

Spring/Summer 2023 edition

EASTHALL PARK

Serving the communities of Easthall and Kildermorie



The Co-operative secures £145,000 to help its tenants

GLENBURN NEWS

GARDEN COMPETITION

Our Garden
Competition 2023

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INVESTMENT

Investing in
Your Homes

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FUNDING

Funding to Support
our Tenants

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Director's Report



Welcome to our Summer edition of the Glenburn News. Inside you will find out more about our work and activities and hear about improvements in our services and how we can help you.

I am delighted to have been appointed as the Co-operative's Director following a period of time performing the role on an interim basis, as we worked through a period of strategic review. I would like to thank you for your patience as we continue to make changes to improve our service to you.

We know it has been a challenging time for everyone with the cost of living crisis and I'm extremely proud of the work of the staff team to secure over £145,000 to support tenants and owner-occupiers with their energy and fuel costs

during the winter. There is also an array of other work we have undertaken in recent months, such as providing tenancy advice and improving our factoring service, our support to help residents maximise their benefit entitlement, and delivering work and training placements to local people.

We have set a new Business Plan and our vision is to make Easthall Park – "A Great Place to live", where our focus is to deliver excellent housing services; provide quality homes in an attractive environment; and to be 'more than a landlord' to improve our tenants and residents' quality of life.

A key objective is to build relationships with you and to hear your views on your home, the local environment, our work and services. We will shortly receive the findings and your views from the independent residents' satisfaction survey and undertake a stock condition survey later in the year. We will also have discussions with you in your home and during meetings and events. We will use this information to tailor our future plans to deliver services to meet your needs and improve our communities. Please get in touch to hear more of how you could get involved.

We hope you find our newsletter interesting and informative and we would be delighted to hear from you and how it can be further improved.

Kenny

Rebranding the Co-operative

The Co-operative recently consulted with all tenants and owner-occupiers on re-branding to coincide with our aim to become a charitable housing association. The re-branding exercise included a possible name change in recognition that the Co-operative serves both the Easthall and Kildermorie communities and is entering a new chapter in the delivery of our housing service, as set out in our new Business Plan.

The Director, Kenny Mollins said, 'there was a very low response on such an important matter from the consultation exercise'. The Management Committee has decided to focus on becoming a charitable Housing Association and to continue discussions with people in our communities

on the rebranding. We look forward to hearing tenants and residents' views on a new name for the Co-operative.



Staffing update

There have been some changes in our staff team



Finance Officer

We have recently appointed Eileen Stevenson as our permanent Finance Officer. Eileen has moved from another local organisation and has brought with

her a wealth of experience. She will continue to attend to finance matters in the Co-operative alongside our Finance Agent – FMD Finance Services Ltd. Welcome to the team Eileen!



Receptionist/ Administrator

Stephanie has been employed on a temporary contract and during this time she has worked well in greeting our tenants and customers in their contact with the Co-

operative and attended to administrative tasks in support of key services. Stephanie recently secured the role on a permanent basis in March 2023. We would like to congratulate Stephanie on her success!



Property Officer

Our new Property Officer, Steven McCrory started with the Co-operative in April 2023 and he is already working with our contractors to improve our maintenance

service. Steven's key role will be to visit tenants' homes to inspect repairs for issues or following completion by our network of contractors.

Temp Housing Assistant

Demi has recently been appointed as temporary housing assistant and will work with the housing team in the coming months.

Business Improvement Manager

Anila Ali has recently moved to a promoted post in another Housing Association. We would like to thank Anila for her hard work and achievements as the Business Improvement Manager and wish her well in her new job!

Assistant Housing Officer

Our Assistant Housing Officer, Debbie Lee has moved on to a promoted post with another Housing Association. We would like to wish her the very best of luck in her new position.

Regulator reviews their level of engagement with the Co-operative



The Scottish Housing Regulator (Regulator) regulates social landlords including housing associations and co-operatives and their primary objective is to "safeguard and promote the interests of current and future tenants of social landlords". A key task for the Regulator each year is to assess the level of engagement for each landlord relating to their circumstances and activities.

This year the Co-operative's level of engagement with the Regulator has reduced in recognition of our work and improvements in our governance of the Co-operative.

