

Glenburn News

Making a difference to **Our** Community

To the Residents of
Easthall and Kildermorie

UK Outstanding Landlord of the Year...

Easthall Park is delighted to announce that we have been shortlisted for the UK Outstanding Landlord of the Year Award.

Committee and Staff will attend the award ceremony in London in April.

As finalists for this national award we had to demonstrate that the Co-operative is really providing excellent results and we are extremely pleased to be a finalist.

We will update all residents in our next newsletter.

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Easthall and
Kildermorie
Newsletter



Spring 2015

Residents Satisfaction Survey

In the last edition of the newsletter we told you about some of the key results from the Residents Satisfaction Survey carried out for the Co-operative by Research Resource in October 2014. We were really pleased that 93% of residents are satisfied with the service we provide - this compares well with the Scottish average of 89%. Here are some other important findings from the survey:

Question asked – How satisfied with overall services provided by Easthall Park?

2012 results – 97%
2014 results – 93%



Question asked – How satisfied with aspects of the repairs service?

	% satisfied 2012	% satisfied 2014
Being told when workers would call	89%	96%
Being able to get repairs done at a convenient time	90%	96%
Time taken before work started	85%	86%
Speed of completion of work	83%	84%
Overall quality of work	91%	97%
Repair being done 'right first time'	85%	84%

Question asked – How satisfied are you with the quality of customer care?

2012 results – 94%
2014 results – **96%**

Question asked – Do you think rent represents good value for money?

2012 results – 89%
2014 results – **66%**

Although there are improvements since 2012 when we last carried out a survey of this size there are some areas where we'll want to investigate a bit further and look at how we can improve. One area being the percentage of tenants thinking their rent represents value for money which has dropped since our last survey (in 2012) - part of our response to this is to have a rent freeze this year. We are currently working with our Management Committee and Residents Panel to agree an action plan to address any areas where satisfaction is not as good as it could be. If you'd like to take part and have your say please contact Elaine Whyte.

Q3 Performance Data

In December 2014 we were meeting our 2014/15 target for non-technical arrears. Our target is 3% and we achieved 2.31%.

Former tenant arrears are just slightly under target at 1.43%. Our target is 1.5%.

At December 2014 we had raised a total of 8 court actions due to non-payment of rent.

Two evictions had been carried out at December 2014 for non-payment of rent.

One eviction had been carried out at December 2014 due to anti-social behaviour.

Within quarter 3 we received a total of 37 complaints – 0 Category A, 9 Category B and 28 Category C. 89.19% were resolved within locally agreed targets. Our target for this is 90%.

In total we have received 91 complaints – see table below:

	No. of Complaints	A: Very Serious	B: Serious	C: Nuisance	No. of NPRP's served
Year end 2012/13	76	12	17	47	10
Year end 2013/14	163	16	38	109	7
Q1 2014/15	30	2	3	25	1
Q2 2014/15	24	2	6	16	0
Q3 2014/15	37	0	9	28	0

Residents Panel

At Easthall Park we want to make sure that we continue to provide a first rate service. We believe one of the key ways of doing this is to listening to what you think about what we do and taking on board your comments. The Residents Panel gives you the chance to have your say and help influence our services and how we do things. The Panel meets every couple of months to discuss a wide range of issues that are important to tenants. Everyone's view is important and worth listening to – if you think you might be interested in joining and would like to know more contact Elaine Whyte for an informal chat.

Universal Credit

After many delays we have now been informed that Universal Credit is definitely coming to Glasgow this year. The first people affected will be single job seekers making new claims. Universal Credit will replace a range of benefits, including housing benefit. It will be paid monthly, in arrears, into a bank account and claimants will be expected to make their claim online. Tenants on Universal Credit will be expected to pay their rent directly to their landlord. We are aware that this will be a big change that many of our residents may have problems adjusting to. We can offer support though – please call the office if you want to discuss what Universal Credit will mean for you.

