

Help us build it



Help us keep it!

Lochfield Park  
Housing Association

Easter 2020

Lochfield Park Housing Association

EASTER

# NEWSLETTER

## CORONAVIRUS

Given the recent outbreak of Coronavirus (COVID-19) in Scotland please check <https://www.gov.scot/coronavirus-covid-19/> or <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public#number-of-cases> for the most recent updates.

In line with Government guidelines, the office is now closed to the public and staff are working remotely.

**Please be assured that we will continue to provide our residents with the best service possible during these difficult times.**

Further updates will be provided on our Website, Facebook and Twitter.

Our office hours are 10am – 4pm Monday to Friday.  
We will be closed weekends and public holidays.

**Please see inside this newsletter for services that may be affected at this time.**

*Thank you for your co-operation during this very difficult time for everyone.*

**STAY AT HOME** 

**PROTECT**

**NHS**  
SCOTLAND

 **save lives**

## REPAIRS

Our contractors are operating on an “Emergencies only basis”.

### Examples:

No Toilet Facilities

No wash facilities

Water penetration damaging electrical fittings

Isolation of dangerous/faulty electrical items

**FULL** Central Heating breakdowns (Electrical or Gas)

Serious Concern for tenants/ occupants welfare

**Routine repairs** can still be reported as normal, however, these will be logged on file until the situation improves.

They will then be attended to in priority and date order.

**Planned maintenance** works are suspended until further notice including the Bathroom Replacement Program—Tenants have been informed of the delay.

**If you have any questions please call the office to discuss.**

## RENT PAYMENTS

You can still pay rent over the phone, via CALLPAY online, at the Post Office, Direct Debit and Standing Order or download the Allpay App to your smartphone.

We know people are concerned about their income; be it benefits or work related and we totally understand.

We are here to help. If you are struggling to pay your rent please contact us immediately and we will do our best to assist and try to put your mind at rest.

**Please do not worry about arrears but contact us as early as possible for advice and assistance.**

## GLASGOW CITY COUNCIL RECYCLING AND WASTE

Purple Glass Bin & Brown/Food Waste collection suspended—  
**Please put food waste in General bin**

If your house has Covid19 symptoms - Double bag your waste

No changes to general & blue recycling uplift

Bulk uplift has been suspended

While the suspension of bulk uplift is in place please do not leave items on the street. These items will not be collected. Please leave any unwanted items safely on your own property such as your back garden or your back court and remain mindful of any fire risk.

For information and updates - [Glasgow.gov.uk/coronavirus](https://glasgow.gov.uk/coronavirus)

## ANNUAL GAS SERVICING

Our Gas Contractor has informed us that Annual Gas Servicing is suspended until further notice.

However, emergency situations will still be attended subject to COVID-19 protection measures being followed.

## NEW FIRE REGULATIONS

The installation program for new fire and smoke alarm systems has been temporarily suspended.

Protect yourself and others:

- ◆ Stay at home
- ◆ Only go outside for essential food, health and work reasons
- ◆ Stay 2 metres (6 feet) away from other people
- ◆ Wash your hands regularly
- ◆ Wash your hands as soon as you get home



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

*Please note that this information is current at this time and is subject to change. Stay informed and follow advice given by your healthcare provider and national and local public health authority.*



# DEVELOPMENT UPDATE

We are pleased to announce that Lochfield Park will be going ahead with the phase 10 development. This will be 84 new build properties on the site at Abbeycraig Road.

The properties will be a mix of 2 storey house types including terraced, cottage flats and one bedroom apartments.

A number of the properties will also be designed specifically for wheelchair users and many others will be barrier free. Both outside and within, the houses will be designed to the highest specification to meet Glasgow City Council's Housing Standard.

This is the largest development in the Association's history and is on a prime site with views overlooking the 7 Lochs Wetland Park. We are therefore determined to ensure that we create a development which people will be excited about and want to live in.

Housing Application forms are available for anyone wishing to join the Association's Waiting List for housing.

