

SFHA Spotlight

sfha
Scottish Federation of
Housing Associations

We are housing Scotland

Featuring: Lochfield Park Housing Association

Our Vision

Build a community where people want to live.

Our Homes

Quality homes and services to meet the needs of our tenants.

Our People

Trained, motivated and courteous.

Help us build it



Help us keep it!

Lochfield Park Housing Association



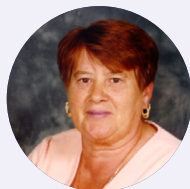


25 years: Lochfield Park Housing Association

Commitment



Kenneth Halliday
Chief Executive



Hannah McDonald
Chair



Lochfield Park Housing Association is a good example of triumph over adversity and proof that community control does work. The Association which operates in the Lochend Area of Easterhouse celebrates its 25th Anniversary this year and has gone from being a “model of good practice” in the 90s, to “a cause for concern” in 2000 through to its current position in 2019 as a strong vibrant organisation that continues to thrive.

Throughout its sometimes turbulent existence, the one constant feature of the organisation has been the commitment of local people to ensure that their vision would prevail and that the Lochend Area would be regenerated.

Hannah McDonald the current Chairperson, said: “Some of us have been involved in this since 1988 when we participated in the original steering group. It was five years before the Co-operative (as it was then) was formed in 1993 and many people put a lot of their time and effort into training and attending meetings, sometimes several nights a week, to ensure that we were able to take on the responsibility of running a housing organisation.”

Association Director Kenny Halliday said: “I am continually impressed by the commitment shown by local people like Hannah and our other Management Committee members who give up large portions of their own time to attend meetings, training events and also represent us at a variety of forums without any remuneration. This is real commitment and shows the quality of people involved in the housing association sector in Scotland.”

This 25th Anniversary year has given everyone the opportunity to pause, take stock and reflect on the many achievements and highlights from what has been an eventful 25 years.

2019



Phase 10 Development image



New 25th anniversary artwork installation, Drumlanrig Avenue

Celebrating our 25th Anniversary

In recognition of this fact, the Association felt that this was an appropriate time to create a focal point for the community which encapsulated the vibrancy of the area and its connection to the seven Lochs Wetland Park.

A derelict piece of land in the heart of the area was identified as a suitable site for a public art installation consisting of three majestic stags on a raised rocky outcrop, surrounded by sustainable planting and landscaping. The Association hopes that the art work will become a focal point for the community and, in fact, Local school children will be choosing the names for the stags.

Email:	info@lochfield.co.uk
Website:	www.lochfield.co.uk
Chair:	Mrs Hannah McDonald
Director:	Kenneth Halliday
Committee:	11
Housing Stock:	541
Current Developments:	Phase 10, Abbeycraig Road - 84 units (76 for rent and 8 for NSSE), Phase 11, Abbeygreen Street – No of units tbc.
Turnover:	£2.1m

Community



“

The result is quality housing stock with a varied mix of house types and styles that not only complement each other but also retain their individuality.

Lochfield Park was formed from the community of Lochend and took ownership of 530 run down tenement properties from Glasgow City Council in 1993. Tenants in the area had decided that they did not want to leave Lochend and rejected the idea of being re-housed elsewhere in Glasgow.

Community participation and involvement was at the heart of the process and Lochfield Park became known quite quickly for its innovative approach to participation, consulting tenants, working with schools, and getting young people involved in its activities. Early initiatives included Arts is Magic, a club for primary school children; the Sensory Garden, designed and landscaped by adults with learning difficulties; the Pocket Park, a children's play park designed by local residents, and many other ground-breaking schemes such as Smoking Cessation which was obviously a bit ahead of its time.



In fact, this innovative work was recognised by a prestigious visit to Easterhouse in 1996 from Prince Charles and the then-President of France, Jacques Chirac.

This inclusive approach also extended to its development programme with sustainability, Tenants' Choice and Innovation in Design, all key elements of design briefs. The result is quality housing stock with a varied mix of house types and styles that not only complement each other but also retain their individuality.

Since 1993, the Association has completed 13 phases of development, leveraging in over £44m of public and private finance to provide new-build and refurbished properties for rent, shared ownership, low cost home ownership and new supply shared equity.

Visitors to Lochfield Park frequently comment favourably on the way that the different phases of development have created a community with houses that people would want to live in.

Images clockwise from left: Examples of Lochfield Park house types across the community and years. As well as Pocket Park, a children's play park which has been in the community for 16 years.



The F.A.R.E. Community Building

“

What surprised our committee members was the fact that we shared many of the same problems and challenges as our friends in Canada and Washington D.C. and the cross fertilisation of ideas was stimulating and helpful.