Garden Maintenance Scheme

Easthall Park operates a garden maintenance service for those tenants who struggle to cut their grass because of their age or a medical problem. Up until now we have cut grass for tenants who don't have anyone living with them, or family living locally, who can do it for them. The costs involved in delivering this level of service are high - and these costs come directly from everyone's rent money. We are asking tenants to let us know what is the fairest and best way of providing this extra service from five different options:

1. The current arrangement – we cut the grass for over 65s or under 65s with a medical condition if they have no-one living with them or family locally who can do it.

2. We cut grass for over 65s or under 65s with a medical condition if they have no-one living with them who can do it.
3. We cut grass for over 65s or under 65s with a medical condition.
4. Easthall Park does not hold a garden maintenance list – all assistance to be provided by Glasgow City Council except in exceptional circumstances.
5. Tenant's own idea of what the criteria should be for access to the garden maintenance service.

Please take time to respond to this consultation as we want your views! Additional surveys can be found at Easthall Park reception.



Surprise Baby Shower

On Wednesday 11th February we held a surprise baby shower at Easthall Park for Claire McGraw, our housing manager. Claire had no idea it was taking place and staff members worked hard decorating the office, organising games and baking delicious treats.

Claire finished up for maternity leave on Friday 13th and beautiful baby **Annabelle McGraw** didn't waste any time at all and was born on Sunday 15th February weighing 6 pounds 6 ounces.

Congratulations Claire and Tim on the arrival of your beautiful baby girl!



Elaine Whyte started with Easthall Park as temporary Housing Manager on 21st January 2015. Elaine will be with us over the next year covering Claire McGraw's post whilst she is on maternity leave.

Please say hello to Elaine and introduce yourself when you see her out and about!

Santa's Grotto and Xmas Fayre

We would like to thank everyone that attended and helped to make our Xmas Fayre a huge success. The items that were on offer on the day went down well and the majority sold out. Our tombola was finished within the first hour of opening, the silent auction raised over £300 and the raffle with an Xbox One as the top prize proved very popular. On the day we raised a total of £1,925 which will be used to support all the activities that operate within the centre.

The day would not have been possible without the support and kind donations of the following businesses: MITIE, MCS, City Technical, Brown and Wallace, SAS, Langmuir and Hay, JS McColls, Celtic FC, The Rangers Charity Foundation, Farmfoods, McDonalds and various retailers within Easterhouse Shopping Centre and The Glasgow Fort. Thank You.

We would also like to thank all of our staff, volunteers and young volunteers for both their support in preparation for the fayre and for their hard work on the day.



Christmas Parties

All of our Christmas Parties proved very popular this year. We had over 70 children at our primary school ages party plus 35 children and 6 members of our 50+ club went to see the "Three Little Pigs" pantomime.

We also had a Christmas Disco for members of our Wednesday and Friday Night Youth Clubs with an Indian Buffet. The night proved a success and our young people are now going to be taking up DJ workshops with DJ Stevie Rodgers. We also held a lunch for our 50+ club members and opened this out to the wider community. Hopefully we will see some new members following the popularity of this event.

Our Supported Needs Groups enjoyed activities such as Christmas parties, Christmas lunch and a visit to the "Three Little Pigs" pantomime. Over 130 individuals attended our various festive events.

Once again a huge thank you to all of our staff and volunteers - without them our festive events would not have been possible!

New Maintenance Contract

Easthall Park Housing Co-operative has now completed the lengthy and vigorous procurement process of appointing our new reactive maintenance contractor from April 2015. During this process over 15 Contractors expressed their desire to become Easthall Park Housing's new Reactive Maintenance Contractor.

Easthall Park Housing Co-operative can now confirm that Mitie Property Services have been successful in securing our maintenance contract for a further 3 years with a further 2 years optional. The contract was awarded to Mitie Property Services as they had demonstrated the best value for money to our community and also they also scored highest in the quality aspect of the tender process.