The Co-operative's Chairperson, Paul Waddell said, "It has been a challenging period due to organisational and governance matters in recent years and the review of our level of engagement reflects the improved governance displayed by the Management Committee working closely with our new Director and the Senior Management Team." Paul further stated, "We will not 'rest on our laurels' and our aim is to further strengthen our governance through a review of our fully mutual status to become a charitable housing association".

The Co-operative's Engagement Plan 2023-24 can be found on our website

www.easthallpark.org.uk



Housing Services

Residents Panel

We have been successful in re-starting our Residents Panel to involve our customers in our decision-making process which will allow us to shape our services effectively.

We have held several meetings to hear residents' views on the

- Rent consultation 2023/2024
- Welfare Rights Service
- Re-let standards for empty homes
- Neighbourhood Action Plan

The Housing Manager, Janette Meechan said "It's great to sit and talk to local residents and hear their views on how we can improve our key services. The meetings are scheduled to be held every 3 months for a few hours and I would encourage more people to get involved and have their say".

If you have a few hours spare every few months and would like to join the Residents Panel please contact Janette at the office.

Rent First Campaign

Do you think about Rent First or Last?
Do you have rent arrears?
Do you have a repayment arrangement in place?

The Co-operative is commencing a rent first campaign which aims to reduce the number of people in rent arrears by engaging with tenants at the first opportunity.

We currently offer many payment options to suit individual needs and which makes paying rent as easy as possible. Unfortunately, despite this, some tenants still fail to make their monthly rent payments and their rent arrears continue to increase.

We also offer a Welfare Benefits Advice service which is available in our offices and all you need to do is give us a call to either speak to our officer Rachael or make an appointment to speak to her confidentially.

Janette, Housing Manager said, "It is extremely important that **ALL** tenants in arrears, clear their debt as quickly as possible either by making one off payments or contacting us to make an affordable repayment arrangement. This prevents the debt getting out of control and gives tenants peace of mind".

Our Housing Officers will commence visits to all tenants to establish if any support is required and to discuss any outstanding balances and how to reduce them.



Housing officers Blair and Shirley.

Should you require any support right now, please don't wait until your Housing Officer makes contact, please contact us **first**.

Housing Services

Welfare Benefits Service

Our new Welfare Benefits Service can help YOU maximise your entitlement to benefits.



Our new Welfare Rights Officer, Rachael Durkin is helping local residents claim the benefits they are entitled to.

If you would like advice or support regarding benefit issues, please contact Rachael on 0141 781 2277 or at rdurkin@easthallpark.org.uk. Rachael is available for appointments on a Monday and Tuesday full day and a Wednesday morning. Support offered includes but is not limited to:

- Applying for eligible benefits such as Universal Credit, Housing Benefit, Adult Disability Benefit, Attendance Allowance, Pension Credit and more.
- Assisting with benefit errors, appeals and sanctions.
- Applying to various eligible funds for assistance with financial hardship, furniture and white goods, fuel vouchers and more.

Please get in touch if you would like a benefit check.

2023 Annual John Murphy Garden Competition

Our annual garden competition will take place at the end of August and our staff in the housing team will be out judging the best gardens in the area. There are a number of prizes up for grabs including certificates for the winners, which will be presented at the Annual General Meeting in September 2023. Lorraine Docherty, Housing Assistant, said, "There is no need to let us know you wish to take part in the garden competition as we will take a walk around the entire area to judge the best gardens".

Best of luck and we look forward to seeing all the lovely gardens!

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



Housing Services

Resident Satisfaction Survey 2023

The Co-operative Is listening to its Tenants / Owner-Occupiers

The Co-operative welcomes the views of its tenants and other customers on its services, which will inform the work we have to undertake to improve our service, your home and the neighbourhood.

The Co-operative appointed an independent company called Research Resource to carry out a residents' satisfaction survey of 50% of our tenants and also owner-occupiers.

The Housing Manager, Janette Meechan said, "We would like to thank all the tenants and owner-occupiers who gave their time to participate in the survey". The survey is now completed and Research Resource will shortly present the findings to us on your level of satisfaction. We will publish the findings in our Annual Report in August 2023.

