

GlenburnNews

Making a difference to **Our** Community

To all the residents of
Easthall and Kildermorie



Welcome to our Winter Newsletter

*We would like to wish
all our tenants a very
happy and peaceful
holiday season and
all the best for 2022*

INCLUDED IN THIS EDITION

- Staff News
- Covid Restrictions
- Governance
- Maintenance Update
- Estate Management
- Performance
- Welfare Rights
- Gas Safety
- Assistance with Bills
- Winter Property Tips
- Policy Reviews & Rent Review
- Scams
- Rent at Christmas
- Employability
- Free Bus Travel for under 22s
- Team Glenburn - Win Great British Care Awards
- Emergency Contacts
- Whats On

CHRISTMAS Opening hours

We close on Friday
December 24th at
noon and re-open
Monday the
10th of January



Easthall and
Kildermorie
Newsletter



December 2021

Staff Latest

Director leaving 31st December 2021

At the end of December our current Director Claire McGraw will be leaving us for pastures new. Claire is leaving us to take up a new opportunity at another Housing Association in a senior position.

Claire has been with the Co-operative for nearly 18 years. She has led on and been involved in many exciting pieces of work. We asked her for some of her reflections from her time at Easthall.

What will you miss the most?

Definitely the people. I am not just talking about colleagues, I will miss the residents and I will miss working with all the staff from Easthall Residents Association.

I will miss working in such a people and community focussed organisation.

You have led on such important work during your time with the Co-operative, from the introduction of a Residents Panel, improvement in re-let standard and the regeneration of Kildermorie. Is there any part of your work that you are most proud of?

The thing that I am most proud of is that I have helped create a culture in the organisation that strongly focusses on people. We treat everyone as individuals and recognise that everyone has different needs and abilities. Working in housing is not a normal 9 to 5 job. You can make such a difference in a person's life. You can make more difference in someone's life in one day than someone can in their whole career.

Biggest challenge you have faced?

A challenge currently facing the organisation is how to continue to be a first-class housing provider and meet Scottish Governments Energy Efficiency (ESSH2) target by 2032 whilst achieving rents that are affordable.

Kenny Mollins has been appointed as Interim Director. It is our intention that the interim Director will be with us for the next 6 months then we will look to advertise on a permanent basis.

At Easthall Park we have managed our money well and have always applied the lowest possible rent increases every year. However, this is a constant balancing act. Keeping rents affordable is a must however we also recognise that Easterhouse rents are on average one of the lowest in Scotland.

Every social landlord in Scotland is facing this challenge right now. It is not unique to Easthall Park. However, it is one of the biggest challenges facing the Co-operative.

On a personal level, I have found the last two years a challenge. As many of you know I have 3 young daughters – Annabelle is 6, Emily & Sophie are 4. I have found working during the pandemic difficult at times. Especially when nurseries and schools were closed or we have had to self-isolate. Between me & my husband we had to find new ways of working and looking after the kids. That said, I am proud of what I achieved during this time. I found new ways of working and that has been really helpful and I think will be good for me in the future.

Favourite memory?

Almost impossible to answer. Top three would be – newbuilds in Kildermorie and handing over the keys to over 100 people to their new homes, working with the Management Committee this year especially at our first mini conference in September 2021 and final our annual Christmas events with Easthall Residents Association. Seeing the kids' faces meeting Santa and being part of the Christmas magic is very special.

What do you hope for the community for the future?

I would like to see that there hasn't been any decline in what has already been achieved. That the Co-operative is still going strong and is putting people front & centre.

I hope to see more newbuilds in the area, built by Easthall Park.



Covid-19 update

From the 6th December, we will be closed on Monday's & Fridays and open for staff & customer appointments three days a week – Tuesdays, Wednesdays & Thursday.

Our priority has and will always be the safety of our people; staff & customers. We feel at this time, this is the best decision and the best way

of keeping our people safe, we are a small staff team we need to consider the impact of spreading the virus and how we would continue to operate.

If you would prefer to get in contact with us via email please email: housing@easthallpark.org.uk. Our website us more information – www.easthallpark.org.uk/coronavirus-information

Governance update

Strong governance is pivotal in any organisation. So, what do we mean when we say governance...

Governance is basically the framework at the heart of a successful housing association or co-operative. It sets standards of leadership and control and helps the Management Committee to define values by which the organisation will operate.

