

# Glenburn News

SERVING THE  
COMMUNITIES  
OF EASTHALL  
AND KILDERMORIE

The official newsletter of

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

**SPRING 2025**

# Spring

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# Director's Report

**Welcome to our spring edition of the Glenburn News with an array of articles to inform you on our work and service in the day to day running of the Association.**

I am delighted at the work being undertaken by our Housing Team to engage and support our tenants with their rent, maximising their income, and to attend to other tenancy matters. Our housing staff are progressing well with their programmed visits to our tenants' homes with the aim to get to know you, to promote our services and discuss any support we can offer you. We understand that the cost to heat your home is a challenge faced by many of our tenants and owner-occupiers and we are promoting our partnership with the Wise Group to provide you with support with your energy costs. Have a look at page 7 and contact the Wise Group to discuss how you can reduce or get support with your energy costs.

Our Maintenance Team are focussed on providing a high-quality repairs service and delivering improvements to your homes. Our in-house

Trade Team supported by a network of local contractors continue to improve our repairs service with excellent performance, jobs completed right first time and more



importantly high levels of tenants' satisfaction. We are currently working on our Investment Plan to set our programme of planned improvements, for example new kitchens, bathrooms, double glazing windows and central heating boilers and we will communicate this to you in the coming months.

We recently launched our new housing on-line service and to date, 20% of tenants have now signed up to the My Home Portal, which allows them to communicate with us on-line and access their rent account and other aspects of the housing service. We will be developing the Portal this year to increase the services on offer to all our tenants and other customers. See page 8 on how you can sign up to the Portal.

We would welcome your feedback on the Glenburn News and details of any information you would like to us to feature in future editions or in articles on our website or through the My Home Portal. Please let us know by either contacting the office or letting us know when we are out in the community.

*Kenny Mollins*  
*Director*

# Performance Bulletin

A Snapshot of Easthall Park's Performance Between April 2024 – December 2024:

	Q1 (Apr - June 2024)	Q2 (July - Sept 2024)	Q3 (Oct - Dec 2024)	Target
<b>Customer Satisfaction &amp; Response</b>				
Number of Complaints Received	14	8	11	No Target
Average Response Time for Stage 1 Complaints	3.73 Days	5.86 Days	2.89 Days	5 Days
Average Response Time for Stage 2 Complaints	7.33 Days	19 Days	17 Days	20 Days

<b>Repairs Service</b>				
Satisfaction with the Repairs Service	92.50%	100%	98.61%	95%
Repairs Completed on Time - Emergency Repairs	97%	98.86%	95.63%	95%
Repairs Completed on Time - Urgent Repairs	97.70%	100%	97.33%	90%
Repairs Right First Time	97.10%	98.99%	97.31%	90%

<b>Tenant Safety</b>				
No of Properties with a Live Gas Safety Certificate	100%	100%	100%	100%
No of Properties with an in-date Electrical Inspection Certificate	100%	99%	100%	100%

<b>Rental Income</b>				
Rent Due for Current Tenants as a % of Annual Income	107.90%	98.28%	98.28%	100%

<b>Tenancy Management</b>				
No of New Anti-social Behaviour Cases Reported	19	8	12	No Target
% of Anti-social Behaviour Cases Responded to On Time	100%	100%	100%	95%

<b>Allocations &amp; Empty Homes</b>				
No of Properties Let	7	6	8	No Target
Average Days to Re-Let Properties	23.75 Days	43.75 Days	16.4 Days	30 Days
Rent Loss from Empty Homes as a % of Income	0.29%	0.26%	0.11%	0.30%



# Our Housing Areas & Staff



**Ben Wilson**  
Housing Officer



**Darren Hughes**  
Assistant Housing Officer

- Wardie Road / Place
- Easthall Place
- Westerhouse Road
- Glenburnie Place
- Halliburton Road & Terrace
- Kildermorie Road
- Struie Street
- 18A – 22D Shandwick Street
- Ware Road – All Odds & Evens (2-16 & 92 – 136)



**Craig Patrick**  
Housing Officer



**Lorraine Docherty**  
Assistant Housing Officer

- Eddlewood Road / Path / Court / Place
- Banton Place
- Arnisdale Road / Place / Gate / View / Court
- Edderton Place / Way
- Lochbridge Road
- Trondra Place
- Kildermorie Place
- Shandwick Street (36 – 59)
- Ware Road – Evens (30 – 90)

To contact the Housing team, either email at: [housing@easthallpark.org.uk](mailto:housing@easthallpark.org.uk) or call on **0141 781 2277**, Option 1 – EHP then Option 2 for Housing Team.

# Feeding Pigeons

**The Association recognises that some of our tenants like to feed the pigeons, however we are experiencing some negative impacts of this within our local community.**

Attracting pigeons by feeding them can lead to a mess being left on cars, properties and clothes that are drying in backcourts.

