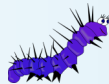


Help us build it



Help us keep it!

Lochfield Park  
Housing Association



*Lochfield Park Housing Association*

**SUMMER 2019**

**NEWSLETTER**

**A.G.M**  
**Annual General Meeting**  
**Lochfield Park Office**  
**19 September 2019 at 7pm**  
**All Members Welcome!**  
**Members who attend will be entered into FREE prize draws!**



WORLD'S BIGGEST  
**COFFEE**  
MORNING

**MACMILLAN**  
CANCER SUPPORT  
RIGHT THERE WITH YOU

**COME ALONG TO OUR COFFEE MORNING & BAKE SALE**

**WEDNESDAY 11th SEPTEMBER 2019**

**COFFEE MORNING 10am-1pm**

**BAKE SALE 10am-4pm**

## WELCOME

Welcome to the Lochfield Park Housing Association Summer 2019 Newsletter. This newsletter will give you an update on what's been happening at Lochfield Park over the last few months and what's coming up.

Please enjoy your Summer Newsletter and as always, we would value any feedback you may wish to give.



## Staff Achievements

We recognise that our staff are central to delivering the services which make Lochfield Park a desirable community for tenants to live in.

We believe that supporting our staff to develop their skills and knowledge through training allow us to provide a high level of service to our tenants.

Well done to our Modern Apprentice Lucy Buchanan on gaining her SVQ Level 2 in Business Administration and CIH Level 3 in Housing Practice.



We would also like to congratulate two of our Assistant Housing Services Officers Lauren Mullen and James Grant on achieving their CIH Level 5 Diploma in Housing .

## Dogs Trust Community Event

We would like to thank the Dogs Trust for running our recent Community Event where they offered free health checks, microchipping and information on looking after your dog.

**We look forward to seeing them again soon!**





## HAMISH, OAKLEY, AND FERGUS!

Thank you to the children at Oakwood Primary School for naming the newest additions to the community.

As a thank you to the school for their hard work, the Association is making a donation to assist them in buying planters.

### Pocket Park

Lochfield Park are currently looking at updating the Pocket Park including painting, new signage and general landscaping.

We would be interested in hearing from any tenants who may be available in assisting with this project to contact Lauren or Annie.



### Annual Return of The Charter 2018/19

Each year we make our return on the Housing Charter to the Scottish Housing Regulator. Staff have been working to gather all the information required for reporting .

The ARC for 2018/19 has been returned 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 your landlords performance, visit the Scottish Housing Regulator website;

[www.scottishhousingregulator.gov.uk/](http://www.scottishhousingregulator.gov.uk/)

# TENANT PARTICIPATION

## Assisted Garden Maintenance Scheme

Tenants who are unable to maintain their own garden due to ill health or frailty are eligible for this 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.**

## 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.***



**WINNERS!**

**Thomas Blyth**

**Loveness Likaomba**

**Natalie Dobbs**

## Garden Competition

Every Summer brings our Annual Garden Competition. Our staff have been out and about taking pictures of gardens in the area.

Prizes are awarded to:

**Best Garden**

**Best Tenement Garden**

**Runner Up**

**Most Improved Garden**

**Commended Garden**

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





### **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 procedures.

### **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 onto 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.**

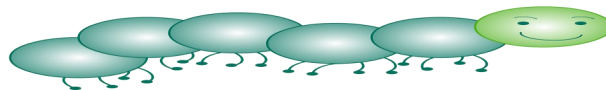
# HOUSING MANAGEMENT

## Housing Allocations

Lochfield Park Housing Association will soon be building 99 new properties, 8 for low cost home ownership and 91 for rent. These properties will be part of our new phases at Abbeycraig Road and Abbeygreen Street.

This development will result in a significant increase in the Association's stock and we would encourage anyone interested in being housed in the Lochfield Park area to apply.

Applications are available from our office, online or from any of our common housing register member offices.



## Tenancy Termination

We would remind all tenants that it is a condition of your tenancy agreement with us that you provide a minimum of **4 weeks** notice prior to terminating your tenancy. This allows us to check the property prior to the next tenant moving in.

If you fail to provide notice you will be charged 4 weeks rent which Lochfield Park will recover from you by contacting you at your new address.

