

Glenburn News

SERVING THE
COMMUNITIES
OF EASTHALL
AND KILDERMORIE

The official newsletter of

Easthall Park

HOUSING ASSOCIATION

A great place to live

WINTER 2025

MERRY CHRISTMAS AND A HAPPY NEW YEAR!

The office will close at 2pm on **Monday 22nd December** and reopen at 9am on **Monday 5th January**. For any emergency repairs, please use the Out of Hours Repair Number on the back page.



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HOUSING
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IN TENANTS'
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Director's Report

Welcome to our winter edition of the Glenburn News.

It has been another productive year where our staff continue to perform well, and we further improved our service and invested in our tenants' homes.

Investment in our Tenants' Homes

We have now finalised our Investment Plan and we have an ambitious programme of improvements to our tenants' homes in the next 7 years that will cost £12million to deliver. I am delighted we were able to commence the installation of new kitchens, bathrooms and window replacement in our tenants' homes and you can see these on page 11.

I am pleased we have now appointed a contractor to deliver the veranda project in properties in Wardie Road, Edderton Place and Glenburnie Place and this project will commence in the New Year.

Improving our Service

Our aim is to continue to improve our service and we have re-set our housing officer patches. On pages 7&8 you can see the housing staff that can support you with your tenancy and other housing matters.

We understand the importance of a high quality repairs service to our tenants and our in-house Trade Team continue to excel and receive plaudits from tenants on the quality of their work and the response time to attend to their repairs. We are currently working on developing our Trade Team to attend to our Investment Plan and will update you on this exciting development in the New Year.

Getting Involved and Have Your Say

A key focus is to involve our tenants and other residents in our work. We have worked closely with our Residents Panel in the year with community walkabouts and activities, as well as hearing their views on how we can improve our services. You can read more about our work with the Residents Panel and how you can get involved and have your say on page 6.

Annual Xmas Fayre

It wouldn't be Xmas without Easthall Residents Association's annual Xmas Fayre and our staff will be in attendance to support them to get everyone into the Xmas spirit.

On behalf of all our staff and Committee, I would like to wish all our tenants, residents and other customers a very merry Xmas and a happy and healthy New Year!



Annual Assurance Statement 2025



Each year the Association requires to submit our Assurance Statement to the Scottish Housing Regulator on our compliance with the following:

- ✓ All relevant regulatory requirements set out in the Regulatory Framework.
- ✓ The Regulatory Standards of Governance and Financial Management.
- ✓ All relevant standards and outcome in the Scottish Social Housing Charter.
- ✓ Our statutory and regulatory obligations associated with tenants and resident safety, homelessness and equalities and human rights.
- ✓ All relevant legislative obligations and duties.

A key area of focus is to strengthen our compliance in the key areas to maintain Tenants Safety in their homes and our position is as listed:

- Gas Safety - Compliant
- Electrical Safety - Compliant
- Water Hygiene - Working towards Compliance
- Fire Safety - Compliant

- Asbestos - Compliant
- Damp & Mould - Compliant
- Lift Safety - Compliant

We are 'working towards compliance' in Water Hygiene. We have lead piping leading to two closes and we have provided advice to tenants and residents and are liaising with owner-occupiers to convene proprietors' meetings to instruct these works.

The Assurance Statement was approved by the Management Committee on 24 September 2025 and the Chairperson, Alison Cushingham said, "The Management Committee are assured there is strong compliance against our regulatory and other requirements. We have undertaken independent audits and achievements of the Assurance Action Plan in 2024-25, we can see continuous improvement to further strengthen our governance of the Association."

The Annual Assurance Statement 2025 was issued to the Scottish Housing Regulator in October 2025 can be viewed on our website at www.easthallpark.org.uk/Downloads/AnnualAssuranceStatement

Are You Interested in joining the Management Committee?