Easthall Park has a Management Committee which is "tenant-led" and is made up as follows:

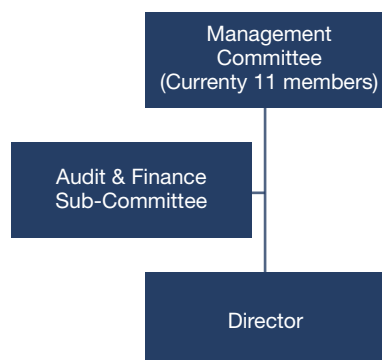
- 8 tenants
- 3 co-optees

All tenants are eligible to stand for election. If you are interested please contact the office. We are able to have a maximum of 15 members in line with our Rules. Therefore, based on us having 11 members currently we have 4 spaces. You don't need to wait till our next AGM!

The Management Committee sets the strategic direction, monitors performance & manages risk. They meet once a month except July & December.

We have one Sub-Committee that oversees Finance & Audit in the organisation.

Governance structure



Members details are:

- | | |
|--|----------------------------------|
| 1. Joe Gracey
Chairperson | 5. Charles Harvey |
| 2. Paul Waddell
Vice Chair | 6. Mary Davidson |
| 3. Alison Cushingam
Chair of Audit &
Finance Sub-
Committee | 7. George McNaught |
| 4. David Barnes | 8. Caroline Cooper |
| | 9. Joyce Kenna
Co-optee |
| | 10. Graham Gillespie
Co-optee |
| | 11. Jason MacGilp |

Jason & Graham are due to leave us at the end of the year & we have two new Co-optees joining us. More details to follow in the new year. All Management Committee members are volunteers and none are reimbursed for their time.

All housing associations and co-operatives in Scotland are regulated by the Scottish Housing Regulator.

The Scottish Housing Regulator (SHR) are an independent regulator and is there to safeguard and promote the interests of current and future tenants of social.

The regulate social landlord by:

- Keeping a register of all social landlords and making sure they meet regulatory requirements*
- Monitoring, assessing and reporting on how well social landlords are run and how they manage their money
- Taking action when is needed to protect the interest of tenants and other services users

*All of these requirements are set out in Housing (Scotland) Act 2010. For more information please visit the SHR website housingregulator.gov.scot



Management Committee and staff are committed to achieving the highest standard of governance. A key strategic objective of Easthall Park is "people development and strong governance". Accordingly, we have a "Governance Charter" and this sets out the key principles that guide and shape how we will achieve this:

- Provide leadership and strategic direction
- Achieve high performance
- Exercise control protect the assets and property of the organisation
- Review and scrutinise performance.
- Integrity and honesty
- Open and accountable

Maintenance Update

Electrical Maintenance

Work on our electrical safety check (EICR) contract is continuing and our contractors, Magnus and Turner, are working closely with Easthall Park to help achieve compliance in all our properties by the end of March 2022.

We also have a small number of properties where works are required to upgrade the fire alarm systems to current regulations. These works will be completed at the same time as the electrical safety inspection. The deadline for properties to meet these regulations is fast approaching, so if you have outstanding works we will be in touch with you in the coming weeks.

If you have been contacted with regards to arranging your EICR please contact the office to arrange a suitable appointment. We thank tenants in advance for allowing the electricians access to carry out these checks. These tests are a legal requirement, but they also help ensure tenant safety.

Where Easthall and our contractors have been unable to arrange appointments with tenants we may consider forcing access to allow these checks to go ahead. Therefore, if you have received notification that your safety check is outstanding, please get in touch.

Close floor update

Our close floor improvement project was suspended due to Covid-19. Works on the project will be recommencing in the remaining closes towards the end of January. Old floor coverings in the project closes will be replaced by a durable black vinyl with yellow stair nosings. These works are necessary maintenance but they are also intended to improve the look of our closes to help make our properties desirable places to live.

Painting update

Our external painting contract is underway and Mitie Property Services are on site in Kildermorie. Mitie will letter tenants before attending their property. Please remember that the contract only includes previously painted surfaces and that you should follow any instructions given to you by MITIE with regards to keeping doors or windows open and pay attention to any Wet Paint signs. We are also planning on painting some internal closes in the coming weeks and months. Closes included within this phase will be informed in due course.

Roof anchor & Gutter cleaning works

Easthall Park recently re-tendered for the Gutter Cleaning and Roof Anchor Servicing contract. MCS Safety Systems were the winning tenderer, so they will be starting on site from mid-to the end of January. We would like to thank tenants in advance for allowing them access to carry out these necessary works.