EASTHALL PARK
Consultation
Proposed Rent Increase 2023-24

The purpose of this consultation is to seek your views on the 2023-24 Rent Increase proposals, which if approved, will be applicable from April 2023.

Rent Increase 2023-24	
The options for the rent increase 2023-24 are below inflation and reflect the need for the Co-operative to maintain its services and invest in our tenants' homes.	
The Options are:	
5.0% Increase	Please tick only one option
5.5% Increase	
6.0% Increase	

Affordability & Value for Money	
Do you think the proposed rent increase is fair? (Please answer the following questions and provide comments below)	Please Tick
Is your rent charge affordable?	
Do you feel that your rent provides good value for money for the services, maintenance and improvements to your home?	
Yes	Yes
No	No

Please provide any comments you have on the proposed rent increase 2023-24

Be Aware of Bogus Callers



If you are in doubt, don't not let them in, call your local police or Crimestoppers on **0800 555 111**

BOGUS CALLERS
"IF IN DOUBT, KEEP THEM OUT"

Most people who call at your home will be genuine. However, sometimes, people will attend at your house with the intention of tricking or conning their way into your home. They are known as **BOGUS CALLERS**. Their aim is to enter your home, distract you, try and steal your money or valuables. They will pretend to be builders, gardeners or workmen and attempt to trick you into paying for unnecessary work or you letting them into your home.

What can you do:

- LOCK** Keep your front and back doors locked at all times.
- STOP** Check to see who is at the door, keep your door chain on at all times.
- CHECK** Always ask for identification and never let someone into your house unless they have made an appointment to see you. If you are unsure, tell them to come back when someone else is in the house with you and don't be afraid to confirm who these persons are with the company they are from.

Maintenance Services

Glasgow City Council's Bulk Waste Service for tenants

Did you know that Glasgow City Council offer to pick up bulk waste from people who live in flats and main door properties?

If you call the Council on 0141 287 9700 on Tuesday and Wednesday any week between 9am and 3pm you can have bulk waste uplifted.

The Council charge for this service. The charges are:

- Standard items, £5 per item
- Large electrical items, £5 per item
- Special items, £80 per item

Payments can be made by credit or debit card.

Further details on the service are available from Glasgow City Council.

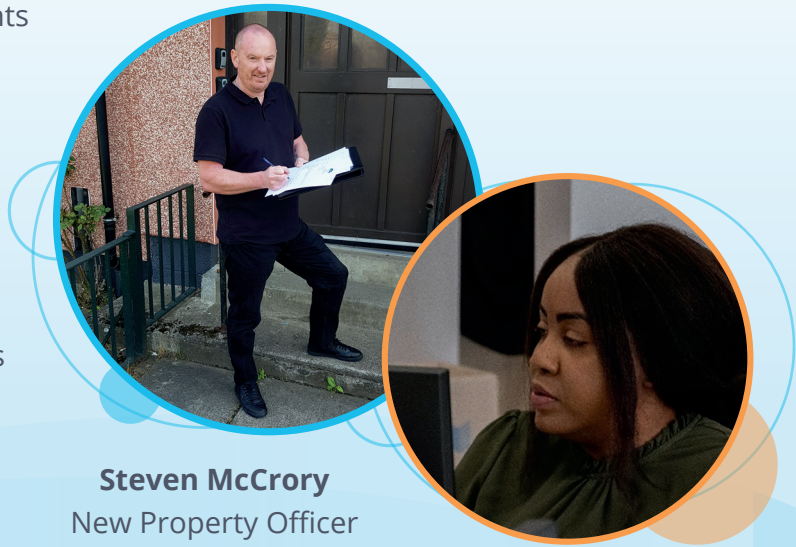
The Maintenance Manager, Malcolm Finnie said, "whether you are a tenant or occupier living in a tenement or main door property it is your responsibility to make arrangements to dispose of any bulk".



Improving Our Repairs Service

The Co-operative has been making improvements to its repairs service with the appointment of a new Property Officer, Steven McCrory, and new contractors to attend to day to day repairs.

