

EASTHALL PARK

SEASONS GREETINGS FROM ALL AT EASTHALL PARK HOUSING ASSOCIATION!



*Easthall Park wishes you and your family
a wonderful Christmas & a very Happy New Year!*

GLENBURN NEWS

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Director's Report



Welcome to our Christmas edition of the Glenburn News. It has been a very productive time for the Association as we continue to focus on our work and services to make Easthall Park – 'A Great Place To Live'.

Improving our Service

We are currently implementing our new staff structure approved by the Management Committee in August 2023, where our aim is to build on our strengths and provide more resources to improve our maintenance and estate caretaking services. The new staff structure will be fully implemented in 2024 and it complements the creation of a new in-house Trade Team, who will work with our current contractors to provide a high quality and responsive repair service and planned major repairs to our tenants' homes.

An exciting new development for learning

Tenants and residents coming together to learn new reading and writing skills in a comfortable laid-back environment here at the Glenburn Centre. Every Thursday from 4.00pm till 5.30pm.

Our tenant Elissa said "This is the best thing I have ever done & can't wait to read books to my grand-daughter."

Our tenant Mrs Jackson who is our voluntary tutor said "I just love to help and encourage our group in learning to read and write and see them enjoy and achieve so much every week. It is so rewarding and an absolute tonic & a real team effort."

Tenant Surveys

At Easthall Park, we value our tenants and owner-occupier's views on our work and services. We completed the Residents satisfaction survey earlier in the year and we continue to consider your views in our review and improvement of our service. We recently undertook an independent full stock condition survey through David Adamson Surveyors and we will be assessing these findings and your views on the improvement of your home to develop our Investment Strategy 2024-29.

More than a Landlord

We have a key objective to 'be more than a landlord' and improve the quality of life for our tenants and other residents living in our communities. I am delighted we have been able to access funding from the Scottish Government and Scottish Federation of Housing Associations to support our tenants with the cost of living and energy costs. We welcome the compliments and positive responses we have received from our tenants who have used the new service through the Wise Group and/or received a new air fryer, these inspire us to do more knowing the difference they make!

On behalf of the Association I would like to wish all our tenants and other customers an enjoyable festive season!

Kenny

Its never too late to learn & no pressure, everyone learns at their own pace and we are all learning together. If you think you would benefit from joining the group to learn to read and write for free then please just give the office a call on 0141 781 2277.



Annual Assurance Statement 2023

The Association published its Annual Assurance Statement (AAS) to the Housing Regulator and in the 'Downloads' section on our website at the end of October 2023.

The Association's Director, Kenny Mollins stated, "Our Annual Assurance Statement demonstrates our compliance against the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management.

We are working through a review of our business and we are focussed on continuously improving in our work, service and compliance with these standards".



**Scottish Housing
Regulator**

Easthall Park Becomes a Charitable Housing Association

Easthall Park Housing Co-operative has completed a review of its fully mutual status and is now Easthall Park Housing Association Ltd following agreement from its members at a Special General Meeting to adopt the SFHA Model Charitable Rules (Scotland) 2020, which have now been registered by the FCA.

The Co-operative's Chairperson, Paul Waddell said "We are pleased to have completed the review of our fully mutual status to become Easthall Park Housing Association Ltd.

It will contribute towards the significant improvement we have seen in our governance in recent years and ensure greater compliance with Regulatory requirements".



**EASTHALL
PARK**



'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 which can assist you if you are struggling to make your rent payments.

These methods include:

- Face to Face interviews with your Housing Officers Shirley, Blair and your Assistant Housing Officer, Lorraine
- Appointments with our Welfare Rights Officer, Rachael
- Income and Expenditure support
- Referral to other agencies such as; Mega Fund, Crisis Fund etc.

Your Housing Officers are:



Shirley Jackson
shirley@easthallpark.org.uk



Blair Halliday
blair@easthallpark.org.uk



Lorraine Docherty
lorraine@easthallpark.org.uk

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

As tenants are aware, rent payments are due, in full, on or before the 28th of each month and with the support mechanisms mentioned 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.

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.



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



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



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

Allpay: You can pay online at www.allpay.net by using your 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



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)



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

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.

Residents Panel

The Residents Panel brings together our Easthall and Kildermorie communities so they can directly share their views and participate in our decision-making processes to help develop our services.

The Panel recently reviewed the Estate Management Policy with a view to developing a Neighbourhood Action Plan to tidy up the area.

