

# Lochfield News



Lochfield Park  
Housing Association

The Magazine of Lochfield Park Housing Association Ltd

Spring 2018

## Welcome to Lochfield Park's



### Newsletter

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#### KIDS COMPETITION

Enter for your  
chance to win a  
£30 Smyth's  
voucher & sweetie  
hamper



# Welcome to the Lochfield Park Housing Association

## Spring Newsletter 2018

2018 is an exciting year for Lochfield Park as we celebrate our 25th anniversary. With the 25th Anniversary Group, we are looking forward to a number of events to celebrate this milestone. If you are interested in taking part in planning a celebratory event, or have any suggestions, we would like to hear from you.

We are also pleased to announce that we have submitted a Planning Application with Glasgow City Council for the development of between 79 and 84 new build properties on the site at Abbeycraig Road. Our public consultation event held on 22nd February was well attended with lots of enthusiasm for the new development.

In recent weeks, we have been very busy working on our Annual Return of the Charter and ensuring that we are in compliance with changes brought with the new data protection law.

Look out for a new user friendly website coming soon, and remember to follow us on Facebook and Twitter for regular updates on what's happening at Lochfield Park.

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

### Lochfield Park

## Christmas Fundraising

Our festive fundraising was a great success, thank you to everyone who took part.

Our Santa's Grotto and Christmas Raffle raised £1000 and the proceeds were donated to The Glasgow Care Foundation.



Happy Hamper Winners & Santa with Amy, Ava, Ivy, Zoe & his helpers.

## Public Holidays

Dates for your diary

The office will be closed on the following dates:

**Friday 30th March &**

**Monday 2nd April,**

**Monday 7th May,**

**Friday 25th & Monday 28th May  
2018**

**In case of an emergency please  
contact**

**City Building: 0800 595 595**

# Tenant Incentive Scheme

Lochfield Park believes in rewarding good tenants.

Our Tenant Incentive Scheme is drawn 3 times each year, and to qualify you must have adhered to the conditions of your tenancy. You also must 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.**

*We will contact the winners to arrange the delivery of the vouchers.*



# Christmas Competition



**Well done to Jordan who won our Christmas Stocking Sweetie Hamper!**

We were very pleased to see lots of creative entries to the Christmas Stocking Competition. In good Christmas spirit, all entries received a prize.

Look out for our Spring Kids Competition to win £30 Smyths vouchers and a sweetie hamper.



We would like to thank

Clyde 1's Cash for Kids for their generous help and support over the festive period.

Cash for Kids donated a total of £2200 and £80 Asda vouchers to 91 children of Lochfield Park tenants and local residents.

**Thank You!**

# Development News

We are pleased to announce that Lochfield Park has submitted a Planning Application with Glasgow City Council for the development of between 79 and 84 new build properties on the site at Abbeycraig Road.

The properties will be a mix of 2 storey house types including semi-detached, terraced, cottage flats and one bedroom apartments.

As with previous developments, the Association wishes to encourage mixed tenure estates and therefore 8 of the properties will be for sale as New Supply Shared Equity.



A number of the properties will also be designed specifically for wheelchair users and many others will be barrier free. Both outside and within, the houses will be designed to the highest specification to meet Glasgow City Council's Housing Standard.

This is the largest development in the Association's history and is on a prime site with views overlooking the 7 Lochs Wetland Park. We are therefore determined to ensure that we create a development which people will be excited and want to live in.

Housing Application forms are available for anyone wishing to join the Association's Waiting List for housing.

We will take details from anyone interested in the houses for sale and announce how to apply for these properties at a later date.



Spring will see our tenants getting ready for our annual garden competition.

Prizes are awarded to  
Best Garden  
Best Tenement Garden  
Runner Up  
Most Improved Garden  
Commended Garden

Nominations can be given to any member of staff at the Associations office by calling 0141 771 2228 or emailed to [info@lochfield.co.uk](mailto:info@lochfield.co.uk)

The winners will be announced at our Annual General Meeting in September.

**Good Luck!**

# 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 two-fold:

- 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 will be 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.

## Planned Maintenance Schedule for 2018/19

Bathroom Replacements will be carried out in the following properties this year;

Drumlanrig Avenue 15a — 27b

Oakwood Crescent 1—11, 14 & 17

Oakwood Drive 1—12, 14 & 17

We aim to give tenants a range of choice in their new bathroom

Planning is at an early stage and further information will follow in due course.

## Garden Maintenance Scheme

### Assisted Garden Maintenance Scheme

Tenants who are unable to maintain their own garden due to ill health or frailty are eligible for the above service.

The cost of the Assisted Garden Maintenance Service is £50.

This relates to 12 cuts

April—September  
(weather permitting).

### 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 for 12 cuts, also April—September (weather permitting).

*Please contact the office as soon as possible if you would like to be included in any of the above.*

## Opportunities to Participate

### 25th Anniversary Group

To celebrate our 25th Anniversary we are looking to arrange a number of events throughout 2018. We encourage any tenants interested in organising a special event to contact the office.

### Tenant Scrutiny Panel

Do you have a few free hours every couple of months and would you like to work with the Association to improve the service that you receive?

A Tenant Scrutiny Panel will help us focus on identifying tenants' needs and how to get the best service and value possible.

### Membership

Members are invited along to our AGM and are provided with our annual accounts. Members can be nominated to our Management Committee.

### Management Committee

We have **two** vacancies on our Management Committee. Our Management Committee comprises of tenants that oversee the work of the Association and has a responsibility for agreeing its procedures and policies.

*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.*

## Changes to Data Protection

From 25th May the General Data Protection Regulation will replace the current Data Protection Act 1998.

The GDPR brings changes to the data protection law which gives you easier access to data held about you and more responsibilities on how we handle your personal information.

Your Rights	Our Responsibilities
To view personal data held on you.	Respond to a Subject Access Request within one month.
To request a restriction of processing your	Obtain consent for the processing, use and sharing of
To be forgotten.	Hold personal data only for period necessary.
To object to the processing of your personal data.	Report any breaches to the ICO within 72 hours.

## Welcome Wellhouse!

Wellhouse Housing Association are joining the Greater Easterhouse Common Housing Register.

We will write to all of our current applicants on the waiting list regarding adding Wellhouse to their choices. If you currently have an application for housing with Wellhouse, they will contact you directly to let you know.

If you wish to apply for housing please contact the office on 0141 771 2228 to request an application pack.



# 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.

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

## 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!



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

## Annual Return of the Charter

The ARC for 2017/2018 is being collated to be submitted 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 our performance, or compare us with other landlords visit the Scottish Housing Regulator website;

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

## Texting Service

Our texting service will go live on the 1st April 2018.

The texting service will help us keep our tenants informed on what we are doing and also provide a quick and easy service.



## Easterhouse Jobcentre has Moved

On the 9th February the Easterhouse Jobcentre Plus closed.

The services will resume at the Shettleston Jobcentre Plus.

### *We've Moved*

Shettleston Jobcentre Plus
995 Shettleston Road
Glasgow
G32 7NY

## Kids Corner

Look out for our Easter Kids Competition inside our Spring Newsletter!

Design an Easter Egg on the page enclosed and return it to the office by Friday 6th April 2018!



The winner will receive a £30 Smyths voucher and sweetie hamper !

## 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.*

#### Office

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