

Glenburn News

Making a difference to **Our** Community

To the Residents of
Easthall and Kildermorie

WE ARE STILL HERE FOR YOU!

As you will be aware, we took the decision to close our offices to the public following Government advice in light of the Coronavirus pandemic. We really hope that you haven't seen much of a difference in the service we have provided during this time.

Easthall Park Housing Co-operative would like to say a huge **THANK YOU** to all the key workers in our local and wider community. We know that there are many, many key workers who are working to help the rest of us stay safe at home and safe when we need to go out. Every single one of our key workers are very much appreciated, whether you be NHS staff, care workers, shop staff, transport workers, bin-collectors, cleaners, teachers, nursery teachers, post office workers or emergency services

THANK YOU

Easthall and
Kildermorie
Newsletter



Winter 2020

After almost 28 years of working for Easthall Park I will be moving to a new post with Melville Housing Association that is based in Dalkeith in the East of Scotland.

I have been extremely proud of all the work that our Committee and Staff have undertaken during the time that I have been here and I cannot thank everyone enough for all their support whilst I have been here.

Easthall Park will always be close to my heart and I wish everyone all the best for the future.

As I reflect on what makes Easthall & Kildermorie a great place to live and work I can only come to one conclusion and this is that I have met so many people who deeply care for the community and are proud to be tenants of Easthall Park.

So, it's not surprising that the aim of the Co-operative is to make a difference for our community. Its been great to work alongside so many who believe in this and I will always remember my time here with great fondness.

There have been a number of challenges throughout my time here and I am sure some will remember the area prior to investment in refurbishing or building new homes when the area was affected by poor housing, crime and vandalism.

It is really hard to pick out a few highlights of my time here as there have been so many firsts for the Co-operative and the community.

What things stand out for me. Well I remember in the early days plans to refurbish Wardie Road and on a Wednesday afternoon and I was working in the office alone when I was told by an engineer we had appointed that we had to decant a full tenement close as there was a mineshaft under one of the properties and they were not sure how safe the building was.

In less than two days the whole close was decanted and moved to empty homes in the community. We then had to demolish half the close, fill the mineshaft with enough concrete to build a bridge and only once this happened we could start the refurbishment work.

Now why does this event stick closely in my mind – well it was how the tenants reacted by far the majority understood the situation and got behind us as we tried to solve and to move all their belongings within 36 hours was just remarkable. This was in the early days and showed the commitment of people to make things happen even in the most challenging circumstances.

What about today.

Well it not all been about challenges as there have been so many wonderful things happen that have made the job a pleasure. Things like seeing the Glenburn Centre refurbished, extended with a new office and just look at what is being delivered now by Andy and his team. It is nothing short of miraculous the real community spirit being shown and if there is anything good that has come out of the recent pandemic is this has shone a light on how strong and resilient this community is supported by dedicated people who just want what is best for the community.

I am absolutely confident that Easthall Park will continue to deliver high quality services for its tenants in the future and I am happy to say that I am leaving knowing that the existing team will continue to do what's right for the community.

So, in my farewell note I just want to thank you (tenants and residents) our Committee (old and new) and our staff (Housing and Community Workers in the Glenburn Centre) for all the wonderful years and memories and I wish you all the best for the future.

I do not intend to be a stranger and will occasionally visit once this pandemic is over to see how the great work being undertaken continues into the future.



Coronavirus Frequently Asked Questions

Is the office open to visit?

No. The office remains closed for visiting following Government advice. However, staff are set up to work from home. Staff are available as per usual by phoning us on 0141 781 2277 or emailing us at housing@easthapark.org.uk.

How do I contact my Housing Officer?

Our office is closed and all our housing staff are working from home. Call us on 0141 781 2277 or email us at housing@easthallpark.org.uk.

I need help with picking up food or collecting prescriptions, what should I do?

Please phone the office and we can pass your details on to Easthall Residents Association. The Residents Association is doing tremendous work helping those in need at this difficult time. Give us a call and we can help, or if you wish you can contact them directly on 0141 781 2277 and ask to speak to Andy Gilbert.

Do I need to pay my rent during Covid-19?

Yes. You should continue to pay your rent as normal.

We understand that some may have their income reduced as a result of this situation. If this is the case please make sure you contact us as soon as possible for advice. Read below for further advice on this matter.

How do I pay my rent?

You can pay a number of ways without the need to leave your home.