We are keen to recruit new members to join the Management Committee to lead and direct the Association. If you have a passion to improve your community and some spare time to join the Management Committee we would be delighted to hear from you.

It is an exciting time in Easthall Park as we continue our journey to excel in the delivery of our service and improve our tenants' homes and our communities.

If you are interested in becoming a member of the Management Committee, please contact our Director, Kenny Mollins at the Association's office in the Glenburn Centre for an informal chat.

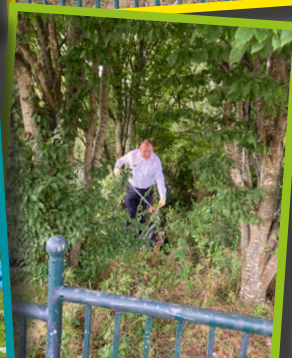




In July, our Residents Panel joined some of our staff as well as children and volunteers from Easthall Residents Association in carrying out a community litter pick. The event was a great success as over 25 bags of litter was collected and removed from our community!

Our Housing Manager, Anton Nugent reported "The Residents Panel are committed to making a positive contribution in the local community and our litter pick was a great success. It was great to see so many people, including the children, giving up their afternoon to take part and the work that was done had an instant impact in the local area."

We would like to thank everyone who took part and would ask you to keep a lookout for future events!



2025 Annual John Murphy Garden Competition Winners

The announcement of the winners for the Annual John Murphy Garden Competition 2025 took place at our Annual General Meeting in the Glenburn Centre on the 1st of September 2025.

Our staff voted anonymously for the best gardens in a very close contest!

Prizes were awarded to tenants for best individual garden and best communal back court, and we also had a number of runners up.

The Association would like to thank all our tenants who make a great effort to look after their gardens as this has such a positive impact on our local community and their efforts are greatly appreciated by everyone withing the Association.

Below are a few pictures of our winning gardens and communal back court area:



iStock™
Credit: drogatnev

Passionate above your community?

Join the Residents Panel!

Do you care about your neighbourhood and want to help shape its future? Then we'd love to hear from you!

Our Residents Panel brings together residents from Easthall and Kildermorie to share ideas, raise concerns, and help us improve the services we provide. It's a great way to make your voice heard and connect with others who care about the community too.

We meet just a few times a year in a relaxed, friendly setting at the Glenburn Centre — no pressure, no formalities.

Our member Angas (right) has been involved with the Residents Panel for over a year now and she advised *"I love being part of the Residents Panel. The other members are really friendly, and I enjoy playing an active role in my community and being able to make a positive contribution."*



We're always looking for new members to get involved! Whether you've got lots to say or just want to listen and learn, your input matters.

If you're curious but not quite ready to commit, that's fine! Feel free to reach out for a friendly chat with our Housing Manager, Anton Nugent. He'll be happy to answer any questions and tell you more about our next meeting.

Pop into the office anytime, or contact Anton directly:

Anton Nugent
Housing Manager

Direct Tel: 0141 781 2270

Email: anugent@easthallpark.org.uk



Universal Credit Migration – What You Need to Know

The move to Universal Credit is happening quickly, but it's not automatic. If you receive a Migration Notice letter, it's really important to act fast as your current benefits could stop if you don't respond in time.

To keep receiving financial support, you must apply for Universal Credit by the deadline in your letter, even if you've just renewed your tax credits.

Want to learn more? Visit the Universal Credit page on GOV.UK for full details.

Need help? Call our friendly Welfare Rights Officer, Rachael, on **0141 781 2277**. She's here to guide you through the process.

Pension Credit – Extra Help for Older Adults

Pension Credit is a benefit designed to boost the income of people over State Pension age who are on a low income. It helps cover everyday costs and could make a real difference.

Not sure if you qualify? Try the Pension Credit calculator - GOV.UK to check.



Or give Rachael a call on **0141 781 2277** and she'll be happy to provide you with further advice and information.

