

Help us build it



Help us keep it!

Lochfield Park
Housing Association

Lochfield Park Housing Association **NEWSLETTER**

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Celebrating 25 Years of Lochfield Park...

The Association celebrated its 25th Anniversary and held a series of events throughout the year to celebrate.

We are happy to announce that the landscaping project at the top of Glassel Road is now complete.

The Stags and colourful landscaping has been installed to commemorate the improvements to the area over the last 25 years.

We hope that the community will embrace and protect the stags.

Please find enclosed a copy of our SFHA Spotlight article which will be distributed to all Housing Associations throughout Scotland.



Goodbye and Good Luck Vikki!

Lochfield Park would like to wish Housing Services Officer Vikki Phelps all the best as she leaves us for pastures new. We wish you all the best for the future!

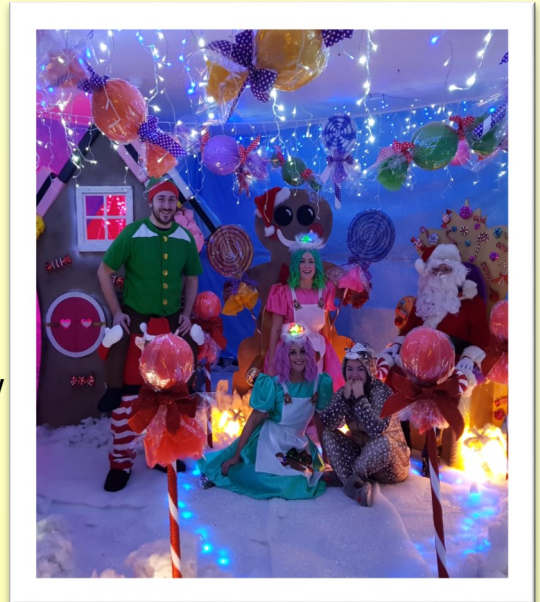
Welcome to Lucy and Laura

If you have called into our office or phoned recently, you may have been greeted by a new member of the team.

Lucy joined the team as a Modern Apprentice in partnership with Training Initiatives Generating Effective Results Scotland (TIGERS).

You will see Lucy out and about as she learns how all the roles within the Housing Association work.

Another new face you will see around is Laura, our new Senior Housing Services Officer. Laura has lots of experience in the housing sector and we look forward to her becoming a part of the team!



Christmas Fundraising

Our festive fundraising was a great success. As always, thank you to everyone who came along to see Santa and his helpers! Our Santa's Grotto and Christmas Raffle was topped up to £1000 by the Association and the proceeds were donated to Social Bite who help the homeless in Scotland.



CASH FOR KIDS

We would like to thank Clyde 1's Cash for Kids for their generous help as always over the festive period.

Cash for Kids donated a total of £2250 which went to 90 children of Lochfield Park tenants and local residents.



Christmas Competitions:

Well done to Stuart who was one of our winners of the Christmas Raffle.

Well done to Alicja 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.

Spring 2019 Winners:

Chelsea McDermid
Oakwood Crescent

Daniel Reid
Dalilea Drive

Jenny Rushe
Glassel Road



Scottish Housing Regulator - Engagement Plan

As a result of our large development programme over the next two years, the Association will be engaging with the Scottish Housing Regulator.

Details on how the Association will be engaging with the Regulator can be found on the Scottish Housing Regulators website and The Associations' website:

www.scottishhousingregulator.gov.uk/ www.lochfield.co.uk

We will be keeping tenants up to date on the development process through our website, social media pages and newsletters.

Annual Return of the Charter

The ARC for 2018/2019 is being collated to be submitted to the Scottish Housing Regulator.

We will provide each household with a copy of the results to allow them to see how we are performing as your landlord.

To find out about our performance, or compare us with other landlords visit the Scottish Housing Regulator website: www.scottishhousingregulator.gov.uk/

Annual House Visits

As part of the Estate Management Service an Annual House Visit is carried out to every property owned by the Association.

The purpose of the visit is two-fold:

- It is an opportunity for tenants to discuss any housing matters with staff
- It allows the Association to ensure that the houses are being maintained to an acceptable standard.

