



GLENBURN NEWS

Serving the communities of Easthall and Kildermorie

OUR MISSION:
Making a difference
to our community

**WELCOME
TO YOUR
SUMMER
NEWSLETTER**



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INTERIM DIRECTOR'S REPORT



Welcome to the Summer edition of our newsletter, GLENBURN NEWS, to update you on our work, services and community activities. We have established a new design for our newsletter with our new printing company, but we don't want to stop there! We are interested in any ideas you have to further improve the newsletter for you and your family.

I am pleased we have re-opened our office following the pandemic and our staff are delighted to be back working full time in the office and to be out in the community. We have appointed many new staff over the last 2 years and I hope you get to meet them in person either to discuss your business in the office or just to say hello in the community.

It has been a busy time for the Co-operative as we re-set our work programme for the year ahead to achieve our key objectives and to continue to 'Make a Difference' in our communities. We have outlined our work programme on pages 6 and 7 and we hope this meets your expectations. We are re-establishing our Residents Panel and undertaking an independent satisfaction survey in the autumn.

We would encourage you to get involved and have your say on how we can further improve our service to you.

The Co-operative is in its 30th anniversary year in 2022 and we want to celebrate it with you and all other residents in our communities at a Family Fun Day over the summer. We are working with Easthall Residents Association to get this event on, and we will provide more details about the activities, rides, stalls etc at this event in the near future.

We know our tenants and owner-occupiers take pride living in our communities and we are working with estate caretakers to further improve our upkeep and maintenance of backcourts, common areas and the local environment. We have seen a difference in the area through our employability initiative and we are keen to provide more opportunities and purchase new equipment for our caretakers' use to ensure Easthall and Kildermorie continue to be well maintained and attractive areas to live.

I look forward to meeting you at our planned Family Fun Day!

Kenny

EASTHALL PARK CELEBRATES ITS 30TH ANNIVERSARY 1992-2022

Easthall Park Housing Co-operative was formed in September 1991, although took its first stock transfer in January 1992 and in the 30 years that followed it has been on a 'journey of improvement and excellence'.

The Co-operative's achievements in community regeneration, new build housing, service excellence has been recognised in its array of awards and accreditations, which has earned its reputation as a leader in many fronts amongst community-based housing organisations.

The Chairperson of Easthall Park Housing Co-operative, Paul Waddell said, 'We are immensely proud of our history in the 30 years since the Co-operative was formed and the first stock transfer delivered in 1992. The transformation of Easthall and Kildermorie communities and the provision of a local community-based housing co-operative has made a real difference to residents' living conditions. Our focus is now to look forward and continue to provide excellent services, high quality homes and to work with our partners to support our tenants to improve the quality of their lives'.



The Co-operatives key highlights and achievements are listed:

- **1992** - 1st stock transfer of 269 properties from Glasgow District Council in January 1992.
- **1997** - 1st new build development of 62 units is completed as Phase 3 of Easthall regeneration.
- **2001** - The Co-operative secured Local Housing Organisation status with GHA to manage the City Council's stock subject to the Glasgow stock transfer.
- **2003** - Easthall regenerations complete with completion of phase 9 and completion of 126 homes.
- **2005** - Glenburn Centre was completed for the Co-operative's offices / Civic space.
- **2008** - 1st new build development of 76 homes in Kildermorie goes on-site, which is completed in 2009.
- **2011** - The Co-operative received Quality Scotland's Committed to Excellence Award.
- **2013** - Investors in People Gold achieved, then in 2016 the Co-operative becomes the 1st community based organisation to achieve Investors in People Platinum.
- **2013** - Chartered Institute of Housing and Inside Housing UK award of small social landlord of the year 2013.
- **2015** - Housing Excellence Awards Social Landlord of the Year – Small 2015.
- **2017** - The Co-operative was awarded Inside Housing Scotland's Best Employer for a not for profit organisation.



CUSTOMER PANEL LET'S MEET FOR A COFFEE AND CHAT

Did you know there has always been a Customer Panel at Easthall Park Housing Co-operative? As well as the Management Committee, there is a Customer Panel with the aim to ensure that the people that use the services have the opportunity to inform how those services are delivered.