The Maintenance Manager, Malcolm Finnie said. "We have been working through a challenging period to appoint new staff and contractors following the departure of our multi-trade contractor, Turners, in September last year". We would like to thank all our tenants for their patience and understanding as we worked to appoint local contractors to improve our repairs service. We are seeing improved response times and quality workmanship by these new contractors.



Steven McCrory
New Property Officer

Chato Chilambwe
Maintenance Assistant

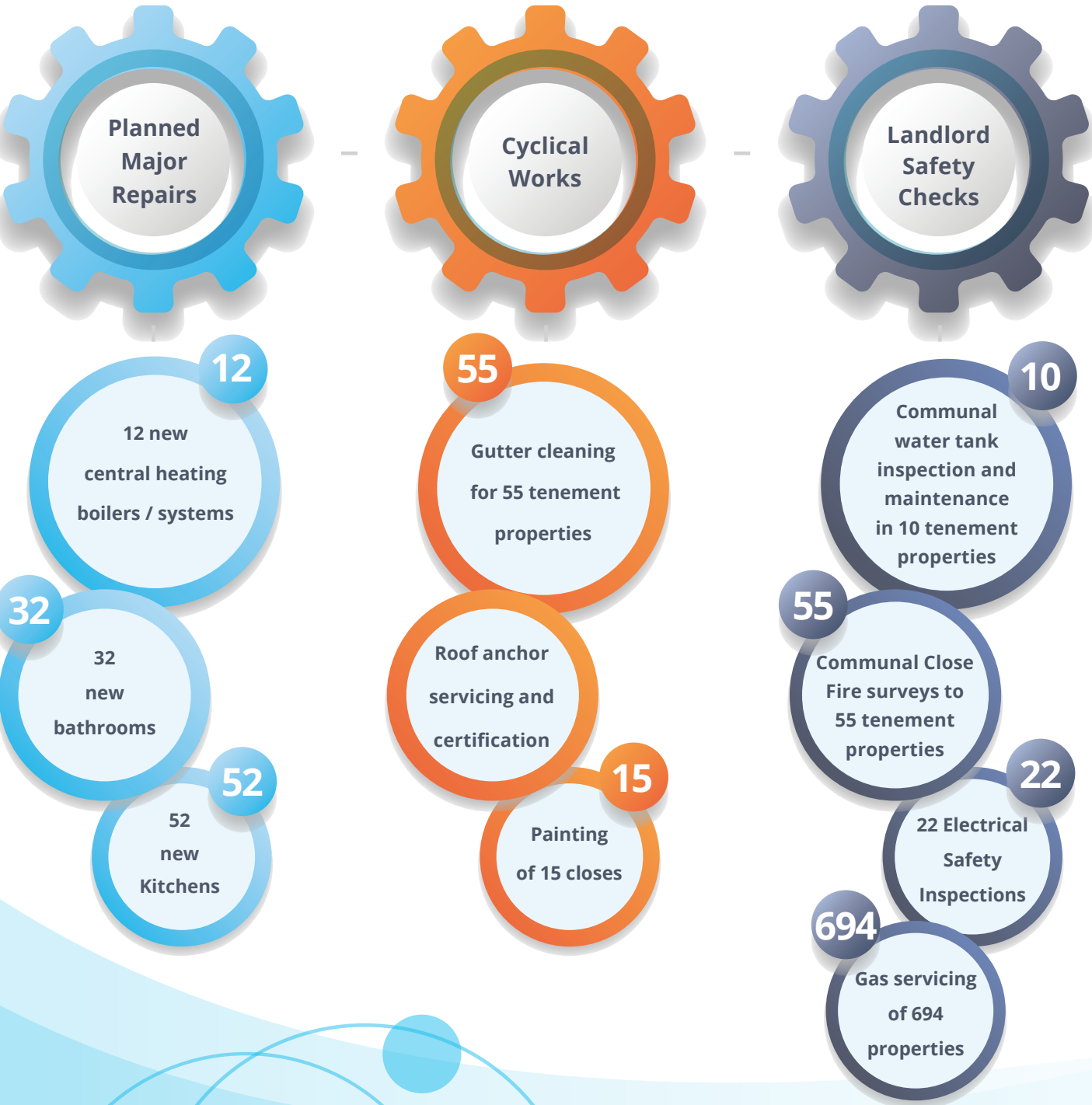
Maintenance Services

Investing in Your Homes

We have a key objective to provide high quality homes for our tenants. We will achieve this through programmes of cyclical and planned major repairs and landlord safety checks. The Maintenance Manager, Malcolm Finnie said, "We have a full programme of works to ensure we keep our tenants' homes and properties

safe, well maintained and modern". We will be instructing these works either through our network or appointing new contractors and we will communicate arrangements for these works with our tenants and owner-occupiers throughout the year.

