

Lochfield News

The Magazine of Lochfield Park Housing Association Ltd



Lochfield Park
Housing Association

Summer 2017

Welcome to our
Summer Newsletter...



AGM

Annual General Meeting

Lochfield Park Office

21st September 2017

7pm

All Members Welcome!

Members who attend will be entered
into a FREE prize draw!



The AGM is your opportunity to find out how Lochfield Park has performed over the last year.



Welcome

Welcome to the Lochfield Park Housing Association Summer Newsletter.

The last few months at Lochfield Park have been particularly busy preparing for the Annual Return of the Charter, which has now been submitted. Look out for your copy of the results.

This summer will see the upgrading of a number of kitchens in the area. We aim to cause minimal disruption to your routine as possible and I would like to thank you in advance for your co-operation in this process.

This newsletter will give you an update on what's been happening at Lochfield Park over the last few months.

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

Vikki

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Update your contact details!

Have you updated your contact details? Let us know so that we can update our records.

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

25th Anniversary Celebrations

VOLUNTEER



Lochfield Park will be 25 next year! Would you like to help us celebrate?

If you would like to be part of a group to organise celebratory events please contact the office on 0141 771 2228.

See our leaflet inside for more information!

Become a Member of Lochfield Park

Lochfield Park is run by a Management Committee elected annually from within the membership. It is the Management Committee who oversee the work of the Association and has responsibility for agreeing all its policies and procedures.

Membership costs £1 and is for life. Anyone over the age of 16 years is eligible to apply to become a member of Lochfield Park.

If you are interested in becoming a member of Lochfield Park please contact the office on

0141 771 2228.



Public Holiday

The office will be closed on;

Friday 22nd September &

Monday 25th September

In case of an emergency please call

City Building on 0800 595 595.



Tenant Loyalty Scheme

The Tenant Loyalty Scheme is aimed at rewarding the vast majority of our tenants who pay their rent on time, maintain their property, are good neighbours and generally abide by the conditions of their tenancy.

Congratulations to our three Summer Winners ;

- Mrs M Paterson, Glengyre Street
- Mr & Mrs Thomson, Oakwood Crescent
- Mr P Morrison, Canonbie Street

Each winner will receive a £ 30 gift voucher for Morrison's.

The table shows how many households from each street qualified for the draw.

Street	Qualifying
Canonbie Street & Dalilea Drive	64
Corpach Place	31
Dalilea Place & Gardens	29
Drumlanrig Avenue	42
Glassel Road	49
Glengyre Street & Place	23
Lochdochart Road & Gardens	32
Lochfield Gardens	31
Lochend Road	24
Oakwood Crescent & Drive	18
Brucefield Park	26



Winner!!

Eliza Musgrave

Of our

Spring Kids Corner
Competition!

Enter the Summer competition
to be in with a chance to win a
sweetie hamper and £30 Smyth's
voucher !



GARDEN COMPETITION

Summer will see our annual garden competition!

The aim of the competition is to recognise, and thank, tenants who take pride in their gardens and do their bit to make the neighbourhood an attractive place to live.

Nominations can be given to any member of staff at the Lochfield Park office by calling
0141 771 2228 or emailed to info@lochfield.co.uk

The winners will be presented at our AGM in September.

Good Luck!



What's Happening at Lochfield Park?



Annual Return of The Charter 2016/17

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 2016/2017 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.

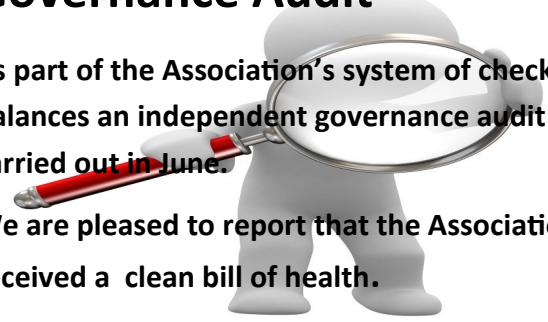
To find out about your landlords performance, visit the Scottish Housing Regulator website;

www.scottishhousingregulator.gov.uk/

Governance Audit

As part of the Association's system of checks and balances an independent governance audit was carried out in June.

We are pleased to report that the Association received a clean bill of health.



New Neighbour Disputes and Anti-Social Policy

We are currently reviewing our anti-social policy. Our major change proposed is that the policy be developed jointly with Easthall Park Housing Co-operative.

This means that Lochfield Park and Easthall Park Housing Co-operative will use the same policy when it comes to dealing with neighbor nuisance and anti-social behaviour.

A consultation was sent to tenants for feedback. However you can still let us know what you think.

Contact the office with any feedback you would like to make!

The Peoples Gateway Job Club at Lochfield

Tuesdays 10 am—12noon

The Job Clubs are drop-in, so simply come along on the day and Chris, Katie or Allan will be there to listen and help you.