These visits will be carried out throughout the year.

If you would like to arrange a specific date and time for your visit please contact the office on 0141 771 2228.

New Fire Regulations

The Scottish Parliament have extended the existing standard of the Housing (Scotland) 1987 Act. This extension requires all Social Landlords to upgrade their alarm equipment.

The new regulations require:

- Each property shall have at least one smoke alarm in the most frequently used room (Living room)
- At least one smoke alarm in spaces such as halls and landings
- At least one heat detector in the kitchen
- Requires all homes to have a carbon monoxide detector
- All fittings shall have a maximum age of 10 years



This work will take place throughout the autumn period and will continue into next year.

Tenants will be kept informed during this work. Access will be vital in order to meet the installation deadline of 31st January 2021.

Planned Maintenance Schedule for 2019/20

Kitchen Replacements:

Phase 4B: 19—51 Dalilea Drive,
107-111 Lochdochart Road,
All of Corpach Place.

Bathroom Replacements:

Phase 6: 6—12 Drumlanrig Avenue,
3—5 Glengyre Street.

We aim to give tenants a range of choice in their new bathrooms and kitchens.

Planning is at an early stage and further information will follow in due course.

External Painting:

Phase 4B: 19-51 Dalilea Drive,
107-111 Lochdochart Road, All of
Corpach Place.

Phase 8: 18-38 Canonbie Street, 1-9
Lochdochart Gardens, 153-171
Lochdochart Road, 130-150 Lochend
Road

Gutter Cleaning:

Phase 1: 7-15 Glassel Road

Phase 3: 18-20 Dalilea Drive,
2-6 Glassel Road

Phase 6: 6-12 Drumlanrig Avenue,
3-5 Glengyre Street

Annual Gas Servicing

Help us keep you & your neighbours safe.

Every year around 30 people in the UK are killed from carbon monoxide (CO) poisoning caused by gas appliances which have not been serviced.

As your landlord we have a legal requirement to have the gas appliances in your home serviced every year. Our contractor City Building will visit your home to carry out this service.

We appreciate your co-operation in allowing us access to your home and will give 12 weeks notice.

If you don't allow access to your home, we may need to force access to do the service which is rechargeable.

If your gas safety check is due please call 0800 595 595 to arrange a suitable time.





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.

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 procedure.

We have three vacancies on our Management Committee.

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.

If you are interested in any of the above, or would like more information, we would like to hear from you.

Please contact Annie or Lauren at the office on 0141 771 2228.

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 contact the office as soon as possible if you would like to be included in any of the above.

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 emailed to info@lochfield.co.uk

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



Allocations Policy

We've received a lot of phone calls and emails recently regarding our allocations policy and how we allocate our properties to applicants.

Lochfield Park allocates properties to applicants based on their housing need.

When a property becomes available, the Association will allocate to whichever applicant is top of the waiting list for the specific property type in question. If this allocation is rejected by the applicant, the Association will then take the second highest applicant for a specific property and repeat this process until the house is allocated.

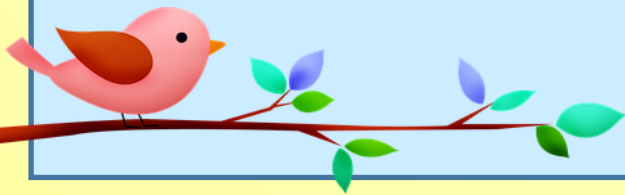
All allocations are subject to a satisfactory house visit and tenancy reference.

Please remember when applying for housing that when signing for a house, the first month's rent is due at the sign up.

A few things to remember:

- Remember to keep your contact details up to date so we can be in touch regarding any potential offers
- Remember to let us know if you change address, as this will result in a new application and a new set of points
- Remember to let us know of any changes that affect your housing need, as this may result in a change to the amount of points awarded to your application
- Remember to have some money set aside for when you receive any offers of housing as the first month's rent is due at sign up
- Remember to give as much detail as possible on your application, as this helps us to understand your housing need and allocate each applicant points – Use an extra sheet of paper for any extra information if you need more space!

