

# Glenburn News

SERVING THE  
COMMUNITIES  
OF EASTHALL  
AND KILDERMORIE

The official newsletter of

  
**Easthall Park**  
HOUSING ASSOCIATION  
*A great place to live*

**SUMMER 2024**



*Our  
new*

# Trade Team

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# Director's Report

Welcome to our summer edition of the Glenburn News with our latest news and informative articles on our work and changes in the Association.

You will have seen many new faces in our staff team as we have worked through a period of change and completed a full review of our staff structure. I would like to thank all the staff that have worked in the Association in the last few years and played their part to improve many areas of our service. Our new staff team is listed on pages 8-9 and we look forward to getting to know and supporting you with housing matters.

I am delighted we are more active in the community to deliver our service, in particular the progress our housing staff are making with our programme of home visits to build relationships with our tenants, inform you on our services and attend to any queries about your tenancy. We have also employed contractors and consultants to attend to major repairs and to undertake a stock condition survey, which will inform our new investment programme for 2025-30.

Our 'journey of improvement' has started with the creation of our new in-house Trade Team to attend to day to day repairs. We have employed



experienced trades staff and we are seeing improved response times, value for money, but more importantly tenant satisfaction in the initial period of our new repairs service. We are keen to hear your views on this and any other service we provide, which will allow us to consider changes and improvements we can make.

We would like to see more tenants and local residents get involved with us to inform our service, whether this is to become a member of the Management Committee or to occasionally meet up with other tenants and residents on the Residents Panel and provide your views on our service. Please contact us if you are interested in being part of our improvement journey.

We hope you enjoy reading the Glenburn News and have a wonderful summer.

*Kenny Mollins*  
*Director*

# Easthall Park Completes its Rebranding with a New Logo

**The Association has created a new logo to reflect our new Vision to make 'Easthall Park – A Great Place to Live'.**

The Association's Chairperson, Paul Waddell, said, "We have rebranded the Association and set a new logo to reflect the beginning of our 'journey of improvement', where our aim is to excel and drive forward improvements in our service, tenants' homes and our communities".



## Our new Office Opening Times

**The Association is undertaking a review of our work and service, and this has included the opening times of our office.**

The new opening times of the office effective from **Monday 1 July 2024** are as listed:

### **Monday, Tuesday and Thursday**

9.00a.m. – 12.30p.m.  
1.30p.m. – 4.30p.m.

### **Wednesday**

9.00a.m. – 12.30p.m.

### **Friday**

9.00a.m. – 12.30p.m.  
1.30p.m. - 3.30p.m.

**(Please note the office will close for lunch between 12.30p.m. - 1.30p.m. each day)**

The Association's Director, Kenny Mollins said, 'We have seen a major change in how our tenants and other customers engage with the Association,



where the preference is now to communicate by phone and e-mail. Our new office opening times continue to provide our tenants and other customers with the opportunity to visit the office.

The main change to our opening times is a lunchtime closure each day between 12.30p.m. to 1.30p.m. We feel this will improve our service, as more staff will be available before and after the lunch time closure to provide a service to our customers."

# 2024 Annual John Murphy Garden Competition

**Our annual garden competition will take place at the end of August and our Housing Team will be out judging the best gardens in the area.**

There are several prizes up for grabs including certificates for the winners. There is no need to let us know you wish to take part in the Annual Garden Competition, as our staff will walk around our communities when judging. The winners will be

announced at our Annual General Meeting in the Glenburn Centre at the beginning of September.

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.



# Disposal of Bulk Items is **Your** Responsibility

There has been an increase in the number of requests to the Association and our estate caretakers to remove bulk items in our communities in recent months.



The Assistant Housing Officer, Lorraine Docherty advised, 'We have limited resources in our estate caretaking team to maintain backcourts, common areas and the local environment in our communities, and we do not have the time to routinely lift and dispose of bulk items. If you feel there are exceptional circumstances to remove bulk, then please contact us and we will assess your request on an individual basis.'

## How can you dispose of Bulk items?

The nearest recycling facility is located at:

**90 Easter Queenslie Road,  
Glasgow, G33 4UL.**

If you are unable to dispose of your items, you can request a bulk uplift from Glasgow City Council by visiting their website, <https://www.glasgow.gov.uk/bulkywaste> or by telephoning **0141 287 9700**.

Please note that Glasgow City Council charges for this service are:

- Standard items - £5 per item.
- Large electrical items - £5 per item.
- Special Items - £80 per uplift.

# Dog Fouling



**We have noticed an increase in dog fouling in our local pavements and common areas.**

Dog fouling can cause significant health issues, particularly for people with underlying health conditions and children if they come into contact with it.

We would like to request that all residents clean up after their dogs and dispose of the mess responsibly to ensure that Easthall Park remains an attractive place to live.

If you are aware of someone not cleaning up after their dog, you can report this to Glasgow City Council via the MyGlasgow app.