Hannah McDonald,
Lochfield Park Chair

Collaboration

In October 2003, Lochfield Park was pleased to welcome guests from Canada and the United States to Easterhouse. The visit was part of a five-day UK Housing Study Tour and included senior officers from the Government of Canada, Executive Directors from the National Association of Housing Co-operatives, Washington DC and the Co-operative Federation of Canada. The study tour members wanted to speak to members of Lochfield Park Management Committee about their approaches to community regeneration, sustainability, anti-social behaviour, participation and other issues.

Hannah McDonald said: “We were proud to welcome the visitors from Canada to Scotland and share our experiences with them. What surprised our committee members was the fact that we shared many of the same problems and challenges as our friends in Canada and Washington D.C. and the cross fertilisation of ideas was stimulating and helpful.

“At the time, Easterhouse was still being characterised by the media as gang ridden and every time an incident happened, the old Frankie Vaughan story would be resurrected on television again. It was very frustrating!

“It was interesting to hear the views and perspectives from colleagues across the Atlantic who seemed to have a better grasp on the root causes of gang culture i.e. poverty, sub-standard housing, unemployment, poor educational attainment, low self-esteem and all the other deprivation factors that stigmatised peripheral estates in Glasgow at that time.”

Community Project

In 2007, Lochfield Park took the bold decision to support a community project in Easterhouse known as F.A.R.E. that had been doing great work with young people at school and in the community on anti-territorialism. They realised early on that the way forward was to invest time and resources to educate young people and give them options rather than hanging about the streets.



Collaboration & Transformation

Above: Images of the before and after of the owner occupied estate Brucefield Park, Easterhouse.

Right: Lochfield Park staff and committee with the Empty Homes Award.



Lochfield Park Management Committee agreed to provide a piece of land and the services of their architects at the time, (MAST), to design the new F.A.R.E. Community Building.

Hindsight is a great thing, but 10 years later, and the gang culture is almost unrecognisable from back then, and F.A.R.E. is now probably the biggest provider of these type of services in Glasgow.

The good work continues and most importantly, delivers for our young people!

Transformation

Another collaborative project which Lochfield Park entered into was the refurbishment of a run-down

owner occupied estate known as Brucefield Park. These 216 post-war tenement properties were some of the worst in Easterhouse, and the area was blighted by empty homes, slum landlords, high crime rate and all the usual signs of social deprivation. The Association was approached by Glasgow City Council in 2011 and asked if we would participate in a pilot scheme to improve the properties using funding sources, including the Community Energy Saving Program, Universal Home Insulation Scheme and Private Sector Housing Grant.

This innovative project was so successful that it is now being rolled out throughout Glasgow and other parts of Scotland.

One major aspect of the project which we became aware of early on was the issue of empty homes and the waste of vital properties at a time when there was a shortage of good quality supply. In collaboration with Glasgow City Council, we set about acquiring as many of the derelict empty properties as we could, and to date, we have acquired, refurbished and brought back into use 41 of these homes. We are now seven years into the project, and the area has been transformed, house prices have, in some cases, doubled, and the area now has one of the lowest crime rates in Easterhouse.

In 2014 Lochfield Park won an 'Empty Homes Award' from Shelter for our work in the Brucefield Park Estate.



Proud to support Lochfield Park Housing Association

www.scotiaplumbing.co.uk
Phone: 0141 771 9600

Tenant Services



Lochfield Park Management Committee has always been acutely aware that our tenants and service users are our priority – without them, we do not exist.

The ethos of the association is to continually look at how we do things and seek to improve wherever and whenever we can and add value to the quality housing that has been provided over the years.

This is particularly true in our Planned Maintenance Program, where we provide our tenants with quality new kitchens and bathrooms, which we believe are class-leading in the RSL sector and where post completion satisfaction surveys have been 100% for the last five years.

More generally, the Association’s most recent comprehensive Tenant Satisfaction Survey was conducted in summer 2018 and provided us with very positive results across the breadth of our services to tenants.



Tenant Satisfaction



98% of tenants felt that we provide an effective and efficient service



96% of tenants felt like our neighbourhood had improved in last three years



94% of tenants were satisfied with the overall service that we provide



98% of tenants who used our Welfare Rights Service were satisfied with the support



98% of tenants were satisfied with our Repairs Service



92% of tenants felt that their rent represents good value for money

Our Performance



100% of our homes meet the Scottish Housing Quality Standard + 2020 Energy Efficiency Standard for Social Housing



100% of our tenants were satisfied with their new bathrooms



93.8% of our tenants were sustained for 12 months or more



98.5% of our repairs jobs raised were complete on time



3.8 days average time to complete non-emergency repairs

GRANT / MURRAY

a r c h i t e c t s

30 Bell Street, Glasgow, G1 1LG
 T: 0141 553 1999 admin@grantmurray.co.uk
 www.grant-murray.co.uk



Grant Murray Architect's has extensive expertise & experience within the social housing sector. We are proud to have worked with more than 50 Housing Associations throughout Scotland over the last 35 years, delivering newbuild, conversion & refurbishment projects that have positively transformed their local neighbourhoods.

