

SUMMER NEWSLETTER A.G.M.

**Lochfield Park's Annual General Meeting
will be held in
Lochfield Park's Office
on
Thursday 19th September 2024
at 7pm**

**All Members are welcome
and those who attend will be
entered into FREE prize draws!**

Please support Lochfield Park by joining
us at this year's event.

This will be your opportunity to find out how
the Association has performed over
the last year and receive a report on our annual accounts.

Elections for our Management Committee are also conducted at this meeting.

We rely on the goodwill and participation of our tenants and those who attend this meeting
will be entered into a free raffle, so make sure you come along and don't miss out.

Office Closure Dates 2024

The office will be closed on
Friday 13th September 2024

September Weekend

Friday 27th September 2024
Monday 30th September 2024

Christmas

Wednesday 25th December – 3rd January 2025

*Reopening for business as usual on
Monday 6th January 2025*

Help us build it



Help us keep it!

**Lochfield Park
Housing Association**

Tenants Panel

Do have a couple of hours free to meet a few times a year to look at how certain services can be improved?

A Tenants 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.




Tenants Satisfaction Survey 2024

Lochfield Park Housing Association carried out our Tenants Satisfaction Survey in May 2024. This year the Association used a new survey method allowing tenants to respond via text message as well as our traditional face to face and telephone surveys.

A total of 270 surveys were completed. This represents 44% of tenants. All participants were entered into a prize draw with 20 lucky winners receiving shopping vouchers.



-  1. 88% of tenants are very satisfied or fairly satisfied with the overall service provided by the Association.
-  2. 83% of tenants are very satisfied or fairly satisfied with the quality of their home
-  3. 81% of tenants are very satisfied or fairly satisfied with the repairs service provided by Lochfield Park Housing Association.
-  4. 85% of tenants feel very satisfied or fairly satisfied that Lochfield Park Housing Association is good at keeping them informed about our services and decisions.
-  5. 83% of tenants are very satisfied or fairly satisfied with their most recent experience of contacting the Association
-  6. 73% of tenants are very satisfied or fairly satisfied with the opportunities given to participate in the Association's decision-making processes
-  7. 73% of tenants are very satisfied or fairly satisfied with the Associations contribution to the management of the neighbourhood.
-  8. 78% of tenants are very satisfied or fairly satisfied that the rent for their property represents good value for money.

These are the highlights from the Tenants Satisfaction Survey. The full report will be available on the Associations website. The Association will be carrying out further surveys during the year to continue to ensure that we meet the needs of our tenants and improve services.

Keeping your building clean & clear keeps you safe

In line with your Scottish Secure Tenancy Agreement, all tenants must keep their close area clean and tidy and NOT store any items in the common close areas as this can cause a danger to anyone using these areas.

The common close areas **must be clear and always remain clear.**

In the event of a fire, any items stored in communal areas could stop you from getting out or prevent the Fire Service from getting in to put out a fire.

This includes:

- ❌ Prams
- ❌ Bikes
- ❌ Furniture
- ❌ Rubbish Bags
- ❌ Bins



Please contact the office if you wish to speak with a member of staff.

Fly Tipping of Bulk Waste

There have been ongoing and escalating issues with fly-tipping and dumping of bulk waste in our neighbourhood, specifically to the open grass spaces and pavements in the area.

Unfortunately, a minority of tenants believe that bulk and other waste is to be placed on the street for collection.

This is not the case and is considered fly-tipping.

GCC public space cameras have recently captured residents dumping items such as fridge freezers, sofas and other household items. Fly-tipping is illegal, unsightly and damaging to the environment.



Any person found to have fly-tipped could receive a fixed penalty notice of £500.

We are seeking your co-operation in resolving this issue and ask that any information on those involved in fly-tipping is reported via Glasgow City Council's website at:

<https://glasgow.gov.uk/reportenvironmentalcrime>

Maintenance and Tenant Safety

Annual Gas Servicing

Help us keep you & your neighbours safe.

Every year around thirty people in the UK die from carbon monoxide 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 8 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.



Electrical Safety Inspections

As your landlord, we must carry out an electrical safety inspection every 5 years. This is to ensure the electrical installations in the property are safe to use and meet current standards. A programme for these checks to be carried out is underway. If your property is included, you will be contacted to arrange an appointment for the electrician to visit.

We appreciate your co-operation in allowing us access to your home to have this safety check carried out.

Mould and Dampness

If you have damp or mould problems in your home, you should report this to the office **as soon as possible**. We will conduct a home visit within **3 working days** to investigate what is causing the problem. While damp and mould are often caused by condensation and poor ventilation, there can be other reasons for this to occur and we would ask that tenants report this as soon as possible to allow the Association to investigate and resolve the issue.

Gas Central Heating Issues

If you have a gas central heating breakdown call City Building on 0800 595 595

This is a 24-hour service, and you can call them anytime, day or night from a landline for free.

Emergency Repairs Service - City Building 0800 595 595

When the office is closed the emergency repair service will be in operation.

However, this is strictly an Emergency Service, and you must only call this service if the repair cannot wait until the office reopens.

We are excited to announce that our comprehensive **Tenant Health and Safety** section is now live on our website! This new resource is designed to provide you with essential information to ensure your home remains a safe and healthy environment. Here's a glimpse of what you can find in this new section:



Gas Safety

Learn about the importance of regular gas checks, how to recognise a gas leak, and the steps to take in case of an emergency. Ensure your appliances are safe and meet all regulations to prevent potential hazards.

