear when we charge rent each month.

However, some tenants have fallen into the pattern of paying rent in arrears and this is when the Housing team will contact you to discuss a repayment arrangement.

We have moved to charging rent on the 1st of each month however payments are still due on or before the 28th of each month. For example, payment for the month of May is due on or by 28th of April.

Rent Review 2022/23

The Management Committee met on 23rd February 2022 to consider the outcome of the rent review for 2022/23. Tenants were provided with 2 options of 4.95% and 5.2%. 14% of tenants told us their views and the Committee agreed to increase rents by 4.95%. As part of the consultation, we also asked about a change of date for charging rent. Tenants said that they were happy to change the date from 28th of each month to the 1st. Tenants are still due to pay on or before the 28th of each month as stated in the Scottish Secure Tenancy Agreement and you are not required to change your payment dates.

Policy Reviews

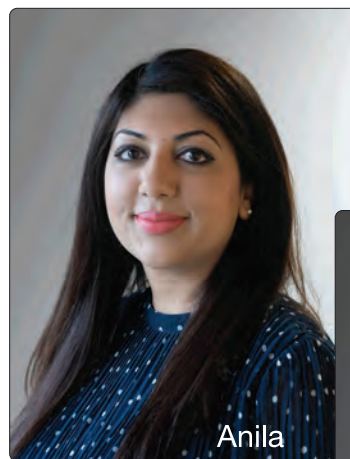
During 2022/23 we will be reviewing a number of policies that affect tenants. We have trialled consulting with tenants via our website using Survey Monkey as the main way of seeking your views. We will continue using online surveys for consultations as well as considering other methods as Covid restrictions are eased.

We encourage tenants to take part in our consultations. Our Housing Officers will lead on tenant engagement and any tenants who take part will be entered into a prize draw. If you are interested in assisting with a policy review, please contact us for more information

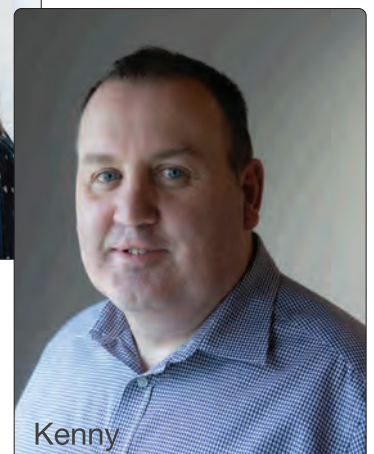
Staff update

As mentioned in our December newsletter, the last couple of months has seen some changes at the Co-operative, with the departure of long-standing staff member Claire McGraw.

In January, the Co-operative welcomed Kenny Mollins, Interim Director and Anila Ali, Governance and Business Improvement Manager, to the existing staff team. Both bring considerable experience in the social housing sector and are delighted to be part of Easthall Park Housing Co-operative. Tenants can be assured that the staff team continue to work effectively with the Management Committee to ensure that the business performs well strategically and operationally, and delivers high quality services to our residents.



Anila



Kenny

Electrical safety

Work on our electrical safety checks (called EICR) is continuing and our contractors, Magnus and Turner, are working closely with Easthall Park to help achieve compliance in all our properties by the end of March 2022.

We have a small number of properties where works are required to upgrade the fire alarm systems to current regulations. These works will be completed at the same time as the electrical safety inspection, if needed.

If you have been contacted with regard to arranging your EICR please contact the office to arrange a suitable appointment. We thank tenants in advance for allowing the electricians access to carry out these vital checks. These tests are a legal requirement and they help to ensure tenant safety.

Where the Co-operative and our contractors have been unable to arrange appointments with tenants, we may consider forcing access to allow these checks to go ahead. Therefore, if you have received notification that your safety check is outstanding, it is important that you get in touch with us.

Close floor update

Our close floor improvement project was suspended due to Covid-19. Works on the project were picked up again towards the end of January. Old floor coverings in the project were replaced by a durable black vinyl with yellow stair nosings. These works are necessary maintenance but they are also intended to improve the look of our closes to help make our properties more desirable places to live. We are sure you will agree that the closes look much better.

Close lighting

Magnus Electrical will be starting work in the coming weeks to upgrade the close lighting. The current fittings will be replaced with modern LED fittings. We would be grateful if tenants are mindful when Magnus are working in their close to keep the close tidy and allow access as required to allow the works to proceed.