The panel is made up of local people living in Easthall and Kildermorie and meet every couple of months to discuss a wide range of topics important to residents.

The Customer Panel looks at things like:

- How rent is spent and question whether it is value for money?
- How the Co-operative deals with anti-social behaviour and neighbour nuisance.
- How the Co-operative deals with day to day repairs.
- How the Co-operative deals with complaints about the service.
- How letters and information sheets are written.

As well as this, the Panel scrutinises the Co-operative's performance in delivering services and helps in the preparation of the Charter Report to tenants which is issued each year in October.

There are no special skills or qualifications required; everyone's view is important to us and we want to listen to what you have to say. Training is offered if volunteers feel they need this.

The meetings are informal and everyone is encouraged to take an active and positive part, we offer afternoon tea and cakes while chatting through the issues.

It has been a few years since the panel met due to the pandemic but we want to get restarted and plan for some events in September this year. Are you interested? If so, even if it is just occasionally, speak to Blair or Shirley at the office or by phone on 0141 781 2277.



Our housing officers Blair and Shirley are always keen to speak to residents about their views.

PERFORMANCE UPDATE

Our performance against key targets in quarter 4 (January to March 2022) is noted below, compared with our performance in the previous quarter i.e. October to December 2021.

We have marked a Green/Amber/Red status next to each performance indicator to show you at a glance how performance in the last quarter compares with the previous quarter.

Green = Better performance

Amber = Similar performance

Red = Lower performance

Repairs:

	Q3	Q4	
• Emergency repairs (average time taken)	2.90 Hours	3.25	●
• Average no. of days taken for non-emergency repairs	6	5	●
• Reactive repairs completed right first time (%)	80%	83%	●
• Percentage occupied homes with valid gas safety cert	99.9%	100%	●

Housing

• Total number of anti-social behaviour complaints	11	29	
• % resolved in timescales	100%	100%	●
• Average days taken to allocate to empty properties	15.13	19	●
• Current tenant arrears	£85,819	£82,148	●
• Former tenant arrears	£9,696	£6,423	●

Complaints

• Total number of complaints received	35	24	
• Stage 1 complaints received (Frontline complaints)	33	23	
• Average days taken to resolve at Stage 1 (target 5 days)	1.54	3	●
• Stage 2 complaints received (Complex or escalated complaints)	2	1	
• Average days taken to resolve at Stage 2 (target 20 days)	18	1	●
• Compliments received	1	7	●

Below you will find a summary of our areas of improvement and some commentary around this:

Emergency repairs (average time taken in hours).	Our performance in this area is within our target of four hours for completing emergency repairs and we will aim to continue to deliver this service as quickly as possible.
Average days taken to allocate empty properties.	Our target for allocating to general needs is 20 days, therefore our performance is within this. Nevertheless we will monitor this area to ensure that we allocate homes as quickly as possible.
Average days taken to resolve stage 1 complaints.	Our target for resolving stage 1 complaints is five working days therefore our performance in quarter 4 of 3 days is well within our target. We will continue to ensure that we respond to complaints as promptly as possible.

OUR PLANS FOR THE YEAR AHEAD

The Co-operative has set our work programme for the coming year (April 2022 – March 2023) to ensure we continue to make progress against our mission statement to 'Make a Difference' in the delivery of our service, improvement in tenants' homes and community, and to effectively manage the organisation.

We have listed some of the key tasks in our work programme linked to our strategic objectives:

Delivering an Excellent Housing Services

- To support tenants to pay their rent to maximise our income.
- To undertake a review of our rent structure.
 - To provide a Welfare Rights & Energy Advice Programme.
- To re-establish our Residents' Panel to listen to residents' views on our service.



Providing Quality Homes in an Attractive Environment

- Procure a new maintenance contractor to attend to our repairs and maintenance service.
- Deliver a programme of improvements to our tenants' homes e.g. new kitchens, bathrooms, central heating, etc.
- Develop the design and procure a contractor to deliver a veranda improvement project to tenement properties.
- Develop a 5 Year Investment Programme following a stock and energy survey of our properties.
- Develop an Estate Management Plan to improve the upkeep and maintenance of the area though mainly our estate caretaking service.