**However, due to the COVID-19 pandemic the site start has been delayed. We will keep everyone updated through our website and social media pages as the situation changes.**





## **DWP Specific Information about Coronavirus (COVID-19) and Claiming Benefits.**

### **Changes to Jobcentre Appointments**

People receiving benefits do not have to attend jobcentre appointments for three months, starting from Thursday 19 March 2020.

People will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended.

People can still make applications for benefits online if they are eligible.

### **Applying for a Managed Payment to Landlord**

Information and guidance on how to apply for a Managed Payment to Landlord can be found on [GOV.UK](https://www.gov.uk)

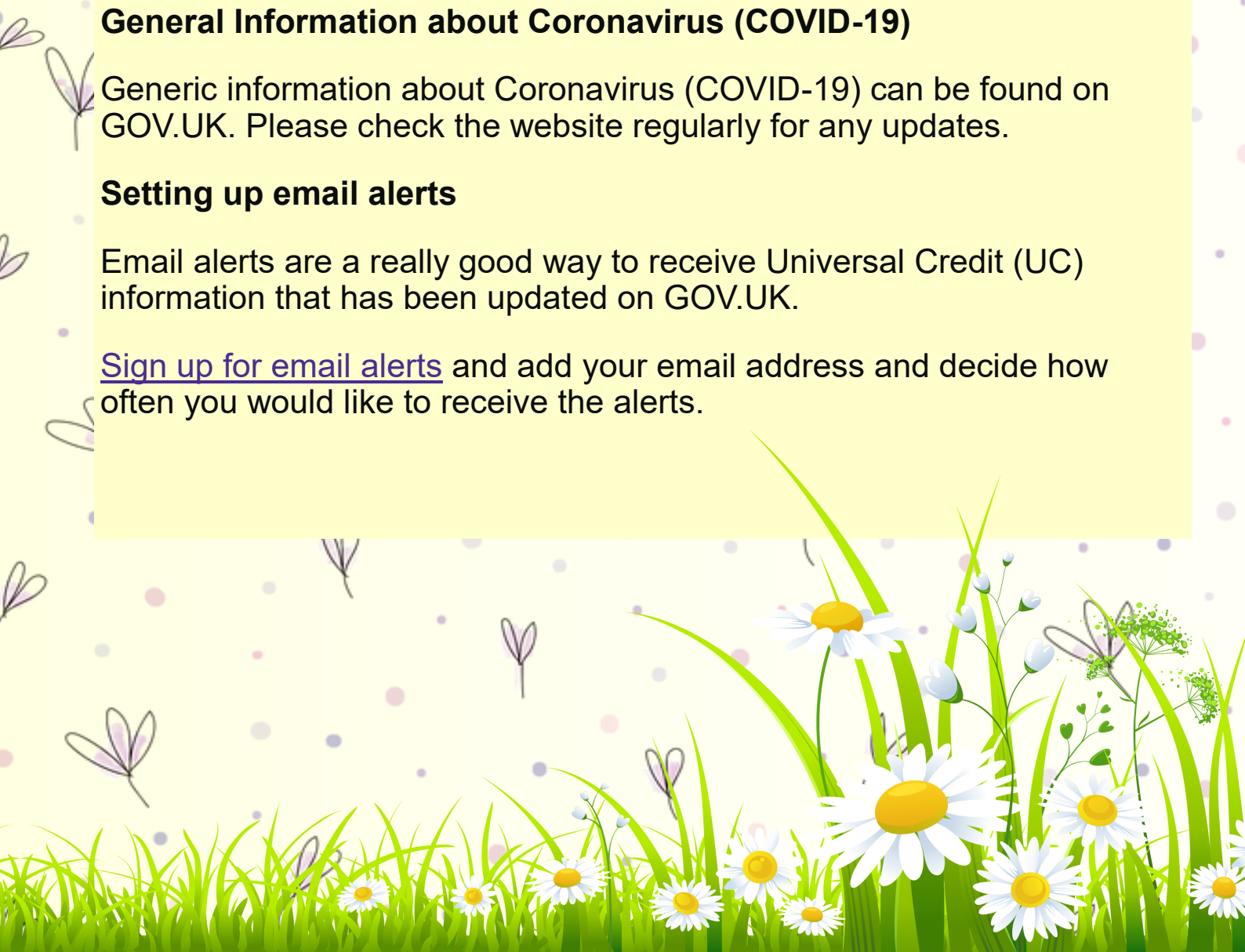
### **General Information about Coronavirus (COVID-19)**

Generic information about Coronavirus (COVID-19) can be found on GOV.UK. Please check the website regularly for any updates.