Rachael Durkin
Welfare Rights Officer

Rent First – We're Here to Help

At the heart of our 'Rent First' approach is a simple idea:

Prevention is better than legal action.

We understand that keeping up with rent can be tough sometimes, and we want you to know that support is available — you're not alone.

If you're finding it hard to manage your rent payments, here are some ways we can help:

- **Chat in person** with your Housing Officers, Craig and Ben
- **Book a session** with our Welfare Benefits Advisor, Rachael
- **Get help** with budgeting and managing your income and expenses
- **Connect** with other support organisations like the Wise Group and Crisis Fund

We know that managing money is a year-round challenge, and the festive season can be especially hard for families. That's why we're encouraging all tenants to reach out **before things get overwhelming**.

Just a reminder: **rent is due in full by the 28th of each month**. If you think you might struggle to meet that deadline, please contact us as soon as possible — we'll do everything we can to support you and help you stay on track.

Your Housing Officers are:



Craig Patrick

cpatrick@easthallpark.org.uk



Ben Wilson

bwilson@easthallpark.org.uk

How to Pay your Rent

Direct Debit: If you have a bank account, the easiest way to pay is by Direct Debit. This can be set up over the phone.



Standing Order: If you have a bank account, you can set up regular payments by Standing Order.



Allpay: You can pay online at www.allpay.net by using your plastic repayment card. You can pay Allpay over the phone on 0330 041 6497



You can scan this code to download the Allpay app to your smartphone



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



Callpay: You can call us on 0141 781 2277 and we can take a debit card payment over the phone



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



Bank transfer: Make your payment to: Easthall Park Housing Association Ltd.

Sort code: 83-21-27

Account Number: 00151515

Reference: Your Tenant Number (located at the top of our letters and rent statements)



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

KEEP US UPDATED

Have you had any changes in your household? Have you changed your phone number or email address?

If so, it is important that you let us know so that we can update our records.

Keeping your details up to date allows us to keep you informed about:

- Local community news and activities.
- Support services that may be available to you.
- Repairs, planned maintenance programmes, and safety inspections, like your annual gas safety check.
- Tenant surveys and consultation opportunities.
- Tenancy changes and legislation.

We regularly send out surveys by text and email, because we value your opinion. But if we don't have your correct details, you may miss out on the chance to have your say!

You can update your contact details by:

- **Telephone** – Call us on **0141 781 2277** and our staff will update your details immediately.
- **Email** – Send your updated information to **enquiries@easthallpark.org.uk**

Help us stay connected!

Our Housing Areas & Staff

We have carried out a review of our housing patches to ensure that we continue to deliver an excellent service to our tenants and owners. Please find details of our new patches below. The new patches will be effective from 1st December 2025.



Ben Wilson
Housing Officer



Darren Hughes
Assistant Housing Officer

Patch A (Ben Wilson and Darren Hughes)

Banton Place	Shandwick Street
Eddlewood Path	Struie Street
Glenburnie Place	Trondra Place
Halliburton Road	Wardie Place
Halliburton Terrace	Wardie Road (3 to 41)
Kildermorie Road	Ware Road
Lochbridge Road	



Craig Patrick
Housing Officer



Lorraine Docherty
Assistant Housing Officer

Patch B (Craig Patrick and Lorraine Docherty)

Arnsdale Court	Edderton Way
Arnsdale Gate	Eddlewood Court
Arnsdale Place	Eddlewood Place
Arnsdale Road	Eddlewood Road
Arnsdale View	Kildermorie Place
Easthall Place	Wardie Road (43 to 121)
Edderton Place	Westerhouse Road

Maintenance

New Gas Contractor



BRB Electrical Ltd. is the new Gas Service and Maintenance Contractor for Easthall Park. They took over from James Frew Ltd (Gas Sure) on 1st October 2025. As well as the servicing and maintenance of our heating systems they will carry out installations of boilers through breakdowns and planned maintenance programme.