Achieving Strong Financial Management and Value for Money

- Procure financial management services.
- Implement our procurement schedule to tender contracts to achieve best value for money.
- Develop a Value for Money Strategy.



Developing Our People and Delivering Strong Governance

- Complete the independent strategic review of the Co-operative.
- Undertake an independent Residents Satisfaction Survey to hear tenants and owner-occupiers' views on our service, their home and the community.
- Establish a new website to improve our communication and interaction with our tenants and other customers.
 - Review our Business Plan 23-26.
- Commence a review of our staff structure.

To be 'More than a Landlord'

- Develop a Wider Role Strategy.
 - Establish a Community Benefit Strategy to support community activities / benefits through tenders to appoint contractors and others.
 - Pursue funding to provide employment and training opportunities in the Co-operative and through Easthall Residents Association.
- Organise a Family Fun Day as part of 30th Anniversary celebrations.



MAINTENANCE

• Electrical safety

Work on our electrical safety checks (called EICR) is continuing and our contractor, Magnus is working closely with Easthall Park to help achieve compliance.

If your EICR is due you will be contacted 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.



Gas servicing

It is a legal requirement for the Co-operative to carry out gas services for every property with a gas boiler, within a 12-month period. These checks are essential, not just so that we meet our legal requirements, but also to keep you and your neighbours safe. Our gas contractor, Gas Sure, will continue to make sure that our homes meet the new standards for fire detection while they carry out boiler services and will fit new smoke and heat detectors as and when required. We thank tenants in advance for allowing Gas Sure to carry out these services.

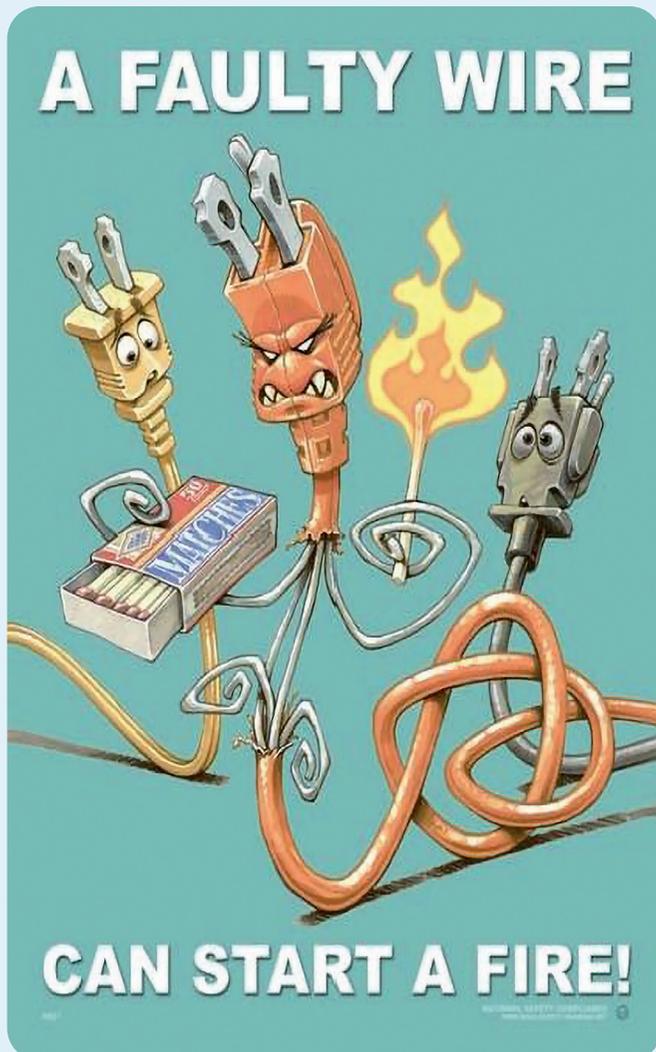
• DIY and Alterations

During the longer summer days, we know that our tenants like to carry out projects to improve their gardens. Some garden structures are subject to Building and Planning regulations and you may need to apply to these consents before EHP can grant you permission for the works. So, please bear in mind that if you are carrying out works which would alter your home you need to apply for permission for this.