If you are interested in joining our waiting list or have any further enquiries regarding your application, please contact the office via telephone or pop in to the office.



Rent Arrears

Unpaid rent can have an impact on your tenancy and your future. The points set out opposite are to advise you on how your rent arrears could impact future housing options.

These questions have been set out for you to provide the information you need to be aware of if you currently have rent arrears or experience rent arrears in the future.

These are some of the common questions asked by tenants.

Question 1

If Lochfield Park build new homes, would my rent arrears prevent me from getting one?

Answer

Yes, if there is a record of unpaid rent on your property and it has not been re-paid, you are unlikely to get a new property. The property costs money to build and to service, we need the rent to be paid.

Question 3

I am unable to pay rent arrears what should I do?

Answer

Our Staff and Welfare Rights Officer are here to help you and provide you with the information to help as best as possible.

Question 2

I may wish to move to another landlord at some point in the future, how will my unpaid rent affect this?

Answer

This could prevent a move. Other landlords ask for a tenancy reference and we are obligated to provide them with an accurate record of your tenancy conduct which includes rent payments.

Question 4

Is it true that you will end my tenancy with your Association for unpaid rent arrears?

Answer

Yes, unfortunately, some people do not take our advice and continue not to pay their rent arrears which results in the Sheriff Court allowing us to end your tenancy.

Cooker Hoods

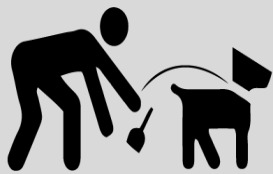
The Association would like to advise its tenants that kitchen extractor fans should continue to be operated when cooking in the kitchen. Cooker hoods are not meant to replace the kitchen extractor fan.

Cooker Hoods are fitted with replaceable charcoal filters. These filters can be purchased at most supermarkets, some filters can be washed and reused.

The bulbs within the cooker hoods can also be purchased at most larger D.I.Y stores.



The Association does not repair faulty cooker hoods for any reason.



Please be a good neighbour—Clean up after your dog.

Failure to pick up after your dog can result in a £80 fine.

Free poop bags available at the office.



Pigeons

There has been an increase in complaints regarding birds and bird droppings in the area.

Please do not feed **pigeons**.

Pigeons can carry diseases, which puts our health and our children's health at risk. The food put out can attract insect pests and vermin such as rats and mice.

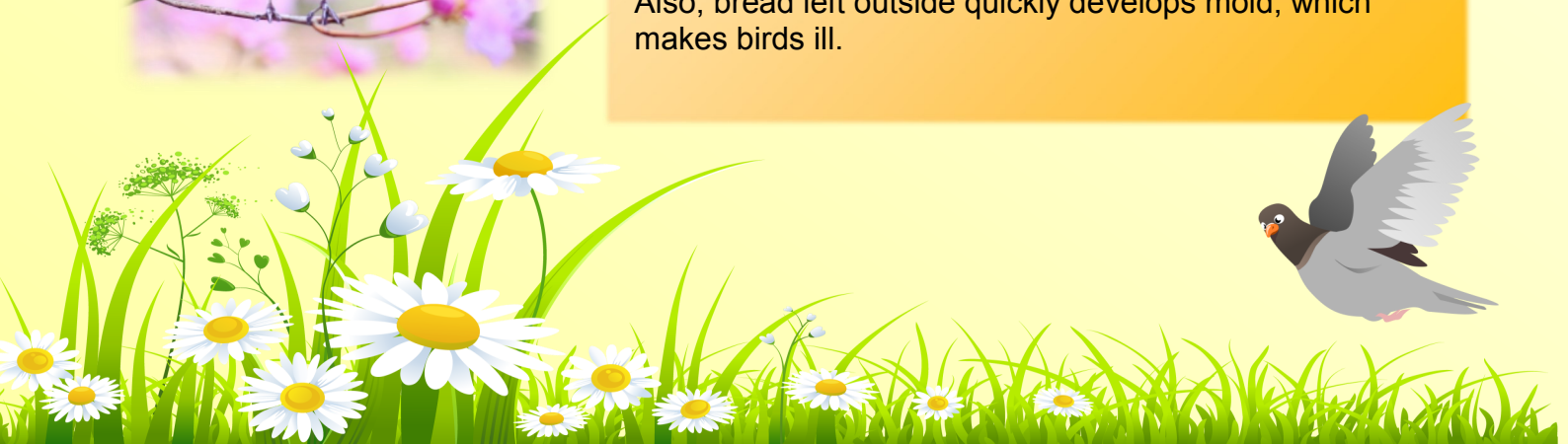
Overfeeding creates a health hazard for both pigeons and people.

