

Glenburn News

SERVING THE
COMMUNITIES
OF EASTHALL
AND KILDERMORIE

The official newsletter of


Easthall Park
HOUSING ASSOCIATION
A great place to live

WINTER 2024

MERRY CHRISTMAS

& HAPPY NEW YEAR



The Office will close at 2pm
on **Monday 23rd December**
and reopen at 9am on
Monday 6th January. For any
emergency repairs, please
use the Out of Hours Repair
Number on the back page.

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SAFE IN YOUR
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HOURS REPAIRS
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Director's Report



Welcome to our winter edition of the Glenburn News. As we lead into the festive period, I like to reflect on what we have achieved in the year, as well as look forward on how we continue to improve our service.

You will have seen many new faces in our staff team. and I hope you are seeing the improvement and the development of our services to improve your lives, living conditions and community.

Maintaining and Improving Your Home

I am delighted at the positive response and compliments from tenants on the improvement to our repair service through the creation of our in-house Trade Team. We are focussed on further improving our repairs service through assessing opportunities to grow and develop the Trade Team. We are also setting our plans to invest in our tenants' homes following the independent stock condition survey completed in the year.

Hearing Your Views

We will be re-establishing our Residents Panel and holding community events to hear from you and other tenants and residents on how you feel we can further improve our service.

Annual Xmas Fayre

We look forward to supporting Easthall Residents Association with their annual Xmas Fayre and hope you get the opportunity to meet members of our new staff team during a fantastic community event that gets us all into the Xmas spirit.

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

Kenny Mollins
Director

Annual Assurance Statement 2024



The Association has submitted its Annual Assurance Statement to the Scottish Housing Regulator confirming 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.

The Assurance Statement was approved by the Management Committee on 30 October 2024 and the Chairperson, Paul Waddell said, "There has been significant improvement in our governance of the Association and the Management Committee is assured we are meeting the requirements placed on us. We are focussed on continuous improvement and the Committee approved an action plan to strengthen our compliance. Our key areas of focus are to re-establish the Residents Panel, deliver our programme of major repairs and assess opportunities to develop or new in-house trade team to further improve our repairs service and our tenants' homes."

The Annual Assurance Statement 2024 issued to the Scottish Housing Regulator in October 2024 can be viewed on our website at www.easthallpark.org.uk/Downloads/AnnualAssuranceStatement

Our New Phone Options



Office Line: 0141 781 2277

Option 1 to talk to Easthall Park

1

To discuss **new or existing repairs**, use **Option 1** or dial **0141 781 2278**.

2

To discuss:

Your rent or factoring account

- Your tenancy
- Anti-social complaints, state management or grass cutting issues
- Welfare rights or benefit matters; or
- Housing applications

Use Option 2 or dial 0141 781 2279.

3

To discuss **invoices, corporate or governance matters** use **Option 3**.

Option 1 – To discuss invoices

Option 2 – To discuss Corporate or Governance Matters

4

Out of Hours from 2nd

December: CLC All Trades on 0141 556 3500



Keeping you safe

Gas & Electrical Safety Inspections

The Association has a legal duty to complete a gas safety check to our tenants' homes every year and an electrical inspection every 5 years.

Our contractors will visit your home to attend to these safety checks and ensure everything is in working order and attend to any repairs, if required.

The Maintenance Co-ordinator, Anne Esler said, 'We would like to thank all our tenants for arranging access to their home for these essential checks to be completed. Regretfully, we will need to force access to your home if access is not provided to ensure the Association complies with law.'



Water Hygiene & Safety

Domestic hot and cold-water systems can provide an environment where Legionella bacteria can grow.

This can cause Legionnaires' Disease, which is a potentially fatal form of pneumonia, caused by inhaling droplets of contaminated water.

It is important that:

- hot water in the system remains hot;
- cold water is kept cold; and
- the water is kept circulated.

The Maintenance Officer, Steven McCrory said, "We have not had any incidences of legionella, but we can be complacent and would encourage our tenants to take simple precautions to keep themselves and their families safe and well"

Here are some practical tips for tenants.

Do not interfere with the settings on your boiler or hot water system. The hot water should be set so that water is heated to 60°C.

You should contact us if:

- Your cold water is running warm. It should not be above 20°C.
- You experience debris or discolouration in the water.
- Your boiler or hot water tank are not working properly, especially if the water coming out of the taps is not hot enough. It should be at least 50°C once it has run for at least a minute.