Maintenance Policy Consultation review

Easthall Park will be shortly be carrying out a review of its Maintenance Policy. As part of this work, Easthall Park is looking as streamlining our documents to have the Maintenance Policy absorb other related stand-alone policies, for example our Recharge and Adaptations Policies. If you would be interested in reviewing the new draft policy and providing feedback, you will be able to do this on our website, where you will find a link to the draft document. **If you have any questions regarding the review, please contact the**



MERRY CHRISTMAS FROM ALL THE STAFF



Estate Management: Tenants Responsibilities

WHAT TO EXPECT FROM THE CLOSE CLEANING SERVICE

Tenants are responsible for close cleaning as part of the Tenancy Agreement which states that:

Part 2 Use of the House and the Common Parts point 2.9:

2.9. You must take your turn, with all other tenants and owner-occupiers sharing the common parts, in keeping them clean and tidy. If you share a common stair, you must also take your turn in regularly cleaning, washing and keeping tidy the common stair, its windows, banisters.

If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others.

Tenants are expected to arrange a close cleaning rota with neighbours without the Co-operative getting involved in this. However, we can offer advice on the best way to set up and maintain a rota.

The Co-operative provides a “top -up” close cleaning service via the Estate Caretaker Service which is in addition to what tenants should be doing already to keep the close clean. The close will be brushed and mopped on a regularly basis. Tenants do not pay for this service and may be withdrawn if tenants fail to meet their obligations.

In addition: Part 2 Use of the House and the Common Parts point 2.13:

2.13 No property belonging to you or anyone residing with you or anyone visiting you, including bicycles, motor cycles or prams, should be stored in any of the common parts. You must not do anything which causes inconvenience or danger to anyone using the common parts.

If items are left or stored in the close, the Estate Caretakers will not clean the close

WHAT TO EXPECT FROM GARDEN MAINTENANCE (COMMUNAL GARDENS)

Tenants are responsible for maintaining communal gardens as part of the Tenancy Agreement which states that:

Part 2 Use of the House and the Common Parts point 2.12

2.12. If you share a garden with others, you must take your turn with them to keep it from becoming overgrown, untidy or causing a nuisance.

If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others.

Our decision will be binding on you.

If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. This is in addition to any other legal remedies we may have. You must not remove, destroy or chop down any bushes, hedges or trees without our written permission.

Tenants are expected to manage the communal garden areas including keeping the gardens in good and tidy condition, free of litter and free from dog fouling. You should arrange this with neighbours without the Co-operative getting involved. However, we can offer advice on the best way to set up and maintain a rota.

The Co-operative provides a “top -up” gardening service via the Estate Caretaker Service which is in addition to what tenants should be doing already to keep the gardens well maintained. The grass will be cut, shrubs trimmed and removed on a regularly basis and is weather dependent. Tenants do not pay for this service and may be withdrawn if tenants fail to meet their obligations.



WHAT TO EXPECT FROM GARDEN MAINTENANCE (PRIVATE GARDENS)

Tenants are responsible for maintaining private gardens as part of the Tenancy Agreement which states that:

Part 2 Use of the House and the Common Parts point 2.11

2.11. If you have exclusive use of a garden attached to the house, you must take reasonable care to keep it from becoming over-grown, untidy or causing a nuisance. If you fail to do this, we are entitled to decide exactly what work requires to be done so as to comply with this duty. Before making our decision, we will consult with you.

Our decision will be binding on you.

Easthall Park is able to provide a limited free service to some tenants via the Estate Caretaker Service. Tenants do not pay for this service.

The service includes a basic grass cut and removal of cuttings and is dependent on weather and other priorities for the caretaking team and can be withdrawn at any time.

Applications for the service are reviewed annually and provided for the current tenant only.

BINS/BULK/FLY-TIPPING

Tenants are responsible for dealing with their household waste and bulk removal as part of the Tenancy Agreement which states that:

Part 2 Use of the House and the Common Parts point 2.14

2.14. You must put all your household rubbish for collection in the bin store or other proper place allocated for it. You must take reasonable care to see that your rubbish is properly bagged. If rubbish is normally collected from the street, it should not be put out earlier than the evening before the day of collection. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected. You must comply with the local arrangements for the disposal of large items (such as large electrical items).

Tenants must also report and request any bulk items they wish removed to Glasgow City Council and pay a charge for removal of the items.

All tenants are expected to present their bin on the day that

bins are collected before 7am and return the bin once emptied.

You can place a bulk request by telephoning Glasgow City Council on 0141 287 9700 on a Tuesday, Wednesday and Thursdays 9am – 3pm.

You can also request a bulk uplift by downloading the My Glasgow App to your smart phone or computer, or make a request online at www.glasgow.gov.uk/bulkywaste.