Overfed flocks of pigeons multiply at an unnatural rate. Large flocks unable to sustain their population suffer from disease and starvation. Large numbers of pigeons also pose serious health risks to the general public.

Bread is not a healthy source of nutrition for birds.

White bread contains none of the fats and proteins pigeons need to sustain their daily health and energy. Pieces of bread that are too large can potentially cause digestive blockages.

Also, bread left outside quickly develops mold, which makes birds ill.



Welfare Rights Service

The Government has introduced Universal Credit (UC) which brings together income-related benefits into one single payment and only applies to working age people.

It does not apply to pensioners.

UC is now in Full Service and over time people will convert to UC through managed migration and natural migration.

UC replaces the following benefits:

- Income Support
- Income Based Job Seekers Allowance
- Income Related Employment and Support Allowance
- Housing Benefit
- Child Tax Credit
- Working Tax Credit

To prepare for UC you should:

- Make sure you have an email address (If you have a partner they will need one too)
- Make sure you have a bank account
- Make sure you can access the internet
- Draw up a simple list of income and outgoings to help with your budgeting
- Keep any rent letters you receive

Remember, when you claim UC you need to:

- Contact your housing officer for proof of your rent
- Pay full rent to Lochfield Park
- Claim Council Tax reduction from Glasgow City Council.
- Claim discretionary housing payment from your council if you are affected by the bedroom tax

A Government toolkit is now available that tells you everything you need to know about UC. There are also short online films that explain how UC works.

Child Tax Credit

Child Tax Credit, Housing Benefit and Universal Credit will be limited if you have more than two children (from 6 April 2017). There are some exceptions including adoptions, multiple births, teenage parents, kinship care and non-consensual conception.

Benefit Cap

The cap limits the amount of benefits that most people aged 16 to 64 can get. The cap is set by the Government.