New Staff Members

The Association welcomes Erin Jamieson into the role of Maintenance Assistant. Erin brings a positive energy, wealth of customer experience along with transferable skills from her previous role. Erin has worked at OCS as helpdesk coordinator for the responsive maintenance for Police Scotland.



Membership of Social Housing Safety Network

The Association is delighted to announce that we are members of Social Housing Safety Network. This will provide further information to strengthen our compliance in areas of tenant safety. It will provide our staff with training opportunities to develop their knowledge in this key area.



Repairs KPI

The Associations Maintenance section continues to provide an excellent service to our customers. With our Key Performance Indicators benchmarking being met across all areas of our repairs and maintenance.

Key Performance Indicators – Year to Date (April to September)

Job Type	Number of Jobs	Target percentage to complete jobs	Percentage of jobs completed on time	Target to complete job	Average Time to complete job	Indicator
Emergencies	213	95%	96.71%	4 Hours	1 Hours 50 Mins	
Routine	338	95%	96.44%	4 Days	3.36 Days	
Non-Routine	507	95%	96.64%	10 Days	5.88 Days	
First Time Fix	845	95%	98.57%	N/A	Days	

Repairs Service	Q1	Q2	YTD	
Satisfaction with the Repairs Service	93.55	100	95.35	95%
Repairs Completed on Time - Emergency Repairs	98.03	97.69	97.81	95%
Repairs Completed on Time - Urgent Repairs	96.44	96.60	96.53	95%
Repairs Right First Time	98.59	97.87	98.30	95%
Tenant Safety				
No of Properties with a Live Gas Safety Certificate	242	106	348	100%
No of Properties with an in-date Electrical Inspection Certificate	83	77	160	100%

Trade Team Expansion

The Association is delighted to announce that we will be expanding the Trade Team to carry out planned maintenance works e.g. kitchens and bathrooms..

The Association's Maintenance Manager, Graeme McLachlan said, 'We are focussed on achieving best value for money and we will potentially save £4m in the self delivery of the planned maintenance programme. Our aim is for the new Trade Team to be operational early in the new financial year.

The Association has received approval from Management Committee to commence the Trade Team expansion. We have developed an action plan to expand our Trade Team, which includes securing new premises, recruitment of trades staff and the purchase of new vehicles and equipment.



Investment Plan

The Association completed its stock condition survey in 2024 and has now developed an investment plan to improve our tenants' homes. Our aim is to install new kitchens, bathrooms, Upvc windows and doors and central heating boilers in the next 7 years.

The Maintenance Manager, Graeme McLachlan reported, 'We will communicate the investment plan later in the year to let tenants know a timescale for the improvements in their homes.

The investment plan has commenced:

- Easthall area – new kitchens, bathroom and a programme of close painting in Wardie Road
- Kildermorie area – new Upvc double glazed windows and doors'
- Central heating boilers will be installed in date order throughout the area, with the oldest first.



Planned Maintenance Works

Windows and Doors

CR Smith has been appointed by the Association to renew the timber windows and doors in our properties in Kildermorie. These will now be replaced with uPVC windows and doors.



Kitchens and Bathrooms

The Association has appointed Pro Cast to undertake the replacement of kitchens and bathrooms within our stock this financial year.

They will be replacing 58 kitchens and bathrooms within our stock.

Advice

Energy Performance Certification (EPC) Changes

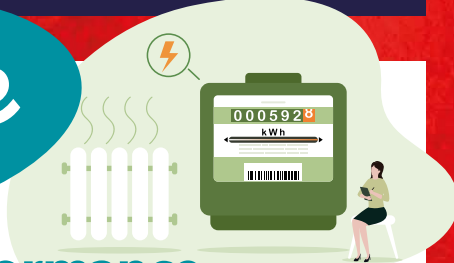
The Scottish Government has now updated the Energy Performance Certification (EPC) reform.