Alternatively, residents can dispose of items free of charge at the Household Waste Recycling Centre, 90 Easter Queenslie Rd, Glasgow, G33 4UL. They are open 7 days per week 8am-4pm.

Easthall Park provides a service via the Estate Caretaker Service for some tenants to have their bins pulled out to the collection points. Tenants do not pay for this service. The service is dependent on other priorities for the team and can be withdrawn at any time.

Skips for bulk accumulated over the festive season will be on the estate from 7/01/2022 – 10/01/2022. Locations of the skips to be confirmed and we will advise tenants of this nearer the time.



Performance

in the first 6 months of 2021/22

Rent Management	KPI Target for 21/22	Outcome 2020/21	Q1 April – June 2021	Q2 July –Sept 2021
Rent Collected Ind. 26	100%	98.73%	98.02%	103.54%
% Gross Arrears. Ind. 27	4.75%	3.67% £100,410	4.25% £117,307	3.44% £94,954
Current Tenant Arrears % and £	3.75%	3.45% £94,254	4.02% £110,987	3.16% £87,122
Current Tenant Arrears % and £ with Tech removed	3.75%	2.34% £63,853	2.84% £78,501	2.61% £72,099
Former Tenant Arrears £	1%	0.23% £6,156	0.23% £6,321	0.28% £7,833
Value and number of Current Arrears cases >£500 <£1000	n/a	£23,679 34	£24,250 34	£22,590 32
Value and number of Current Arrears Cases >£1,000	n/a	£42,710 22	£50,778 28	£43,437 22
Value and number of Current Arrears Cases <£500	n/a	£27,866 201	£35,959 236	£21,094 107

Allocations	KPI Target for 21/22	Outcome 2020/21	Q1 April – June 2021	Q2 July –Sept 2021
Lets available Ind.17	n/a	27	10	6
Average Days taken to allocate to General Needs Ind. 30	4 days	17.3 days	16.7 days	13.5 days
Section 5 Allocations Made. Ind.23	50%	22%	17%	83.3%
Offers refused Ind. 14	n/a	0%	17%	25%



MERRY CHRISTMAS FROM ALL THE STAFF



Performance (cont)

Complaints	KPI Target for 21/22	Outcome 2020/21	Q1 April – June 2021	Q2 July –Sept 2021
Total Number of SPSO Complaints Received. Ind 3&4	n/a	25	13	17
Stage 1 Complaints Received	n/a	24	13	16
Days resolved within timescales	5	1.96 days	2.3 days	1.87 days
Stage 2 Complaints Received	n/a	1	0	1
Days resolved within timescales	20	19 days	0	16 days
Complaints resulting in change to service delivery	New for 2021/22		7	10
Compliments Received	Tbc	5	0	3

ASB Complaints	KPI Target for 21/22	Outcome 2020/21	Q1 April – June 2021	Q2 July –Sept 2021
Total Number of ASB Complaints Received Ind.15	n/a	71	28	22
Resolved in timescales	100%	86%	100%	100%
Notices Served	n/a	2	0	0

Welfare Rights Advice	Q1 April – June 2021	Q2 July –Sept 2021
Individual customers managed	186	178
Advice Areas Managed	Aberlour Urgent Assistance Fund Discretionary Housing Payment Funeral Payment Housing Benefit Pension Credit Personal Independence Payment Scottish Welfare Fund Universal Credit	Discretionary Housing Payment ESA (Contribution Based) Housing Benefit Pension Credit Personal Independence Payment Scottish Welfare Fund Universal Credit
Total Financial Gains for Tenants	£94,662.56	£56,609.69

Welfare Rights Service

Tenants will be aware that Leigh Marinelli left the Co-operative in October this year. We have an interim Welfare Rights Service in place delivered by Easterhouse CAB. Pauline is our outreach adviser who is based in the office on a Monday and Tuesday for appointments or over the phone if preferred.

Maintenance Targets	KPI Target for 21/22	Outcome 2020/21	Q1 April – June 2021	Q2 July –Sept 2021
Satisfaction with the Maintenance Service in last 12 months. Ind. 12	95%	99.45%	NA	95%
Emergency repairs- average time taken to complete or make safe emergency repairs. Ind. 8	4 Hours	2.85 hours	2.22 hours	2.32 hours
Total number of emergency jobs completed to quarter	NA	1046	NA	417
Non- emergency repairs- average days taken to complete job. Ind.9	4 days	8.28 days	10 days	5.89 days
Total number of non-emergency jobs completed to quarter	NA	627	NA	699
Reactive repairs completed right first time. Ind. 10	90%	79.7%	80%	76.4%
Percentage occupied houses with valid gas safety certificate Ind.11	100%	100%	100%	100%

What's On this winter (more on the back page)

Thriving Places Easterhouse
 Have lots of opportunities for local people (of all ages) to get involved

Looking to get out of the house and get together with people for a cuppa, a chat and some fun activities? Weekly meetup group.