### **Setting up email alerts**

Email alerts are a really good way to receive Universal Credit (UC) information that has been updated on GOV.UK.

[Sign up for email alerts](#) and add your email address and decide how often you would like to receive the alerts.



**Our assisted Garden Maintenance Scheme will be going ahead as planned and is due to start the week commencing 13th April.**

### **Assisted Garden Maintenance Scheme**

Tenants who are unable to maintain their own garden due to ill health or frailty are eligible for the above service.

**The cost of the Assisted Garden Maintenance Service is £50.**

### **Garden Maintenance Scheme**

If you would like to be part of this service but do not qualify for the Assisted Garden Maintenance Service, you can still get your grass cut at a cost of £100.

**Both schemes include 12 cuts (weather permitting) from April—September.**

***Please CALL the office as soon as possible if you would like to be included in any of the above. We are unable to take cash payments at this time.***

### **Garden Competition**

**Spring will see our tenants getting ready for our Annual Garden Competition.**

**Prizes are awarded to:**

**Best Garden**

**Best Tenement Garden**

**Runner Up**

**Most Improved Garden**

**Commended Garden**



**Nominations can be given to any member of staff at the Associations office by calling 0141 771 2228 or email to [info@lochfield.co.uk](mailto:info@lochfield.co.uk)**

**The winners will be announced at our Annual General Meeting in September.**



## CONDENSATION

Here are 8 tips on how to prevent condensation:

- Try to keep the inside of your home temperature reasonably constant.
- Avoid drying clothes indoors.
- Do not dry clothes over any radiators.
- Ensure tumble driers are properly vented or the condensate is regularly emptied.
- Keep furniture away from walls.
- Do not turn off or disable extractor fans.
- Ensure extractor fans are well maintained and offer adequate airflow
- Use shellac paint



Would you like to have your voice heard?

Would you like to influence policy decisions that will affect you as a tenant of Lochfield Park?

Would you like to influence the services you receive?

The Association wants your opinion and values your feedback as it helps us provide the best possible service for **YOU**.

We can help you in whatever way you feel comfortable participating and giving us your opinions. These methods of participation can vary from emails, attending a one-off meeting, forming a tenants group or returning a questionnaire or newsletter cut-off slip to us.

We want to make it as easy as possible for you to participate in and influence our decisions.

**If this is something you are interested in please contact:**

Lauren or Annie at the office – [LMullen@lochfield.co.uk](mailto:LMullen@lochfield.co.uk) or [AShannon@lochfield.co.uk](mailto:AShannon@lochfield.co.uk)





# Welfare Rights Service



## Annual Rent Change

On the 1<sup>st</sup> of April the annual rent increase will come into effect.

You must go in to your Universal Credit Journal and send the new rent charge to your Case Manager at Universal Credit on the 1<sup>st</sup> of April. Also, you must contact Council Tax to advise that you are still in receipt of Universal Credit and want to claim a Rebate.

**Identification interviews will no longer be conducted at Shettleston DWP. Instead this will be conducted over the telephone at a pre-arranged time and date.**



## Submitting Medical Certificates

Shettleston Jobcentre 'Fast Track Drop in Service' for Medical Certificates is no longer available. Claimants will find guidance in their journal.

## Benefit changes

From April 2020, Disability Benefits in Scotland will be changing. The Scottish Government will take over responsibility for DLA for children, PIP and Attendance Allowance.

People who are already receiving these benefits will carry on getting them, but new claims will be claims for the Scottish equivalent of these benefits.



## April 2020 National Minimum Wage Increase

The National Living Wage (for workers aged 25 and over) will increase by 6.2% to £8.72 per hour. The National Minimum wage increases to £8.20 per hour for 21-24 year olds, £6.45 per hour for 18-20 year olds and £4.55 for under 18s. The National Minimum Wage rate for apprentices rises to £4.15 per hour. There is more information about the National Minimum Wage on the Gov.uk website.