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

By Phone: You can call Allpay directly on 0844 557 8321 to make a payment over the phone.

Allpay App: You can download the Allpay app to your smartphone making it even easier to pay. Or you can phone Leigh (our Welfare Rights Advisor) and she can take debit card payment over the phone.

What happens if I am having difficulty paying my rent due to Coronavirus issues?

We are urging all customers whose income has suffered as a result of Coronavirus to get in touch with us as soon as possible. We will do as much as we can to help you through any difficulties caused by this situation, including your ability to claim any relevant benefits. All customers will be supported according to their individual circumstances. We have a wide range of support available.

We understand that this is a worrying time for many people and that you may be suffering from a loss of income. We know that some of you may be worried about your rent as well as other bills. We want to reassure our customers that we will not be taking legal action to evict customers where financial hardship is suffered as a direct result of coronavirus. The sooner you get in touch with us, the more we can do to help.

If you are struggling in any way please contact us & we can try to help.

Tele. number 0141 781 2277

Coronavirus Frequently Asked Questions

How do I claim Universal Credit (UC)?

Below is our step by step guide:-

- 1 You should wait until after your final full wage has been received to make your Universal Credit claim. (but claim now if your final wage is going to be very low).
- 2 Log in to your journal regularly to watch for messages from UC. Everything is done via your online journal with UC.
- 3 You can apply for an advance (loan) from Universal Credit to keep you covered until your claim is properly sorted. This advance payment will also include your rent money. Be aware UC will then recover this at approx. £50 per month from your ongoing monthly entitlement so it is best to only borrow what you need to get by.
- 4 If you are used to a full-time wage you might find having to adjust to UC living costs a big shock. It is best to start thinking now on how you can budget to minimise your outgoings and get by on a much lower income than you are used to.
- 5 If you are still earning partial wages you may not get the full rent costs covered, you will need to cover your rent charge via a combination of UC housing costs and wages.
- 6 UC will ask if you want your rent costs paid direct to your landlord – I would recommend you say no to this and continue to pay your rent yourself. The reason for this is that there is often a long delay between DWP deducting the money from you and actually sending it to us which can put you even further in arrears. Also, if you are still earning some wages they may not send us the full amount. By paying your rent yourself you can remain in control of your rent account.
- 7 If you have a spare bedroom in your house UC will deduct the bedroom tax from your housing costs entitlement. If this affects you then please let us know when you have finished submitting your claim and we will help you apply for funding to cover this. This funding is called Discretionary Housing Payment. See below for more information.
- 8 When your UC claim is up and running you can apply for council tax reduction which should reduce the amount you have to pay each month.
- 9 Rent payments can be made via bank transfer using your own online banking so you don't need to go out to a paypoint. See below for more information.
- 10 When you are notified of your UC payment date please let us know so we have a note of what date you will now be making your rent payments. Rent is due in advance of the 28th but we are happy to amend this in line with your UC as long as you tell us

Apply for Universal Credit:

www.gov.uk/apply-universal-credit

Apply for Council Tax Reduction:

www.glasgow.gov.uk/index.aspx?articleid=18686

Apply for Discretionary Housing Payment

www.glasgow.gov.uk/dhp

The Government has also produced a guide
www.understandinguniversalcredit.gov.uk/coronavirus

Paying your rent in these difficult times

Although times are very different for us all just now, we still need to pay our bills and your rent is a priority. We want to let all our tenants know that rent payments can still be paid as normal apart from you being able to visit us in the office.

Here are the various ways you can still make a rent payment.

- You can phone the office Monday-Friday and make a payment with your debit card over the phone.
- You can pay online at www.allpay.net, you just need your tenants rent payment card. There is also a quick link on our website just to into the 'Pay your rent' screen and click the big blue allpay button.
- You can visit a Paypoint outlet near you and pay by cash or debit card at any shop displaying the Paypoint sign again you just need your tenants rent payment card.

If you need a new rent payment card or need to replace one, just email housing@easthapark.org.uk including your name and address and we will order one for you.

If you wish to set up a Direct Debt or Standing Order please email. housing@easthapark.org.uk including your name ad addresss and your Housing Officer will be in touch.

If your rent is paid by Universal Credit or Housing Benefit it is your responsibility to keep all your details updated and if any information is requested you should supply this as quickly as possible

Many people are having to claim benefits for the first time and it can be a daunting process. If you need and advice or help with this, our Welfare Rights Officer Leigh can help guide you through the process.