Local residents are getting together to look at mental health, flytipping/littering, safety/security and people's perceptions of Easterhouse and will be taking some action for positive change

A Community Council is run by local people, who care about their community and want to make it a better place to live.
 Interested in finding out more about establishing a NEW Easterhouse Community Council?

For more information contact Donna on 07423 585605
 donnamcgill@glasgowkelvin.ac.uk
 Facebook: thrivingeasterhouse
 Twitter:@TEasterhouse



The Glenburn Centre, 6 Glenburnie Place, Glasgow, G34 9AN

Glenburn Does Christmas 2021
 Meet and Greet Santa Events

Saturday 4th December 10am
 Thursday 9th December 6pm
 Sunday 19th December 10am
 Tuesday 21st December 6pm

Festive Fun for the children includes arts and crafts, party games and much more

To book your space contact libby@eraglenburn.org.uk
 or call or message 07594649756




Gas Safety

Throughout the current pandemic it is still a legal requirement for the Co-operative to carry out gas services for every property with a gas boiler within a 12-month period. These checks are essential, not just so that we meet our legal requirements, but also to keep you and your neighbours safe. Our gas contractor, Gas Sure, will be making sure that our homes also meet the new standards for fire detection while they carry out boiler services and will fit new smoke and heat detectors as and when required. We thank tenants in advance for allowing Gas Sure to carry out these services, ensuring that our properties are compliant with current legislation.



Assistance with paying energy bills and heating your home throughout winter

If you're struggling to afford your gas and electricity bills, contact your supplier to discuss ways to pay what you owe them. Your supplier has to help you come to a solution.

Your supplier must take into account:

- *how much you can afford to pay - give them details about your income and outgoings, debts and personal circumstances*
- *how much energy you'll use in future - they'll estimate this based on your past usage, but give them regular meter readings to make this more accurate*

You might be able to repay your debt directly from your benefits through the Fuel Direct Scheme. A fixed amount will automatically be taken from your benefits to cover what you owe, plus an extra amount for your current use.

To be eligible, you must be getting one of the following benefits:

- *Income-Based Jobseeker's Allowance*
- *Income Support*
- *income-related Employment and Support Allowance*
- *Pension Credit*
- *Universal Credit (but only if you're not working)*

Contact your Work Coach and let them know you want to set up Fuel Direct. They'll contact your supplier and tell them you want to pay off your debt under the Fuel Direct Scheme. Your supplier will set up the repayments and let you know how much you'll be paying.



MERRY CHRISTMAS FROM ALL THE STAFF



Applying for grants or benefits

If you're struggling to afford your energy bills, you might be able to take advantage of certain benefits, grants and help offered by the UK government, the Scottish government and energy suppliers.

• WINTER FUEL PAYMENT

The Winter Fuel Payment is a payment to help you pay your heating bills during the winter. You'll get a Winter Fuel Payment automatically - you don't need to apply - if all of the following apply:

- *you get the State Pension or another benefit - but not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit*
- *you were born on or before 5 October 1954*

If you don't get the State Pension or another benefit, then you might need to make a claim.

• COLD WEATHER PAYMENTS

Cold Weather Payments are one-off payments to help you pay for extra heating costs when it is particularly cold.

You'll get a payment each time the temperature drops below a specific temperature for a set period of time. You'll only be eligible for a Cold Weather Payment if you already get:

- *Pension Credit*
- *Income Support*
- *income-based Jobseeker's Allowance*
- *income-related Employment and Support Allowance*
- *Universal Credit.*

If you're eligible, you'll get paid automatically.

• WARM HOME DISCOUNT SCHEME

You might be able to get £140 off your electricity bill or a £140 voucher for your prepayment meter. You can get this under the Warm Home Discount Scheme if you're either:

- *getting the guarantee credit part of Pension Credit*
- *on a low income.*

Find out more about all of these payments on the Government website.

Applying for grants or benefits (cont)

Grants to help pay off your energy debts

If you're in debt to your energy supplier, you might be able to get a grant from a charitable trust to help pay it off.

The British Gas Energy Trust offer grants and schemes that are open to anyone, you don't have to be a customer.

