

# Lochfield News

Christmas 2016

# SANTA

is visiting  
**Lochfield  
Park**

Christmas Raffle

Tenant Incentive Winners  
Christmas 2016

Cash for Kids

Welcome New Staff

Plat-form's Christmas  
Rapunzel tickets

Kids Corner

Office Opening Hours &  
Emergency contact of the  
festive period

Paying your rent at  
Christmas

Warm Home Discount &  
Affordable Warmth Dividend



**Wednesday 7th  
December 2016**

Between 11am – 1pm

& 3pm – 5pm

Tickets cost £2 for each child  
and are

available from our office until  
4.00pm on

Monday 4th December

Lochfield Park tenant's children  
and grandchildren

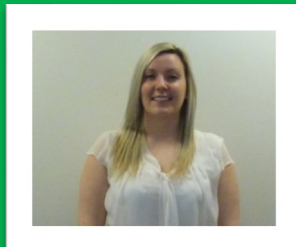
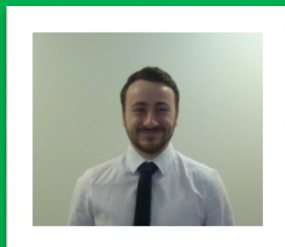
aged 8yrs and under only.

All ticket proceeds will go to  
charity.

# Hello to Our Newest Members of Staff & Committee



The Association was pleased to welcome James Grant and Lauren Mullen as the latest members of the staff team. Lauren and James have been employed as Trainee Housing Assistants and will be involved in all aspects of the Association.



## Fair Farewell

Lochfield Park was sad to see Housing Officer, Chris O'Brien, and Assistant Housing Officer, Rachel Cooper, leave. We wish them luck in their new roles.



At our last Annual General Meeting we were pleased to see one new member join the Committee. We now have 14 local residents on the Committee all of whom are interested in ensuring that the Lochfield Park community is one in which people are proud to live.

## Apply for Housing



Do you have friends or family who would like to apply for housing with Lochfield Park?

If so we'd like to hear from them. All they need to do is complete an application for housing and return it to us. This can be done through our website – [www.scottishhousingconnections.org/HA/Lochfield-Park/](http://www.scottishhousingconnections.org/HA/Lochfield-Park/) or by contacting our office. We have a wide selection of properties including homes suitable for wheelchair users and for people with mobility issues. Our properties are located in the Lochend area of Greater Easterhouse.

## Cash For Kids

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

The Association will contact individuals directly when this is received.

Please ensure that the Association has your most up-to-date contact details to allow us to get this distributed as quickly as possible.

Thank you.



## Christmas Raffle

Lochfield Park is running a Christmas Raffle to win 2 luxury hampers. All monies collected will be donated to charity, along with the money from the Santa tickets.

Raffle Tickets cost £ 1.00 and are available now from the Association office.

The Raffle will be drawn on **Friday 16th of December 2016** and the winners notified that day.

**Come along and get your raffle ticket to support a very worthwhile cause.**



## Tenant Incentive Scheme

The Association believes in rewarding good tenants.

To qualify 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.

Below is a table showing how many people from each street qualified for the draw:

Congratulations to the three lucky winners who will each receive £ 50 worth of Morrison's Vouchers

- **Mr & Mrs Kurowski, Glassel Road**
- **Mr Donaghy, & Ms Gavin Dunphail Drive**
- **Mr France, Dalilea Drive**

Street	Qualifying Tenants
Canonbie Street & Dalilea Drive	63
Corpach Place	32
Dalilea Place & Gardens	31
Drumlanrig Avenue	44
Glassel Road	46
Glengyre Street & Place	24
Lochdochart Road & Gardens	31
Lochfield Gardens	33
Lochend Road	22
Oakwood Crescent & Drive	15
Brucefield Park	29

# 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 neighbors who might suffer damage.

**Emergency  
Number  
0800  
595 595**



## If you have frozen pipes:

- Turn off water at the stopcock (often under the sink)
- Call out the emergency number!

## Warm Home Discount

**Are you eligible? It's time now to apply**

You need to apply for the Rebate for each year of the scheme, as the eligibility criteria and your personal circumstances may have changed from last year.

If you haven't already applied, you can make an online application now.

Your application must be received by 31st December 2016 and if you qualify, the payment of £140 (including VAT) will be made in March 2017 to your electricity account.

If you are unable to apply online yourself, contact Paul who will assist you with the application.

## Useful Contact Numbers

**Scottish Water:**

**0800 600 8855**

**National Grid (Gas Emergency):**

**0800 111 999**

**SP Energy Networks:**

**0800 092 9290**

**Glasgow City Council:**

**0141 287 9700**



## What is an emergency?

When the office is closed the emergency repair service will be in full operation. However, it is strictly an Emergency Service and you must only call upon this service if the repair cannot wait until the office reopens. If we receive invoices for non-emergency work, then we will have no choice but to re-charge these costs to the tenants concerned.