Also, any leftover bread or food that the pigeons don't eat, increases the risk of vermin.

In light of this, we would kindly ask all of our residents to refrain from feeding the pigeons to improve the overall environment of our local area.

*Thank you for your understanding.*

## Residents Panel – Estate Walkabout



**Our Residents Panel met in February 2025 to review our Estate Management Policy. Following on from this, we held an estate walkabout on Tuesday 1st April 2025.**

Members from our Residents Panel and some of our housing staff took the opportunity to assess the condition of our local community and identify areas where we could make improvements.

Following the walkabout, we returned to our office for tea and coffee and to discuss an action plan moving forward!

Everyone involved found this a valuable exercise as we strive to improve the condition of our local community.

We are actively looking to recruit new members for the Residents Panel, and this would be a great time to get involved!



If you would like more information before you commit to joining the panel, please contact our Housing Manager, Anton Nugent for an informal chat, using the details below, or you can pop into the office at your convenience.

Anton Nugent  
Housing Manager  
Email: [anugent@easthallpark.org.uk](mailto:anugent@easthallpark.org.uk)  
Direct Tel: 0141 781 2270





# Rent and Factoring Charges 2025-2026

**The Association undertook a consultation exercise during November 2024 and December 2024 to determine the increase to be applied to the rent and factoring charges for 2025-2026.**

Tenants were asked to indicate their preferred option for which rent increase they would like to have applied for 2025/2026. We received 125 responses which represents 18% of our tenants. The table below captures the responses we received:

No option chosen	Option 1 3.5%	Option 2 4%	Option 3 4.5%
13 (10.4%)	80 (64%)	21 (16.8%)	11 (8.8%)

Based on the feedback we received; our management committee approved an increase of 3.5% to all rent charges for 2025-2026. The rent we receive ensures that we can invest and improve the housing stock; meet our financial obligations and deliver the services required to support our tenants and maintain our local community.

## Housing Benefit

If you are in receipt of Housing Benefit, you do not need to do anything. We have notified Glasgow City Council, Housing Benefit of the new rent charges for 2025/2026 and your benefit entitlement will be adjusted accordingly.

## Direct Debits and Standing Orders

Additionally, if you pay by direct debit, we will automatically update your direct debit mandate to take account of the increase.

If you pay by standing order, you will need to make the necessary changes to the amount you are now due to pay.

## Universal Credit

If you receive the housing element of Universal Credit, you will need to notify them of the change in your housing costs via your online journal. Please note that this cannot be done before the 1<sup>st</sup> of April 2025. If you need assistance with updating your journal, please contact our office and our housing staff will be delighted to help.

## Management Fee & Estate Service Charge

Following a low response from owner-occupiers during the consultation process, 3.5% increase was also approved for our Factoring Management Fee and Estate Service charge.



# Energy Advice and Advocacy

Through our partnership with The Wise Group, which has been extended to March 2026 via funding from Advice UK, we are delighted that our tenants will continue to receive support with energy advice and advocacy.

This is a valuable resource, and The Wise Group can help you in the following ways:

- Manage and control your energy usage with tips and tools designed to make your home more energy efficient.
- Read your meters accurately to track energy usage and better manage your expenses.
- Switch energy suppliers and tariffs to find the most cost-effective options for your household.
- Apply for financial support, including the Warm Home Discount and supplier priority services, ensuring you receive the help you are entitled to.
- Access hardship funding if you're eligible, providing extra support when you need it most.
- Get assistance with any energy-related issue, ensuring your questions and concerns are addressed promptly.



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.

To self-refer to the service, please follow the link below: <https://forms.office.com/e/iU1dYtVPjt>

## Universal Credit Migration Notices



**Universal Credit migration is continuing at pace. 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 about how Universal Credit will work on the government website at <https://www.gov.uk/universal-credit>.



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

Rachael Durkin  
Welfare Rights Officer

# Easthall Park –

## *A great place to live*



**The Association is committed to ensuring Easthall Park is a great place to live. Our staff carry out regular proactive inspections to identify and address issues and we strive to manage our estates to the highest possible standards.**

Our in-house Estate Caretakers provide a valuable day to day service, carrying out key tasks like the cleaning of closes and common areas, maintenance of gardens, back courts and open

spaces, litter picking, bulk uplifts from common areas and some minor repairs.

Although the Association has a major role to play in managing our estates, we would like to take this opportunity to politely remind tenants that you also have a role to play.

Although we carry out proactive inspections and provide some in-house services, tenants are still expected to look after and maintain their property and

common areas in line with the tenancy agreement.

For example, if you spill something in your common close, you are responsible for cleaning this up and you should not wait for the Estate Caretakers to carry out their close cleaning to address this.