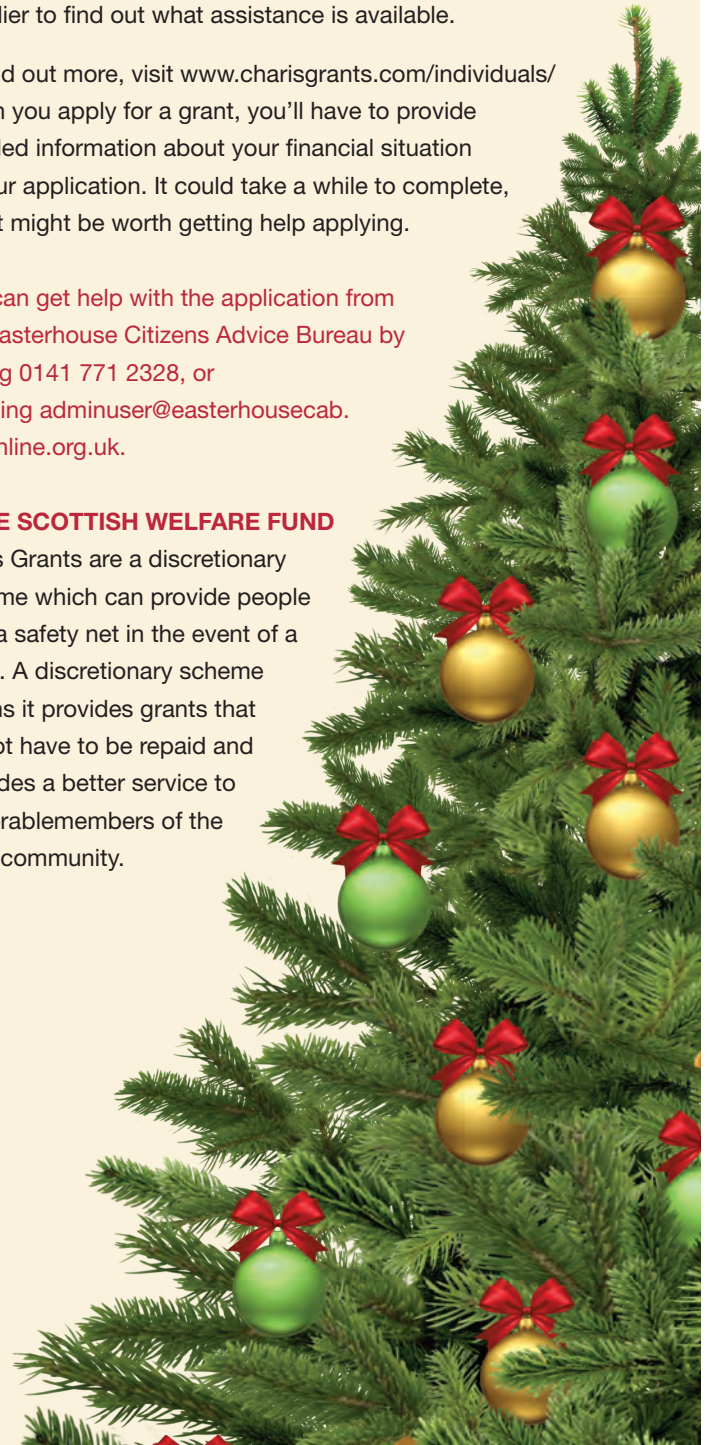
There are also companies who offer grants specifically for their customers such and it is worth contacting your supplier to find out what assistance is available.

To find out more, visit www.charisgrants.com/individuals/ When you apply for a grant, you'll have to provide detailed information about your financial situation in your application. It could take a while to complete, and it might be worth getting help applying.

You can get help with the application from the Easterhouse Citizens Advice Bureau by calling 0141 771 2328, or emailing adminuser@easterhousecab.casonline.org.uk.

• THE SCOTTISH WELFARE FUND

Crisis Grants are a discretionary scheme which can provide people with a safety net in the event of a crisis. A discretionary scheme means it provides grants that do not have to be repaid and provides a better service to vulnerable members of the local community.



Property winter tips message to keep the home safe & sound

Handy Tips to help stay warm this winter

Heating – You may already know that the heating can come on and go off at certain times but make sure you know exactly how the heating system functions. It is best to leave the heating on low if you are thinking about going away for Christmas and the New Year or set the timer so that the heating continues to come on regularly whilst you are away.

Stopcock – Where the stopcock is located – if there is a burst pipe or other emergency related to plumbing you should be aware of where to turn off the mains water supply. If you don't know how to do this, now is the time to find out!