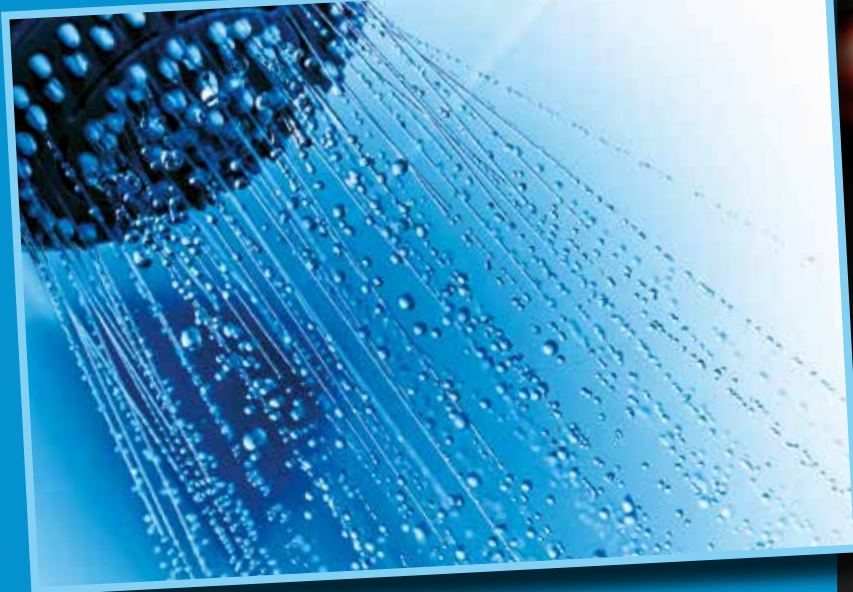


in your home

Showers

- Flush them through by running them for at least two minutes every week
- Clean the shower head routinely, descale and disinfect it, at least every two months.

Where your home is left empty for a period, when you return, please flush through both hot and cold-water systems by letting all outlets run for at least 2 minutes.



Fire Safety: Maintaining Your Smoke Alarm

We have fitted all our homes with interlinked smoke alarms, which comply with the updated Scottish Government regulations.

They provide you with a high level of protection to alert you and your family in the event of smoke or a fire in your home

The alarms require limited maintenance as they have either mains wiring, or 10-year sealed lithium batteries.

The Maintenance Co-ordinator, Anne Esler advised, 'Our contractor tests alarms on an annual basis when carrying out the gas service. Additionally, we recommended that you push the test buttons on the alarm at least once per week and if there is no sound when the alarm is pushed then please us, and we will get

an electrician to check that they are working properly.

Visit www.firescotland.gov.uk/yoursafety/ at-home for advice on keeping your home safe from fire.



Top Tip

When carrying out the test, make sure that you can reach the detector safely. Do not stand on chairs or stools and only use stepladders if you are confident and able to do so. A long pole such as a broom handle will do the job safely from the ground.



NEW

Out of Hours Emergency Repair Service



CLC ALLTRADES LTD
Multi-Trade Specialists

The Association is delighted to announce that we have a new Out of Hours Emergency Contractor. CLC AllTrades, based in Glasgow have been appointed.

Our current provider GasSure stepped in when our previous provider withdrew their services. We would like to thank GasSure for their service.

The new service will go live on
Monday 2nd December 2024 at
4.30p.m. and you can contact
CLC All Trades **on 0141 556 3500.**



Pictured left to right:
Dean Real (joiner), Bledar Mani (plumber),
Kai Thomson (apprentice)



The Association's Trades Team Continues to Improve Repair Satisfaction for Tenants



The Association's Trades Team has been active for six months now and continues to deliver high quality and timely repairs for our tenants.

Up to the end of September, our Trades Team had completed 474 jobs.

Category	Completed Repairs	& Completed on Time	Average Completion Time
Emergency	59	100%	2.12 hours
Urgent	75	98.7%	2.22 days
Routine	340	99.1%	4.14 days

We recently said goodbye to our Joiner David Allan, who has gone onto pastures new. We look forward to our new Joiner starting and continuing to deliver a high-quality service.

Easthall Park's New Signage



My Home Portal

The Association is delighted to announce the launch of the 'My Home Portal on Monday 2nd December 2024.

The portal will be available to all tenants and owners!

Through the portal you will be able to carry out several functions including accessing your account, reporting repairs, making payments and much more!

To access the portal, please visit: **<https://myhome.easthallpark.org.uk>**

From there you will be able to register using:

- 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.

Allocations Policy

The Association has carried out a review of our Allocations Policy following the disbandment of the Common Housing Register earlier this year.

We have retained the points, plus group format we used previously, however, we have made some amendments to our policy that we believe will allow us to continue to:

- Meet our applicant's needs
- Maximise housing options
- Make best use of our housing stock
- Maintain a sustainable community
- Maximise rental income

- Meet our legal obligations
- Comply with the Scottish Social Housing Charter
- Provide excellent customer services

To find out how these changes may affect your housing application, please do not hesitate to contact us and a member of our housing team will be delighted to assist you.