Painting update

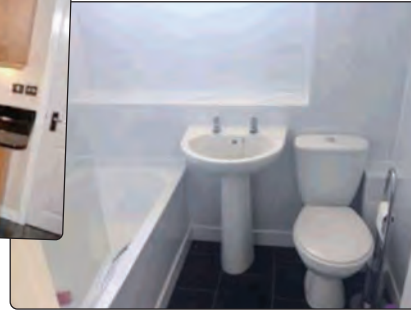
Our external painting contract is underway and Mitie Property Services are on site in Kildermorie. Mitie will letter tenants before attending their property. Please remember that the contract only includes previously painted surfaces and that you should follow any instructions given to you by Mitie with regard to keeping doors or windows open and pay attention to any 'Wet Paint' signs.

Roof anchor & gutter cleaning works

The work to the gutter cleaning and roof anchor servicing contract started on site towards the end of January. We would like to thank tenants in advance for allowing MCS Safety Systems access to carry out these necessary works.

Fire detection compliance

We've made good progress with installing new fire detectors in our properties, with only a small number of properties still to be completed at the time of writing. Compliance will continue to be monitored as an ongoing process within the team.



Investment update

In the coming year, we plan to invest over £400,000 capital investment works within our existing homes. The maintenance team will contact each tenant individually over the coming months to outline a time frame of the proposed works and the details of the contractors carrying out the projects on behalf of Easthall Park. As part of the Co-operatives strategic objectives, we will continue to invest in our stock every year, helping us to keep our homes modern and free from disrepair.

In 2022/23 we aim to deliver the following capital investment projects:

Description of investment	No. of homes
Replacement kitchens	30
Replacement bathrooms	22
Full central heating system replacements	13
Flat entrance doors	18
No Closes	
Renewal of close Doors - front and back	3
Emergency close Lighting renewals	54

Performance update

Our Maintenance Service

	Our Target for 21/22	Outcome for 20/21	Q1 April - June 2021 TD	Q2 July - Sept 2021 TD	Q3 Oct - Dec 2021 TD
Satisfaction with the maintenance Service in the last 12 months	95%	99.45%	N/A	95%	91%
Emergency repairs average time taken to make safe	4 Hrs	2.85 Hrs	2.22 Hrs	2.32 Hrs	2.43 Hrs
Total number of Emergency Jobs completed in Quarter	N/A	1,046	N/A	417	624
Non-Emergency Repairs average days taken to Complete Job	4 days	8.28 days	10 days	5.89days	5.8days
Total number of Non Emergency Jobs completed in Quarter	N/A	627	N/A	699	1170
Reactive repairs completed right first time	90%	79.7%	80%	76.4%	77.8%
Percentage occupied houses with valid gas safety certificate	100%	100%	100%	100%	99.9%

Anti-Social behaviour (ASB) complaints

	Our Target for 21/22	Outcome for 20/21	Q1 April - June 2021	Q2 July - Sept 2021	Q3 Oct - Dec 2021
Total Number of ASB Complaints Received	N/A	71	28	22	11
Resolved in timescales	100%	86%	100%	100%	100%
Notices Served	N/A	2	0	0	0

Allocations

	KPI Target for 21/22	Outcome for 20/21	Q1 April - June 2021	Q2 July - Sept 2021	Q3 Oct - Dec 2021
Homes Available for Let	N/A	27	10	6	8
Average days taken to Allocate to General Needs	4 days	17.3 days	16.7 days	13.5 days	15.13 days
Section 5 Allocations Made	50%	22%	17%	83.3%	0
Offers Refused	N/A	0%	17%	83.3%	0

Rent Management

April 2021 to December 2021					
	Our Target for 20/22	Outcome for 20/21	Q1 April - June 2021	Q2 July - Sept 2021	Q3 Oct - Dec 2021
Rent Collected	100%	98.73%	98.02%	103.54%	101.71%
Gross Arrears	4.75%	3.67%	4.25%	3.44%	3.46%
		£100,410	£117,307	£94,954	£95,512
Current Tenant Arrears	3.75%	3.45%	4.02%	3.16%	3.11%
		£94,254	£110,987	£87,122	£85,819
Former Tenant Arrears	1%	0.23%	0.23%	0.28%	0.35%
		£6,156	£6,321	£7,833	£9,696

Veranda update

Over the past few months our Senior Management team have met with design and contract consultants in an effort to develop a feasible working plan to deliver the veranda project in its entirety. The process is still in its early stages, and will require further analysis of costs to deliver such a major investment project in the current climate. We will continue to liaise with the consultants and the local authority over the coming months to achieve a robust design that delivers value for money for the Co-operative and our tenants.