With Energy Performance of Buildings (Scotland) Regulations 2025 being implemented at Scottish Parliament on 10 October 2025. These regulations will come into force on 31 October 2026 and be the principal vehicle to deliver the reforms to Energy Performance Certificates (EPCs).

What this mean for you?

This means you will have an EPC survey every 5 years now rather 10 years.

The Association will now implement these changes to meet the new regulations from 31 October 2026.



Happy Tenant

Mr & Mrs McLellan are delighted with the installation of their new boiler. Mrs McLellan said "The engineer was really very professional. He was a nice lad and cleaned up all his mess and took it with him."

Mr McLellan had the boiler on and the house all heated last night for Mrs McLellan coming home. "What a difference the new boiler has made already, the house was lovely and cosy" she said.



Adapting our Tenants' Homes

The Association understands that the some of our tenants may require their properties to be adapted to suit their needs.

If you need any adaptations to your home, then contact your Occupational Therapist (OT) or call in at the office and we will support you with an on-line application. The Association's Maintenance Officer, Barry McLaughlan said, 'We have secured a healthy budget this year from Glasgow City Council and once we have received the referral from your OT, we will include you on the waiting list and schedule the completion of works at the earliest date.'

How you Can Report Damp & Mould in your Home

You can report by phone (0141 781 2277), email (maintenance@easthallpark.org.co.uk) or in person at our office (Easthall Park Housing Association, The Glenburn Centre, 6 Glenburnie Place, Glasgow. G34 9AN) or request a visit by your Maintenance Officer to inspect.

What can be cause of damp and mould?

Mould and damp are usually caused by condensation, but not always. If you've followed all of the steps and you're still having problems, the cause could be:

- A leaking water pipe, waste pipe, or overflow.
- Rain getting in through your roof because a tile or slate is missing.
- Blocked guttering.

- Rain seeping in around window frames.
- Rising damp caused by a defective or missing damp proof course.

Rising damp can usually be identified by a 'tide mark' at the edge of the area of damp, often towards the bottom of an interior wall. Leaks (or penetrating damp) cause patches of damp to form on wallpaper or plaster, but only in the area around the leak. If you think rising damp or a leak is causing a problem in your home, contact us for advice and if necessary, we will arrange for your property to be repaired.



What is condensation?

Even though you can't see it, the air in and around your home contains water vapour. When the vapour in warm air comes into contact with cold surfaces such as external walls, window panes, tiles or mirrors, it turns into droplets of water. This is condensation.

Every home will get condensation at some time. It's formed from the moisture we produce as we cook, wash, dry clothes and go about our everyday lives. Even our breathing produces water vapour—that's why bedroom windows can mist over on cold nights.

Where will you find condensation?

Condensation is surface dampness. It can build up on almost any cold surface within our homes but is most common on:

- The inside of windows
- External walls (especially those that face north)
- In the corner of rooms
- In or behind cupboards or wardrobes

What are the causes?

- Excessive moisture in your home
- Insufficient air changes in your home



Performance Bulletin

A Snapshot of Easthall Park's Performance Between April 2025 – September 2025:

	Year to date			Target
	Q1 (Apr - June 2025)	Q2 (July - Sept 2025)	(Apr-Sept 2025)	
Customer Satisfaction & Response				
Number of Complaints Received	7	23	30 (Stage 1 & 2 combined)	No Target
Average Response Time for Stage 1 Complaints	2.7 days	2.1 days	3.8	5 Days
Average Response Time for Stage 2 Complaints	-	14 days	14 days	20 Days

Rental Income				
Rent Due for Current Tenants as a % of Annual Income	104.7%	98.31%	101.53%	100%

Tenancy Management				
Number of New Anti-Social Behaviour Cases Reported	16	21	37	No Target
% of ASB Cases Responded to On Time	100%	100%	100%	95%

