



EASTHALL PARK

Serving the communities of Easthall and Kildermorie

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Director's Report



Welcome to our Christmas edition of the Glenburn News.

It has been an eventful year where we celebrated our 30th year anniversary with our well attended Gala Day. We faced a number of challenges in the year: turnover of key staff in the Co-operative; the appointment of new repair contractors, and completion of an options appraisal with the outcome that the Co-operative will stay independent to deliver your local housing service.

It has been a tough time with the increased cost of living and our aim is to deliver services and work with our partners to help and support you through these challenging times.

I am delighted to inform you of the appointment of your new welfare rights officer who can ensure you are receiving all the benefits you are entitled to. Details of this service are listed on page 8.

A key aim of the Co-operative is to keep tenants' rents affordable, whilst ensuring there is sufficient income to deliver a high-quality housing service and maintain and improve your home. You will be aware of the Scottish Government's rent freeze for all landlords to 31 March 2023. We will be consulting on our annual rent increase for 2023-24 in January 2023. The rent increase will be informed by your views as well as any further rent restrictions imposed by the Scottish Government.

It was great to see the Residents Panel meeting again and setting out their plans to assess the service provided to tenants and other customers. If you have some spare time you can join the Residents Panel and provide your views on how we can further improve our service. Please get involved and help us 'make a difference!'.

On behalf of the Co-operative, I would like to wish all our tenants and customers a very merry Christmas and a happy New Year!

Kenny



Residents Scrutiny Panel



Recently, some of your neighbours agreed to help us get back on track with our Residents Scrutiny Panel.

We held our first meeting in October to discuss the service areas the Panel wished to review and we are also reviewing the structure and timescales for future meetings.

The first item on the agenda for the next meeting will be a rent consultation, followed by a review of our Residents Participation Policy.

We are very keen to get more residents involved in the Scrutiny Panel and need your help to do this. If you are interested in joining us, please contact our Housing Manager, Janette Meechan.

Consultation Register – interested?

Some of our residents do not wish to attend meetings but are happy for their name to be added to a consultation register so that they are consulted on matters.

Is this something that you would be keen to do?

We have a register and just need your name on it to allow us to contact you about your views on issues.

Please contact our Housing team to get added to the consultation register.

Rent and Management Fee Review – 2023-24

We carry out an annual review of tenants' rent and factored owners' management fee to ensure they are affordable as well as ensuring that they cover any increase in costs associated with the delivery of our services to you.

Like everyone at this time, the Co-operative has seen higher costs in the delivery of our services. We are assessing the impact of high inflation and interest rates on our budgets and financial plans, and in turn, the income we require to continue to deliver a quality and responsive service in our management, factoring and maintenance services.

We encourage you to take part and provide your views through our consultation on the proposed annual increase of your rents and management fee.

Our aim is to keep rents low and affordable and any rent increase is seen as necessary to maintain our service to you and deliver improvements to your home. We will take your views into account, as well as the outcome of any rent restrictions by the Scottish Government beyond 31 March 2023, to inform our final decision.

You will receive a letter on our consultation in January and it will detail how you can give your views by 3rd February 2023.



Welfare Rights Advice and Rent payment

Your new welfare rights officer



The cost of living crisis has put everyone under immense pressure. We are aware that more and more tenants are seeking financial assistance that is more specialised than your Housing Officers can provide.

We have taken this on board and are delighted to introduce our new Welfare Rights Officer, Rachael Durkin, who joined us in December.

You can contact Rachael on RDurkin@easthallpark.org.uk or 0141 781 2277 for a confidential chat about your benefit entitlement and other financial issues.

Employability assistance



Whilst Rachael can assist you with your financial queries, our Employability & Personal Development Officer, Eddie Murdoch, can assist you to find employment or take steps towards this.

Eddie can help you with:

- Creating or updating CVs.
- Searching for or applying for jobs.
- Assistance to move into college/university education.
- Training courses including,
- Career advice.
- Volunteering opportunities.

You can contact Eddie on eddie@easthallpark.org.uk or 0141 781 2277.

Paying your rent over the festive period

We appreciate how difficult it is for some of you to manage your finances during the festive period, but would remind you that rent payments are due, in full, on or before the 28th of each month.

We are here to help you keep up to date with your rent. Your Housing Officers are just a phone call away – please contact us.

Your Housing Officers are:



Shirley Jackson
shirley@easthallpark.org.uk



Blair Halliday
blair@easthallpark.org.uk



Debbie Lee
debbie@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.



call pay

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 Co-operative 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.