This includes installing:

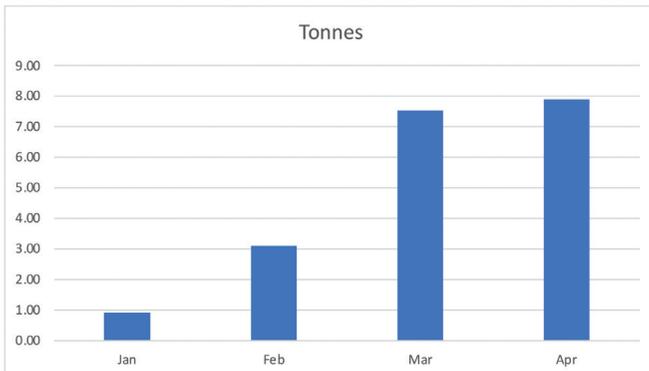
- Any structures, such as sheds, gazebos and decking.
- Additional or alterations to fencing.
- An external electrical socket.
- An external tap.

Alteration Forms can be obtained by contacting the office. All works should be carried out by competent tradespersons and tenants are responsible for maintaining their alterations for the duration of their tenancy.



Let's Talk Rubbish!

Rubbish Facts – From January to April 2022 our Estates Team collected almost 20 tonnes of waste from homes in the estate.



This means we've moved the equivalent of 200 fridges, 67 sofas or 16 family cars in 17 weeks.



To help us collect and transport this waste we recently bought a specially converted tipper. This will help us become more efficient and make life a bit easier for our hard-pressed estates team – well done lads! Keep up the good work!



When we asked Steven, our Estates Team Supervisor, if the new tipper would make a difference, he gave it the "Thumbs up".



Have you tried the MyGlasgow mobile phone App yet? It's a quick and easy way to report fly tipping and other things to Glasgow City Council.

Give it a go!

MYGLASGOW

Help us to help you keep your community clean

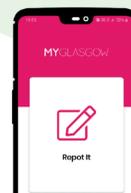
Don't accept litter or fly-tipping on your doorstep

REPORT IT!



Using the **Myglasgow App** - You can download our app from the App store and Google Play, or online at www.glasgow.gov.uk or by calling 0141 287 9700

Report issues in detail with ease and convenience.



Bulk items can be disposed of **FREE** of charge at your nearest local recycling centre located just a few minutes drive away at:

Easter Queenslie Recycling Centre
90 Easter Queenslie Road
G33 4UL

You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



CLOSE CLEANING

During the pandemic we discovered how important key workers were and how important it was that they carried out their roles. We've attached some pictures of our key workers carrying out the routine tasks that make our lives a bit easier.

In the picture to the right, you can see our estate caretaker, John Williamson carrying the important task of close cleaning.

Over the last few months we, along with many other organisations, have had problems with illness and materials supplies which have impacted the estates service. We hope that we've resolved those issues and that going forward we can look at how we improve the service for everyone in Easthall Park



FREE PICK UP FOR USED FURNITURE

With the Council now charging for bulk uplift, it can be tricky to know what to do with your old furniture if you don't want to pay a charge. There is an environmentally friendly solution that is charitable and, in most cases, no or low cost. A number of charities across Glasgow will happily uplift good quality used furniture for resale or recycling. We've provided below a list of charities that you contact for more information. You will also find more details about what items are accepted on their websites.

British Heart Foundation - 0141 413 4010
Emmaus Glasgow - 0141 353 3903
Shelter Scotland - 0141 530 1365
Glasgow Wood Recycling - 0141 237 8566
Home Comforts - 0141 274 7025 or
08004797979
Recycle Mobility Centre - 0141 261 3441 or
07592 581 425

Please **do not** leave your bulk items outside until you have arranged for collection as charities cannot take items that are waterlogged or damaged.

HELP WITH MONEY FOR PARENTS

In their younger years, children not only bring lots of joy and excitement but also some extra financial demands. But thankfully, there is financial support available to help parents that are expecting a child and/or have young children, subject to eligibility. Full details of the support available and how to apply is available on <https://www.mygov.scot/browse/benefits/help-with-money-for-parents>.