The job Club can assist you with;

- #CV Writing
- #Using a Computer
- #Form Filling
- #Using E-mail
- #Job Searching
- #Training
- #Volunteering
- #Interview Preparation
- #Using Universal Job Match
- #Claiming JSA

New Website Live

Our new website is now live!

Pay us a visit at;

scottishhousingconnections.org/lochfield-park-housing-association/

Feedback Welcome!

For regular updates, Like our Facebook page and Follow us on Twitter.



Supporting FARE Gala Day



Lochfield Park donated £2000 which included raffle and competition prizes towards the FARE Gala Day held on 1st August. FARE's efforts to organise the event paid off as there was a great turn out and lots of fun had by all at the Gala Day.

What's Happening at Lochfield Park

Kitchen Replacements

Kitchen replacements are being carried out in Phase 5 this Summer. Tenants have now been into the office to make their choices and the installations will begin shortly.

We aim to install your new kitchens with as minimal disruption as possible. We thank you for your co-operation.

You will be invited to complete a tenant satisfaction survey upon the completion of your new kitchen.

Dog Poop Bags

Dog fouling is still an issue in our area. Cleaning up after your pet and reporting dog fouling will help keep your community a clean and attractive place to live.

Tenants can now collect Poop Bags from the Lochfield Park office.

Report dog fouling to Glasgow City Council;

- by calling **0141 287 0315**
- emailing clean@glasgow.gov.uk
- Online at www.glasgow.gov.uk/cleanglasgow.

Annual House Visits

As part of the Estate Management Service an Annual House visit is carried out to every Association house.

The purpose of the visit is twofold:

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

These visits are being carried out between April & September this year.

If you would like to arrange a specific date and time for your visit please contact the office on;

0141 771 2228

New Close Doors Glassel Road

New doors were fitted on three closes on Glassel Road. A further three closes in the area have been identified for new doors and will be fitted later in the year.

New Meter Box Covers

35 new meter covers have been fitted to properties in our area. The new covers will protect gas meters from weather damage and vandalism.

New Swings in Pocket Park



The Pocket Park in Lochfield Gardens seen new baby swings fitted this summer.

Pictured above, Courtney Kyle, enjoying the new swings.

Electrical Safety Inspections

Electrical Safety checks are being carried out in a number of our properties. Tenants due to have their electrical safety inspections have been notified by the Association.

The project is ongoing, however gaining access to a number of properties has proven difficult. Please contact the Association directly to arrange your electrical safety check.

Thanks in advance.

Housing Management

Abandonments

We would like to 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.

Since April 2017, we have had 3 properties abandoned by tenants. Each property has been left in a poor condition with considerable rent owed to the Association. The money lost through unpaid rent, and the repairs costs, on abandoned properties has a wider impact on Association's tenants rent. The Association will be pursuing those who have abandoned properties for the recovery of these debts.

Failure to give your due notice also has a wider impact on those in housing need, as the recovery of an abandoned property is a lengthy process which delays us being able to house those waiting on our waiting list. Abandoning a property, could also affect your access to re-housing by other landlords in the future.

If you intend to go away for more than 4 weeks and your house will be unoccupied during that time, you must notify the office— this is a condition of your tenancy agreement.

We thank you for your co-operation.

Paying Your Rent

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.

There are a number of ways in which you can pay your rent, giving flexibility to suit your needs;

- Rent card at any Post Office or any shop displaying the "Pay Point" or "Payzone";
- Standing Order or Direct Debit;
- At our office using your debit card or by calling us on 0141 771 2228;
- Allpay App on your smartphone which can be downloaded from the App Store or Google play, this allows you to pay 24 hours a day.

Difficulties Paying Your Rent

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

If you are having difficulties finding the money to pay your rent, you should get in touch with the Office straight away. As well as checking to see if you are eligible for any benefits, we will make a sensible arrangement with you to pay what you owe.

Misuse of Tenancy

It is a condition of your tenancy that **YOU MUST NOT** use the property for illegal or immoral purposes.

WE WILL TAKE ACTION AGAINST THOSE TENANTS CAUGHT USING OUR PROPERTIES FOR SUCH ACTIVITIES!

Housing Allocations

We have a wide selection of properties including homes suitable for wheelchair users and for people with mobility issues.

However, Lochfield Park Housing Association has a relatively small housing stock which is in high demand and therefore has a low turnover rate. This means that applicants on our waiting list may have to wait a long time to be considered for housing, in some cases this could be years.

Our highest turnover is on tenement flats. We would urge those wishing to be rehoused sooner to consider expanding your choices to include tenement flats.

Download an application form from our website - scottishhousingconnections.org/lochfield-park-housing-association/

Or contact the office to request an application pack.

Change in your household? Keep Us Up To Date!

New changes due to be implemented under the Housing (Scotland) Act 2014 will see the qualifying period for succession by a co-habiting partner (where there is no marriage or civil partnership) increasing from six months to 12 months. The minimum 12 month qualifying period will also be applied to carers and family members.