Best Start Grant



Best Start Grant and Best Start Foods are payments that help towards the costs of being pregnant or looking after a child. They're part of the 5 family payments you may be able to get from Social Security Scotland, along with the Scottish Child payment.

Best Start Grant is made up of 3 one-off payments:

- Pregnancy and Baby Payment; Early Learning Payment; School Age Payment.

Best Start Foods is a prepaid card that can be used in shops or online to buy healthy foods like milk or fruit.

The payments you can get now will depend on:

- How far along in your pregnancy you are and how old your child is.
- Best Start Grant and Best Start Foods** are two separate payments. You apply for both using the same form so that you can get all the payments you can without having to fill in more than one form. You'll get separate letters to let you know whether you'll get each payment. You can check eligibility and apply for the grants at www.mygov.scot/best-start-grant

Festive opening hours

Please note that our office will shut for the festive period from 3.30pm on Friday 23rd December, re-opening on Monday 9th January 2023, at 9am. You can report emergency repairs as normal during this period by calling our emergency contractor Gas Sure on 01294 468113.

The staff and Management Committee would like to wish everyone a very Merry Christmas and Happy new year!

Glasgow City
HSCP
Health and Social Care Partnership

BEGINNER'S COOKING SKILLS ONLINE CLASSES

With Nutrition Scotland

6 week courses

Tasty and
affordable
recipes

FREE
vouchers for
ingredients
each week

Relaxed and
fun learning
environment

Courses Running every Tuesday until April 2023

Tuesday until April 2023

from 11.00-12.15pm



Contact Us To
Book a Place:

07595091942



Nutrition
Scotland



Universal Credit payment dates over festive period

Please note that your payment date may change as shown below:

Usual payment Date	New payment Dates
24th December 2022	23rd December 2022
25th December 2022	23rd December 2022
26th December 2022	23rd December 2022
27th December 2022	23rd December 2022
3rd January 2023	31st December 2022
4th January 2023	31st December 2022



Additional financial support

The UK government has introduced measures to help support people through the cost of living crisis.

Support	Amount	Eligibility
Xmas Bonus	£10 one off payment	Resident in the UK during the first week of December 2022 and be in receipt of a 'qualifying benefit'. Paid automatically in the first week of December 2022.
Energy Rebate	£400 paid in monthly instalments over 6 months	Paid to all households Paid automatically to either your utility company or to your bank account.
Winter Fuel payment	Between £250 - £600	Pensioners with a householder born before 1956. Amounts vary according to individual circumstances. Paid automatically no later than January 2023.
Warm Home discount scheme	£150	One off payment for claimants in receipt of pension credit and other 'qualifying benefits' where their utility supplier participates in the scheme. Paid automatically to your utility company.
Council Tax Rebate	£150	Households who live in properties between Bands A-D. Requires to be claimed if not paid by Direct Debit. Automatically paid if Direct Debit is in place. Due to be paid April 2023.

Changes to your Repairs Service



How have you changed the service?

We have changed the way we deliver our repairs service by using a number of smaller, more local contractors.

The out of hours repairs service has not changed. You should still call:

01294 468113 for all emergency repairs including gas.

Why change the repairs service?

We changed the way we deliver the repairs service because our previous contractor decided to leave the repairs delivery service.

What will be different?

We want to keep money raised by the local community, in the local community, as much as we can. Using small local contractors will help.

When will these changes happen?

They already have. We started using local contractors in August. We plan to increase the number as the year continues.

What can you do to help?

You can:

- Tell us when you want the repair carried out so that we can fix the problem first time.
- You can give us as much information as possible so that we can pass this on to the contractor.
- If you are a recognised, qualified and fully insured contractor and you think you might be able to carry out work for us then please contact us at the office.

Who are our main contractors?



Two new trainee caretakers

We would like to welcome John and Tyler who have recently started work placements with us on the Estate Care taking team. This has been made possible thanks to the Investing in Communities Fund of the Scottish Government.



Online safety tips



With Christmas just around the corner, we would like to give you some tips on how to keep your money safe from fraudsters:

- Use a credit card where possible - if you don't have one, make payments via widely recognised payment Apps such as Paypal.
- Use websites that you know and trust.
- Be careful when redirected to other websites as these may not be as secure.
- When purchasing through third party websites, always check their details to be sure they are who they say they are.
- Always use a secure web browser such as Google Chrome.
- Avoid public Wi-Fi as it may not be secure.
- Watch out for unusual calls, texts or emails.
- Check your bank account regularly for unusual transactions.
- Use a strong password on all your devices.

