

Help us build it



Help us keep it!

Lochfield Park
Housing Association

Lochfield Park Housing Association Newsletter



Santa visited Lochfield Park

On Wednesday 11th December 2019

Between 11am – 1pm & 3pm – 6pm

Tickets cost £2 for each child and are available from our office from

Monday 26th of November.

Lochfield Park tenant's children and grandchildren aged 8yrs and under only.

All ticket proceeds will go to charity.



In This Issue

- ★ *Santas Grotto*
- ★ *Kids Competition*
- ★ *Maintenance Update*
- ★ *Annual Assurance*
- ★ *Freedom of Information*
- ★ *And Much More!*

Santa's Grotto 2019

Santa visited Lochfield Park on Wednesday 11th of December and spread some Christmas cheer! All boys and girls who have been good this year received a gift and selection box from Santa.

As usual, it was a great success with _____ kids getting the chance to visit Santa and tell him "what they would like for Christmas"



Christmas Raffle 2019

To be in with a chance of winning a luxury Christmas hamper make sure you purchase your raffle tickets from the office!

Tickets went on sale on Monday 2nd of December and are priced at £1 per ticket. All proceeds from the raffle will be donated to charity alongside proceeds from Santa's Grotto.

The winner of the raffle will be announced by Friday 20th December via our social media pages and website so be sure to like and follow Lochfield Park Housing Association on Facebook and Twitter!



congratulations!

Apprentice of the Year Award

Congratulations to Lucy, Lochfield Park's Modern Apprentice, who has been nominated for Glasgow City Council's Apprentice of the Year award.

This event celebrates the success of Glasgow City Council's commitment to the Glasgow Guarantee. In particular it recognises the accomplishments and achievements of Modern Apprentices, Individuals gaining employment, Graduates, Interns and Businesses that have partaken in the Glasgow Guarantee over the past year.

Lucy will find out if she has won the award in January 2020. Good luck Lucy from everyone at Lochfield Park!



Tenant Incentive Scheme

The Association believes in rewarding good tenants.

To qualify for the Tenant Incentive Scheme you must have maintained a clear rent account or have been maintaining an arrangement for a period of three months or more.

You must also have adhered to all other conditions of your tenancy.

Winners receive £30 Morrison's Vouchers



Winners

Michelle Etherson
Corpach Place
David Hughes
Lochfield Gardens
Lorraine Robertson
Dunphail Road

Kids Competition

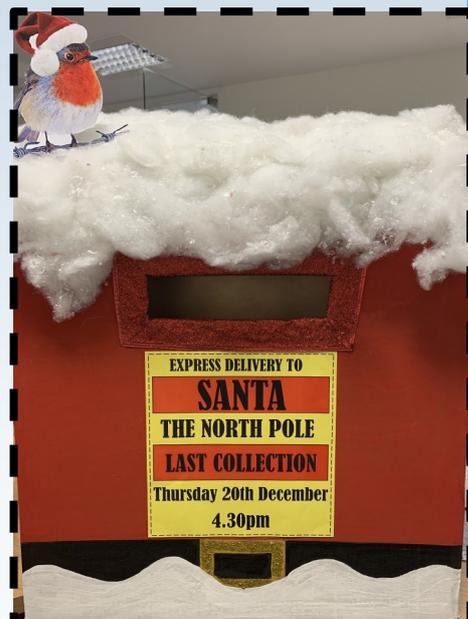


In this newsletter you'll find a picture of Santa on his train. Design Santa's train for him and return it to the office to be in with a chance of winning £30 worth of vouchers for Smyths Toy shop.

Once you have designed Santa's train, drop it off in our special post box in the office.

Make sure you return your entry with your name, age and address by Monday 23rd December. Winners will be announced Tuesday 24th December.

*Only one entry per person. If more than one entry from one household please collect spare colouring in printout from office.



Pet Picture Competition

Send us in a picture of your Christmas themed pets to be in with a chance of winning a hamper full of goodies and treats for them! The winner will feature on our social media and next newsletter!

Entries can be submitted in the office via a printed picture, email or send us over a picture on our facebook or twitter platforms. Please email JGrant@lochfield.co.uk or visit:

<https://www.facebook.com/LochfieldParkHousingAssociation/> OR

<https://twitter.com/LochfieldParkHA>



Keep your dog safe this winter

Ensure your dog is visible in the dark with a flashing collar or high-vis jacket



Snow is fun, but keep your dog on a lead! Snow can be unusual and exciting for dogs



Make sure your dog is microchipped and the chip details are up to date



Keep anti-freeze out of their reach and mop up any spillages. It's poisonous



Wipe paws, legs and tum after walks. Grit and dampness irritate skin

Cash for Kids

Applications for Cash for Kids were made in October this year.