Here is a summary of some of the financial support available:

Best Start Grant

Best Start Grant is intended to support eligible families with the additional costs associated with having a child in their early years. It aims to help alleviate material deprivation, tackle inequality, and contribute to closing the educational attainment gap. The grant provides support to low-income families at three key transition points in a child's early years. It consists of 3 payments: Pregnancy and Baby; Early Learning; and School Age.

- **Pregnancy and Baby Payment:**
This helps with expenses associated with pregnancy or with having a new child, for example a pram or additional heating. It provides £642.35 for a first child and £321.20 for second and subsequent children. The application window is from the end of the 24th week of pregnancy to 6 months after the birth. The payment also provides support for people who have had a stillbirth.
- **Early Learning Payment:**
This provides £267.65 per child to support child development, for example travel costs, changes of clothes for messy play, trips out and toys for home learning. The long application window, from 2-3½ years, captures the common ages for starting nursery, depending on whether parents qualify for a free nursery place when the child is 2 or 3.



- **School Age Payment:**
This payment provides £267.65 per child to help with the costs of preparing for school, for example educational toys or after school activities. Eligibility is based on the child's age and relates to when a child is first old enough to start school. The application window runs from 1 June in that year until the last day in February the following year.

Best Start Foods

Best Start Foods supports low-income families with a pregnant woman and/or a child or children under the age of 3. The payments are delivered via a pre-paid card. Best Start Foods currently provides £18 every four weeks throughout pregnancy, £36 every four weeks from birth until a child turns one, then £18 every four weeks from one until a child turns three.

STRUGGLING WITH ENERGY BILLS?



If you're struggling to pay energy bills, please contact your supplier to discuss ways to pay what you owe or you might risk being disconnected.

Agree a payment plan with your supplier

Tell your supplier that you want to pay off your debts in instalments as part of a payment plan.

Your supplier must consider:

- **how much you can afford to pay** give them details about your income and outgoings, debts and personal circumstances.
- **how much energy you'll use in future** they'll estimate this based on your past usage, but give them regular meter readings to make this more accurate.

Pay off your energy debt and bills through your benefits

You might be able to repay your debt directly from your benefits through the Fuel Direct Scheme.

A fixed amount will automatically be taken from your benefits to cover what you owe, plus an extra amount for your current use. It can be more convenient than having a prepayment meter fitted (which your supplier might try to do if you can't agree a payment plan) and you won't risk running out of gas or electricity.

To be eligible, you must be getting one of the following benefits: Income-Based Jobseeker's Allowance, Income Support, income-related Employment and Support Allowance, Pension Credit, or Universal Credit.

Apply for the Fuel Direct Scheme

If you get Pension Credit, contact the Pension Service. If you get another benefit contact the Jobcentre. Tell them you want to set up Fuel Direct. They'll contact your supplier and tell them you want to pay off your debt under the Fuel Direct Scheme - your supplier must agree to it.

Your supplier will set up the repayments and let you know how much you'll be paying. In addition to paying your energy debt via the Fuel Direct Scheme - you can also speak to Pension Service or the job centre about paying your energy bills through the scheme.

Until April 2023 your supplier can't make you start paying for your energy bills through your benefits - you have to ask for it. They also can't make you increase how much you pay them through your benefits.

If you don't come to an agreement

If you're not able to agree a payment plan, or you don't stick to a plan you previously agreed to, your supplier might try to force you to have a prepayment meter installed. In very rare cases your supplier might threaten you with disconnection.

You can get more free advice from Home Energy Scotland.

You might also be able to apply for a crisis grant from the Scottish Welfare Fund - you can find more details about this here:

<https://www.citizensadvice.org.uk/scotland/benefits/>

ENERGY SAVING TIPS

Given the steep rises in the energy bills recently, many of you will already have looked at ways to reduce your bills (where possible) and heat your homes more efficiently. Nevertheless, it's always useful to be reminded of some of the simple measures you can take right now to reduce your energy costs.