If you think you have suspicious activity on your account, contact your bank immediately on the number on the back of your card.

You should report any attempted fraud or financial crime to Police Scotland on 101.



Events in the Community

The month of September brought with it some lovely weather and our staff took the opportunity to hold a coffee morning event in support of MacMillan Cancer Support.

Lots of home-baking, sandwiches, tea and coffee, as well as raffle prizes and a small donation from our Management Committee raised a total of **£1000!** All proceeds went directly to MacMillan.



Thank you to everyone who attended and donated. A special thanks to our neighbours, Easthall Residents Association for supporting the event.

Halloween was widely enjoyed in our community and in our office. There were some great examples of Halloween decorations amongst our residents, and our staff joined in too by dressing up and decorating pumpkins.



Performance Summary

Housing Management Performance	2022/23	2022/23	2022/23	Comments
Measure	Targets	April - June	July - Sept	
% Anti-social behaviour cases resolved.	100%	100%	100%	Achieved target.
Rent collected as % of total rent due.	100%	95.64%	108.89%	Exceeded target.
Current Tenant rent arrears as a % of rent due.	3.5%	3.68%	2.92%	Exceeded target.
% Of rent due lost due to properties being empty.	0.5%	0.14%	0.37%	Exceeded target.
Average time to re-let properties.	15 Days	17.8 Days	30 Days	Affected by issues around contractor availability.

Repairs and Maintenance Performance	2022/23	2022/23	2022/23	Comments
Measure	Targets	April - June	July - Sept	
Average time taken to complete emergency repairs (hours).	4 Hours	2.38 Hours	2.41 Hours	Exceeded target.
Average time taken to complete non-emergency repairs (working days).	4 Days	3.01 Days	3.04 Days	Exceeded target.
% of reactive repairs completed on time.	100%	100%	100%	Achieved target.
% of reactive repairs completed right first time.	95%	50.00%	63.58%	We are now working with new contractors and seeing more repairs right first time.
% Properties meeting the Scottish Housing Quality Standard (SHQS).	100%	91.8%	91.8%	Some properties cannot comply with SHQS due to their design.
Properties meeting EESSH standard (Energy Efficiency Standard in Social Housing). Energy rating for properties shown in next column.	B Rating C Rating D Rating	73 618 4	73 618 4	All properties meet EESSH standard, with energy ratings shown.

	Target not achieved
	Target achieved
	Some work still to be done

Complaints

Your Complaints

We value your complaints as they help us to improve our services. We monitor complaints regularly to identify where we can make put things right and make our services better for you. We aim to respond to all complaints within five working days, but where the complaint is more complex or you weren't happy with our initial response at 'stage 1', we can take up to 20 working days (stage 2). You can make a complaint to any member of staff in person, over the phone, or in writing.

Below is a summary of our complaints handling performance between July and September, followed by two examples of where we have listened to your complaints and learned from them.

	Stage 1 complaints	Stage 2 complaints
Number of complaints	42	2
% Responded to within timescales	88%	50%
Average response time in working days	3 Days	16.5 Days

You Said, We did

1. ***You told us that repairs appointments were not kept or missed.***

We spoke to our contractor about performance and monitor this monthly to address any performance issues early on.

2. ***You said that the standard of close cleaning and estate landscaping was not always good enough.***

We listened to your concerns and have ensured that the estates supervisor randomly inspects work for quality. We have ensured that regular meetings take place between housing and maintenance staff on estate caretaking matters so that any issues are addressed quickly.

Significant Performance Failures

Tenants of social landlords can report a Significant Performance Failure (SPF) to the Scottish Housing Regulator. SPFs are not individual tenant complaints about services, which should be reported directly to us. Examples of SPFs are where a landlord is:

- Consistently not doing repairs when it should.
- Not allowing tenants to apply for another house.
- Putting tenants' safety at risk.
- Not helping tenants to report anti-social behaviour.
- Not reporting its performance in achieving the outcomes and standards in the Scottish Social Housing Charter to its tenants.



There is more information about SPFs on our website and the Scottish Housing Regulator's website.



Winter Advice

We would like to offer you some advice on how to cope with cold weather conditions:

Understand your Heating system...