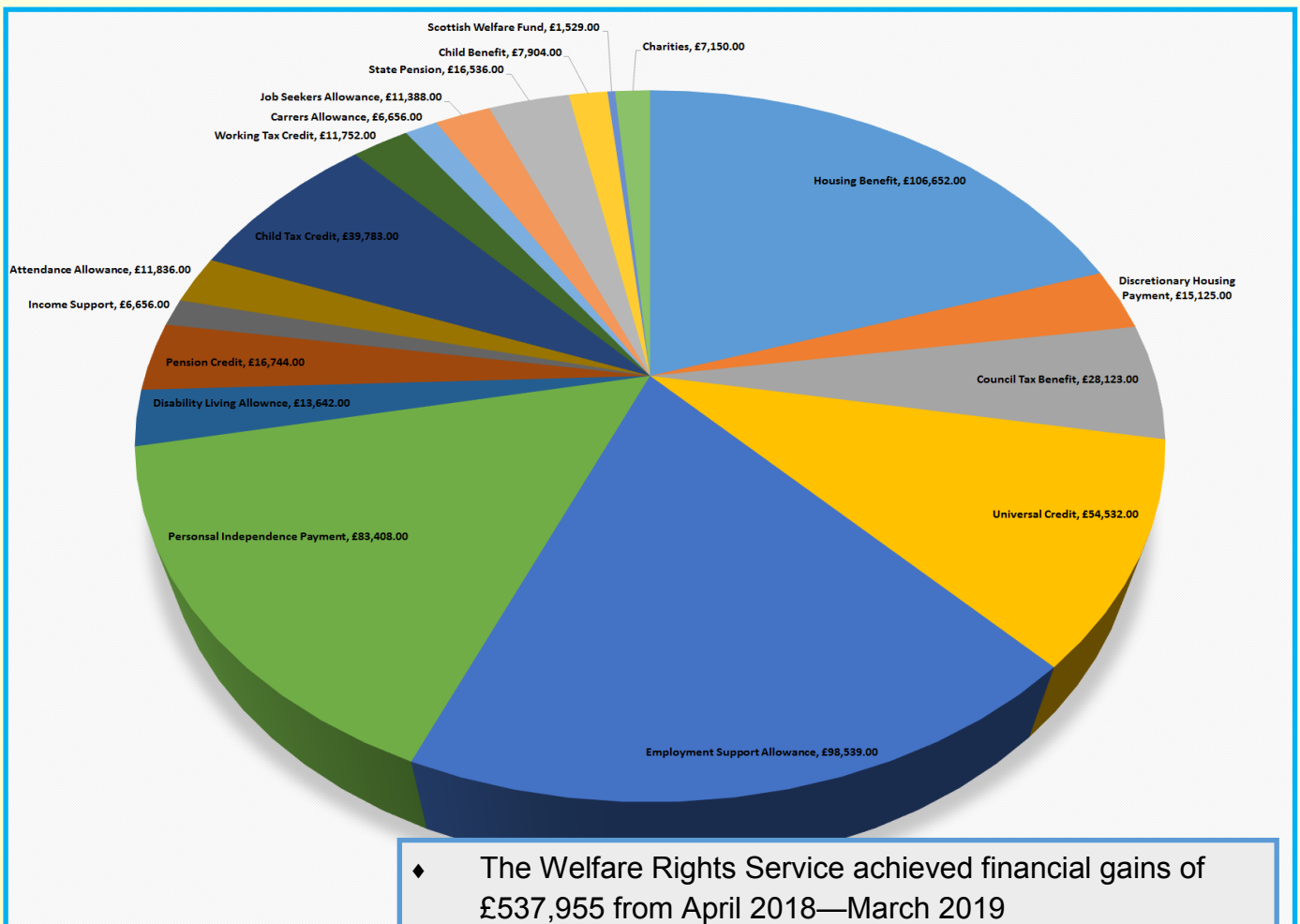
You are not affected if:

- You or your partner are eligible for Working Tax Credit
- You or your partner get Universal Credit and your household income is more than £520 a month after tax and National Insurance

The Cap is:

- £384.62 per week (£20,000 a year) if you're in a couple, whether your children live with you or not
- £384.62 per week (£20,000 a year) if you're single and your children live with you
- £257.69 per week (£13,400 a year) if you're single and you don't have children, or your children don't live with you

(Figures correct at May 2019)



- ◆ The Welfare Rights Service achieved financial gains of £537,955 from April 2018—March 2019
- ◆ The service had a total of 1798 enquires.

Paying Your Rent

Your rent is due before the 28th of each month, in advance.

For example your rent for the month of July should be paid by the 28th of June.

Lochfield Park relies on rent payments to maintain the level of service we provide, it is therefore essential that you pay your rent on time.

We offer easy and convenient ways to pay rent:

- Any PayPoint or Payzone outlet
- At the Post Office
- Online at www.allpay.net
- In office payments
- Telephone payments by calling the office on 0141 771 2228
- Standing Order
- Direct Debit



If you are experiencing difficulties please contact our office for assistance or make an appointment to see Paul our Money Advice Officer.



The Housing (Scotland) Act 2014

changes started on 1st May 2019 while others will come into effect as of 1st November 2019.

These changes will affect your rights, by bringing about changes to the Scottish Secure Tenancy Agreement (SSTA).

FROM 1 MAY 2019...

Changes to your household

To protect your tenancy rights, you must advise us of changes to your household.

This includes anyone who has already moved in or out of your home – or will in the future.

Adapted Properties

If you live in an adapted home where you do not need the adaptations and Lochfield Park requires the property for someone who does – we can apply to a sheriff to end your tenancy.

We must give notice and offer suitable alternative accommodation.

You have the right to challenge this, if you feel we acted unreasonably or the alternative property was unsuitable.