## July 2020

Claimants will receive an additional fortnight's worth of Income-based Jobseekers' Allowance, Income-related Employment and Support Allowance or Income Support if they are on one of these benefits when they move over to Universal Credit.

## Delayed Until August\* 2020

The free TV license will no longer be available to all people 75 or over. From 1 August 2020 you will have to be aged 75 or over and getting Pension Credit in order to qualify for the free license. You can find out more information from the TV Licensing website.

**If you have any difficulties managing these changes or have any queries, please contact Paul—0141 771 2228.**

*Please note that this information is current at this time and is subject to change.*

Quick Guide To Claiming Universal Credit: [www.gov.uk/apply-universalcredit](http://www.gov.uk/apply-universalcredit)

Telephone: 08003289344  
Helpline: 08003285644  
Short Term Advance: 08003289344

Remember, a Short Term Advance will need to be repaid within 12 months. Repayments may be as high as 40% of the Personal Allowance (This is the money a person receives when they are sick or unemployed).

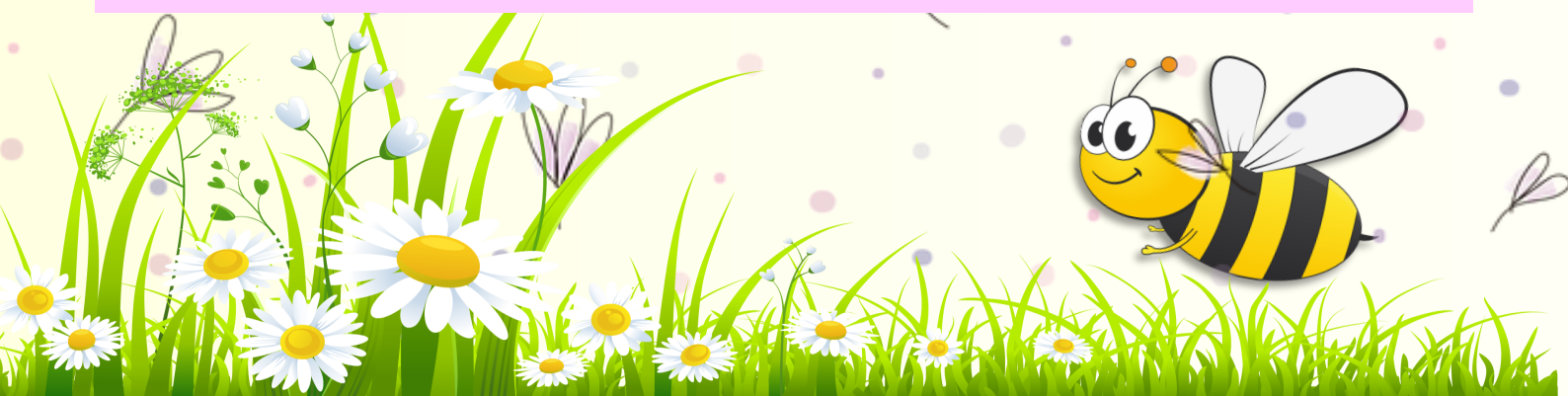


The coronavirus (COVID-19) outbreak means that life is changing for all of us for a while. It may cause you to feel anxious, stressed, worried, sad, bored, lonely or frustrated.

It's important to remember it is OK to feel this way and that everyone reacts differently. **Remember, this situation is temporary and, for most of us, these difficult feelings will pass.**

There are some simple things you can do to help you take care of your mental health and wellbeing during times of uncertainty. Doing so will help you think clearly, and make sure you are able to look after yourself and those you care about.

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>





# Scottish Housing News

For the latest news, events and jobs in the housing sector

**Lochfield Park Housing Association** has hosted two successful fundraising events for this year's chosen charity **MacMillan Cancer Support**.



Every year, the Association hosts a variety of events and donates the funds raised to a chosen charity.

**Lucy Buchanan**, the Association's modern apprentice, came up with the idea for Lochfield Park to take part in MacMillan Cancer Support *World's Biggest Coffee Morning*. This was a great success as alongside the coffee morning the association held a bake sale to cater for everyone in the community.