• Switch off standby

You can save around £55 a year just by remembering to turn your appliances off standby mode.

Almost all electrical appliances can be turned off at the socket without upsetting their programming. You may want to think about getting a standby saver or smart plug which allows you to turn all your appliances off standby in one go. Note that some satellite/digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record.

• Turn off the lights

Turn your lights off when you're not using them or when you leave a room. This will save you around £20 a year on your annual energy bills. You can also switch to LED bulbs around your home so save even more money.

• Be economical with washing

You can save around £28 a year just by using your washing machine more carefully. Wash on a 30 degree cycle instead of higher temperatures. Reducing your washing machine use by one run per week for a year can contribute to savings too.

• Avoid the tumble dryer

Where possible, avoid using a tumble dryer, instead dry clothes on racks inside your home or outside in warmer weather, and you can save up to £60 a year.

• Shower or bath?

Did you know that keeping your shower time to just 4 minutes can save a typical household £70 a year? Furthermore, whilst many of us enjoy a long soak in the bath, swapping just one bath a week with a 4-minute shower, could save you £12 a year on your energy bills.

• Energy efficiency in the kitchen

Kettles are one of the most used appliances in the kitchen and use quite a bit of energy compared to other kitchen appliances.

Many of us will boil the kettle with more water than we're going to use - overfilling the kettle costs you more and you could save yourself £11 by boiling just the amount that you need.

Use your dishwasher only when it is full, reducing your dishwasher use by one run per week could save you £14 over a year.

These useful tips have been based on information from the Energy Saving Trust.



STAFF CHANGES AT EASTHALL PARK

Since our Spring newsletter there have been some further changes to the staff team that we'd like to bring to your attention.

We said good luck and farewell to Bryan McMahon, Maintenance Manager. Bryan gave nine years of service to the Co-operative and will be well missed amongst the staff team for his contribution, knowledge and sense of humour! Bryan was successful in gaining a senior position with another social landlord.



*Malcolm,
Interim Maintenance
Manager*

We recently welcomed Malcolm Finnie, temporary Maintenance Manager, to the team. Malcolm brings with him a breadth of experience and knowledge in property construction and maintenance. Malcolm has held senior positions in large and medium sized housing associations and has experience in the private and voluntary sector.



*Debbie,
Assistant Housing officer*

We also welcomed Debbie Lee, our new temporary Assistant Housing Officer. Debbie has almost completed her postgraduate diploma in Housing Studies and brings with her a wide general knowledge of the various functions of a social landlord.

2022 ANNUAL JOHN MURPHY GARDEN COMPETITION

Our annual garden competition will take place at the end of August and our housing team staff will be out judging the best gardens in the area. There are a number of prizes up for grabs including cash prizes, certificates, plaques and plant pots. There is no need to let us know you wish to take

part as our staff will take a walk around the entire estate when judging. Best of luck and we look forward to seeing at all the lovely gardens!

Below are a few pictures of last year's winners for some inspiration.



RENT PAYMENTS OVER THE SUMMER

Summer time brings new demands on your money, whether it be days out, holidays abroad or just more days to enjoy the weather and things costing more. It is really important to stick to a budget and to pay your priority bills.

Your rent is due on the 28th of each month in advance, this means July's rent is due in June, and August's due in July.

Please contact our housing team if you are having trouble making your rent payment as we can discuss how you can deal with this.

If you already have rent arrears or are not fully ahead in your rent, you can call your Housing Officer to discuss this, in order to prevent recovery action. We are always here to help!

Remember Rent Comes First and please ensure that your rent account is up to date this summer and enjoy the longer days, hopefully the sun is shining over Easterhouse.



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 pay 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**
Or you can call us Co-op 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

Please 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.

You can choose whichever option is most convenient for you. If you are struggling to pay your rent please contact us as we want to help.



Eddie is our Employability and Personal Development Adviser who supports people to find or take steps towards employment, training and further education.

Construction Skills Certification Scheme (CSCS)

As part of our employability programme, ten local people completed training and successfully gained their Health & Safety in a construction environment certification and CSCS card. This was run in partnership with TIGERS and ERA. The participants have been able to increase their skills and knowledge, allowing them to work safely on construction sites.