Electrical Safety

Discover tips on maintaining electrical appliances, preventing electrical fires, and understanding the significance of safety inspections. Stay informed about the best practices to avoid electrical accidents in your home.

Fire Safety

Equip yourself with knowledge on fire prevention and the importance of smoke alarms.

Legionella

Understand the risks associated with Legionella bacteria, how it can affect your health, and the measures you can take to prevent its growth in your water systems. Regular maintenance and awareness are key to preventing Legionella outbreaks.

Asbestos

Get informed about the dangers of asbestos, how to identify potential asbestos-containing materials, and the procedures for safe removal. Protect your health by recognising and managing asbestos risks in your home.

Mould and Dampness

Find out how to prevent and treat mould and dampness in your home. Learn about the health impacts of mould exposure and the steps you can take to keep your living environment dry and mould-free.

Looking After Your Home in the Winter

Prepare your home for the colder months with our winter maintenance tips.

Home Security

Enhance the security of your home with our practical advice on locks, alarms, and neighbourhood watch programs.

Insurance

Understand the importance of having the right insurance coverage for your home. Learn about different types of insurance policies, what they cover, and how to choose the best one for your needs.

We invite you to explore the Tenant Health and Safety section on our website and take advantage of the valuable information provided. Your safety and well-being are our top priorities, and we are committed to supporting you with the best resources available

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, 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 procedure.

We have vacancies on our Management Committee.

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

Please contact the office on **0141 771 2228** or email info@lochfield.co.uk



Welfare Benefits

Lochfield Park offers a comprehensive Welfare Rights service to assist with all matters relating to welfare, wellbeing and health benefits. If you have any of the above needs and require assistance or information on what assistance may be available, please contact the office and speak to Paul Harrison, our Welfare Benefits Officer. This service is confidential. Paul can offer telephone or face to face appointments to assist with your enquiries.

Universal Credit

The transfer of claimants from legacy benefits such as Housing Benefit and Income Support continues. You may have already received a letter from DWP inviting you to claim Universal Credit before the advised date to continue receiving financial support. If you do not deal with the letter as soon as possible and before the advised date on the letter you will receive, your benefits will stop. The table below shows when each benefit has or will move over.

Date	Management Migration Timetable
April 2024	Income Support claimants and those claiming Tax Credits with Housing Benefit
June 2024	Housing Benefit only claimants
July 2024	Employment Support Allowance (IR) with Child Tax Credits
August 2024	Those claiming tax credits who are over state pension age with households being asked to apply for wither UC or Pension Credit
Sept 2024	Jobseekers Allowance (IB)
2028	Employment and Support Allowance only and Employment and Support Allowance with Housing Benefit

Carers Support Payment

Carer Support Payment will be available across Glasgow from November 2024 and should be complete by Spring 2025. If you get Carer's Allowance and live in Glasgow, you do not need to apply for Carers Support Payment. Your benefit will move to Carers Support Payment. Carers Support payment entitlement has a few favourable changes for those who previously did not meet the criteria.

Please contact Paul at the office for assistance or further information.

Housing Allocations Policy Consultation



We consulted with all of our tenants, applicants and other agencies in April 2024.

The consultation detailed the main proposed changes to our Allocations Policy including the reduction in Allocations Groups, changes to overcrowding, suspensions and the removal of multiple medical points awards. A total of 203 responses were received. Below are the survey results:

Under Occupation

1. Should we only give points for under occupation to tenants of Registered Social Landlords?
57% of respondents answered Yes 43% of respondents answered No

Overcrowding

2. Do you think the age ranges used for calculating overcrowding are reasonable?
53% of respondents answered Yes 47% of respondents answered No

Children of different sexes can share up until 10 years old.

53% of respondents answered Yes 47% of respondents answered No

Children of the same sex can share up until 13 years old?

45% of respondents answered Yes 55% of respondents answered No

All children over 13 years old should have their own room?

88% of respondents answered Yes 12% of respondents answered No

Medical Need

3. Do you agree that our medical categories provide reasonable priority to those with a medical need that can't be met in their current home?
76% of respondents answered Yes 24% of respondents answered No
4. Do you agree that one set of medical points should be awarded per household based on the person with the highest medical need?
71% of respondents answered Yes 29% of respondents answered No

Groups

5. Do you think our housing list groups fairly represent the housing needs of applicants?
60% of respondents answered Yes 40% of respondents answered No
6. Do you think the housing list groups and categories are easy to understand and transparent?
64% of respondents answered Yes 36% of respondents answered No

Suspensions

7. Do you think its reasonable to suspend applicants for 6 months who have been made 2 offers of housing that meet their preferences and needs?
61% of respondents answered Yes 39% of respondents answered No

A full copy of the consultation will be available on the Associations website with the new Allocation's policy launching in September 2024.

Contacting Us

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Glasgow G34 0JF

Telephone: **0141 771 2228**

Email: **info@lochfield.co.uk**

Web: **www.lochfield.co.uk**

Twitter: **@LochfieldParkHA**

Facebook: **@LochfieldParkHousingAssociation**

Out of Hours Number – Emergency Only

In the event of an emergency, please contact the out of hours contractors,
City Building on **0800 595 595**

We are always looking for ways to improve services for tenants.

If we have missed anything that you would like to see in your newsletter, please
do not hesitate to contact the office.



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