Antisocial Behaviour

We can transfer you to a Short Scottish Secure Tenancy, for any antisocial behaviour. This has fewer rights, and less protection from eviction.

It can be done when a tenant, or someone living with them, has acted in an antisocial manner, or harassed another person, in or around their property within 3 years before notice is served.

If no ASBO has been granted by the court, we must issue a notice detailing the behaviour which led to our decision, and the tenant's right of appeal.

Eviction

We can end a tenancy if a tenant, joint tenant, lodger, or visitor to the property, is convicted of:

- Using it or allowing it to be used for illegal/immoral purposes
- An imprisonable offence, committed in the property, or locality

We would serve notice of our intention to seek recovery of the property.

This would happen within 12 months of the conviction, or of when the appeal process ended (a tenant may challenge a landlord's decision).

From 1 November 2019...



The time period will change for when you are allowed to:

- Sublet your property
- Add a joint tenant
- Pass your tenancy to someone else (Assignment)
- Take over a tenancy after death (Succession)

Our consent as landlord has always been required for the above.

But the tenant and the person receiving the tenancy will now have to have been resident at the property for at least 12 months before any of these actions can occur (previously it was 6 months).

Time spent living in the property will not count if the landlord has not been notified you were there and you have received written authorisation.

We can refuse permission to assign a tenancy, for reasons listed under Section 32 of the Housing (Scotland) Act 2001.

The new 2014 Act provides two new reasons why we can turn down an application to pass your tenancy to someone else:

- Where the person being passed the tenancy would not get priority under our Allocations Policy
- Where the home would be under occupied

If you would like to discuss any aspect of these changes in more detail, please contact the office on 0141 771 2228.

If we are unaware of anyone residing with you at your property you must inform us.

Write to:

Lochfield Park Housing Association

37 Drumlanrig Avenue,

Easterhouse,

Glasgow G34 0JF.

Or email us at info@lochfield.co.uk



Kids Competition

Find our Spring colouring in sheet on the page opposite.
(More copies are available at the office).

Please return it to the office by Monday 3rd June 2019.

The winner will receive a £30 Smyths voucher and
sweetie hamper! Good Luck!



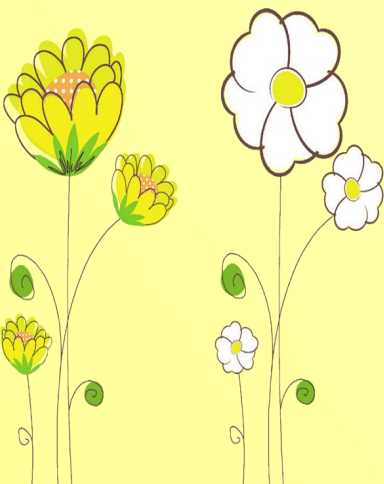
Spaghetti Bolognese (Serves 4)