By working together and taking a pride in our community, we are more likely to ensure that Easthall Park remains a great place to live!

## My Home Portal

**The Association are delighted to advise the launch of My Home Portal on the 2nd of December 2024 has been a great success!**

The portal is now available to all tenants and owners and 130 people have already registered for this online service.

If you have still to register, please visit:  
**<https://myhome.easthallpark.org.uk>**

Over the coming months, we will be looking to develop the portal further by adding more user-friendly functions!

To register you will need to input the following details:

- your agreement number (which can be found on any statement we have issued to you)
- your surname
- your email address
- your date of birth
- your post code

Please note that in order to register successfully, all of the details you enter, must be an exact match to the details we hold for you on our housing system.

If you need any assistance with registering for the portal or if you would like further information, please do not hesitate to contact us as our housing staff will be happy to help.



# Our Estate Caretaking Service Improve their Skills

**Our Estate Caretaker's play a pivotal role in our efforts to maintain our local community and help make Easthall Park a great place to live.**

Our Estate Caretakers have recently completed landscaping certificated training through the LANTRA qualification, which will improve their use of garden machinery in the upkeep and maintenance of the area.

By investing in our staff and their personal development, we hope that our local community will see the impact of this in the management of our estates.





# Maintenance Staff Update

**Conner McIntyre**



**Conner joined the Association on the 2nd December from the private sector.**

He brings a mixture of experience with various areas such as: new built timber kit erection, finishing joinery, internal refurbishment of kitchens and bathrooms and has worked with a national company providing routine maintenance repairs and insurance works.

Conner is a time served joiner with SQV level 3 in Joinery at South Lanarkshire College, working with MAC Joiner. He then moved on to Consilium Contracting Services before joining Easthall Park Housing Association.

**Graeme McLachlan**



**Joined the Association from Cunninghame Housing Association on 2nd December.**

He has more than 20 years of experience with social housing in property services and maintenance, working with Inverclyde Council, River Clyde Homes and Cunninghame Housing Association.

He is a time served plumber before progressing on to achieve HNC in Construction prior to starting as Contracts Officer. He then moved into investment works as Planned Maintenance Officer, whilst completing BSc in Building Surveying prior to joining Easthall Park Housing Association.



# Procurement

## Gas Contract

Our Gas Contractor, James Frew / Gas Sure has been given a 6 month contract extension to service and maintain our tenants' gas boilers and systems. The Maintenance Manager, Graeme McLachlan confirmed that work is on-going to tender the Gas Servicing and Maintenance contract through our partner in procurement, Scotland Excel. The new contract will go live on 1<sup>st</sup> October 2025.



## Out of Hours Repairs Service

The Association has appointed CLC All Trades to attend to emergency repairs out with normal office hours. The Maintenance Team said, 'CLC has been providing an excellent service with quick response times to tenants' emergency repairs since they started with the Association in December 2024.



Job Type	Number of Jobs	Target	Performance	Target	Performance	Indicator
Emergencies	33	4 Hours	1 Hours 56 Mins	95%	96.96%	



# Improving our Repairs Service

**The Association has seen a significant improvement in our repairs service, mainly through our in-house Trade Team. Our plumber, Chris Reilly and joiner, Conner McIntyre are achieving excellent performance in their response and completion of tenants' repairs.**

Graeme McLachlan (Maintenance Manager) expressed his delight at the improvement of the repair service stating, 'We have seen a major improvement in our repairs service through the Trade Team and the introduction of a diary system to ensure a high level of customer service and tenant satisfaction. It is a team effort, and he recognised the efforts of Clair Gilmour (Maintenance Assistant) and Anne Esler (Maintenance Co-ordinator) to schedule work for the Trade Team and other contractors, as well as our maintenance officer, Steven McCrory to attend to pre and post inspections.

Table below shows the performance from the Trade Team so far this year:



Job Type	Number of Jobs Completed	Target Completion Time	Average Response Time	% of Jobs Completed on Time	% of Jobs Completed on Time	Indicator
Emergencies	164	4 Hours	2 Hours 38 Mins	95%	99.39%	
Routine	169	4 Days	2.27 Days	95%	100%	
Non-Routine	645	10 Days	2.28 Days	95%	99.06%	
First Time Fix	831		3.79 Days	95%	99.27%	





# Planned Maintenance

## Stock Condition Survey



The Association is working on our Investment Programme to our tenants' homes following the completion of the stock condition survey. The Maintenance Manager, Graeme McLachlan said, 'We are developing programmes of works to install kitchens, bathrooms, central heating boilers to our tenants' homes in the next 5-10 years. Our aim is to communicate the Investment Programme in the Summer of this year.

The creation of these programmes will take some time, and the Association will provide an update later in the year of the progress of the replacement programmes and publishing of these programmes.