This year we will undertake the following:



Stock Condition Survey

The Co-operative will shortly commission an independent survey of our properties by a qualified company of building surveyors.

Malcolm Finnie, Maintenance Manager said, "The stock condition survey is an important exercise to let us know the condition of our properties and it will inform our investment strategy to renew key components in your home, for example kitchens, bathrooms,

double glazing, etc". We aim to appoint the surveying company in August 2023 and we will write to every tenant to provide details on the arrangements for the survey between August – October 2023.

We will keep you updated on our progress and the outcomes of the stock condition survey and the new investment strategy for your homes through the Glenburn News.





Summer Word Search

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

SUNSCREEN
BEACH
SWIMSUIT
PICNIC
SUNSHINE
POOL

SANDCASTLE
CAMPING
POPSICLE
WATERMELON
ICECREAM
SWEAT

SUNGLASSES
OUTSIDE
HAMBURGERS
FRIENDS
SPRINKLER
HOT

COOKOUT
VACATION
HOTDOGS
BIKE
SWIMMING
SUMMER

Service & Performance

Quarterly performance

Easthall Park Housing Co-operative
How are we performing?

This new section in the newsletter will outline our performance in key areas of our service



	Our performance is worse than the previous quarter
	Our performance is broadly similar to the previous quarter
	Our performance has improved since the previous quarter

	Quarter Oct – Dec 2022	Quarter Jan – March 2023	Target	Performance Indicator
Repairs Service				
Satisfaction with Contractors' Performance	-	79.49	90%	
Average Response Time – Emergency Repairs	4.24	3.56	4 Hours	
Average Response Time – Urgent Repairs	7	7	4 Days	
Tenant Safety				
Number of properties with a live gas safety certificate	100%	100%	100%	
Number of properties with an Electrical Inspection Certificate	-	654	-	
Rental Income				
Rent due for current tenants as a % of annual income	96.41%	99.08%	100%	
Tenancy Management				
Number of neighbour nuisance and anti-social behaviour cases reported	10	30	-	
Number of neighbour nuisance cases closed off	10	30	100%	
Allocations & Empty Homes				
Number of properties let	6	8	-	
Average days to re-let properties	17.89	35.88	15	
Rent loss from empty homes as a % of income (year to date)	0.25%	0.44%	0.50%	
Housing Stock				
Number of properties meeting the Scottish Housing Quality Standard	-	94.2%	100%	

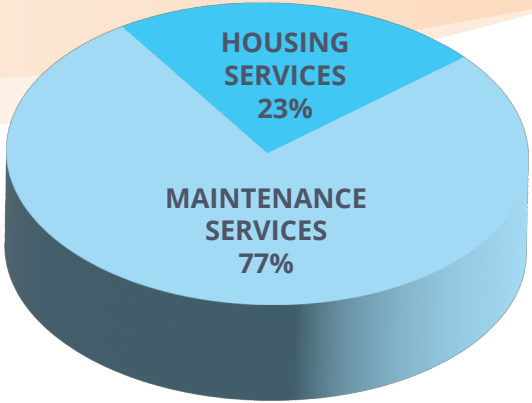
Service & Performance

Complaints October 2023 to March 2023

The Co-operative is committed to providing high quality customer service. We value complaints and use this to help us improve our services.

In the 6 months between October 2022 to March 2023 we received 66 complaints as shown in the chart to the right. Out of the 66 Stage 1 & 2 complaints reported, 4 were not resolved within timescale.

Timescales for responding to all complaints remains high with the majority of complaints received being responded to with the appropriate times.