As part of this policy review, we will be conducting a review of our housing list before the end of the year. We will write to all our current applicants with more details regarding this.

Ongoing *Energy Boost* for Easthall Park!

We are pleased to announce that we have secured further funding from Advice UK which has allowed us to extend our partnership with The Wise Group to March 2026!

This means our residents can continue to benefit from Energy Crisis Support, Advocacy Support, Energy and Efficiency Support, Income Maximisation Support and much more!

Through this ongoing 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.

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



Rent first



Our 'Rent First' approach to paying your rent is based on prevention rather than legal action and we would remind tenants that we offer various methods of support to assist you if you are struggling to make your rent payments.

These methods include:

- Face to Face interviews with your Housing Officers, Craig and Ben.
- Appointments with our Welfare benefits Advisor Rachael
- Income and Expenditure support

- Referral to other agencies such as; Wise Group, Crisis fund etc.

We are aware that many tenants are trying to manage their finances all year round and Christmas is an especially difficult for families.

As tenants are aware, rent payments are due a month in advance, on or before, the 28th of each month and with the support mechanisms detailed above, we would ask that if you think you are going to struggle, please get in touch so we can try and help before you fall into arrears.

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.



Allpay: 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 left of your letter)



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.



2024 Annual John Murphy Garden Competition Winners

The announcement of the winners for the Annual Garden Competition 2024 took place at our Annual General Meeting in the Glenburn Centre on the 2nd of September 2024.

Our staff voted for the best gardens in the area in what was a very tight competition due to the extremely high standard of the gardens that were nominated.

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.

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





Passionate about your community?

Why not get involved in our Residents Panel?

Our Residents Panel was developed to bring together our Easthall and Kildermorie communities to allow residents the opportunity to share their views and provide us with valuable feedback that will allow us to improve our services.

The panel meets a handful of times per year.

The meetings are held in a friendly, welcoming and informal setting at our office within the Glenburn Centre.

We are actively looking to recruit new members with a view to developing a work programme for next year.

If you would like to play a small part in shaping the services provided by the Association, the Residents Panel is the group for you!



If you would like more information before you commit to getting involved, 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
Direct Tel: 0141 781 2270



Welfare Rights

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

Pension Credit

Pension credit is a means-tested benefit for those above state pension age with a low income. It tops up your income to help with everyday living costs. If you think you may be entitled to Pension Credit, you can follow the online calculator at www.gov.uk/pension-credit-calculator or contact our Welfare Rights Officer **Rachael** on **0141 781 2277**.

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)

Reindeer Marshmallows

Makes/Serves:
Approx 20
Skill level: Easy
Total time:
20 min

An utter delight is these cute reindeer marshmallows. You only need five ingredients to make such sweet tree decorations that hang by Rudolph's pretzel-based ears.

You'll just need a bag of giant marshmallows that are dipped into melted chocolate before giving each Rudolph fondant eyes and a shiny red Smartie nose.



The Glenburn Centre

Christmas Carnival and Fayre



**SATURDAY 7TH DECEMBER 2024
12PM TO 5PM**

FUN FOR ALL THE FAMILY

**FREE Santa's Grotto FREE Fun Fair Rides
Hot Food & Drinks Music & Entertainment
Raffles Christmas Craft & Gift Stalls**



Christmas

JUST FOR FUN

Crossword Puzzle



ACROSS

3. It's the Most Wonderful Time of the _____
6. God rest ye merry _____
8. Deck the halls with boughs of _____
9. Jingle _____
10. Let it Snow! Let it Snow! Let it _____

DOWN

1. Rudolph the red nosed _____
2. We wish you a Merry _____
4. All I Want for Christmas is my two front _____
5. Joy to the _____
7. I saw mommy kissing Santa _____



2025 CALENDAR

Public holiday/
office closed

JANUARY

M	T	W	T	F	S	S
		1	2	3	4	5
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13	14	15	16	17	18	19
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27	28	29	30	31		

FEBRUARY

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MARCH

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31						

APRIL

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MAY

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JUNE

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JULY

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AUGUST

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SEPTEMBER

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29	30					

OCTOBER

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NOVEMBER

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DECEMBER

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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Contact Details:

Tel: - 0141 781 2277

Email: - Enquiries@easthallpark.org.uk

Website: - www.easthallpark.org.uk

Emergency Contractor:

CLC AllTrades (from 2nd Dec):

For all emergency repairs

0141 556 3500

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