Introduction to Social Care Course

We recently finished our second Intro to Social Care course in partnership with GMD Community Services and ERA. The course supports local people looking at careers in care to take steps towards that with additional training, certification and work experience. The reviews from the course have been very positive with the participants gaining awards in First Aid, Health & Safety, Moving & Assisting and Medication Awareness.

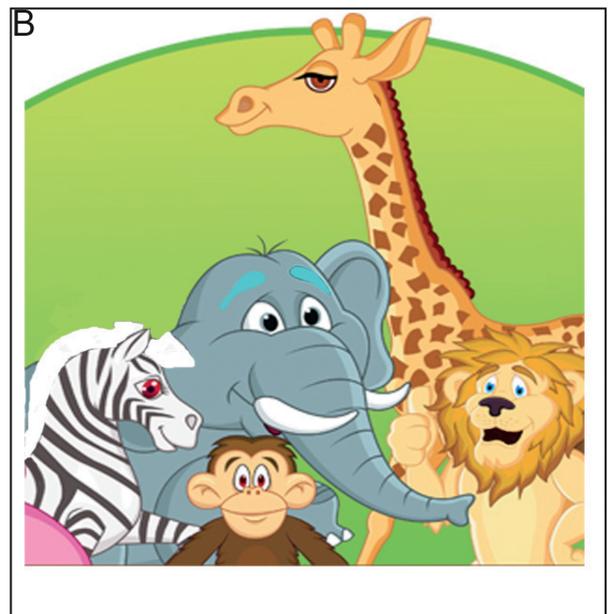
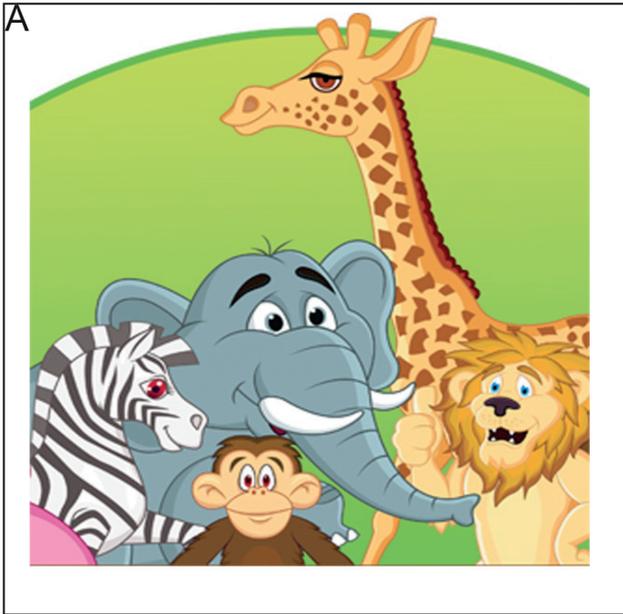
CV Support

We offer a service to help people create and update CVs, support with job searching and apply for jobs. If you would benefit from this or any of the above, please contact Eddie on eddie@easthallpark.org.uk or 0141 781 2277