Response Times - Resolved Cases			
	Number Within Timescale	% within Timescale	Average Response Time
Front Line Level 1 - 5 working Days	59	95%	3.3 Days
Investigation - Stage 2 - 20 Working Days	3	75%	11.8 Days
TOTAL NUMBER WITHIN TIMESCALE	62	94%	3.8 Days

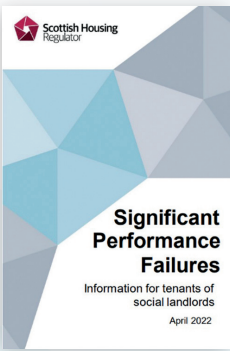
You Said, We did

You Said - People allow their dogs to foul constantly in the spare ground next to my house.

We Did - We increased our Estate Management Inspections alongside working closely with Community Enforcement Officers (CEOs). CEOs have been present in Easthall at different times, with particular focus on dog fouling & littering. 2 separate Fixed Penalty Notices were issued in the month of June, within the area of Easthall!

You Said - You have expressed concern about the delay in contractors attending to the job.

We Did - We have appointed a new Property Officer who is visiting tenants' homes and issuing clear instructions to our contractors. We are also continuing to make efforts to increase the network of contractors.



Complaints and Significant Performance Failures

The Scottish Housing Regulator has produced a factsheet for tenants which explains how to report a complaint or significant performance failure in the Co-operative's work. The document also outlines the difference between a complaint and significant performance failure. You can get a copy of this factsheet from either the reception area in the Glenburn Centre or from our website www.easthallpark.org.uk

Compliments

As well as complaints, we regularly receive compliments from customers on our services



Wider Role

Co-operative Secures £145,000 to Support local residents with the Cost of Living Crisis



A key objective of the Co-operative is to support our tenants and other residents with the Cost of Living crisis, whether this be through our new welfare rights service to maximise your benefit entitlement or to access grants.

We have been successful in working with funders and other housing associations in Easterhouse to access £145,000 in funding to provide support with energy and food costs.

£20,000
Big Lottery

£2,500
EVH
Cost of Living
Grant

The funders
& benefits
are as listed:

£7,750
Glasgow City
Council

£10,550
SFHA in partnership
with Wellhouse
Housing
Association

£104,000
Scottish Federation of
Housing Association
(SFHA)

The Co-operative's Housing Manager,
Janette Meechan said,

"We are delighted to have secured this funding to provide a payment of £150 to all tenants to help them with their energy costs and £40 of vouchers for Foodfayre in the Lochs Shopping Centre to all households in Easthall and Kildermorie. We have been overwhelmed by the feedback and gratitude from local people and I would like to recognise all the staff for their hard work to organise and issue these payments and food vouchers".

Here are some of the comments
from our tenants:

- Thank you for the utility grant, it is a great help.
- The £150 fuel payment is really appreciated and it will help massively with my gas bill.
- Thank you for the wonderful gift to tenants, it was really appreciated.
- Thank you so much for the food vouchers, I really appreciate EHP's help.
- Thank you for the food fayre vouchers at sign-up. This will be a massive help.

Employability

Co-operative Provides employment & Training Opportunities to Local People.



The Co-operative is showing its commitment to being 'More than a Landlord' by creating more employment and training opportunities for local young people.

The Director, Kenny Mollins said, "We are delighted to help local people and it's a Win-Win situation, where they gain qualifications, training and work experience to help their careers and in turn we are able to do more to enhance our service to our tenants and maintain our communities."

The Co-operative has also invested in an SVQ2 course in Health & Social Services in partnership with Easthall Residents Association and Glasgow Kelvin College.



Igor is currently at Lochend Community High School and he undertook 3 months work experience to assist him to progress his studies and career in business.

Sam, John, Michael have been out with our Estate Caretaker team working on the upkeep and maintenance of our community.





Address:

Easthall Park Housing Co-operative Ltd

The Glenburn Centre
6 Glenburnie Place
Easthall, Easterhouse
Glasgow, G34 9AN

Contact Details:

Tel: - 0141 781 2277

Email: - Enquiries@easthallpark.org.uk

Website: - 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 Contractor:

Gas Sure: For all emergency repairs – 01294 468113