Complaints

	Our Target for 21/22	Outcome for 20/21	Q1 April - June 2021	Q2 July - Sept 2021	Q3 Oct - Dec 2021
Total Number of Complaints Received	N/A	25	13	17	35
Stage 1 Complaints Received	N/A	24	13	16	33
Days taken to Resolve	5	1.96	2.3	1.87	4.54
Stage 2 Complaints Received	N/A	1	0	1	2
Days taken to Resolve	20	19	0	16	18
Complaints resulting in Improvement to Service	New for 21/22	1	7	10	18
Compliments Received	N/A	5	0	3	1

Our Welfare Rights Service for tenants is currently being delivered by Easterhouse Citizens' Advice Bureau (CAB).

Welfare Rights Service

	Q1 April - June 2021	Q2 July - Sept 2021	Q3 Oct - Dec 2021	Total for Year
Individual Customers Seen	186	178	65	429
Total Financial Gains for Customers	£94,662.56	£56,609.69	£16,089.68	£167,361.93



Once we have further information with regard to the project, we will start the consultation period with the residents involved to outline the proposed works and how we will look to deliver the most financially viable and successful project to our community.

Close Cleaning

The Co-operative will clean all tenement stairs that we own or factor on a weekly basis. However, it is also expected that tenants take care of the maintenance of the communal close and stairs too.

What is expected and what we deliver:

Tenants are responsible for close cleaning as part of their tenancy agreement, which states in Part 2:

Use of the House and the Common Parts:

2.9. You must take your turn, with all other tenants and owner-occupiers sharing the common parts, in keeping them clean and tidy.

If you share a common stair, you must also take your turn in regularly cleaning, washing and keeping tidy the common stair, its windows, banisters.

If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others.

Tenants are expected to arrange a close cleaning rota with neighbours without the Co-operative getting involved in this. However, we can offer advice on the best way to set up and maintain a rota.

We provide a “top -up” close cleaning service via the Estate Caretaker Service which is in addition to what tenants should be doing already to keep the close clean. The close will be brushed and mopped on a regularly basis. Tenants do not pay for this service and it may be withdrawn if tenants fail to meet their obligations. Please remove any hazards in the close in the interests of tenant safety.

Thank you for playing your part in keeping your close and the environment a clean, safe & attractive place to live.



Dog fouling problem in Easthall

Dog fouling is not only deeply unpleasant, it is dangerous. Contact with dog excrement can cause toxocarasis – a nasty infection that can lead to dizziness, nausea, asthma and even blindness or seizures.

Please remember if you own a dog, it is your responsibility to clean up after it and be aware that it is an offence if you fail to do so. No pets should be exercised in any of Easthall Park's common areas, which includes back courts and grassed areas that we own.

If you do not dispose of this type of waste in the correct way and are caught, you could receive a fixed penalty notice of £380, increasing to £3,100 if not paid within 28 days.

If you become aware of a dog owner failing to clean up after their pet, you can use Glasgow City Council's MyGlasgow app to report it. Please also report this directly to Easthall Park, as further action will be taken against the dog owner's tenancy.

Garden maintenance list

The Co-operative operates a garden maintenance scheme. This is a limited free service via our Estate Caretaker Service, for tenants who are unable to maintain their garden due to ill health and do not have family to assist. The service includes a basic grass cut and removal of cuttings. The service is dependent on the weather and other priorities for the caretaking team and can be withdrawn at any time.

Applications for this service are reviewed annually and provided for the current tenant only. To qualify for this list, you must be:

65 years of age or over, AND/OR Suffer from ill health that would prevent you maintaining your garden (medical proof will have to be provided for eligibility).

In addition to the above, there must be no person resident within the household that is able to assist - by this we mean anyone living in the house over 16 years of age who is able to help with garden maintenance.



A NEW YOUTH CLUB..

GLENBURN CENTRE YOUTH CLUBS

Monday Night Youth Club
 Primary 1 to Primary 7
 6pm to 8pm

Friday Night Youth Club
 S1+
 6pm to 9pm

FREE Football Coaching
 Tuesday's 5pm to 6pm
 Primary age

Wednesday Night Youth Club
 Primary 5 +
 6pm to 9pm

Homework Club
 Monday to Thursday
 3.30pm to 5.15pm

Saturday Fun Club
 Primary 1 +
 12pm to 3pm

For more details contact
 0141 781 2277 / 07594649756
 libby@eraglenburn.org.uk

The Glenburn Centre
 6 Glenburnie Place
 Glasgow, G34 9AN

EASTHALL
RESIDENTS ASSOCIATION

Bulk uplift

Tenants are responsible for dealing with household waste and bulk removal as part of their tenancy agreement. If you have bulk items for removal, you can report this to Glasgow City Council (there is a charge for this service). Please do not leave any bulk in communal areas as this is considered to be fly tipping and you may be subject to a fine and further action against your tenancy.