Some people ask relatives or friends to hand in keys on their behalf, however, you must still contact the office first and complete a termination of tenancy form before you leave.

If you leave without notice this may be treated as an abandonment which could prevent you from being rehoused in the future.

## HOME CONTENTS INSURANCE

Your housing provider does not insure your furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks. The **My Home** scheme can offer tenants and residents the chance to insure the contents of their homes in an easy and affordable way.

**My Home** contents insurance scheme is a special insurance scheme provided by the National Housing Federation in conjunction with Thistle Tenant Risks and Allianz Insurance plc. and is available for all tenants and residents living in social and affordable housing.

**Insurance for your furniture, TV, clothing, carpets, electrical items and general household goods** - This insurance will cover most of your household goods and contents whilst in your home. The insurance also covers replacement of external locks if your keys are lost or stolen and the contents of your freezer. There is also cover for personal liability and also your decorations which you may be responsible for under your tenancy agreement.

LEAFLETS ARE AVAILABLE AT THE OFFICE.

**THISTLE**  
INSURANCE SERVICES



### GOT A SMARTPHONE OR TABLET?

If the answer is yes, then paying your rent couldn't be any easier. Just download the Allpay Payment App.

Making payments this way is easy and more importantly- fast!



### 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.

### KEEP US UP TO DATE

Help us to provide an efficient service and let us know if your details change so that we can update our records.

This helps us provide the quickest, easiest service to our tenants that we can.



# MAINTENANCE

## Planned Maintenance Schedule for 2019/20

### KITCHEN REPLACEMENTS

#### Phase 4B:

19-51 Dalilea Drive,  
107-111 Lochdochart Road,  
All of Corpach Place.



### 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:

8-20 Dalilea Drive,  
2-6 Glassel Road

#### 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.**

### BATHROOM REPLACEMENTS

#### 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.

GAS  
**safe**<sup>®</sup>  
REGISTER



## 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 is currently ongoing and will continue throughout the year until all properties have been upgraded.

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



## GIANT HOGWEED

### What is giant hogweed?

Giant hogweed (*Heracleum mantegazzianum*) is a weed which is a very invasive plant which is dangerous to humans, but there are ways to stay safe from it if you know what to look out for.

Growing up to five metres tall, its sap contains toxic chemicals which react with light when in contact with human skin, causing blistering within 48 hours. Effectively it prevents the skin from protecting itself from sunlight, which can lead to very bad sunburn and scarring.

It's got green stem spotted with dark red which varies from 3–8 cm in diameter. Each dark red spot on the stem surrounds a hair, and large, coarse white hairs occur at the base of the leaf stalk.

It produces white flowers clustered in an umbrella shaped head that is up to 80cm in diameter across its flat top.

**Please contact the office if you spot any hogweed.**



# ESTATE MAINTENANCE

Noisy neighbours driving you crazy? Glasgow City Council Antisocial Behaviour Noise Service can help.

The team deals with all types of domestic amplified noise, including things like loud music, dogs barking, DIY and musical instruments.

If the noise is ongoing, officers can come out to your property to measure noise levels and assess the problem to see what action is required. (The Noise Officers wear plain clothes, drive unmarked vehicles and carry ID badges, so there's no need to worry about being identified as the complainer).

If the noise coming from your neighbour's property is excessive, a legal Warning Notice can be issued requiring the noise level to be reduced.

If your neighbour doesn't reduce the noise to an acceptable level, a £100 Fixed Penalty Notice can be issued. If this isn't paid, the case will be referred to the Procurator Fiscal and in extreme cases the noise making equipment could also be seized.

Glasgow City Council officers are available seven nights a week, this is an out of hours service from 5pm until 3am. You can contact them for advice during these hours by calling **0141 287 6688**. You can also register a complaint outside these hours by calling the 24 hour helpline on 0800 0273 901.

Tenants should still contact the Associations Office if they experience noise problems.



**HEAD TO ONE OF  
THE RECYCLING  
CENTRES AT**

- POLMADIE**
- SHIELDHALL**
- DAWSHOLM**
- QUEENSLIE**

## **WASPS**

**Why are wasps a pest?**

Wasps are not considered to be a risk to public health however they can be a nuisance if they decide to nest in or around your home or garden area. Wasps are very beneficial to the environment as they prey on other insects, which controls the population in their ecosystem.