- Know where to locate your boiler, main switch for boiler, timer, and thermostat.
- Make sure you know how to set the controls. **Most radiators have thermostatic valves (TRVs)** and you can use these to regulate the temperature in individual rooms. You can save energy costs by setting the TRV lower in rooms you don't occupy.



Burst pipes...

- Check that you know where the main stopcock is for your home so that you can turn the water off. Give us a call if you are unsure of where this is.



- If you will be away from home for some time, make sure that the stopcock is turned off and open the taps to drain water from the pipes. Let your neighbours know where to contact you in case of an emergency.

- Check also that you know where the electricity main switch is and how to turn it off if water is affecting any of the electrics in your home.
- If your pipes do freeze or burst, you should contact our emergency repairs line immediately.



If freezing conditions are forecast...

- Make sure you have adequate supplies of any medications.
- Stock up with food in case bad weather means you can't get out.
- Eat regularly to keep warm and wear two or three layers of clothing.
- Keep active to generate body heat and warmth.

Check your contents insurance?

Make sure that you have home contents insurance to cover you for any damage to, or loss of, personal possessions. We can repair the damage to your home but can't replace your personal possessions. Check that your level of cover is sufficient for the value of your contents. Keep a note of your insurer's contact number and your policy details.



Staff Update

There have been some changes in our staff team.

Property Services

Morven has recently moved to a promoted post in another housing association. We would like to thank Morven for her work and achievements as the Property Officer and wish her well in her new job!



We have appointed Colin Robertson as a temporary Property Officer and he will be visiting and assessing repairs to your home and working with contractors to ensure you receive a first-class repairs service.



Finance

There has been a restructure of our finance section, where Kevin Gallacher (Finance Officer) and Chloe Cuthill (Finance Assistant) have recently left the Co-operative.

We also said a farewell to our temporary Finance Officer Bilal Hussain who helped to improve some of our internal processes. We wish Kevin, Chloe and Bilal well in their respective careers!

Following a recruitment process, we were pleased to appoint Eileen Stevenson as our new Finance Officer. Eileen will start work with the Co-operative in January 2023 and will work closely with our Finance Agent FMD Financial Services Ltd.

Welfare Rights Services

As mentioned earlier, Rachael Durkin is our new welfare rights officer and she started with the Co-operative in December. Rachael's role will be to maximise tenants' entitlement to benefits and other grants. Please contact the office to arrange to speak with Rachael and keep an eye on our website for more details on this service.



Housing Management

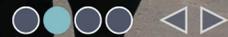
With Sharon moving to pastures new, we appointed Janette Meechan in July as our temporary Housing Manager. Janette brings with her a wealth of experience in social housing and has already made a positive impact in the team.





Making a difference to our Community

Community Activities



Have you seen our new website?

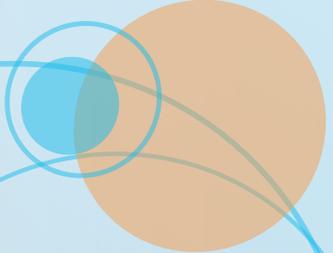
We have launched our new and updated website. You can access the website at: www.easthallpark.org.uk

Regular website users will appreciate how much work has gone into transforming the look and feel of our previous website, with all pages reviewed and content updated. Our new website also features a vast array of recently taken photographs of our area, residents and staff team.

You can access a range of helpful documents such as policies, information leaflets, newsletters and reports under the Downloads section of our website.

You can contact us easily via our new contact form and you can also report a repair using our advanced reporting tool.

We would love to hear your views on our new website – please get in touch with Nikkita in our Business Improvement Team at nsmith@easthallpark.org.uk or call us at the office.



FAMILY MOVIE NIGHTS

WEDNESDAY 7TH, 14TH AND 21ST
DECEMBER 6PM -9PM

FRIDAY 9TH AND 16TH DECEMBER
6PM -9PM

TO BOOK YOUR SPACE
CONTACT LIBBY VIA EMAIL:
LIBBY@ERAGLENBURN.ORG.UK
OR MESSAGE 07594649756



Christmas Word Search



HOT COCOA
MITTENS
SCARF
RUDOLPH
CHRISTMAS

ORNAMENT
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WINTER



2023 CALENDAR

JANUARY

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NOVEMBER

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DECEMBER

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CONTACT US:

0141 781 2277
 enquiries@easthallpark.org.uk
 www.easthallpark.org.uk

EMERGENCY REPAIRS:

Call Gas Sure on 01294 468113