Our future agenda items include:

- The Role of the RSL
- Welfare Mitigation Plan
- Complaints Performance 2022/23

The Housing Manager, Janette Meechan re-iterated how good it is to listen to user experience of the services provided and how we can improve these services.



Interest in the residents panel is increasing and we would welcome new members to participate in the meetings. If you have a few hours spare every few months and would like to join the Residents Panel then please contact Janette at the office.

Supporting our Residents

The Association has continued to identify funding sources to support our residents through the cost of living crisis and are delighted that we have been successful in securing funding to support the delivery of Energy Efficiency measures as well as providing Energy Advice Services.

We submitted two successful applications to the Social Housing Fuel Support Fund and received funding to provide air fryers to some of our

residents and enlisted the support of the Wise Group 'HEAT' team to provide advice and support to tenants with their utility providers.

Staff have received many compliments from residents around the provision of the air fryers and we have referred 54 tenants to the 'HEAT' group for assistance.

Please contact us if you wish to be referred for assistance.

Specialist support available

Delivered by a team of trained Energy Mentors providing in-depth telephone casework advocacy & support and mentoring.



Tackling energy emergencies	Managing fuel debt and related issues	Saving money on fuel bills	Accessing energy grants and crisis funds
Accessing targeted schemes and initiatives	Optimising energy usage	Increasing energy efficiencies	Specific energy advice and information



Universal Credit Migration Notices

Universal Credit has been in place for new Claims since 2018, however, everyone in Scotland receiving existing benefits such as Child and Working claims and not claim Tax Credits, Housing Benefit, Income Support, income-based Jobseekers Allowance and income related Employment and Support Allowance will instead receive Universal Credit.

The move to Universal Credit is taking place across Britain and has reached the Glasgow area, with Tax Credit claimants being the first to go through the “managed migration” process.

Migration Notices will be issued to those who are being asked to move, please do not ignore these notices as it can result in a loss of benefits if not actioned within the designated 3-month time frame.

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

Welfare Rights - Missed Appointments

There has been a recent increase in missed appointments. Please call the office as soon as possible if you are unable to attend your appointment to allow this to be filled from the waiting list. The service is extremely busy and waiting times are increasing with missed appointments. If you fail to attend an appointment on three occasions, this will result in removal from the appointment list and referral to an external advice agency.

Heating your Home

The cost of utility bills has increased dramatically and everyone is struggling to keep warm whilst reducing your gas and electricity bills.

There are ways to heat your home for less:

- Turn down your thermostat by one degree to save money
- For most people, a comfortable temperature would be between 18 and 21 degrees
- Set your thermostat to come on when you need it, it is cheaper than leaving your heating on constantly at a low temperature
- Make sure your radiators aren't covered by curtains or furniture and regularly bleed your radiators to keep it flowing and avoid cold spots.



Preventing Damp & Mould

The Association Is listening to its Tenants/ Owner-Occupiers

Although we want our homes to be warm, it's important to remember that a healthy home requires adequate steps to prevent damp and mould.

Many people have experienced issues with damp and mould in their property at some point. Even in warm, well looked after properties mould growth can occur in parts of the home, especially in the colder months. Most mould growth people will experience is most likely to be the result of condensation.

Ventilate your home:

On dry days open some windows to allow humid air to ventilate out of the house. It is better to open a few windows a little throughout the whole house. This helps the air to move through the house. One window open wide in one room may not be as effective. Try to do this as often as possible (2-3 times a week), but keep windows closed on wet days as damp air may increase indoor humidity

Don't seal or block extractor fans:

These quickly remove damp air from moisture-dense rooms like kitchens, bathrooms, and utility rooms.

Try to keep your home at a healthy temperature:

On cold days try to keep indoor temperatures at least 18°C

Keep doors closed:

This will prevent warm moist air travelling through the house and finding the colder surfaces.

Keep lids on pots while cooking:

When cooking ensure that you cover your pans with a lid to reduce moisture being created from the water boiling

Think about the location of your furniture:

Keep furniture away from walls to allow air circulation. Cool areas behind furniture will be high humidity areas conducive to mould growth. Open wardrobe doors regularly to promote air circulation.

What is condensation?

Condensation is the process where water vapor becomes liquid. It happens one of two ways: Either the air is cooled to its dew point, or it becomes so saturated with water vapor that it cannot hold any more water.

Condensation moisture can be created by everyday living: cooking, showering, and even breathing. It is present in the air all the time but only becomes visible when it comes into contact with a cold surface, and you see the water droplets.

Household Plants:

We understand with the rising fuel prices and trying to keep your home warm, some tenants do not want to open their windows to let the heat out, however, this may lead to dampness in your home. One quick and cheap solution to assist with damp prevention is to buy houseplants as they absorb moisture.