Allocations & Empty Homes				
Number of Properties Let	5	2	7	No Target
Average Days to Re-Let Properties	27 Days	34 Days	29 Days	25 Days
Rent Loss from Empty Homes as a % of Income	0.18%	0.06%	0.12%	0.30%

Repairs Service				
Satisfaction with the Repairs Service				95%
Repairs Completed on Time - Emergency Repairs	98.03%	97.69%	97.81%	95%
Repairs Completed on Time - Urgent Repairs	96.44%	96.60%	96.53%	90%
Repairs Right First Time	98.59%	97.87%	98.30%	95%

Tenant Safety				
Number of Properties with a Live Gas Safety Certificate	100%	100%	100%	100%
Number of Properties with an in-date Electrical Inspection Certificate	100%	100%	100%	100%

Glenburn

Christmas Carnival and Fayre
Saturday 6th December
12pm to 5pm

Fun for all the family

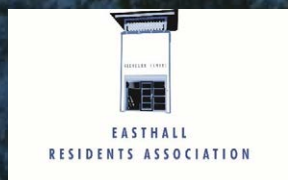
FREE Santa's Grotto

FREE Fun Fair Rides

Raffles, Entertainment

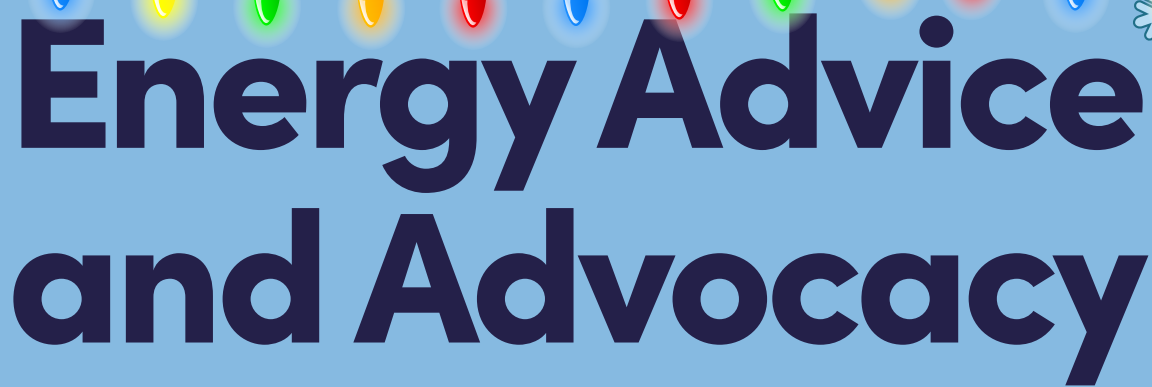
Hot Food & Drinks

Christmas Gift Stalls



The Glenburn Centre
6 Glenburnie Place, Glasgow
G34 9AN





Energy Advice and Advocacy

The Association would like to remind you that through our partnership with The Wise Group, which is funded by Advice UK to March 2026, all our tenants have free access to support with energy advice, advocacy and mentoring services.

This is a valuable resource, and over 100 tenants have already benefited from:

- Tips and tools designed to improve energy efficiency.
- Accurate meter readings being provided to track energy usage and manage expenses.
- Assistance with switching energy suppliers and tariffs to find the most cost-effective options.
- Financial support, including the Warm Home Discount and supplier priority services.
- Access to hardship funds, providing extra support when it is needed the most.

- Assistance with any energy-related issues and disputes

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 provide more information.


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



wise group



2026 CALENDAR

 Public holiday/
office closed

JANUARY

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FEBRUARY

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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28	29	30	31			

Contact Details:

Tel: - 0141 781 2277

Email: - Enquiries@easthallpark.org.uk

Website: - www.easthallpark.org.uk

Emergency Contractors:

CLC AllTrades: For all Emergency Repairs **0141 556 3500**

BRB: For Emergency Gas Repairs **0141 6277225**