You can place a bulk uplift request by calling Glasgow City Council on 0141 287 9700 on a Tuesday and Wednesday between 9am – 3pm.

You can also request a bulk uplift via the My Glasgow App or make a request online at

Alternatively, residents can dispose of items **free of charge** at the Household Waste Recycling Centre, 90 Easter Queenslie Road, Glasgow G33 4UL. They are open seven days per week 08:00 – 18:00 (last entry 17:45hrs).

Tenancy succession rights

In the unfortunate event of a tenant's death, the tenancy may be inherited by a "Qualifying Occupier".

This could be:

- your husband or wife if it was their only home or
- a joint tenant if it was their only home or
- your partner if it was their only home or
- any other member of your family who was living with you and it was their only home or
- a live-in carer if it was their only home.

As of 2019, the person applying to succeed the tenancy must have been living in the home for at least 12 months. The 12-month period starts from the date we are notified that they are residing in the property.

Please ensure your household records are up to date and you have 'permission to reside' for everyone living in your home. Notify your housing officer immediately of any change to your household circumstances.

More information can be found by contacting your housing officer or on our website www.easthallpark.org.uk

Introduction to Social Care..

Following on from the success of our 'Introduction to Social Care' course last year, we launched the course again in February. This is a six-week course in partnership with Easthall Residents Association and GMD Community Services to support local people into careers in social care.



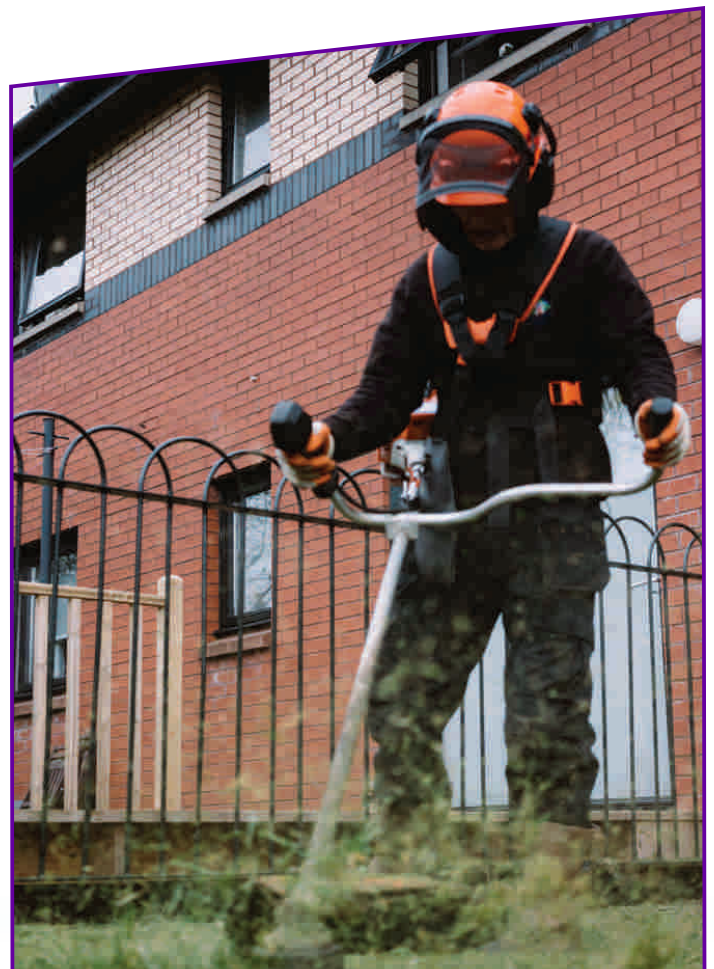
The course includes employability support, a work placement and accredited training and certification in the rules and regulations of social care, health and safety, manual handling, first aid and infection control.

Trainee Estate Caretakers

Easthall Park has been successful in an application to the Scottish Government's Investing in Communities fund. In addition to this allowing us to continue the employability service, we have also been able to create three new trainee posts for local young people engaging with the service to become Trainee Estate Caretakers.