We would urge all tenants to use this cover for **EMERGENCIES ONLY** and to use common sense whenever possible.

The following information should help you decide what is an emergency:

- Loss of power to your home
- Burst pipe causing flooding
- Choked WC pan
- Break-in's to empty properties and front doors
- Break-in's to occupied properties if doors cannot be locked
- Broken windows (board up only) must be reported to the Police
- Rain penetration from roof (temporary repair when safe to do so)
- Tenants who loose house keys will have access arranged (re-chargeable).

## Affordable Warmth Dividend

The Affordable Warmth Dividend is a £100 payment made by the Council to Glasgow residents who are 80 years of age and older on or before 31<sup>st</sup> March 2017 to keep warm during winter.



Application forms are available on the Council's website at [www.glasgow.gov.uk/affordablewarmth](http://www.glasgow.gov.uk/affordablewarmth) or from your local Revenues and Benefits Centre or by phoning 0141 287 7961.

Please contact Paul if you need assistance.

## Gas Central Heating

If you have a gas central heating breakdown over the holiday period call City Building on 0800 595 595

This is a 24 hour service.

You can call them anytime, day or night from a landline for free.



## Fire Prevention

At this time of the year we normally take the opportunity to remind our residents about the dangers of fire in the home. You should be aware of potential hazards during the festive season e.g. Christmas tree lights, candles etc. It is vital, therefore, to be extra vigilant and review your fire precaution measures.

We would remind you that the Fire Service can provide advice in respect of fire prevention and the action that should be taken in the event of a fire. To arrange a Home Fire Safety Visit, log on to [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

# 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.

We offer easy and convenient ways to pay rent;

- Any PayPoint or Payzone outlet
- At the Post Office
- In office payments
- Telephone payments by calling the office on 0141 771 2228
- Standing Order
- Direct Debit
- Allpay Payment App



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

**Please note, office payments will not be available from Friday 23rd December 2016 until Thursday 5th January 2017.**

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



## Rent Consultation

The annual review of rent charges is currently underway. The review takes account of the costs incurred by the Association in relation to;

- Managing and maintaining our properties,
- Services provided and,
- Anticipated inflation.

It also allows the Association to promote a programme of work within our tenants homes which includes;

- Major repairs,
- Re-investment works including new kitchens and bathrooms,
- Improved energy efficiency measures such as new windows with the aim of reducing fuel charges.

Please find enclosed your consultation letter. We would be please to receive your comments on the proposals. Please complete and return your feedback to the office at your earliest convenience.



Lochfield Park have been allocated free tickets to “**Rapunzel**”, which is being performed at The Platform in The Bridge.

We have **50** tickets for the performance on **Friday 9th December** .

The show starts at 7.00pm is suitable for kids aged 5+.

If you would like to take your child to this pantomime, drop into the office and collect some tickets.

This is a first come first served offer as we have an limited number of tickets.

Keep up to date with what is going on at Lochfield Park by following us on

Facebook and Twitter



Platform presents  
in partnership with Thriving Places Easterhouse

# Winterfest 2016

Shandwick Square Shopping Centre  
Shandwick Square, Glasgow G34 9DT

**Fridays** 25<sup>th</sup> Nov, 2<sup>nd</sup> & 9<sup>th</sup> Dec **Free**  
Primary School & Nursery Visits

**Saturdays** 26<sup>th</sup> Nov, 3<sup>rd</sup> & 10<sup>th</sup> Dec **Free**  
For all the Family

- Live Reindeer
- Visits From Santa
- Christmas Arts & Crafts
- Stocking Filler Market

- Winter Snow Globe Activity
- Visits From Santa
- Christmas Arts & Crafts
- Stocking Filler Market

For more information please contact Maggie MacBean Orr on:  
email: [maggie@platform-online.co.uk](mailto:maggie@platform-online.co.uk) tel: 0141 276 9674

plat—form platform-online.co.uk 0141 276 9696



Glasgow Arts' touring pantomime is returning to community venues across the city from **29 November - 17 December 2016**.

This year, see the traditional tale of Aladdin, with a unique Glasgow twist.

For a list of venues visit

<http://www.glasgowlife.org.uk/arts/aladdin>



**The office will close on  
Friday 23rd December  
2016**

**and will reopen on  
Thursday 5th January  
2017**

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 all of our  
tenants 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](mailto:info@lochfield.co.uk)  
Website: [www.scottishhousingconnections.org/HA/Lochfield-Park.co.uk](http://www.scottishhousingconnections.org/HA/Lochfield-Park.co.uk)



**Lochfield Park**  
Housing Association