

Glenburn News

Making a difference to **Our** Community

To the Residents of
Easthall and Kildermorie

Welcome
to Our Summer
Newsletter...

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Newsletter



Summer 2021

'We're back in the Office!'

Life for staff and tenants of Easthall Park Housing Co-operative changed in March 2020 when the World Health Organisation (WHO) declared a pandemic due to the coronavirus. The last 17 months has been unprecedented and have resulted in changes to how we engage with our tenants and our business operating model.

Our tenants have adapted positively to the challenge of these changes and have allowed us to deliver 'business as usual' as far as we possibly could during these challenging times.

In line with Scottish Government guidance and statement made on the 3rd August 2021 by the First Minister, we will re-open our office to the public on Monday 6th September 2021.

We prioritise the health and wellbeing of our tenants and employees, and following a full risk assessment we will continue operating a hybrid model of staff working in the office and working at home.

This is an ongoing process which will be informed by the Coronavirus and Scottish Government Guidance on returning to work.

Initially from 6th September 2021 we will be operating an appointment only service and we will keep you updated as these arrangements progress.

We would like to thank our tenants for their support and patience in adjusting to our temporary arrangements during the last 17 months, and look forward to welcoming you into our offices again on 6th September 2021.

£364,000: What a result!!

We offer a comprehensive welfare rights advice service to all Easthall Park Housing Co-operative tenants. Our Welfare Rights Advisor is able to support & assist tenants on a wide variety of issues including:

- **Providing benefit checks / Income maximization checks.**
- **Completing benefit forms.**
- **Assisting tenants to make benefit claims.**
- **Challenging benefit decisions & obtaining appeal representation.**

The Welfare Rights Service has assisted 293 tenants since March 2020 and has been able to claim over £364,000 in benefits. Since 2018, we have assisted tenants to claim over £1million in benefits.

Our Welfare Rights Advisor – Leigh Marinelli is available Monday to Friday between 9am & 5pm. Appointments can be made by calling 0141 781 2277. If you would prefer to contact via email you can email Leigh directly at leigh@easthallpark.org.uk

Currently due to COVID19 restrictions all appointments will be via telephone (or zoom if requested).

Annual General Meeting Diary Reminder!

The Co-operative will be holding its Annual General Meeting on Monday 6th September in the Glenburn Centre at 6.30pm.

Please put this date in your diary!

Please come along to hear and take part what will be happening in your community, you can join the management committee, find out who wins the best garden awards and there will be food and a free prize draws on the evening.



Reporting Significant Failures to the Scottish Housing Regulator

As a tenant of Easthall Park Housing Co-operative, if you feel there has been a significant performance failure (SPF) in how the Co-operative delivers its services or conducts their business, you can report your concerns to the Scottish Housing Regulator (SHR)

Complaints about your landlord

An SPF is not an individual tenant complaint about services. If you have a complaint, for example about repairs to your own home, then you should raise this directly with your landlord through its complaint's procedure.

What is an SPF?

An SPF is where a landlord has

- consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants;
- or has not reported its performance annually to its tenants or the annual reported performance does not reflect actual performance;
- or has materially failed to meet our Regulatory Standards;
- and the landlord's action(s), or failure to take action, puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

Examples of an SPF are if the Co-operative fails to carry out health and safety requirements, such as annual gas safety checks; is not maintaining tenants' homes or carrying out repairs in line with its legislative duties and published policies; fails to have appropriate governance and financial procedures in place or apply them; or does not consult tenants about issues such as proposed rent increases and other policies that affect tenants.

How do I report an SPF?

Factsheets and forms to report a SPF are available from the Scottish Housing Regulator, as well as from the Co-operative. You should tell the SHR exactly what the issue is and demonstrate how it affects a number of the landlord's tenants. You should also set out when you raised the issue with the Co-operative and how they responded.

What will the SHR do?

The SHR will look at your complaint to decide whether it is, or could be, an SPF, investigate it and write and tell you and the Co-operative whether it is an SPF as quickly as possible. The length of time it takes will depend on the complexity of the complaint and the information it will need to gather.

What will happen if the SHR decide it is an SPF?

This will depend on the circumstances. They will decide whether they need to engage with the landlord to ensure it takes action to address the issue. If they do they will say this in a Regulation Plan and publish the findings on their website.

You can obtain a Factsheet and form from the Co-operative, from the SHR website at www.housingregulator.gov.scot or by calling 0141 242 5642



Easthall Residents Panel

Did you know there is a Residents Panel at Easthall Park Housing Co-operative?

As well as the Management Committee, the aim of the Residents Panel is to ensure that the people that use the services can inform how those services are delivered.

It's made up of local people living in Easthall and Kildermorie and meets every couple of months to discuss a wide range of topics important to them as residents.

The Panel decide what they want to look at, and the Co-operative will also suggest topics for discussion. Some of the items covered are:

- **How rent is spent and question whether it is value for money?**
- **How the Co-op deal with anti-social behaviour and neighbour nuisance, repairs and complaints about the service**
- **How letters and information sheets are written and contribute to the Tenants Newsletter**

The Panel also scrutinises the Co-operative's performance in delivering services and can help in the preparation of the Charter Report to tenants which is issued each year.