The Association will advertise in our office, on our website, Facebook and Twitter when the Funds are available to collect.

<https://www.lochfield.co.uk/>

<https://twitter.com/LochfieldParkHA>

<https://www.facebook.com/LochfieldParkHousingAssociation/>



Paying Your Rent at Christmas

Lochfield Park relies on you paying your rent to maintain the level of service we provide, it is therefore essential that you pay your rent on time. We realise that Christmas is an expensive time for everyone, however you must pay your rent on time to stop you falling into arrears and putting your tenancy at risk.

If you do not have a rent card, please contact the office as soon as possible to arrange for a card to be issued.

Please note, office payments will not be available from Wednesday 25th December until Monday 6th January 2020.

If you are experiencing difficulties please contact our office for assistance or make an appointment to see our Welfare Rights Officer.

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!

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

POST OFFICE



Maintenance

If you have frozen pipes:

- Turn off water at the stopcock.
- Call out the emergency number!

Protect Your Home From Frost

To avoid burst pipes this winter, follow these simple steps:

Set the thermostat on your central heating to at least 10 degrees Celsius, especially at night when the outside temperature is forecast to fall below 2 degrees.

If you are going away for a few days, set your heating to come on for a few hours during the night to keep the house warm.



If you have a burst pipe:

- **Turn off** the water at the stopcock (it is usually under the sink).
- **Switch off** the electricity at the mains if the water comes into contact with any electrical fittings.
- **Switch off** any water heaters
- **Turn on** all the taps
- Call out the emergency number
- Warn any neighbours who might suffer damage.

Fire Prevention

At this time of the year we like to take the opportunity to remind our tenants about the dangers of fire in the home.

You should be aware of potential hazards during the festive season, eg Christmas tree lights, candles etc.

It is vital to be extra vigilant and review your fire precaution measures.

Condensation

Condensation is more likely to occur in winter months. It happens when warm air comes into contact with a surface that has a lower temperature than the air itself.

Condensation can be controlled, and there are some steps you can take to reduce your indoor humidity problems that lead to condensation.

Tips to prevent condensation in your home:

- * Whenever possible, ventilate your home to prevent moisture building up.
- * Do not dry clothes on or at radiators.
- * Do not over fill wardrobes and cupboards and allow air to circulate.
- * Do not put wet jackets or other wet items into cupboards.
- * Always use the mechanical extractor fans that have been fitted.
- * Keep furniture off external walls.
- * Keep kitchen and bathroom doors closed when these rooms are in use.
- * Use a ventilated tumble dryer, via a vent, window or door.

Kitchen and Bathroom

Replacements

Kitchen and Bathroom replacements are currently ongoing in phase 4b and phase 6. Although some of the kitchens have started and will be completed before Christmas, due to logistical issues beyond the Associations control, some of the kitchen replacements and all of the bathroom replacements will not be completed until early 2020. Lochfield Park apologises for inconveniences caused.



New Fire Safety Systems

Lochfield Park has recently been contacting all of its tenants asking them to call the office to make an appointment for our contractor to come round and install our new fire safety systems. The Scottish Government has introduced new legislation regarding fire and smoke detectors in the aftermath of the Grenfell Tower tragedy. This legislation is in force as of 1st February 2021. This appointment will only last up to an hour and we will take away your previous alarm system and replace it with a new system , including :

- 1 smoke alarm in the living room
- Heat detectors in the kitchen
- Smoke alarm in the hall (both upper and lower)
- CO2 alarm in the boiler room

The fitting of this new system is a statutory requirement and it is therefore essential that you provide access for the works to be carried out.

If you have not already done so, please call the office on 0141-771-2228 to make an appointment as soon as possible.

Failure to allow access is a breach of you tenancy agreement

Estate Maintenance

Pigeon Issues

We have had an increased number of pigeons in the area lately which is causing a nuisance and making a mess of our public areas. The association would like to remind tenants not to feed the pigeons or leave food in any outside areas that the pigeons might gain access to. We would encourage our tenants to report anyone feeding the pigeons to the association as this is a breach of your tenancy.

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**



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.