Mac App Store:



Google Play:



## Cyclical Home Visits

**Our housing staff have commenced a programme of visits to meet and get to know our tenants.**

The Association's Housing Officer, Craig Patrick said, 'We enjoy these visits and to meet our tenants and discuss any support we can offer in relation to their tenancy, as well as hear the improvements we can make to our service'.

If you have not yet had a cyclical home visit carried out, you can expect to hear from our Housing Team in the near future to arrange a suitable appointment.



# Universal Credit Migration Notices

If you receive Working Tax Credit, Child Tax Credit, Income-based Jobseekers' Allowance, Income Support or Housing Benefit, look out for a letter called a 'Universal Credit Migration Notice' from the DWP, explaining what you'll need to do to move to Universal Credit.

You won't automatically be moved to Universal Credit, so it's essential to act quickly and follow the instructions in the letter, otherwise your benefits will stop. To continue receiving financial support, you must claim Universal Credit by the deadline stated in your letter, even if you have just renewed your tax credit claim.

Read more how Universal Credit will work on the government website at <https://www.gov.uk/universal-credit>.

If you receive a **Migration Notice** please **Rachael**, Welfare Rights Officer on **0141 781 2277**.



## WE CAN HELP SOMEONE ELSE IF YOU MISS YOUR APPOINTMENT

**There has been a recent increase in missed appointments for the Welfare Rights Service.**

Rachael said, 'The service is extremely busy and waiting times are increasing with missed appointments. If you feel you are unable to

attend your appointment, then please contact us and allow me to help someone else in the community on the waiting list for this service. If you repeatedly do not attend your appointments, you will have to secure the service through an external advice agency.'

## Applying for Housing in Easthall Park!

**The Association will now manage its own housing list to allocate empty properties in our area from June 2024. This follows the Common Housing Register in Easterhouse being disbanded.**

Anton Nugent, Housing Manager said, 'Moving forward, we will only attend to applications for housing in our communities in Easthall Park. You can apply for housing through our website, [www.easthallpark.org.uk](http://www.easthallpark.org.uk). Alternatively, you can contact us at our office if you would like us to send you an application form or if you wish to discuss our allocations process in more detail.'



# Our New Staff Team



Director  
**Kenny Mollins**

## HOUSING MANAGEMENT



Housing Manager  
**Anton Nugent**



Welfare Rights Officer  
**Rachael Durkin**



Housing Officer  
**Vacant**



Housing Officer  
**Craig Patrick**



Chargehand Estate Caretaker  
**Gary Cameron**



Assistant Housing Officer  
**Lorraine Docherty**



Assistant Housing Officer  
**Darren Hughes**



Estate Caretaker  
**Brian Monaghan**



Receptionist / Administrator  
**Stephanie Conway**



Estate Caretaker  
**James Weir**



Estate Caretaker  
**John Williamson**





The Association has undertaken a full review of the staff structure to achieve our Vision to make:

# *Easthall Park – A great place to live*

## FINANCE & CORPORATE SERVICES



Finance Manager / Depute Director  
**Gordon Kerr**



Finance Officer  
**Kubiatt Effwatt**



Corporate Services Officer  
**Nikkita Smith**



Cleaner  
**Mary Fraser**

## MAINTENANCE



Maintenance Manager  
**David Stewart**



Maintenance Officer  
**Steven McCrory**



Repairs Operative –  
Joiner  
**David Allan**



Maintenance  
Co-ordinator  
**Anne Esler**



Repairs Operative –  
Plumber  
**Chris Reilly**



Maintenance Assistant  
**Claire McGeachan**



# Fencing Reinstated Following Storm Damage



Main picture: Kildermorie Road fencing repaired after the storm.  
Inset: Damaged fencing

**During the winter, storms brought gale force winds to the Easterhouse area and throughout the country.**

Large swathes of our buildings and fencing were badly affected by the winds, resulting in many fences in common and private gardens being blown over.

David Stewart (Maintenance Manager) said, 'This was a major project due to the scale of the damage, which required us to appoint a contractor and to

plan and organise works. We are making good progress and prioritising areas and fencing that suffered the most damage, as well as reinstating or renewing fencing in a slightly different way to try and avoid any recurrence in the future. We would like to thank our tenants for their patience, whilst we work through this contract'.



# New Trade Team improves Satisfaction for Our Repairs Service

**The Association has created a new Trades Team consisting of a joiner and plumber. We welcome David Allan (joiner) and Chris Reilly (plumber) as full-time members of our team.**

The Maintenance Manager, David Stewart said, 'This new initiative will result in a more responsive joinery and plumbing service for our tenants. In the initial weeks of this new service we are starting to see significant improvement in our service and tenant satisfaction

Main picture: David Allan.  
Inset: Chris Reilly



# New Kitchens at Wardie Place Set the Standard

**Over February and March 2024, the Association fitted new kitchens to properties in Wardie Place.**

The Maintenance Officer, Stevie McCrory spoke about the project, "Our contractor's workmanship was to a high standard and feedback from our tenants show they are delighted with their new kitchen".