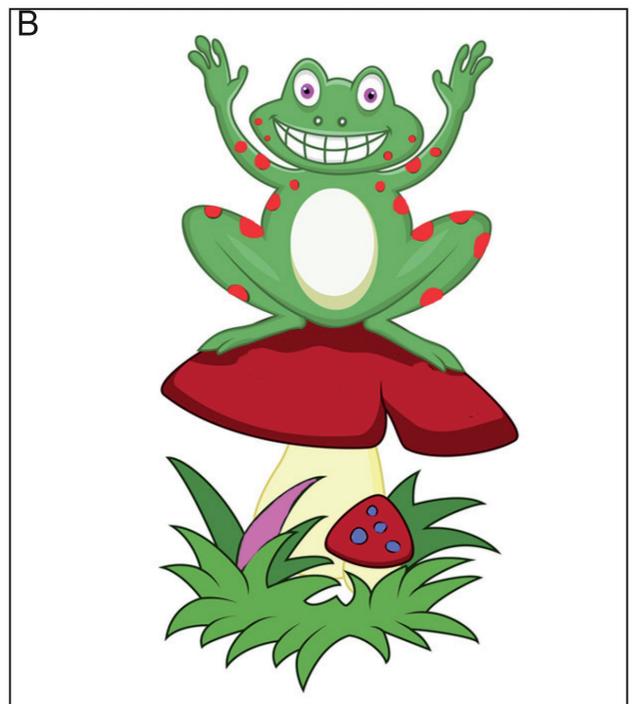
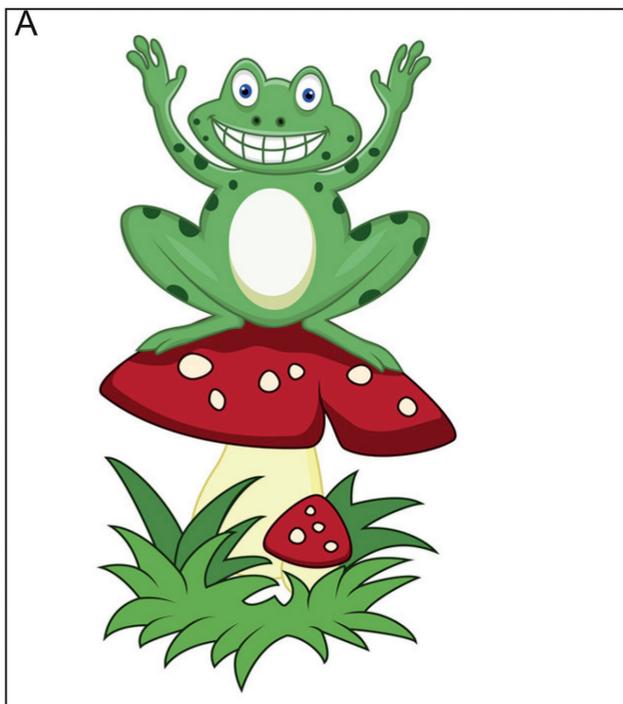


SPOT THE DIFFERENCE

Look at picture A and try to spot 5 differences in picture B.
Put a circle around the bits that have changed.



- Answers
1. The elephant's eyebrows are blue
 2. The giraffe has lost the spots on her face
 3. The tiger has lost his teeth
 4. The zebra's mane isn't striped anymore
 5. The elephant's ear is missing



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Address:

Easthall Park Housing Co-operative Ltd
The Glenburn Centre,
6 Glenburnie Place
Easthall, Easterhouse
Glasgow, G34 9AN

Contact Details:

0141 781 2277
Enquiries@easthallpark.org.uk
www.easthallpark.org.uk

Opening Hours:

Monday - 9.00am - 4.30 p.m
Tuesday - 9.00am - 4.30 p.m
Wednesday - 9.00am - 2.00 p.m (closed for staff training)
Thursday - 9.00am - 4.30 p.m
Friday - 9.00am - 3.30 p.m

Emergency Contractors:

Gas Sure:
For all emergency boiler, heating and hot water repairs 01294
468113
Turner Property services:
For all other emergencies – 0333 320 2322



Competition!

We hope you like the fresh design of our newsletter, all that we need now is a new name to go with it. This is where you can help! We would like to hear your ideas for replacing the title of Glenburn News – if you think that’s what we should do. We came up with some ideas in the office but are looking for your ideas on this too. In the office we came up with: Glenburn Gazette, Easthall Edit, The Bulletin, and then we ran out of ideas!

Please fill in and return the form below with your preference. Each completed form will be entered into a prize draw to win £20 Morrisons vouchers.

Do you prefer that we keep the title **Glenburn News**? Yes No

If not, please suggest a new name for the newsletter below:

To be in with a chance to win £20 in shopping vouchers, please provide your details:

Name:

First line of address:

Contact number:

Your details will be processed in line with our data protection policy

A REGISTERED SOCIETY UNDER THE CO-OPERATIVE AND COMMUNITY BENEFIT SOCIETIES ACT 2014:
NO 2409R(S) AND WITH THE HOUSING REGULATOR : HAC238. PROPERTY FACTOR: PF000393