This event raised a total of £903.38.

Lochfield Park then held its annual Santa's grotto in December, the funds raised from this event was topped up to £1000 by the Association.

**Linda Allan**, who volunteers for MacMillan, came along to the office to collect a cheque for the additional £1000 raised from the Santa's Grotto event.

Over both events, the Association raised almost £2000 which was donated to MacMillan Cancer Support.



As always, thank you to everyone who came along to see Santa, his Elves and Snowman! Our Santa's Grotto and Christmas Raffle was topped up to £1000 by the Association and the proceeds were donated to this years chosen charity MacMillan Cancer Support.



## Christmas Competitions:

Well done to our winners Jacqueline and Ella who won the luxury Christmas hampers.

Well done to Rachael who won the Christmas Card Competition.



### Tenant Incentive Scheme

Lochfield Park believes in rewarding good tenants.

Our Tenant Incentive Scheme is drawn 3 times each year.

To qualify you must have adhered to the conditions of your tenancy & have a clear rent account or have been maintaining an arrangement for a period of three months or more.

**All winners will receive £30 Morrison's Vouchers.**

Thanks again to the pupils at Oakwood Primary School for naming the Stag's. As a thank you to the school for their hard work, the Association made a donation to assist them in buying planters. We look forward to seeing them!!

### Easter 2020 Winners:

**William Martin**  
*Lochfield Gardens*  
**Susan Bannachan**  
*Lochend Road*  
**Mr & Mrs Morier**  
*Drumlanrig Avenue*





## Glassel Road Improvements

We are looking to make improvements to the back court areas of Glassel road.

Are you a tenant of Glassel Road and would like to get involved?

Contact the Office and ask for Annie or Lauren.

### Membership

Anyone over the age of 16 is eligible to apply to become a member of Lochfield Park. Membership costs £1 for life. It allows members to receive our Annual Accounts, attend our Annual General Meeting, receive our Annual Report, stand for election to the Management Committee and vote on membership issues.

### Management Committee

Lochfield Park is run by a Management Committee elected annually within the membership. It is the Management Committee who oversees the work of the Housing Association and has responsibility for agreeing all its policies and procedures.

**We have two vacancies on our Management Committee.**

### Tenant Panel

Do you have a few hours free to meet a few times a year to look at how certain services can be improved.

A Tenant Panel will help us focus on identifying tenants' needs and how to get the best service and value possible. In addition, the panel would be consulted over new policies and review of existing policies.





# Updating Policies

Our tenants have the opportunity to influence:

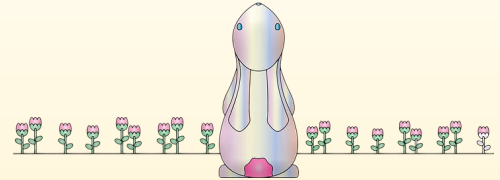
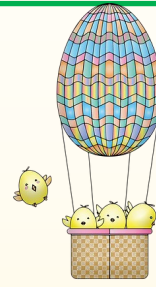
- ◆ Policy decisions that will affect you
- ◆ Decisions that will affect the community
- ◆ Services you receive
- ◆ The Associations business planning and identification of future priorities

The Association will be updating our **Estate Management** and **Rent Arrears Policy**.

We recognise the importance of consultation as a way of monitoring both the effectiveness of our policies and the quality of the services we provide.

If this is something you would be interested in please contact Annie or Lauren.

[AShannon@lochfield.co.uk](mailto:AShannon@lochfield.co.uk)   [LMullen@lochfield.co.uk](mailto:LMullen@lochfield.co.uk)



## PET COMPETITION

**Well done to our Pet Competition Winner! Here is Leon helping Alicja with decorating the Christmas Tree.**



**Free community event for you and your dog**

# Checkup & Chip

Wednesday 23<sup>rd</sup> September 2020  
11.00 – 3.00  
37 Drumlanrig Avenue  
Easterhouse  
G34 0JF

- + Basic health check, nail clip & weight check
- + Microchipping & advice on updating your details
- + Advice about dog ownership