Issues With Roads and Pathways

The City Council maintain all public roads and footways included within [Statutory List of Public Roads](#). Motorways and Trunk Roads are maintained by [Transport Scotland](#).

Reportable faults include:

- Pothole(s)
- Damaged footways
- Blocked drains and flooding
- Damaged or missing traffic signs
- Damaged or missing road markings
- Manhole cover defects
- Faded or missing street nameplates

The association reports all issues with any roads or pathways to Glasgow city council, but it helps if tenants do this also. To report any of these issues please visit :

<https://www.glasgow.gov.uk/ralf>

Jamie's Ultimate Chilli

Ingredients (Serves 5)

- 500g lean steak mince
- Black Pepper (to taste)
- 100g Chorizo (Cubed)
- 2 Onions (Finely Diced)
- 1 Red Pepper (Finely Diced)
- 3 Garlic Cloves
- 1tsp Ground Cumin
- 1 Stick Cinnamon
- 1 Bay leaf
- 1tsp Chilli Powder (or more if you want an extra kick)
- 1tsp Oregano
- 800g Chopped tomatoes
- 400g red kidney beans
- 1tbs Tomato Puree
- 200ml Beef Stock
- 3tbs soy sauce
- 1tsp Sugar
- 20g of 70% chocolate
- 1 red Chilli (optional)



Method

1. Season the mince with a twist of black pepper then brown in batches in a hot pan and set aside.
2. Fry Chorizo then add the onion, garlic and red pepper and cook for 3-4 minutes
3. Add the cumin, cinnamon, bay leaf, chilli powder and oregano and cook for a further 1-2 minutes
4. Return browned mince to the pan along with the tomatoes, beans, puree and beef stock. Cover with a lid and cook over a low-medium heat for at least an hour
5. Towards the end of cooking time add the soy sauce, sugar and chocolate

Serve up with rice and a spoonful of sour cream, or why not try in a tortilla wrap with rice and cheese to make a burrito!



Freedom of Information

How to request your Information



The Freedom of Information (Scotland) Act will give you the right to request information about any aspects of housing services we deliver as a registered social landlord and has applied to us from 11 November 2019.

If you are looking to request any information from us you only need to get in touch with The Association via phone call, email, in person or through our website.

When you are making your information request please remember:

- * The request must be in writing or any other format that can be retrieved for future reference. We are happy to receive requests in writing, email or through the freedom of information form on our website.
- * Include your full name, address and contact details within the request so that The Association can get in touch with you regarding the information that you have requested. If you would prefer us to contact you via email or telephone please advise of this in your request and provide an email address or phone number.
- * Tell us clearly what information you would like access to. It would be helpful if you include specifically what information you are looking for clearly so we do not misunderstand the request and do not need to contact you for further clarification.

- * If you would like the information to be provided to you in any particular formats such as a physical paper copy, or electronically, please advise this in your information request. If this is a reasonable request we will provide you with the information in that format. If not we will contact you to find an appropriate alternative.

In some occasions we may not be able to provide all or some of the information that has been requested if we consider there to be an exemption that applies, however if this is the case we will inform you of the reason.

Please be aware that if you request a copy of your own personal data held by us this will be under the Data Protection Act rather than Freedom of Information, details of which you can find on our website.

For anymore information please see our



Annual Assurance Statement



Lochfield Park Housing Association's Management Committee confirms compliance with all relevant requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework.

The assurance relates to the standards detailed below:

- Assurance and Notification
- Scottish Social Housing Charter Performance
- Tenant and Service User Redress
- Whistleblowing
- Equality and Human Rights
- Statutory Guidance
- Organisational Details and Constitution
- Regulatory Standards of Governance and Financial Management

This assurance is given by the Management Committee following review and assessment of a wide range of documentation including the following:

- The associations business plan
- Reports on performance in key areas including finance, service delivery, asset management, development and risk
- Key governance documents Management Committee reports and minutes
- Internal and external audit reports
- Reports from the associations agents and consultants
- Advice from external and specialist advisors
- Tenant consultation processes
- Benchmarking and peer group data
- Reports and advice from senior staff

The Management Committee has been actively involved in the development and assessment of the evidence bank that brings together information which is routinely assessed and scrutinised by Committee throughout the year.

The Management Committee used both the

Scottish Federation of Housing Associations and the Scottish Housing Network toolkits as a way of evaluating the available evidence base.

The Management Committee are now sufficiently assured that we comply with the regulatory framework and can confidently assure our stakeholders that there are no areas of material non-compliance.