Their role will include supporting the Estate Caretakers in a number of areas including grass cutting, stair cleaning, de-littering and general labouring. They will also gain accredited training and certification in landscape and ground maintenance and continued employability support to meet their career aspirations. Interviews took place in February and two successful candidates were chosen. Welcome to the team Sam and Declan.

If you would be interested in employability support, please contact Eddie on 0141 781 2277 or eddie@easthallpark.org.uk



Make the **big** decisions become a **Committee Member!**

We currently have a number of vacancies on our Management Committee and we would encourage our tenants (i.e. members of the Co-operative) to consider volunteering for this challenging but rewarding role.

What does the Committee do?

It runs the Co-operative. It makes all the important decisions about rent setting, policy, business planning, finance, employment, investment in our homes and much more. Committee members do the following:

- Act in the interests of the Co-operative, its tenants and stakeholders. Committee members must abide by a Code of Conduct and ensure that they do not act in their own interests of those of other individuals.
- Regularly attend Committee meetings – these are generally held on the last Wednesday of each month, with meetings generally held 10 times a year. Committee reports are issued in advance.
- Be willing and able to contribute to discussions at meetings and challenge in a positive and constructive way.

Who can be a Committee Member?

All tenants are members of the Cooperative and are therefore eligible to stand for election to the Committee at our Annual General Meeting (AGM). Where there is joint membership, only the first named tenant has membership rights.

You don't need to have any specialist knowledge or experience to become a Committee member as full training and support is provided.

Why bother – what's in it for you?

You'll be part of something important, valuable and necessary for tenants, residents and the local community. You will learn new things, meet new people, improve your skills and from a career point of view, boost your confidence and CV. We think you'll find the experience rewarding, especially when you look around the area and see how much the Co-operative and you - have achieved.

Interested but want to know more first?

We'd be more than happy to meet with anyone interested in joining the Management Committee.

If you're interested, just get in touch with us and members of our staff team and Committee will be happy to meet with you and have a chat about what is involved. There is no obligation to sign up so please get in touch.

If you're interested, please contact Kenny Mollins or Anila Ali at the office on 0141 781 2277 or you can email anila@easthallpark.org.uk

Our current Management Committee:

Joe Gracey, Chairperson

Paul Waddell, Vice Chair

Mary Davidson, Committee member

Joyce Kenna, co-opted member

Charles Harvey Committee Member

George McNaught, Committee member

David Barnes, Committee member

Caroline Cooper, Committee member

Clive Douglas, co-opted member

Alison Cushingam, Committee member and Chair of Audit & Finance Sub-Committee

Congratulations

to our finance assistant, Chloe Cuthill, on the birth of baby Kace, born in February, weighing a very healthy 8lbs. Mother and baby are both doing well.



Glasgow City Council Services

Report bulk: 0141 287 9700

(Tuesday and Wednesday 9am - 3pm to place a request)

Report Environmental Issues

(such as below):

0141 287 1058 or

via the MyGlasgow app

- Litter
- Dog Fouling
- Graffiti
- Fly Posting
- Fly Tipping (illegally dumping waste).

Pest control

(mice or rats): 0141 287 1059

Council's website:

<https://www.glasgow.gov.uk/>



EASTHALL PARK HOUSING CO-OPERATIVE LTD
THE GLENBURN CENTRE

Email: enquiries@easthallpark.org.uk
www.easthallpark.org.uk

This newsletter is available in any language or format you require. Please contact the office for details.

Have you ever looked at our website or our newsletter and thought that it could be done better?

We are currently in the process of reviewing both of these vital communication methods to make them more accessible, user friendly, informative and effective. We have an idea already of some of the changes that are needed but would really welcome your views on this too.

If you have any thoughts about what you would like to see in your newsletter or on the website, please contact Anila Ali, Governance and Business Improvement Manager, on 781 2277. Alternatively, you can pop into the office for a chat or send an email to: anila@easthallpark.org.uk



EASTHALL
RESIDENTS ASSOCIATION

EASTHALL RESIDENTS ASSOCIATION
THE GLENBURN CENTRE

Email: andy@easthallpark.org.uk

Easthall Park Housing Office Hours:

Monday 9am-5pm Tuesday 9am-5pm Wednesday 9am-3pm
Thursday 9am-5pm Friday 9am-3.30pm Saturday/Sunday CLOSED

Gas Sure: 01294 468113

For all emergency boiler, central heating and hot water repairs.

Turner Property Services: 0333 320 2322

For all other emergency repairs