## Boilers



The Association has scheduled in replacement of 20 boilers that have been highlighted through stock condition survey and servicing reports.



## Kitchen and Bathroom

The Association is in the process of creating the tender for the contract of the replacement of kitchens and bathrooms. Please see the above images from JTC visualiser on the potential colour range that the Association would look to use.





# Close Painting



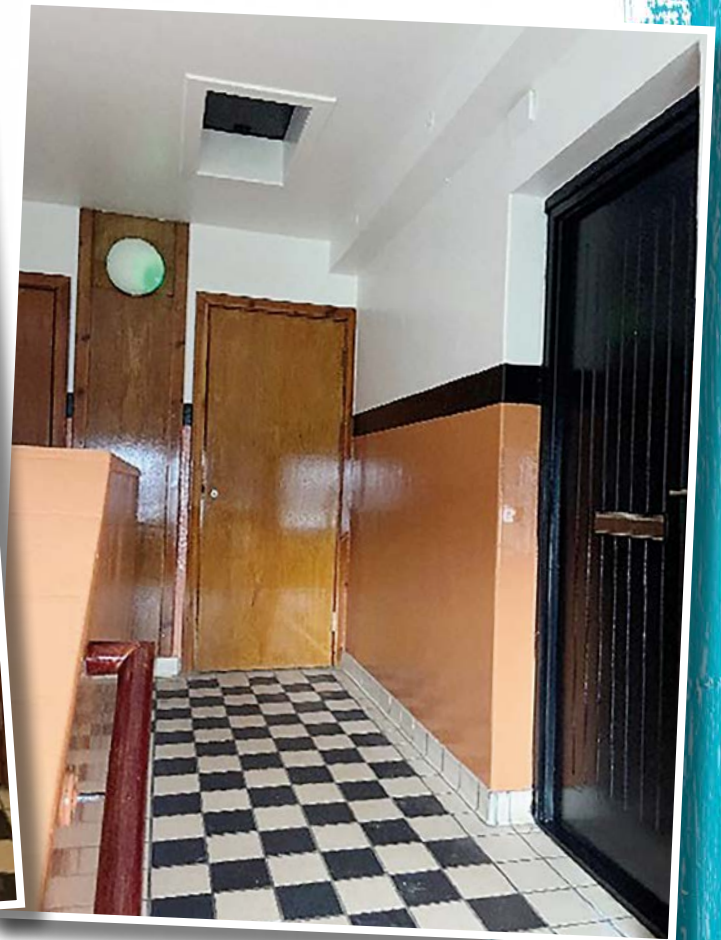
**The Association has completed the painting of a close in Banton Place through JC Decorating Services.**

 **JC Decorating Services**  
Professional Painting and Decorating Services



The Maintenance Officer, Steven McCrory said, 'We are delighted with the feedback from tenants on quality of the work by JC Decorating Services.'

We have inspected all 54 closes and created a schedule to tender to appoint a contractor to paint closes over the next 5 years.





# Training and Work Experience Initiative

**The Association is working in partnership with Lochend Secondary School to provide training and work experience placements to S4-S6 pupils. The pupils will have access to placements: in the office gaining experience in clerical and administrative duties; with our Estate Caretakers attending to landscape and grounds maintenance; and accompanying our Trade Team staff to learn about plumbing and joinery.**

The Association's Director, Kenny Mollins said, 'We are delighted to be working in partnership with Lochend Secondary School to provide this opportunity to local young people to help inform, benefit and assist them with their career aspirations. The training and work placements will give the young people invaluable experience in a working environment and provide them with

new skills and knowledge in their journey towards employment. I would like to thank Andy Gilbert, Easthall Residents Association who facilitated this partnership between the Association and Lochend Secondary School.

The Head Teacher at Lochend Secondary School, Katy Anderson told the Glenburn News, 'We are very grateful for the opportunities that Easthall Park Housing Association are providing our young people with to support the development of their skills, experience and confidence as they progress onto positive destinations. These real-life experiences are crucial for young people to make informed choices and progress smoothly and successfully onto desired careers. We are absolutely delighted with the progress of our young people and the partnership so far.



# 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

Baillie Sharon Greer (North East)  
0141 287 5627

Councillor Ruairi Kelly (North East)  
0141 287 4057



### Opening Hours:

Monday - 9.00am - 4.30 p.m  
Tuesday - 9.00am - 4.30 p.m  
Wednesday - 9.00am - 12.30 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 gas and hot water repairs  
01294 468113  
CLC All Trades:  
For all other emergency repairs  
0141 556 3500

### Address:

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

### Contact Details:

Tel: - 0141 781 2277  
Email: - [Enquiries@easthallpark.org.uk](mailto:Enquiries@easthallpark.org.uk)  
Website: - [www.easthallpark.org.uk](http://www.easthallpark.org.uk)