If you need to contact any member of staff about paying your rent or have concerns about your benefits please refer to the Staff Contact Details Page

The Scottish Government has announced that no one should face eviction for any arrears accrued during the corona virus outbreak and we support this position.

You may have heard that those with mortgages can apply for a payment holiday for up to three months. It is important to remember that they will still owe the amount that they do not pay and interest will be charged on the amount owed. So missed payments will have to be made up at the end of the payment holiday.

As an organisation we are not being offered 'payments holiday' from our lenders and we need to continue to collect rent so we can provide and pay for services to our tenants as usual.

As a landlord we will be flexible when our tenants are struggling financially and there are various ways we can do this. We want to encourage you to talk to us, we cannot stop charging you rent but we can come up with the best way forward and help to ease some of the stress and anxiety you may be feeling about paying your rent.

Please contact us and we will provide you with advice or sign post you to any other agencies that can support you.



Our Performance

Easthall Park is committed to continually improving how we deliver our service.

We aim to provide residents with clear and up to date information about our performance so they can see how we are doing and if necessary hold us to account. We've set out below a table that details performance information we have provided to the Scottish Housing Regulator about our performance compared with the previous years.

If you have any questions, please get in contact.

**Want to know how we compare with other Landlords in Scotland?
See our website**

Performance Indicators	Scottish Housing Charter Performance figure 2019/20	Scottish Housing Charter Performance figure 2018/19	Scottish Housing Charter Performance figure 2017/18
% of tenants satisfied with the overall service	89.64%	89.64%	95.31%
% of tenants who feel their landlord is good at keeping them informed about their services and outcomes	96.07%	96.07%	99.28%
% of tenants satisfied with the opportunities given to them to participate in their landlords decision making processes	97.50%	97.50%	95.67%
% of stock meeting the Scottish Housing Quality Standard	100%	100%	100%
Average length of time taken to complete emergency repairs	2.63 hours	2.45 hours	2.57 hours
Average length of time taken to complete non-emergency repairs	3.9 days	3.6 days	3.4 days
% of reactive repairs carried out in the last year completed right first time	87.3%	93.9%	93.0%
% of tenants who have had repairs and maintenance carried out in the last 12 months satisfied with the service	99.4%	100%	95.7%
% of tenants satisfied with the quality of their home	92.86%	92.86%	98.56%
Number of cases of anti-social behaviour reported in the last year	139	174	159
Number of cases resolved within locally agreed targets in the last year	139 (100%)	171 (98.3%)	140 (88.1%)
Number of empty properties let	34	29	38
Average length of time taken to re-let properties in the last year	5.35 days	8.55 days	8.74 days
% of rent lost through properties being empty in the last year	0.06%	0.12%	0.11%
% of tenants satisfied their rent offers value for money	74.64%	74.64%	77.62%
Gross rent arrears as % of rent due	2.84%	2.60%	2.74%

See *Scottish Housing Regulator* website for more information on how other landlords in Scotland perform - <https://www.housingregulator.gov.scot/>

Quarter 2 Performance 2020/21

Performance	Target 2020/21	Q1 2020/21	Q2 2020/21	Year end 2019/20	Benchmarking group – QEF 2019/20 average
ARC gross rent arrears	2.6%	3.33%	3.15%	2.84%	3.86%
Number of evictions carried out	NA	0	0	4	NA
No of re-lets	NA	0	9	34	NA
Lets to homeless referrals	35%	N/A	3 As a % = 33%	10 As a % =29%	NA
Average void loss	4 Days	N/A	35 days 6 days	5.35 days	14.92 days
Repairs – Right First Time	95%	TBC	Limited data	87.31%	91.65%
Average hours to attend & make safe repair	4 Hours	3.23 hours (227 Repairs)	2.94 hours	2.63 hours	2.45 hours
Average days to complete non- emergency repair (working days)	4 days	Covid-19 Only Emergency work undertaken	3.97 days	3.91 days	4.39 days
% of properties with valid gas safety certificate within Year	100%	100%	99.14%	100%	99.99%
ASB Complaints resolved within target	90%	100%	89%	95%	NA

Annual Gas Safety Checks During the ongoing Covid-19 crisis

The Co-op is still required by law to continue to carry out an annual gas safety check to all properties. Whilst we appreciate that the current climate remains uncertain, we must ensure the safety of your household and those around you by ensuring that your safety check is carried out within a 12 month timeframe. We have additional precautionary measures in place to ensure the safety of your household and our contractor when carrying out the safety check. This includes the engineer wearing full Personal Protective Equipment in the appropriate circumstances.