The 12 month qualifying period only begins when the tenant notifies the landlord of the updated household composition. You must therefore notify us of any changes to the household composition, in writing, as soon as possible.

Bulk Uplift

You can report your bulky waste uplift;

- Online at www.glasgow.gov.uk
- By downloading the MYGLASGOW app from your app store
- Or by calling 0141 287 9700

Recycle for Scotland



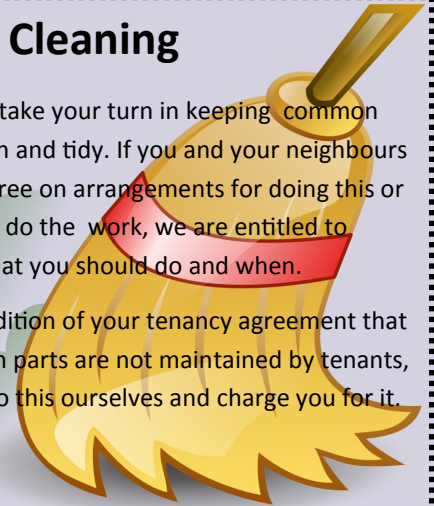
Donate items such as beds, sofas, tables, chairs and bikes that are in good condition. Donate;

- Online at www.recycleforscotland.com
- By calling; 08000665820
- Or take re-useable items to any recycling centres across the city.

Close Cleaning

You must take your turn in keeping common parts clean and tidy. If you and your neighbours cannot agree on arrangements for doing this or you fail to do the work, we are entitled to decide what you should do and when.

It is a condition of your tenancy agreement that if common parts are not maintained by tenants, we may do this ourselves and charge you for it.



Welfare Rights Services

How will the Two Child Limit affect me?

Child Tax Credits: elements will not be included for a third (or more) child born on or after 6th April 2017 unless an exception applies. Elements will continue to be included for all children born before 6th April 2017.

Universal Credit: elements will not be included for the third (or more) child who joins the family on or after 6th April 2017 unless an exception applies. Elements will continue to be included for all children who were part of the family before 6th April 2017. Families with more than two children cannot make a new claim for Universal Credit until 2018, even if they are in a full digital service area. They will have to claim Child Tax Credit in the meantime.

For more updates on Universal Credit changes in 2017 visit the Turn2Us website; www.turn2us.org.uk

Housing Benefit : From 6 April 2017 the child addition which forms part of the Housing Benefit calculation will be limited for some new births - if you already have 2 or more children you will not be entitled to a child addition for any subsequent children born on or after 6 April 2017 when calculating your Housing Benefit. Existing claimants can still receive a child addition for more than 2 children if the children were born before 6 April 2017. New claimants can still receive a child addition for more than 2 children if the children were born before 6 April 2017 and you have a Child Tax Credit (CTC) notice to show your local authority.

Cash for Kids —Apply in October



Cash for Kids is a UK wide charity that support children who are disabled, disadvantaged or suffering from abuse or neglect.

Cash for Kids Christmas Grants are awarded to children under the aged of 16.

The dates that applications for Cash of Kids Christmas Gant can be made in the office will be advertised in our office, on our website, Facebook and Twitter pages.

Remember, you must make an application in order to receive the grant.

Remember— Claiming Backdates!

One month for Housing Benefit (HB) claims
28 days for Council Tax Reduction (CTRS) claims

If you have any changes to your housing benefit, or need to claim a back date, please make an appointment with our Welfare Benefits Officer as soon as possible to claim a backdate.

You will be responsible for payment of any arrears created on your rent account due to a missed back date of Housing Benefit.

Kids Corner

There are 5 differences between the two Under The Sea pictures.

Can you find them all?

Childs Name _____

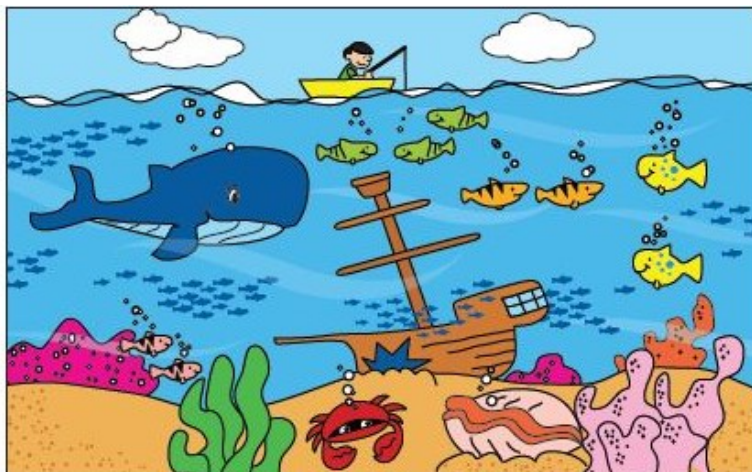
Address _____

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

Please return completed entries to Vikki at the Associations Office.

Closing date is
Friday 8th September
2017

Good Luck!



Get in touch

We are always looking for ways to improve our 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.

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