Peace lilies love humidity and are one of the best plants for absorbing moisture and purifying the air. They need plenty of sunshine to flower, however low light with only occasional exposure to sunlight will work for them too. They are low maintenance too and require minimal care. Please note, peace lilies are toxic to cats and dogs. Although, they are not as dangerous as actual lilies they can cause severe poisoning and potentially fatal health issues if great amounts are ingested.

Spider plants are a great alternative for those with pets, they do a great job of absorbing both moisture and pollutants from the air Spider plants require little maintenance and are great value for money as they produce baby spider plants that you can cut off and grow your own collection.

Easthall Park Housing Association– How are we performing?

- Our performance is worse than the previous quarter
- Our performance is broadly similar to the previous quarter
- Our performance has improved since the previous quarter.

Repairs Service				
Satisfaction with Contractors' Performance			90%	●
Average Response Time – Emergency Repairs	3.37 hours	2.27 hours	4 Hours	●
Average Response Time – Urgent Repairs	7 days	5 days	4 Days	●
Tenant Safety				
Number of properties with a live gas safety certificate	93.3%	100%	100%	●
Number of properties with an Electrical Inspection Certificate in last 5 years	90.1	95.5%	100%	●
Rental Income				
Rent collected for current tenants as a % of annual income	108.1%	97.26%	100%	●
Tenancy Management				
Number of new ASB cases reported	23	7	-	
Number of ASB cases closed off	23	7	100%	●
Allocations & Empty Homes				
Number of empty properties during the period	7	7	-	
Average days to re-let properties	29.43	31.89	15	●
Rent loss from empty homes as a % of income (year to date)	0.27%	0.44%	0.50%	●
Housing Stock				
Number of properties meeting the Scottish Housing Quality Standard	94.2%	94.2%	100%	●

Complaints

SPSO COMPLAINTS	Apr-June 2023 SPSO 1 (5 days)	Apr-June 2023 SPSO 2 (20 days)	July-Sept 2023 SPSO 1 (5 days)	July-Sept 2023 SPSO 2 (20 days)
REPORTED	14	2	11	1
UPHELD %	64%	0%	45%	0%
UPHELD	9	0	5	0
TOTAL DAYS	40	71	21	13
AVERAGE DAYS	2.9	35.5	2.1	13.0
RESPONDED IN TIME	13	0	10	1
RESPONDED IN TIME %	93%	0%	91%	100%



Consultation on Office Opening Hours

The Association has been undertaking a review of our office opening hours to ensure we can provide an accessible and high-quality service to all our tenants and other customers either by phone or at the reception desk. The review will also complement other improvements to make our service more accessible including a 'My Home' portal on our website and a review of our phone system in 2024.

We are consulting with our tenants and other customer on proposed office opening times, which includes a lunch time closure and to continue the half day closure on a Wednesday afternoon for staff training and development:

Proposed Office Opening Times

Monday	9.00a.m. – 12.30p.m. 1.30p.m. - 4.30p.m.
Tuesday	9.00a.m. – 12.30p.m. 1.30p.m. - 4.30p.m.
Wednesday	9.00a.m. – 12.30p.m. (Office Closed P.M.)
Thursday	9.00a.m. – 12.30p.m. 1.30p.m. - 4.30p.m.
Friday	9.00a.m. – 12.30p.m. 1.30p.m. - 3.30p.m.

The Association's Director, Kenny Mollins said, "Our review of our opening times is based on an assessment of the times our tenants contact or call at the Association's office. We recognise there have been shortcomings in our service during the lunch time period, where staff are often not available or are covering other roles. We feel a set lunch time closure between 12.30p.m. – 1.30p.m. will ensure we have the majority of our staff available before and after the proposed lunch time closure and this will enhance our service to you.



Your views

We would like to hear your views on the proposed office opening times, which you can do by the following:

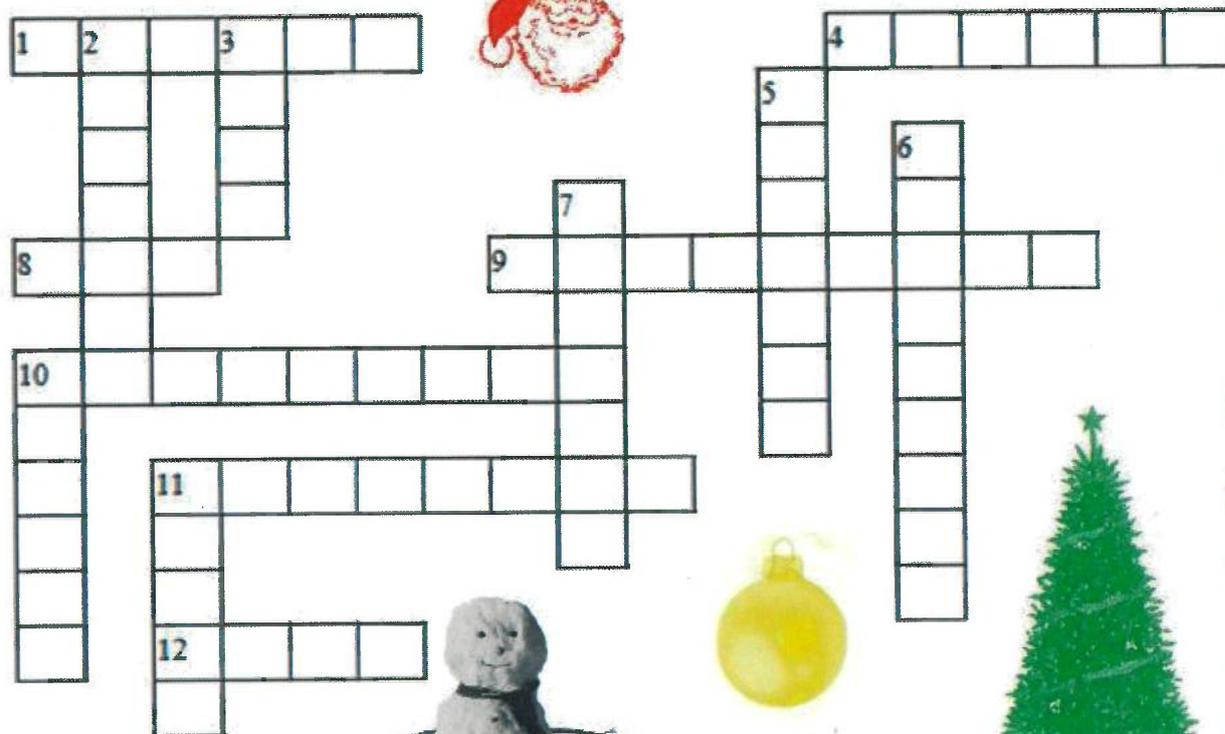
- E-mail us at Consultation@easthallpark.org.uk
- Write to us at Consultation on Office Opening Times, Easthall Park Housing Association Ltd, Glenburn Centre, 6 Glenburnie Place, G34 9AN
- Contact or call at the Office and a staff member will record your views.

The deadline for responses is Friday 12 January 2024

The Association's Management Committee will decide on the new office opening times at their meeting on Wednesday 31st January 2024.

MERRY CHRISTMAS

Santa's Crossword



ACROSS

1. Famous snowman
4. What Santa travels in
8. Makes toys for Santa
9. Used to decorate a Christmas tree
10. December 25
11. Hung by the chimney with care
12. What presents are left under

DOWN

2. Reindeer with a shiny red nose
3. Covers the ground on a white Christmas
5. Santa comes down this
6. Red and White hooked shaped candy
7. Left under the tree Christmas morning
10. Left out for Santa
11. Jolly toy maker

Tis the season to be jolly but please stay safe and enjoy your Christmas and New Year

Christmas is a special time for celebration and should not end in tragedy because of the extra hazards that are present at this time of year. So when you're 'decking the halls' please follow our simple advice and stay safe.

- Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Check your smoke alarm weekly and report any faults immediately to the Association
- Make sure your family and/or visitors know what action to take in the event of fire or activation of smoke/heat alarms in your home.
- Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays.
- Stub out cigarettes properly –make sure there's no smoke.
- Pour water on cigar and cigarette ends before putting in a bin.
- Consuming even a moderate amount of alcohol can greatly increase the risk of fire and injury.
- Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.
- Make sure your festive lights conform to British Standards and are always switched off when going to bed or leaving your house or flat, even for a short period.
- Never be tempted to overload electrical sockets.
- Make sure the fuse in the plug of any electrical appliance is the correct rating.
- Keep festive decorations away from lights and heat.
- If celebrating with fireworks remember that they are explosives. Store them safely out of the reach of children and always follow the fireworks code.
- Never leave lit candles unattended.
- Unplug all Xmas lights before going to bed.



Brown Bin Permit

A decision was made by Glasgow City Council to introduce a £50 charge for the collection of garden waste typically housed in brown bins. This charge came into effect from 1st October 2023.