Condensation – Condensation occurs usually in rooms that do not have sufficient ventilation or heating. In the winter condensation problems are worse and cause mould to form, which in turn damages the paintwork, fixtures and fittings. Remember to make use of your extractor fans!

How warm should your house be? - It's easy to turn the thermostat all the way up when it's freezing cold but what temperature should your house be? Aim to set your main room thermostat somewhere between 18°C and 21°C. It's also a good idea to set your thermostat to one temperature and then use a timer to turn it on and off when you need the heating most. That way you won't waste excess energy from leaving the heating on too high, for too long.

Look in on vulnerable neighbours and relatives - Check up on older neighbours and relatives, and those with heart or respiratory (breathing) problems, to make sure they:

- are safe and well
- are warm enough, especially at night
- have stocks of food and medicines so they don't need to go out during very cold weather

Be prepared - The Met Office provides weather forecasts on radio and TV, so listen in to these bulletins regularly to keep up to date with the weather. Severe weather warnings are also issued on the Met Office website, through the Met Office Twitter feed, or you can call the Weather Desk on 0370 900 0100 or 01392 885 680. The Met office also has advice on getting ready for winter. This includes suggestions for practical things you can do to prepare for winter weather, including cold, ice and snow, high winds and flooding. Flooding can cause damage not only to your property, but also to your personal belongings. Check that your contents insurance policy covers flood damage and, if you don't already have contents insurance, make sure you take it out. Our website details insurance companies who provide tailored contents insurance for housing association/ co-operative tenants for as little as a couple of pounds a month! Pop into the office to grab a form

Emergency contacts numbers over the festive period
(See back page of Newsletter)

Policy Reviews

We are undergoing a few policy reviews including looking at our Allocations Policy and Rent Management Policy. If you are interested in assisting with any policy review, please contact us for more information. The Allocations Policy is important for tenants and applicants as this is how we allocate our empty properties which is via the Greater Easterhouse Common Housing Register and all 4 landlords must approve the policy. Tenants and housing applicants are welcome to share their views on our policy. We hope to have this completed and approved by March 2022.

The Rent Management Policy is about how we manage tenants that fall into rent arrears and agree repayment of arrears or actions we must take to ensure we collect rent to provide the services all tenants expect us to deliver. This

policy is ready for tenants to view and anyone interested should contact Shirley to discuss.

Rent Review 2022/23

The Management Committee met on 8 December 2021 to consider the annual rent review based on what the Co-operative needs to fulfil the investment plans for the coming years. It has been proposed that 2 options will be provided to tenants in the coming weeks to consider before a final decision is taken in January 2022. We are also advising tenants that the date we charge rent from will change from the 28th to the 1st of each month. Please take part in our survey to ensure that your voice is heard.



Rent First

Christmas can be an expensive time of the year, but it is important to stick to a budget and pay your priority bills. At Easthall Park we collect the monthly rent from day one of your tenancy. Rent is due in advance of every month, for example monthly rent payable on the 28/11/2021 is for the month of December. If you are in rent arrears or not fully in advance you may have already set up a payment arrangement with your housing officer to prevent recovery action. If you have any concerns about paying your rent it is important that you speak with your Housing Officer or any member of the Housing Management Team who are equipped to assist you with any financial difficulties.

We are always here to help!!!

Rent is a priority payment and your tenancy agreement is a legal contract. You can be at risk of losing your home if you breach your tenancy agreement.

Please ensure that your rent account is up to date this Christmas and you are not starting a new year with arrears.

Thank you.



Ways to Pay your Rent

By Direct Debit: If you have a bank account, the easiest way to pay is by Direct Debit. This is now a completely paperless process and can even be set up over the phone.

By Standing Order: If you have a bank account, you can also pay by Standing Order.

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



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

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

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

Or you can scan this code to download the Allpay app to your smartphone making it even easier to pay.



Callpay: Or you can phone Easthall Park Housing Co-op on 0141 781 2277 and a member of staff can take a debit card payment over the phone for you.

By Cheque: You can pay by cheque at the Co-operative's office. Alternatively, you can post the cheque to the Co-operative.

***Bank Transfer/Online banking:** – Easthall Park Housing Co-operative Ltd. sort code –83-21-27. Account number – 00151515

*Please always ensure you quote your tenancy number as your payment reference to ensure your payment is paid direct to your rent account. If unsure of your tenancy number please just ask a member of staff.