This process has also allowed the Association to identify some areas where we aim to improve or enhance our governance and processes. We do not consider these to be significant or material, however we will take steps in collaboration with our service users and stakeholders to undertake the following improvement options:

- Complete a housing stock valuation survey
- March 2020
- Review committee and staff appraisal processes
- March 2020
- Enhance equalities and human rights policy
- August 2020
- Review committee and staff training processes
- April 2020
- Implement freedom of information policy and procedures
- November 2019

We will publish this Annual Assurance Statement and share this with our service users and other stakeholders. We will inform the Scottish Housing Regulator of any material changes in our level of assurance.

This annual assurance statement was approved by the Management Committee of Lochfield Park Housing Association at their Meeting on 22nd October 2019.

Welfare Benefits Update

When in receipt of Universal Credit

Increasingly, tenants entitlement to Housing Benefit is changing to Universal Credit (UC) and in many cases tenants are requesting that their housing costs be paid directly to Lochfield Park Housing Association.

While this can seem like the most efficient arrangement, it should be noted that Landlords are not likely to receive any rent payments from Universal Credit for 2+ months after the date of the claim.

If your monthly rent is £300 this could result in arrears of over £600 before the first payment is even received. This places our tenants in substantial debt and we appreciate it can be difficult to repay for those on a limited income.

Therefore, we would ask that tenant's notify Lochfield Park if they are considering requesting their UC Housing Costs to be paid directly to Lochfield Park.

Our staff are here to help and will always seek to offer support & assistance so please don't hesitate to get in touch.

Appointments can be conducted privately in the office, or arrangements can be made to visit you at your home. Contact the Office for more information.

Do you qualify for Universal Credit

Universal Credit is paid if you are on a low income, whether in or out of work. It replaces the other income relate benefits.

Please contact Paul if you would like more information on Universal Credit or any other benefits. Please also see our benefit changes section on the web site to find out about changes that are taking place now and in the future

Cash for Kids

Check our web site, facebook and twitter account to see when payment will be distributed.

Warm home Discount Scheme

Check with you supplier if their scheme is still open if you have not already applied for it. Also, if you are pension age make sure you have registered for the Social Fund Winter Fuel Payment if you have not already done so.

Affordable Warmth Dividend

Furthermore, Glasgow City Council residents 80 years or over can receive a £100 payment from the Council to keep warm during winter. Applications for this year's payment can be made between 5 November 2019 and 31 March 2020.

Glassel Road Improvements

In the new year we will be 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 or feel free to pop in for a chat and a cup of tea and ask for Annie or Lauren.

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.



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 or AShannon@lochfield.co.uk





Scottish Housing News

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

Lochfield Park Housing Association hosts coffee morning for MacMillan Cancer Support

Published 19 September 2019

Lochfield Park Housing Association has raised £903.38 for **MacMillan Cancer Support** by hosting the “*World’s Biggest Coffee Morning*”.

The coffee morning was held by the housing association on the 11th of September.

Lucy Buchanan, the association’s modern apprentice, came up with the idea for the association to take part in the MacMillan Cancer Support World’s Biggest Coffee Morning. She thought it would be best to host the coffee morning alongside a bake sale to cater for everyone in the community.

A wide selection of delicious cakes, tea and coffee were on offer, alongside a raffle and guess the number of cookies in the jar competition. This allowed attendees to win some amazing prizes which included a luxury food hamper, a beauty hamper, beauty voucher and a kids hamper with a Disney Store voucher.

Lucy put forward the idea to the committee and staff who gave their full support with this great idea to help support a great cause, one which affects so many of us.

The community pulled together and we received generous donations of cakes to sell and a beautiful bouquet to include in the raffle.

The Association would like to congratulate Lucy on her hard work in making the event so successful and raising a fantastic amount of money for a very worthy cause. They would also like to issue a special thank you to the members of the community who donated and the association’s contractors who also made very generous donations.



<https://scottishhousingnews.com/article/lochfield-park-housing-association-hosts-coffee-morning-for-macmillan-cancer-support>

PBW PREMIER BRITISH WRESTLING PRESENTS PBW

Barlanark's Christmas Bash!

BARLANARK COMMUNITY CENTRE
THURSDAY, DECEMBER 12TH 2019

DOORS OPEN: **6:00PM** | FIRST BELL: **6:30PM**

TICKETS PRICED AT ONLY **£7**
 AND ARE AVAILABLE AT THE CENTRE RECEPTION.