There are no special skills or qualifications required; everyone's view is important, and training is offered if residents feel they need this. The meetings are informal and everyone is encouraged to take an active and positive part; afternoon tea and cakes are offered while chatting through the issues!

Some of the reasons people got involved are:

"I wanted to make a difference to where I live and I know that I can improve things".

"I'm noseey and want to know that things are getting done when neighbours ask me"

"It's an excuse to get out and meet other people living here"

The Co-operative is actively looking to recruit new members for the Residents Panel. If you are interested in getting involved, even just occasionally, please contact your Housing Officer for an informal chat and more information.

Easthall in Bloom!

Our annual garden competition is in full swing!

We have many beautiful gardens that help to brighten up the Co-operative neighbourhood. Our judges have been out and about in Easthall and Kildermorie identifying our best gardens.

The winners will be announced at our AGM due to take place on the 6th September 2021 at 6.30pm. As well as prizes for the best gardens we also have Most Improved Garden Award.

The aim of the awards is to recognise and celebrate those residents who make the area look nice and make a real difference to our community. Good Luck to our entrants!



Scottish Child Payment

Scottish Child Payment helps towards the costs of supporting your family. It's a weekly payment of £10 that you can get for every child you look after who's under 6 years of age. You'll get the payment every 4 weeks if your application is successful.

How to apply:

Apply online:

<https://www.mygov.scot/scottish-child-payment>.

Apply by phone: Call Social Security Scotland free on 0800 182 2222 to make your application over the phone. The opening times are Monday to Friday 8am to 6pm.

Help with Self Isolation

You could be eligible for £500 self-isolation grant if you are on a low income. People on low incomes may be eligible to receive a £500 grant if asked to self-isolate. The Self-Isolation Support Grant will help those who would lose income if they needed to self-isolate, such as those unable to carry out their work from home.

To be eligible for the grant you must:

- Have been asked to self-isolate by Test & Protect Scotland
- Be able to prove you have lost income due to self-isolation
- Be in receipt of a qualifying benefit such as Universal Credit, housing benefit or working tax credits or earn less than the real living wage

The grant is intended to support people who would otherwise struggle to be able to afford to comply with the requirement to self-isolate.

Applications can be made online at: <https://www.glasgow.gov.uk> or by contacting the Scottish Welfare fund on 0141 276 1177 and selecting option 1. Opening times are Monday to Friday 9am to 4pm.

Best Start Grant & Best Start Foods

Best Start Grant and Best Start Foods are payments that help towards the costs of being pregnant or looking after a child.

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

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

How to Apply:

Apply online: <https://www.mygov.scot/best-start-grant-best-start-foods>. Apply by phone: Call Social Security Scotland free on 0800 182 2222 to make your application over the phone. The opening times are Monday to Friday, 8am to 6pm.

Annual Lettings Plan 2020/21

Each year the Co-operative agree a letting plan which sets out the proportion of lets we aim to make to each group within our allocations policy. In agreeing the letting plan we analyse applicant demand and need, and take account of legal and regulatory responsibilities and strategic priorities.

Along with all other housing providers in Glasgow, this includes agreeing with Glasgow City Council the proportion of lets we will aim to make to homeless applicants to help tackle the city's growing homeless challenge.

The table shows the targets we set for last year, how we allocated our houses and what we aim to achieve this year

Group	Targets for for 2020/21	Number & percentage of lets	Targets for 2021/22
Group 1 homeless	35%	6 23%	50%
Group 2 urgent needs	15%	1 4%	10%
a) Housing list	15%	9 33%	10%
b) Transfer list	5%	2 8%	5%
Group 4 unsatisfactory housing	15%	4 15%	10%
a) transfer list (CHR partners)	2.50%	2 8%	2%
b) other RSL/ Local authority	2.50%	0	2%
Group 6 general needs	5%	2 8%	2%
Group 7 care and support	2.50%	0	2%
Group 8 aspirational	2.50%	1 4%	7%
Total	100%	27	100%

Quarter 1 Performance 2021/22

Our Quarterly performance is monitored using the RAG system of **Red High Risk**, **Amber Low Risk** and **Green High Risk**. There are no areas of high risks in Quarter 1.

	KPI Target for 21/22	Outcome 2020/21	Trend	Q1 April – June 2021
Current Tenant Arrears % and £	3.75	3.45% £94,254		4.02% £110,987
Our current tenant arrears have risen to 4.02% in Quarter1. The most significant increase occurs in our higher arrears bracket of over £1,000.				
Number of lets available	n/a	27		12
Average number of days to allocate empty properties	4 days	17.3		14.56
% Rent Lost through houses lying empty	tbc	0.19%		0.06%
Average Rent Lost through houses lying empty £	tbc	£5,232		£1,643
Time taken to allocate houses in Quarter 1 has reduced compared to our performance in 2020/21, despite having 12 properties to let in the quarter.				
Total Number of ASB Complaints Received	n/a	71		28
ASB Complaints resolved in timescales	n/a	86%		100%
Emergency repairs- average time taken to complete or make safe emergency repairs.	4 hours	2.85		2.22
Non- emergency repairs- average days taken to complete job.	4 days	8.28		10
Repairs completed 'Right first time'	90%	79.74%		80%
Percentage occupied houses with valid gas safety certificate	100%	100%		100%
Our performance in completing non-emergency repairs continues to be affected by the backlog of jobs held over from during stricter Covid restrictions and feedback from Contractors regarding difficulties in sourcing materials.				