**All for Free!**

[www.dogtrust.org.uk/checkupandchip](http://www.dogtrust.org.uk/checkupandchip)



In association with Lochfield Park Housing Association

Microchipping offer open to dog owners aged 18 or over regardless of benefit status, subject to availability and resources of the charity. All breeds of dogs are welcome, however Dogs Trust will not chip active hunting/working or litter of puppies. We ask that puppies under 6 months old are fully vaccinated and proof of vaccinations are brought along to the event. If your puppy has recently been vaccinated, they must be carried for the 15 days following their final vaccination. Dogs over 6 months old do not require proof of vaccination. Where offered, the basic health check is for ears, teeth, coat condition and general fitness only. No other veterinary treatment will be available. If your dog requires treatment for any problems found during the basic health check you will be advised to see a Veterinary Surgeon. The Promoter: Dogs Trust, 17 Watley Street, London, EC1V 3JG Reg. Charity Number 227523 and SC037843







# FUN EASTER CAKE



## Ingredients

### For the cupcakes

- 100 g soft butter or margarine
- 100 g caster sugar
- 100 g self-raising flour
- 2 eggs
- 1 tsp baking powder
- 1 tsp vanilla extract

### For the buttercream

- 1 tbsp cocoa
- 2 tbsp hot water
- 75 g soft butter
- 225 g icing sugar sieved

### To decorate

A few packets of mini Easter eggs and any other Easter themed décor!

## Instructions

### For the cupcakes

Preheat the oven to 180C

Place paper cases in a cupcake pan.

Place all the ingredients together in a bowl and beat well for 2 - 3 minutes until they are well blended and smooth.

Divide between the paper cupcake cases and bake for about 15 minutes until the cakes have risen and are light golden brown.

Lift the cakes out of the pan and leave to cool on a cooling rack.

### For the buttercream

Blend the cocoa with the hot water in a bowl, leave to cool.

Put the butter, icing sugar and the cooled cocoa in a bowl and beat for 2 or 3 minutes until light and fluffy.

Fill a piping bag with the buttercream with a nozzle. Pipe the chocolate buttercream onto the cooled cupcakes and decorate with the mini eggs.

## Notes

Make 12 standard size cupcakes, 18 mini cupcakes or you can make 6 standard and 12 mini cupcakes.





**Glasgow Science Centre** is bringing a bit of science into your home **every day at 10am** to help keep everyone inspired in these challenging times.

This will be available on all their social network platforms:

[www.glasgowsciencecentre.org/gsc-at-home](http://www.glasgowsciencecentre.org/gsc-at-home)



**P.E. WITH JOE**

**Monday - Friday**

**9am Live on YouTube**

**The Body Coach TV**

**#PEwithJOE**



## **Kids Corner**

We would love to see all your **RAINBOW** creations that are in the windows to cheer up everyone passing by.

Tag us on Facebook @LochfieldParkHousingAssociation

Tag us on Twitter @LochfieldParkHA

Or send them to [LMullen@lochfield.co.uk](mailto:LMullen@lochfield.co.uk)





### **2020 Public Holidays**

The office will be closed on the following dates:

#### **Easter Holiday**

Friday 10th April

Monday 13th April

#### **VE Day**

Friday 8th May

#### **Spring Holiday**

Friday 22nd May

Monday 25th May

#### **Glasgow Fair**

Friday 17th July

Monday 20th July

### **Contacting Us...**

Lochfield Park Housing Association, 37 Drumlanrig Avenue,  
Glasgow, G34 0JF

Telephone: 0141 771 2228

Email: [info@lochfield.co.uk](mailto:info@lochfield.co.uk)

Web: [www.lochfield.co.uk](http://www.lochfield.co.uk)

Twitter: [@LochfieldParkHA](https://twitter.com/LochfieldParkHA)

Facebook: [@LochfieldParkHousingAssociation](https://www.facebook.com/LochfieldParkHousingAssociation)



### **OUT OF HOURS NUMBER—EMERGENCY ONLY**

In the event of an emergency only, please contact our out of hours contractor City Building on 0800 595 595.

**We are always looking for ways to improve services to our tenants, if we have missed anything that you would like to see in your newsletters, do not hesitate to contact the office.**