The gas safety check should be completed within 30 minutes of the engineer entering your property. As always, we would like to thank our tenants and customers who have allowed access to their property for the gas safety check to be carried out.

PLEASE NOTE: As long as you have credit in both your gas and electricity meter, the engineer will be able to carry out the safety check. If the engineer calls at your property and you have no credit in either of your meters and the required checks cannot be carried out, the engineer may have to close off (cap) your gas meter to ensure that your home and neighbouring households remain safe.

Gas Leak

If you think you have a gas leak or can smell gas, leave the house and phone the National Gas Emergencies number immediately on 0800 111 999.

If you're at home, and you can do it safely, turn off your gas supply. The gas mains tap should be beside your gas meter. Move the handle a quarter turn until it's at 90 degrees from the pipe to shut off the gas supply.

Detecting a gas leak – what are the symptoms?

The most obvious sign of a leak is the smell of gas. You could also be feeling ill as a result of a gas leak.

The symptoms include:

- Feeling lightheaded
- Dizziness
- Nausea
- Headaches

If you're suffering from these symptoms and suspect a leak, you should go outside immediately. If you feel better in fresh air, you could be suffering from the effects of a gas leak



Values & objectives

Organisational Values:

- People Focused
- Excellent customer services
- Equality and fairness
- Community Focussed

Key Strategic Objectives:

- Delivering excellent housing services
- Providing quality homes and an attractive environment
- Strong financial management and value for money
- People development and strong governance
- More than a landlord - maintaining a strong and vibrant community

Values

**Our organisational values demonstrate what we stand for, what defines the business:
These are the actions and behaviors that will underpin how “make a difference to our community”**

People Focused

we passionately believe its people that define what we do, that ensure we make a difference we are committed to supporting the continual growth and development of our people to deliver strong and effective governance and excellent services.

Excellent customer services

we aim to connect with or customers understanding customer needs and deliver the quality and range of services that exceed expectations

Equality and fairness

we will be open and transparent in what we do, demonstrating fairness and integrity in decision making, being committed to supporting people achieve equality of opportunity regardless of background

Community Focused

we are an integral part of the community and we aim to meet the diverse needs of local people and develop and maintain a strong and vibrant neighborhood.

Following our recent AGM in September the following committee members were elected/re-elected

Our currents Committe Members are

Tenant Members	Since		
Mary Davidson	1st September 1999	Joe Gracey	5th September 2016
Charles Harvey	1st September 1999	David Barnes	10th September 2018
Alison Cushingam	20th September 2010		
Caroline Cooper	1st October 2006	Co-opted Members	
George McNaught	2nd September 2013	Patricia Thompson	7th September 2009
Paul Waddell	7th September 2015	Graham Gillespie	4th September 2017
		Joyce Kenna	29th November 2017

Our Chairperson is Joe Gracey. Our vice chair is Mary Davidson.

Significant Performance Failures

Anyone who is a tenant of a registered social landlord (RSL) like us or any other housing association, or council tenant, can report a Significant Performance Failure.

These are dealt with by the Scottish Housing Regulator.

A group of tenants or an individual acting on behalf of tenants, such as a representative of a registered tenants' organisation, can also report a SIGNIFICANT PERFORMANCE FAILURE.

What is a SIGNIFICANT PERFORMANCE FAILURE?

A significant performance failure will occur when the Co-operative fails to do something, or takes action that will put its tenants' interests at risk. It will normally relate to the Co-operative's failure to meet its legal requirements or tenant commitments and it will affect many or all of the Co-operative's tenants. A significant performance failure will relate to services provided to tenants.

Examples –

- » fails to carry out health and safety requirements, such as annual gas safety checks;
- » is not maintaining tenants' homes or carrying out repairs in line with its legislative duties and published policies;
- » fails to have appropriate governance and financial procedures in place or apply them; or
- » does not consult tenants about issues such as proposed rent increases and other policies that affect tenants.

What should I do if I think there is a SIGNIFICANT PERFORMANCE FAILURE?

If you think there is a SIGNIFICANT PERFORMANCE FAILURE you firstly need to raise the issue directly with us. You should give us the chance to respond and reasonable time to address the issue. If your landlord has not dealt with the issue then you can report a SIGNIFICANT PERFORMANCE FAILURE to the Scottish Housing Regulator (www.housingregulator.gov.scot).