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

REMEMBER

If you are struggling in any way please contact us and we can try to help.
Telephone: 0141 781 2277



Rise in Scams during Covid pandemic

There has been a significant rise in scam calls and messages during the coronavirus (Covid-19) pandemic. Our advice can help you spot a scam and keep yourself safe.

Sometimes we receive phone calls, messages and emails from scammers. These are criminal acts, usually aimed at encouraging you to hand over money, or your personal or financial information.

It can be hard to tell if a spam text, email or call is from a legitimate company or a scammer. For example, scammers could pretend to be from your bank or building society, or they might claim to be from your phone or broadband company.

Other examples include criminals claiming to represent HM Revenue and Customs, the NHS, delivery companies, or even Ofcom.

Here you will find information on different types of scams that are currently happening

IF YOU RECEIVE A SUSPICIOUS TEXT



STOP! The text could be a scam. Read carefully and look for any details that don't seem right.



Don't click on any links or give out any personal or bank details.



Report any suspicious texts to 7726 and make your friends and family aware too.

IF YOU RECEIVE A SUSPICIOUS PHONE CALL



STOP! Do not give out any personal or bank details.



Hang up and call the company they claim to be from to check if it is a scam.



Report scam calls to **Action Fraud** and make your family aware too.

Employability Service

Our employability service is able to offer tenants a wide range of support to help return to or start work. In recent months, local people have been helped to make CVs, successfully apply for jobs and further education, gain accredited training and other skills required for work.

A course was recently run in the Glenburn Centre offering 8 local young people training and experience working in social care. The participants gained certification in manual handling and first aid and career support from our partners, GMD Community Services.

Other local people have also worked with our partners, People Plus, to gain training, receive advice and tips for returning to work and move back into employment.

Call Eddie on 0141 781 2277 or email eddie@easthallpark.org.uk if you would like any support.

Free Bus Travel for Under 22s

First Minister Nicola Sturgeon has confirmed, implementing a commitment agreed with the Scottish Green Party which will see all under 22s resident in Scotland have access to free bus travel from 31st January 2022.

The change means around 930,000 young people across Scotland will benefit from free bus travel from 31st January 2022.

Free travel for residents of Scotland aged 5-21 will be accessed by the National Entitlement Card (NEC) or Young Scot NEC from 31st January 2022. Information on the application process for existing cardholders and new users will be available on the Transport Scotland website in due course. Children aged 0-4 already travel for free on commercial bus services.

The scheme will be delivered by the Scottish Government in partnership with the Improvement Service, National Entitlement Card Programme Office, Young Scot, local authorities and bus operators to help Scotland reach its net zero targets by 2045.

Team Glenburn Win Great British Care Award

We are extremely proud to let you all know that the amazing Team Glenburn, which consists of the staff and volunteers of Easthall Residents Association, have won the Great British Care Awards Frontline Leaders Award. This award recognises efforts in the North East of England and the Whole of Scotland.

This came as a total surprise as our team only found out we were nominated and shortlisted on the 18th November and were asked to attend the black tie event in Newcastle on 24th November. We were nominated by one of the families that we have supported throughout the past year and over several years, hence why we had absolutely no idea. To have been nominated alongside massive nationwide organisations such as HC One Healthcare, ROC Group, Four Seasons Healthcare and Community Lifestyles makes this even more incredible.

To think we are just this small organisation who manage a

small community facility in Easthall, a small corner of Glasgow makes this even more special. This recognises the quality of the work that our volunteers and staff deliver on a day to day basis, the dedication, commitment and pride the team put into each and every shift has been recognised and rewarded. Of course none of this would have been possible without our participants and the support we receive from funders, partners and this incredible community.

The judging panel took account of the work we carry out every day, our response to COVID, our Children's and Young people's activities, our My Life my Choice Additional Support needs services and our wider support.

We are now invited to attend the Britain Wide Awards ceremony in March 2022 as we have been shortlisted for the Nationwide Award, we will keep you all updated as to how we get on.

Team Glenburn



Emergency contacts numbers over the festive period

Gas Sure: 01294 468113

(For all emergency boiler, central heating and hot water repairs.)

Turner Property Services: 0333 320 2322

(For all other emergency repairs)

OTHER USEFUL CONTACTS

Scottish Water Customer Helpline: 0800 0778 778

Scottish Gas or SGN (Scotia Gas Network): 0800 111 999

NHS 24: 111

Police Scotland (non-emergency): 101

Glasgow City Council (to report bulk, pest, fly tipping etc.): 0141 287 2000

Citizens Advice Bureau: 0141 771 2328



What's On this winter (cont)



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@eraglenburn.org.uk