Changes to Free Bulk Uplift Service by Glasgow City Council



This is an important update regarding bulk uplifts in the Easthall area. Please read it so that you know what is happening with this service.

In February last year just before lockdown began, Glasgow City Council made the decision to start charging residents for bulk uplifts.

These charges were introduced on 5th July 2021. There is an environmental reason behind why the council is changing its service : it aims to encourage residents to reduce the amount of waste they produce or find other ways for items to be re-used where possible.

The council believes that extending the useful life of bulky items will help reduce Glasgow's carbon footprint and help support the city's aim of becoming "carbon neutral" by 2030.

What is meant by carbon neutral?

It means offsetting the amount of carbon dioxide that an organisation like a council emits into the atmosphere by other means. Increased recycling and throwing away less are ways of achieving this offsetting.

Glasgow City Council have asked all housing providers to make you aware of the charges it has introduced for collection of bulky household waste. How to arrange a bulk uplift

- You can request a bulk uplift online by first registering with "myaccount". Details of how to do this is available at www.glasgow.gov.uk/bulky_waste
- You can also call the council on 0141 287 5700 on a Tuesday and Wednesday between 09.00am and 3.00pm.

- Payment can be made by credit or debit card via a secure site and will be taken upfront.
- You will be given an appointment for when the items will be uplifted. Please place the items outside your home or in your garden the evening prior to the uplift.

The charges are as follows

- **£35 for up to 10 standard items**
- **£35 for each large electrical item – these will be collected separately for recycling**
- **Special large items such as marble fire places, sheds, cast iron baths will continue to be charged on a half hourly basis.**

The Co-operative is aware of the financial impact on tenants of paying for this previously free council service, as well as the potential detrimental effect on our estates.

We are currently looking at this issue and would really welcome your views on how the Co-operative can help.

If you have any bulky items to be removed from your home and still some life left in the, you can contact National Re-use who take items such as beds, sofas, tables, chairs and bikes that are in good condition, could be re-used. If they haven't been left outside and sofas and armchairs still have the necessary fire labels please donate. **Call 0800 0665 820 <https://www.zerowastescotland.org.uk>**

Or you can take your bulky items to the recycling centre at:

**Easter Queenslie Recycling Centre
90 Easter Queenslie Road
Glasgow, G33 4UL**



Making a difference to our communities

Do you know about our Educational Bursary ?

If you or your family stay in an Easthall Park property and are planning to attend college or university then you can apply for our bursary (grant) programme.

It doesn't matter what course you are planning to attend, all we require is that you complete an application form which can be obtained from our office.

Last year we paid out £1200, supporting 5 of our local residents to pursue their education.

The closing date for applications is 31st August 2021 and we will be assessing applications shortly.

If you are thinking of entering education or training in the future, the Education Bursary is something to consider. Questions you may have about this applying :

I am thinking of going to college or University but do not have confirmation of a place, can I apply?

Yes, we will consider all applications although no payments will be made until after confirmation that you have been accepted onto whatever course you have applied for.

What can I use the bursary money for?

This can be used for anything that supports your course such as travelling, out of pocket expenses, books, materials (e.g. hairdressing course requires scissors etc.). Whatever will assist you attend college or university. Just let us know how the bursary or grant will assist you.

How much will the bursary be for?

This will vary depending on type of course and number of applicants that apply. We anticipate that the amount of bursary awarded will be in the region of £200 - £250. However, it could be more or less depending on funding availability.

How can I apply?

Complete the Bursary Award application form and fill in as much detail that you can, remember the more information we have the better we can assess your application. Forms are available from the Co-operative office.

Who will decide who gets the bursary?

The Co-operative will set up a panel to assess applications and make award(s).

Why is the Co-operative making bursary awards?

Our purpose is "making a difference to our community". We see ourselves as being more than a housing provider. This role involves supporting local people gain employment and training opportunities helping them fulfil their potential.

I am not planning to attend college or university - is there anything you can do for me?

We have our Employability and Personal Development Officer, Eddie Murdoch in post and able to provide advice and support with training or employment opportunities. When we have a training and employment opportunities available, we advertise these on our website. Our Newsletters will have details of our courses co-ordinated in partnership with Glasgow Kelvin College. Also follow us on our website and twitter accounts to be kept up to date with information.

Website : www.easthallpark.org.uk

Twitter: @easthallpark



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

EASTHALL RESIDENTS ASSOCIATION
THE GLENBURN CENTRE

Email: andy@easthallpark.org.uk

Easthall Park Housing Office Hours:

Monday 9am-5pm Tuesday 9am-5pm Wednesday 9am-3pm
Thursday 9am-5pm Friday 9am-3.30pm Saturday/Sunday CLOSED



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