[@PBWWRESTLING](#) WWW.PBWWRESTLING.COM [/PBWWRESTLING](#)

WRESTLING TRAINING EVERY SUNDAY IN **BARBARO AND TORRIGIE**. BEGINNERS WELCOME. MORE INFORMATION AT WWW.PBWWRESTLING.COM.

THE LOCHS
SHOPPING CENTRE
EASTERHOUSE

**WHAT'S ON THIS CHRISTMAS
AT THE LOCHS SHOPPING CENTRE**

Breakfast with Santa
IN WEE BETTY'S CAFÉ
SATURDAY 14TH & SATURDAY 21ST DEC, 10AM-11.30PM
 Please see the café for more details.

Live Reindeer & Santa
SATURDAY 14TH DECEMBER, 11AM-3PM

Roller Skating, Live Reindeer & Santa
SATURDAY 21ST DECEMBER, 11AM-3PM

THE LOCHS SHOPPING CENTRE
WESTERHOUSE ROAD, EASTERHOUSE, GLASGOW G34 9DT

arts

Glasgow Arts presents

Beauty and the Beast

Coming to a venue near you!

TICKETS £5/£2.50

TOURING TO COMMUNITY VENUES ACROSS GLASGOW
3-20 December

glasgowlife.org.uk/arts [#glasgowartspanto](#)

Beauty and the Beast

by Alan McHugh
 Adapted by Julie Brown
 for Glasgow Life

TICKETS £5/£2.50

The handsome Prince Sebastian has been cursed by the vain witch Deadly Nightshade and turned into a scary Beast. Now he lives all alone - apart from with his faithful housekeeper - in a crumbling castle where no-one can bear to look at him! Follow the feisty Belle and her good pals Betty and Booby as they fight to break the evil spell and bring love, joy and laughter back into the Beast's life.

Preview - Tue 3 Dec 6pm (£2) Barmulloch Community Centre 46 Wallacewell Quadrant, G21 3PX 0141 276 0875	Fri 13 Dec 1.30pm and 7pm Possilpoint Community Centre 130 Denmark Street, G22 5LQ 0141 336 4057
Wed 4 Dec 6pm Darnley Community Centre 10 Glenlivet Place, G53 7JA 0141 620 1120	Sat 14 Dec 1.30pm and 6.30pm Barmulloch Community Centre 46 Wallacewell Quadrant, G21 3PX 0141 276 0875
Thu 5 Dec 6pm St Francis Centre 405 Cumberland Street, G5 0SE 0141 429 0275	Mon 16 Dec 6.30pm Milton Community Campus / St Monica's Primary 200 Liddesdale Road, G22 7QR 0141 276 1320
Fri 6 Dec 1pm and 7pm Penilee Community Centre 10 Gladnoch Road, G52 4BD 0141 882 3309	Tue 17 Dec 1.15pm and 6.30pm Barlanark Community Centre 33 Burnmouth Road, G53 4EJ 0141 773 1812
Sat 7 Dec 6.30pm Knightswood Community Centre 201 Alderman Road, G13 3DD 0141 959 9419	Wed 18 Dec 6pm Drumchapel Community Centre 320 Kirkcaldy Drive, G15 7HA 0141 276 0660
Tue 10 Dec 6pm Ruchazie Community Centre 441 Gartloch Road, G53 3UJ 0141 774 0670	Thu 19 Dec 4pm and 7.15pm Pollok Community Centre 134 Langton Road, G53 5DP 0141 882 5869
Thu 12 Dec 6pm Shettleston Community Centre 54 Amurell Street, G52 7UF 0141 764 1165	Fri 20 Dec 1pm and 7pm Castlemilk Community Centre 121 Castlemilk Drive, G46 9UG 0141 634 2233

There will also be a closed performance at **Lodging House Mission on Wed 11 Dec**

As we celebrate ten years of Glasgow Arts' Community Touring Pantomime, get along to your local community venue to boo, hiss, sing-along - and enjoy some family fun time.

The office will be closed
from Wednesday 25th of
December to Monday 6th
of January 2019.

During this period our
“Out of Hours” Emergency
Service will be in
operation:

EMERGENCY NUMBER

0800 595 595



*The Committee & Staff
would like to wish everyone
a very
Merry Christmas
and a Prosperous New Year*

37 Drumlanrig Avenue
Easterhouse, Glasgow, G34 0JF
Telephone: 0141 771 2228
Email: info@lochfield.co.uk