The cost for a Brown Bin Permit is £50 in the form of a one-off payment, but it should be noted that this charge applies per brown bin.

Permits will be provided within 21 days of purchase and it will cover the year until September 30, 2024.

You can apply online for a brown bin permit at my.glasgow.gov.uk. or by calling 0141 287 9700.

Brown bins can still be used free of charge for food waste only and for those who do not wish to buy a permit, garden waste can still be taken to council household waste recycling centres without charge.

If garden waste is present within a bin without a permit attached, the bin will not be emptied by the collection crew.

2023 Annual John Murphy Garden Competition Winners

The announcement of the winners for the Annual Garden Competition 2023 took place at our Annual General Meeting in the Glenburn Centre on the 4/9/23. Our housing team staff judged the best gardens in the area and it was a difficult decision as the standard of the gardens were very high!

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



Changes in our Staff Team

Maintenance Assistant

Chato Chilambwe left us for pastures new and we would like to thank her for all her hard work and wish her all the best in her future endeavours.

Temp Maintenance Assistant

Anne Esler has recently joined us as temporary maintenance assistant and will work closely with both the Housing and Maintenance sections.



Office Closure over Christmas and New Year

The Office shall close at midday on Friday 22nd December 2023 for the festive break. We shall reopen on Monday 8th January 2024 at 9am.

Glasgow North East Christmas Fayre

This year GNE Food bank would like to ask you to donate the following items for the festive parcels we distribute to people in need at Christmas.

- A tin of meat or fish
- Tinned or packet potatoes
- Tinned carrots or peas
- Gravy granules and condiments
- Small Christmas pudding
- Tinned/pkt Custard
- Tinned fruit
- Shortbread or a family pack of biscuits
- Diluting juice
- Treats such as chocolates or sweets
- Christmas crackers and napkins

Donations can be dropped off at CALTON PARKHEAD PARISH CHURCH, 142 Helenvale St, G31 4NA on Monday, Wednesday, and Friday mornings from 9-1pm.

Donations can be made up until Monday the 18th of December 2023.

If you require any further information, please call 07951749373.

Thank you to everyone for your kindness.



Another Successful Christmas Fayre!

Firstly, just want to say a massive thank you to everyone who came along to help make our Christmas Carnival & Fayre a huge success. We really appreciate you all coming out in the snow and cold, we just hope we helped bring some festive cheer.

Thank you so much to all the companies and individuals who supported our event, your generosity means so much and really helped make our raffle pretty spectacular.

The weather tried to test us early on but thank you to our staff and volunteers for being up and out early to clear the ground for our Christmas Carnival.

On that note, I want to highlight our amazing team of young volunteers, who helped prepare many of our crafts and gifts available today, giving up hours of their time and then being on hand today to help out, there all such a credit. Likewise, our fantastic group of volunteers who came in and gave up their time for the Fayre and throughout the year, always there when needed, genuinely cannot thank you all enough!

Also, want to shine a light on our brilliant Ladies Group, they have also been hard it the past few weeks making gifts and preparing lots of things to support our event and the majority of our 'Golden Girls' helping out, we really appreciate you all.

Thank you to all the support from the Easthall Park staff and committee, we really appreciate you supporting our event.

Thank you to all our stall holders, again your such a lovely and talented group of people, I think there was a good bit of Xmas shopping done at the fayre.

Lastly and very importantly, real credit must go to Jai Irvine and his team, who provide our Fun Fair, many would've looked at Saturdays weather and said 'I don't fancy that' not Jai and his team, setting up from 7.30am, freezing in the snow and all for our community..... thank you all again for making this such a special event.

So.....until next year when we get to do it all again #TeamGlenburn

Sponsors** The National Lottery Community Fund Scotland Glasgow City Council

Have a fun Christmas & a Happy New Year, See you all in 2024.



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

Councillor Maureen Burke (North East)

0141 287 5865

Bailie Sharon Greer (North East)

0141 287 5627

Councillor Ruairi Kelly (North East)

0141 287 4057



Address:

Easthall Park Housing Co-operative Ltd

The Glenburn Centre

6 Glenburnie Place

Easthall, Easterhouse

Glasgow, G34 9AN

Contact Details:

Tel: - 0141 781 2277

Email: - Enquiries@easthallpark.org.uk

Website: - www.easthallpark.org.uk

Opening Hours:

Monday - 9.00am - 4.30 p.m

Tuesday - 9.00am - 4.30 p.m

Wednesday - 9.00am - 2.00 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 repairs

01294 468113