How do I report a SIGNIFICANT PERFORMANCE FAILURE?

To report a SIGNIFICANT PERFORMANCE FAILURE, you should complete a form and send to the Scottish Housing Regulator (copy of form and information leaflet can be found on our website - <https://www.easthallpark.org.uk/gettinginvolved/scottish-housing-regulator/>).

What will the Scottish Housing Regulator do?

The Scottish Housing Regulator will:

- look at the information to decide whether it is, or could be, a SIGNIFICANT PERFORMANCE FAILURE;
- ask you for further information if they need it;
- ask the landlord for information if they need it;
- decide whether they need to contact other regulatory bodies;
- keep you updated about progress and tell you when they aim to make a decision; and
- write to tell you and the landlord their decision and the reasons.

The Scottish Housing Regulator will decide whether it is a SIGNIFICANT PERFORMANCE FAILURE as quickly as possible. The length of time it takes will depend on:

- how complex the issue is;
- the amount of information they need to gather and look at; and
- how quickly they get the information they need.



For more information on Significant Performance Failures please visit the Scottish Regulators Website.



CYBER SECURITY

Scammers and fraudsters are trying to exploit us. Cyber security is how we reduce the risk of becoming a victim.

We do this by protecting the devices we use and by protecting our personal information.

The National Cyber Security Centre (NCSC) provides advice and guidance on cyber security Home page - <http://www.ncsc.gov.uk/cyberware/home>.

Guidance for individuals and families can be found at <http://www.ncsc.gov.uk/section/information-for/individuals-families>

Guidance for staying safe whilst shopping online can be found at <https://www.ncsc.gov.uk/guidance/shopping-online-securely>.

You can report dodgy emails to the NCSC Suspicious Email Reporting Service (SERS) Further reading <https://www.ncsc.gov.uk/information/report-suspicious-emails> or report by email to report@phishing.gov.uk

If you think you may have been the victim of a fraud or cyber crime, you can report this to Action Fraud at <https://www.actionfraud.police.uk/> or by calling 0300 123 2040

Action Fraud is the UK's National Fraud and Cyber Crime Reporting Centre.

Trading Standards have a weekly newsletter which will inform you of the latest scams including how to avoid email, phone and text scams. Sign-up at <https://www.tsscot.co.uk/campaigns-news/latest-scams/>

Home Contents Insurance



Easthall does not insure your furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks

Thistle Tenant Risks Home Contents Insurance Scheme has an insurance scheme for social housing tenants living in Scotland. This insurance will cover most of your household goods and contents while in your home. The insurance also covers the contents of your freezer.

For further information contact: 0345 450 7286 or pick up an application form from our office. We highly recommend that all customers have home contents insurance.

Upcoming Christmas Event

GLENBURN CENTRE
does Christmas 2020

Family Movie Nights

Outdoor in our Gazebo's
Hot Chocolate, Hot Dogs &
Popcorn provided
11th December 7pm to 9pm
17th December 7pm - 9pm
22nd December 7pm - 9pm

An Hour with Santa

Festive Fun for the Children
includes
arts & crafts, party games &
much more!!
12th December 10.30am & 4pm
21st December 6pm & 7.30pm
22nd December 6pm

Breakfast with Santa

Saturday 19th December 10am -
11.30pm

Santa Walkabout

Santa will spread some
cheer in every street in
Easthall & Kildermorie
with his elves
Saturday 19th December
4pm - 6pm

YOU MUST BOOK SPACES FOR - FAMILY MOVIE NIGHTS/AN HOUR WITH SANTA SESSIONS & BREAKFAST WITH SANTA
PLEASE CONTACT LIBBY AT - LIBBY@ERAGLENBURN.ORG.UK - CALL LIBBY ON 0141 781 2277 OR 07706238361



THE GLENBURN CENTRE
6 GLENBURNIE PLACE
GLASGOW
G34 9AN





EASTHALL PARK HOUSING CO-OPERATIVE LTD
THE GLENBURN CENTRE

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

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



EASTHALL
RESIDENTS ASSOCIATION

EASTHALL RESIDENTS ASSOCIATION
THE GLENBURN CENTRE

Email: andy@easthallpark.org.uk

Easthall Park Housing Office Hours:
Currently closed due to Covid