We are now entering into a long term partnership with Mitie Property Services which will benefit the community as a whole. During the initial contract from 2010 to 2015, Mitie Property Services provided our community with financial and gift assistance for various events. Mitie have also provided some local residents with the opportunity to obtain apprenticeships within their organisation, thus providing training opportunities to our community that would not have been possible without this partnership. The relationship between Mitie and EHP will continue to grow and benefit the community within different areas such as contributions to local events and providing training opportunities for members of our community. Easthall Park always strives to deliver and improve upon the service which we provide our tenants in all aspects of the business. We are positive that this renewed partnership with Mitie will assist us in achieving excellent customer service.



Charge Tenant Repairs

Easthall Park Housing Co-operative has recently updated our Charge Tenant Repairs policy, which can be downloaded from our website or a leaflet can be picked up from our office. The policy states what repairs



tenants will be liable to pay for due to misuse or malicious damage; it will also give advice on what repairs can be rechargeable but may be exempt if evidence can be produced such as police crime reference numbers. Tenants have a responsibility of care to keep their property in a satisfactory condition, which includes all fixtures and fittings. Tenants must also report any repairs in a timely fashion to the Co-operative which are not their responsibility to carry out.

Easthall Residents Association News



EASTHALL
RESIDENTS ASSOCIATION

50+ Group

Our 50+ group meet every Thursday from 10am to 2pm. The group has just recently started up and is growing nicely so far. The group are starting flower arranging classes, baking, knitting and sewing. The group have their lunch, play bingo and have a good catch up in between taking part in various activities. Why not come along and learn some new skills, take part in a hobby or share ideas with the group? The cost is £3 which includes lunch and unlimited tea and coffee. All are welcome.



New Saturday Intergeneration Group

We have started a new club on Saturdays from 12pm to 4pm. This club is aimed at all members of our community of all ages. Why not come along as a family and take part in many fun activities? We have table tennis, pool, badminton, Wii games console, X-Box, IT suite, arts n crafts, cooking and baking, Glitter Glass making and you can help work on our new Community Garden Project.

Entry is free and children aged under 5 should be accompanied by an adult.

If you are interested in volunteering then please contact Andy on 0141 781 2277 or come along to the centre to discuss this with him.

Modern Apprentice and Legacy Award Winner

This Glasgow City Council Commonwealth Employment Awards 2014 were held at the SSE Hydro and we are delighted to announce that one of Easthall FC's Under 19s players, Darren Sheppard, won *Modern Apprentice of the Year*. Darren also won the *Legacy Award* as he was selected from all category winners as the overall outstanding Modern Apprentice. Congratulations Darren and good luck with your future plans.



Derelict Land Project



The Co-operative has submitted bids to various funders to upgrade land in Easthall (the old school site) and Kildermorie which will create facilities for the community whilst also employing young people. It is hoped that we will have an indication as to whether our bids are successful this spring and further details will be presented as soon as we have news.

Rule Change

The Co-operative will be asking our members to adopt new rules at our next Annual General Meeting to ensure that we meet with regulatory requirements.

If you are interested in learning more about what this change will mean for the Co-operative please contact John at the office.



EASTHALL PARK HOUSING CO-OPERATIVE LTD
THE GLENBURN CENTRE

Email: enquiries@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
THE GLENBURN CENTRE

Email: andy@easthallpark.org.uk

Are your possessions covered in the event of a fire?

If you are a tenant of Easthall Park Housing Co-operative, the property you live in will be covered through our common building insurance policy. What this means is that the structure, fixtures and fitting of the property are insured in the event of a disaster such as fire or flood. However this does not cover your personal belongings and possessions. For example, if a fire occurred in your home and you did not have contents insurance you would have no cover for all your personal belongings, e.g. fridge, couch, television etc. This means you would need to find the money yourself to replace all these items. The Co-operative would not replace these items for you.

We would strongly urge all of our tenants to have protection for these items.

We would like all tenants of Easthall Park Housing Co-operative to make sure that they access competitive insurance and there are a number of companies on the market that provide contents insurance at a very affordable rate.

Tenants can contact any insurance company, however the following two companies offer services tailored to Housing Co-operative and Housing Association tenants:

Thistle Insurance Services

Email: tenantscontents@thistleinsurance.co.uk

Diamond Tenants Content Insurance Scheme

Email: diamond@sfha.co.uk



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