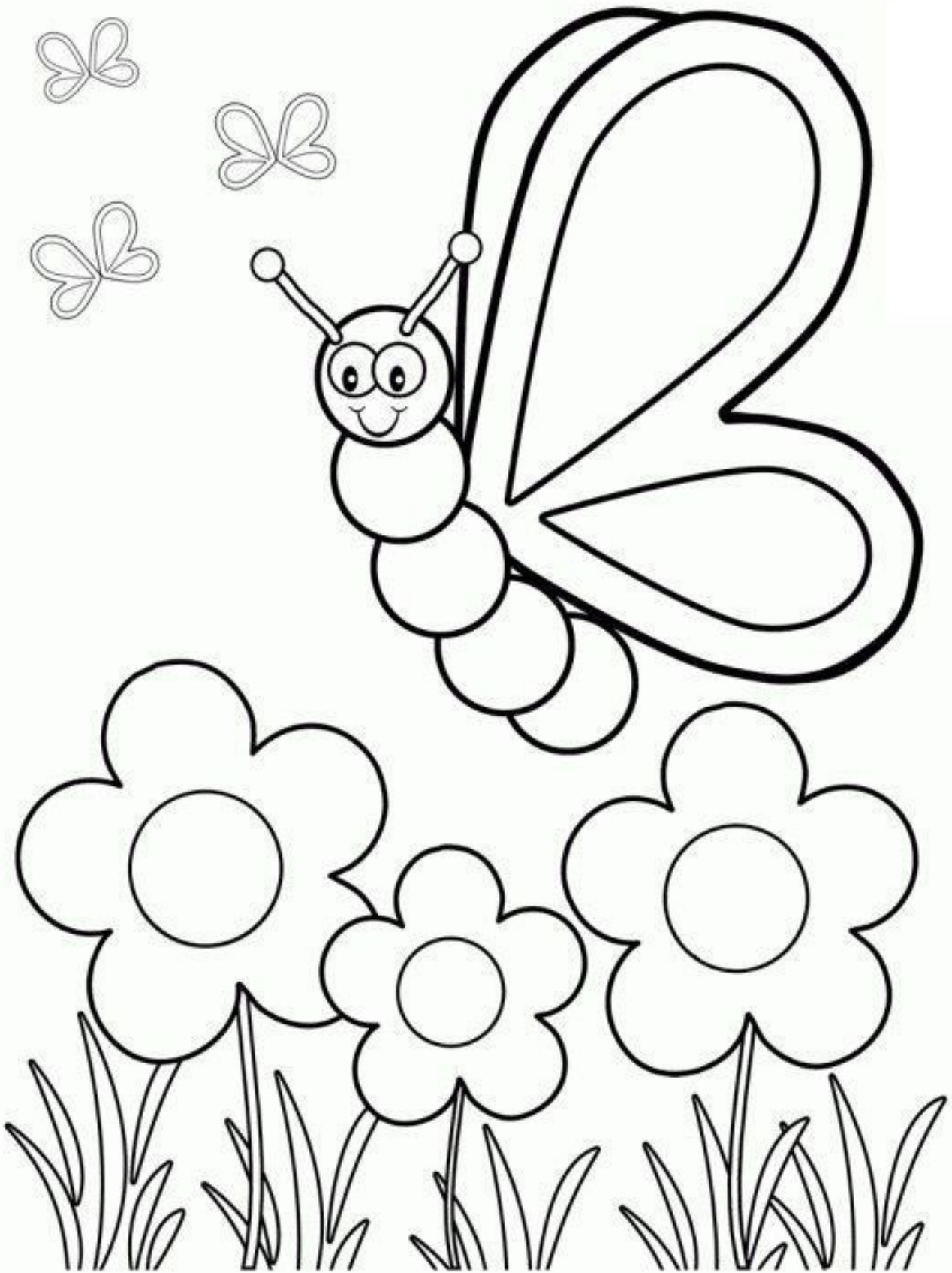
Ingredients:

- 300g beef mince
- 2 medium onions peeled and chopped
- 2 garlic cloves peeled and chopped
- 2 carrots peeled and chopped
- 2 400g tins of chopped tomatoes
- 6 mushrooms chopped
- 1 beef stock cube dissolved in 300ml boiling water
- 1 teaspoon mixed herbs and a pinch of black pepper
- 320g spaghetti

Method:

- 1 – Add onion, garlic and mince to a saucepan, stirring and breaking up lumps until mince turns brown
- 2 – Reduce heat and add all the other ingredients (except the spaghetti)
- 3 – Put lid on saucepan and cook on a low heat for 20-30 minutes stirring occasionally, at this time sauce should be thickened if not cook a little longer
- 4 – Add spaghetti to a large saucepan of boiling water add pinch of salt cook until soft
- 5 – Once cooked drain pasta and add bolognaise





Name:

Age:

Address:

Contact No:

2019 Public Holidays

The office will be closed on the following dates:

Spring Holiday

Friday 24th May
Monday 27th May

Glasgow Fair

Friday 12 July
Monday 15 July

September Weekend

Friday 27 September
Monday 30 September

Text Messaging Service

Our texting service allows the Association to keep tenants up to date and informed on what we are doing. It also provides a quick and easy service.

Please ensure we have your most up to date contact number.

Name: _____

Address: _____

Contact Number: _____



Contacting Us...

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

Telephone: 0141 771 2228

Email: info@lochfield.co.uk

Web: 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.