If the nest is not blocking entry or causing nuisance to the public it is advised that it should not be treated. For this reason the Association will not treat a wasps nest unless it is sitting on your home or directly affecting access to your home.

Love your  
neighbourhood



Environmental  
Task Force

## What can we help with?

- ✓ Fly Tipping
- ✓ Litter
- ✓ Needle Uplift
- ✓ Dog Fouling
- ✓ Fly Posting
- ✓ Graffiti
- ✓ Environmental Enhancement

### Useful Numbers

#### Environmental Issues

Litter, Dog Fouling, Flytipping, Graffiti and Fly Posting

Tel: 0300 343 7027

#### Cleansing and Bulk Uplift

Tel: (0141) 287 9700

#### Roads and Lighting Faults

Tel: 0800 37 36 35

#### Police Scotland

Tel: 101 (Non Emergency)

Tel: 999 (Emergency)

#### Crimestoppers

Tel: 0800 555 111



No  
dog fouling



Please be a good neighbour  
and 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.**



Please

**DO NOT FEED  
THE PIGEONS**



THEY SPREAD DISEASE AND MITES,  
DIRTY OUR PUBLIC SPACES,  
DESTROY OUR FLOWER BEDS AND  
THE LEFT-OVER PIGEON FOOD  
ATTRACTS RATS



## BULKY WASTE COLLECTION

- Take your bulky items to one of the recycling centres across the city.
- Request a Bulky Waste Collection using the website —[www.glasgow.gov.uk](http://www.glasgow.gov.uk)
- Request a Bulky Waste Collection using the **MyGlasgow** app. Download the app from your app store or play store.
- Phone **0141 287 9700**

Some of the bulky waste items that can be collected:

- Mattress
- Bed
- Chair
- Settee
- Carpeting
- Fridges/Freezers
- Televisions
- Hoovers

*Bulky waste items are collected within 28 days of processing the request.*

**SAVE TIME  
GO ONLINE**  
[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

# WELFARE RIGHTS



## CASH FOR KIDS AT CHRISTMAS!

Cash for Kids application forms will be available in Lochfield Park's offices

from Monday 7<sup>th</sup> to Friday 11<sup>th</sup> October 2019

between the hours of 10am – 4pm.

All Children under 16 years of age will be considered



**cashforkids**

## WARM HOME DISCOUNT

For winter 2019/20, you could get a £140 credit to your electricity account. This credit applies to billing accounts and Pay-As- You- Go accounts.

This money is not paid to you directly, it's a one-off payment credited to your electricity supplier. This

payment is made anytime between October and March of the respective years.

Each electricity supplier has its own qualifying criteria which will be detailed during the online or telephone application process. Late claims will not be accepted.

To see if your electricity supplier is part of the Warm Home Discount Scheme, check their web page or Contact them by telephone.

Furthermore, the closing date for applications vary from supplier to supplier.





Social Security Scotland  
Dignity, fairness, respect.

On December 2018, Lochfield Park Housing Association went 'Full Service'. Universal Credit is a means-tested benefit for people of working-age who are on a low income. It replaces six existing means-tested benefits.

Universal Credit is intended to be simpler than the current system of benefits and tax credits.

Universal Credit is paid on a monthly basis. If you need to notify Universal Credit of a change of circumstances, follow the 9 easy steps on our Welfare Benefits page at [Lochfield.co.uk](http://Lochfield.co.uk)

Since period 2017/18 to 2018/19, Universal Credit enquiries have increased by 100% from 57 to 114 with financial gains increasing by 259% from £15,184 to £54,532 respectively.

By the end of 2021, the Scottish Government will be delivering multiple new benefits for Disability and Carers Assistance.

The Scottish Government introduced Pregnancy and Baby payments, Early Learning Payments and School Age Payments in spring time 2019, to financially assist Parents/Carers with raising children.

Furthermore, Funeral Expense Assistance (FEA) will replace the current DWP Funeral Payment in Scotland.

**These are means tested benefits.**

## Glasgow City Council's Affordable Warmth Dividend



### What is it?

A £100 payment made by the council to help with the extra expenses of keeping warm during the winter.