We are honoured to be working on behalf of **Lochfield Park Housing Association** & are excited to be assisting them in their ambitious development at **Abbeycraig Road**.

As key members of the Design Team for the project, we are also delighted to be continuing our long professional association with **Thomson Cost Consultants** & **G3 Consulting Engineers**.



Lochfield Park
 Housing Association



G3 Consulting Engineers Ltd
 Orion House, 7 Robroyston Oval, Nova Business Park
 Glasgow G3 1AP T: +44 (0)141 558 3255
 E: enquiries@g3eng.co.uk W: www.g3eng.co.uk

THOMSON COST CONSULTANTS LTD

◆ Chartered Quantity Surveyors ◆ Construction Cost Consultants ◆ Project Co-ordinators ◆ CDM Co-ordinators

103a Farmloan Road, Rutherglen, Glasgow, G73 1EE Tel: 01698 778989 Fax: 01698 891854

Registered in Scotland No. 375786



PAINTING & DECORATING?

WE'VE GOT IT COVERED!

Bell Group: Painting, Decorating & Building Maintenance, Nationwide!

Bell Business Park Rochsolloch Road Airdrie ML6 9BG

T: 01236 766878 W: www.bellgroup.co.uk

PROUD PARTNERS OF LOCHFIELD PARK HOUSING ASSOCIATION

Added Value



25th Anniversary Gala Day in August 2018

Lochfield Park was the first Association in Easterhouse to employ its own full-time Welfare Rights Officer, and this service remains as vital today, as when it was introduced 14 years ago.

Universal Credit is one of the major issues facing tenants today, and Lochfield Park is keen to remove the barriers to accessing and managing these benefits by providing IT training and support to those who need it.

Digital inclusion classes and access to internet services are available from the Association's offices.

More recently, visits from the Dogs Trust, personal banking and savings advice from Glasgow Credit Union, and employability support services have been made available through the association.

Other topics included advice on heating homes in winter and more general information on energy efficiency and how to minimise fuel poverty.

Gala and Santa's Grotto Days have been a regular occurrence over the last 11 years, with charities, including Samaritans, Alzheimer Scotland, Social Bite and Cash for Kids benefitting.

The most recent Gala Day to celebrate the Association's 25th Anniversary saw over 500 people, of all ages, participate in a great community day, with not a bad word spoken and the event enjoyed by one and all.

“

Universal Credit is one of the major issues facing tenants today and Lochfield Park is keen to remove the barriers to accessing and managing these benefits by providing IT training and support to those who need it...



Staff at office Santa Day 2019

Development



Thank you

Lochfield Park would like to thank all its suppliers who supported us by advertising in this 25th Anniversary Spotlight magazine.

Phase 10 Development image



Phase 10 Development image

Social rented house building in Easterhouse became a victim of the financial crisis over the last nine years and it would have been very easy to give up the fight and let the regeneration stagnate.

However, Lochfield Park, as part of the EHRA Group of RSLs in Easterhouse, maintained an active, effective and pragmatic voice to the decision makers in local and national government to convince them of the case for continued investment in social housing and the regeneration of Greater Easterhouse.

We find ourselves moving into the next 25 years with our largest new-build housing development to date of 84 houses on the site at Abbeycraig Road, and a further development at Abbeygreen Street is in the pipeline to follow.

“

It is vitally important that resources continue to be put into areas, such as Lochend not only to push forward the regeneration agenda but also to protect the millions of pounds of investment already spent...

Hannah McDonald, Lochfield Park Chair



Management Committee receiving their ILM Level 2 (Leadership and Management) Award from Brian Coyle, Proactive Training.

This part of Easterhouse is fortunate to border the Seven Lochs Wetland Park which offers some of the best opportunities to develop outdoor pursuits on the outskirts of Glasgow and a place where people can enjoy nature and all it has to offer.

Lochfield Park has always had a clear vision that while building new housing is vital so is the need to create a sustainable community where people want to live.

The architect for the Phase 10 project is Glasgow based Grant Murray, and the lead architect, Curtis Hold, has managed to achieve a stunning design, with the development providing a seamless gateway to the adjacent wetland park.