The Maintenance Manager, David Stewart said, "These kitchens will serve as the blueprint for future planned kitchen replacements in our housing stock. We will be finalising our Investment Programme following the stock condition survey and installing new kitchens, bathrooms and central heating boilers in our tenants' homes".



# Ensuring our Tenants Stay Safe in their Homes



**The Association undertakes regular checks of our tenants homes, specifically:**

- An annual gas service of your gas central heating boiler;
- A 5 year inspection of the Electrical system

Our new Maintenance Co-ordinator, Anne Esler reminded us of the importance of these checks, 'These checks are essential to ensure our tenants' homes are safe. I will be contacting tenants to arrange a convenient time for our contractors to attend to these statutory checks and servicing works'.


The Maintenance Manager, David Stewart said, ' We are required to undertake these checks and set deadlines by law. We ask that tenants contact us to make arrangements for these checks and servicing works, as we may have to take action to gain access to fulfil our legal obligations'



Anne Esler, Maintenance Co-ordinator



**KEEP YOU AND YOUR FAMILY SAFE WITH YOUR GAS AND ELECTRICAL SAFETY CHECK.**



# ENERGY TIPS

# Helping You Save Money

The high cost of gas and electricity is a major cause for concern for residents in our community. However, a few adjustments in our daily activities can significantly provide some relief to residents. By adopting energy efficient measures residents can not only reduce their energy bills but also contribute to a more sustainable environment in Glasgow.

Below are some energy savings tips you may find helpful.



## 1

- Reduce the temperature of your heating when you are not at home.



## 2

- Endeavour to use LED bulbs because they last longer and use up to 80% less energy than other bulbs.

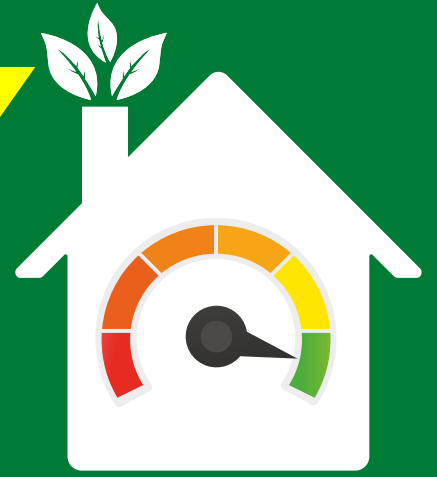


## 3

- Remember to unplug electronics and chargers when not in use because many devices still consume some energy even when turned off but not unplugged.



# ENERGY BOOST



## for Easthall Park!

**We are delighted to announce that we have secured funding from Advise UK to provide energy services to our tenants through the Wise Group to March 2025.**

This partnership working will enable up to 200 households to benefit from Energy Crisis Support, Advocacy Support, Energy and Efficiency Support,

Income Maximisation Support and much more!

Through this partnership working, we aim to improve fuel consumption and efficiency, reduce fuel poverty and help more people live comfortably in a warm home.

If you think you would benefit from these services or would like to find out more, please

contact our housing team who will be delighted to assist you.

Our housing team can refer you to the service or if you prefer, you can self-refer directly to The Wise Group.

Please keep a look out for more details being posted on our website including a link that will allow you to self-refer to the service.





## My Councillors

### Easthall

Councillor John Daly (Baillieston)  
0141 287 4108

Councillor Alex Kerr (Baillieston)  
0141 287 3592

Councillor Kevin Lalley (Baillieston)  
0141 287 7013

### Kildermorie

Councillor Maureen Burke (North East)  
0141 287 5865

Bailie Sharon Greer (North East)  
0141 287 5627

Councillor Ruairi Kelly (North East)  
0141 287 4057



### Address:

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

### Opening Hours:

Monday 9.00a.m. – 12.30p.m. /  
1.30p.m. – 4.30p.m.  
Tuesday 9.00a.m. – 12.30p.m. /  
1.30p.m. – 4.30p.m.  
Wednesday 9.00a.m. – 12.30p.m.  
Thursday 9.00a.m. – 12.30p.m. /  
1.30p.m. – 4.30p.m.  
Friday 9.00a.m. – 12.30p.m. /  
1.30p.m. – 3.30p.m.

### Emergency Contractor:

Gas Sure:  
For all  
emergency  
repairs  
01294 468113

### Contact Details:

Tel: - 0141 781 2277  
Email: - Enquiries@easthallpark.org.uk  
Website: - www.easthallpark.org.uk

Easthall Park Housing Association is a registered charity in Scotland – SC052929; a registered social landlord with the Housing Regulator – HAC238; and a registered property factor – PF000393