### Who is it for?

- Glasgow residents
- Aged 80 or over by 31/03/15

### Where can I find out more?

- Ask at any Revenues and Benefits Centre
- Phone **0141 287 7961**
- Online at: [www.glasgow.gov.uk/AffordableWarmth](http://www.glasgow.gov.uk/AffordableWarmth)

## UC Universal Credit

A 'Fast Track Drop in Service' only for Medical Certificates is available on Monday, Wednesday and Friday 3pm – 4.30pm at Shettleston Job Centre.

If a Claimant is unable to attend, they can mandate a person on their Journal, who can submit the Medical Certificate on their behalf.

job  
centre  
plus





If you receive **Universal Credit**, you are responsible for **reporting any changes in your circumstances**. The increase to your rent from 1<sup>st</sup> April 2019 is an example of a change in circumstances which you will need to report.

Your claim could be reduced or stopped altogether if you do not report a change of circumstances right away. This could result in you not receiving enough money to pay your rent. The guide below outlines each of the steps you need to take to report the change to your rent.

- 1.** Make sure you know exactly what your new rent charge is going to be from 1<sup>st</sup> April 2019 (please refer to the letter we recently sent you about this).
- 2.** On Monday 1<sup>st</sup> April 2019, sign in to your Universal Credit online account.
- 3.** Select 'Report a change in circumstances'.
- 4.** Scroll down and select the last option, 'Where I live and what it costs'.
- 5.** Your rent and service charge must be entered separately. If you do not have a service charge, you must enter £0.00 in order to proceed.
- 6.** Go through each of the questions which follow and select 'Submit'. Your journal should then show that you have reported a change.
- 7.** Write a note in your journal to let Universal Credit know that you have provided the details of your new rent charge.
- 8.** If you pay by Standing Order or Direct Debit you must ensure that the new rent charge is being paid to Lochfield Park Housing Assoc from April 2019 onwards.
- 9.** Check your next Universal Credit payment carefully to make sure that you are receiving the new housing element amount.

**If you need help checking your Universal Credit online journal please get in touch with us by calling 0141 771 2228 and ask to speak to your Housing Officer or Welfare Rights Officer.**

### FAQ's

**How do I apply for PIP?** To start your claim call the Department for Work and Pensions (DWP) on **0800 917 2222**. When you receive the form contact Paul at the Office and he will assist you to complete the form

**How do I apply to Scottish Welfare fund:** Community Care Grant or Crisis Grant 0141 276 1177. alternatively go to the Glasgow City Council's (GCC) web site and apply online. Paul can assist you with your application.

**I have problems with my Utility supplier?** contact **G-Heat**, Home Energy Advice Team based in Glasgow 0800 092 9002

**How do I claim Universal Credit on Line?** Contact Paul at the Office and he will process the claim with you.

**I have a Capability For Work Questionnaire, what do I do?** Contact Paul at the Office and he will assist you to complete the form.

**I have been refused a benefit, what can I do?** Contact Paul at the Office and he will submit a Mandatory Reconsideration on your behalf and, if necessary, appeal the decision on your behalf.

**How do I make an appointment to visit Housing Benefit Office?** This can be done online by going to the GCC web site. Alternatively, contact Paul at the Office and he will do this for you.

# KIDS CORNER

Thank you to everyone who entered our kids competition in our Spring 2019 Newsletter. Congratulations to our lucky winner who received a Sweet hamper and voucher for Smyths.

To be in with a chance of being our winner in the Summer 2019 Newsletter please see competition below.



## CREEPY CRAWLIES COMPETITION

Can you spot how many creep crawlies are hidden in our Summer Newsletter?

Successful entries will be put into a draw to win £30 Gift Voucher for Smyth's.

Please return completed entries to the Associations Office.

Closing date is Friday 30th September 2019.

Name.....

Address.....

How Many.....

### We offer easy and convenient ways to pay rent:

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



### 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.

## **2019 Public Holidays**

The office will be closed on the following dates:

### **September Weekend**

Friday 27 September

Monday 30 September

### **Christmas**

Wednesday 25 December

Thursday 26 December

Friday 27 December

### **New Year**

Wednesday 1 January

Thursday 2 January

Friday 3 January

## **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: \_\_\_\_\_

**Don't forget to follow us on facebook and twitter!!**



## **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.**