Continuity

Hannah McDonald said: “It is vitally important that resources continue to be put into areas, such as Lochend, not only to push forward the regeneration agenda but also to protect the millions of pounds of investment already spent.

“People comment very positively about the changes in the area, and we welcome these comments as an endorsement of the hard work of so many people over the last 25 years.

“The Management Committee and staff team of Lochfield Park Housing Association, along with the Lochend Community, is looking forward to the next 25 years with positivity and enthusiasm.”

Congratulations to our member

The Scottish Federation of Housing Associations would like to congratulate our member, Lochfield Park Housing Association on celebrating their 25th anniversary.

Our ambition is that everyone has a good home in a successful community, with a range of high quality, affordable, safe and accessible homes that meet people's changing needs and aspirations throughout their lives.

www.sfha.co.uk

sfha
Scottish Federation of
Housing Associations

We are housing Scotland

CLEARVIEW NETWORKS

We are proud to be working with Lochfield Park Housing Association providing their IT and Phone system support since 2013.

We have been established since 2006 providing a range of IT services with a specific focus on Housing Associations.

Services provided:

- IT Support & Consultancy
- Disaster Recovery
- Servers
- PCs
- VoIP Telephony
- Internet Connectivity
- WiFi
- Data Cabling
- Security

www.clearviewnetworks.co.uk
Phone: 0141 251 0040



FINANCIAL SERVICES LIMITED

KCEDG Commercial Centre,
Unit 29, Ladyloan Place, Glasgow G15 8LB

HOUSING ASSOCIATION FINANCE SPECIALISTS

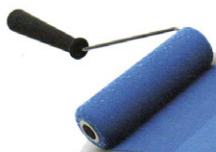
- Finance Manager Role
- Long term financial planning
- Financial policy reviews
- Internal controls
- Regulatory standards compliance
- Loan finance arrangements
- Annual Accounts
- Financial viability assessments
- Short and medium term budgeting
- Management accounts
- Insurance arrangements
- Day to day finance
- Training and advice

www.fmdfinance.co.uk



37 Eastside, Kirkintilloch, Glasgow G66 1QA
rwilsondecor@btconnect.com
Tel: 0141 777 8081

Wilson Decorators Ltd have great pleasure in supporting the work of Lochfield Housing Association Ltd



VAT Registration No: 969 1024 55



MCN was established in 2001 specialising in providing a professional kitchen and bathroom installation service for Housing Associations.

We are based in Hamilton and cover all of Central Scotland.

Since 2001 we have installed over 41,000 installations for over 35 Housing Associations, installing kitchens, bathrooms and electrical installations with directly employed staff.

Lochfield Park are a forward thinking association and it has been a pleasure for MCN to be working with them.

MCN (Scotland) Ltd Tel: 01698-828606
Email: mcnscotlandltd@gmail.com



SECURE DOCUMENT COLLECTION & SHREDDING SERVICES

**CONGRATULATIONS TO LOCHFIELD PARK HOUSING ASSOCIATION
FOR 25 YEARS CONTINUED SERVICE**

With the introduction of GDPR, if you are a company, organisation or individual that holds, uses or processes confidential or personal data, there is a statutory requirement for the disposal of such data – usually in paper form – to be performed in a professional, diligent and environmentally friendly fashion.

Highlander Security Shredding is covered by the world's strongest data protection rules. The mutually agreed General Data Protection Regulation (GDPR) came into force on May 25, 2018, and was designed to modernise laws that protect the personal information of individuals.

For confidential documents, security shredding is recognised as the best way of discharging all your GDPR obligations pertaining to data disposal and of discharging your environmental obligations as all paper we shred for you is 100% recycled into new paper products.

We offer a professional collection and offsite shredding solution, in our secure CCTV monitored destruction centre based in East Kilbride. With no messy, noisy or polluting onsite shredding trucks calling outside your premises, all to EN15713 standards. Please call us for your free quote!

Our services include:

- Secure Collection Consoles
- Personalised Consoles Available
- Lockable Wheeled Bins – Choice of 3 sizes
- Bag Collection Service – Choice of 2 types of bags
- Archive Box Collections
- Pallet Collections Available
- Closed, Lockable Large Containers
- Office Clearance Services Available

CONTACT US TO FIND OUT MORE

PHONE: **01355 241 088**

WEB: **www.securityshreddingscotland.co.uk**

EMAIL: **shredding@highlanderinternational.co.uk**

TWITTER: **[@weshredpaper](https://twitter.com/weshredpaper)**

VISIT US: **7-10 Linwood Avenue, College Milton,
East Kilbride, Glasgow G74 5NR**