

## Getting Involved at Lochfield Park

### Being a Member

Anyone over the age of 16 years is eligible to apply to become a member of Lochfield Park. Membership costs £1 and is for life. It allows you to receive our annual accounts, attend our annual general meeting, receive our Annual Accounts, stand for election to the Management Committee and vote on membership issues.

### Sit on our Management Committee

Our Management Committee is responsible for setting the strategy for Lochfield Park, overseeing the work of the Association and monitoring our finances. The Management Committee meet once a month for a full meeting and hold a number of sub-committee meetings throughout the year. Members of our Management Committee also receive training throughout the year.

### Join a Tenants Forum

By joining a Tenants Forum you can help us identify tenants needs and how to get the best service and value possible. Lochfield Park can provide assistance to help tenants set up and run a tenants forum.

### Tenant Feedback

We always welcome tenant feedback to help us improve our service. If you have any complaints or compliments you would like to make you can speak to any member of staff or if you would like to provide anonymous feedback you can post in our Comments Box in our reception.

*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.*

## Lochfield Park Prizes

### Tenant Incentive Scheme

We run quarterly Tenant Incentive Scheme which is aimed at rewarding tenants who pay their rent on time, maintain their property, are good neighbours and generally abide by the conditions of their tenancy.

### Annual Garden Competition

We hold our Annual Garden competition over the summer with the winners announced at our Annual General Meeting in September. Tenants living in flats and houses are encouraged to get involved with a prize for each type of building as well as most improved gardens & runners up.

### Newsletter Competitions

Look out for our fun Kids Competitions in our quarterly newsletters.

Follow us for regular updates



## Lochfield Park Housing Association Ltd.



37 Drumlanrig Avenue  
Easterhouse  
Glasgow  
G34 0JF

Phone: 0141-771-2228

Fax: 0141-773-0015

E-mail: [info@lochfield.co.uk](mailto:info@lochfield.co.uk)

web: [www.lochfield.co.uk](http://www.lochfield.co.uk)

**Emergency No: 0800 595 595**  
Gas Central Heating : 0800 595 595

### OFFICE OPENING HOURS

	MORNING	AFTERNOON
<b>Monday</b>	9.30am - 12.30pm	1.30pm - 4.30pm
<b>Tuesday</b>	9.30am - 12.30pm	1.30pm - 4.30pm
<b>Wednesday</b>	CLOSED	1.00pm - 4.30pm
<b>Thursday</b>	9.30am - 12.30pm	1.30pm - 4.30pm
<b>Friday</b>	9.30am - 12.30pm	1.00pm - 4.00pm

Registered under the Co-operative and Community Benefit Societies Act 2014

Registered with the Financial Conduct Authority No 2444R(S)

The Scottish Housing Regulator Reg No HAC268

Scottish Charity No SC037694

Property Factor No PF00021

Help us build it



Help us keep it!

## Lochfield Park Housing Association



## New Tenant Helpful Information

**This leaflet can be translated, on request into other community languages.**







**For people with visual impairment, large print or Braille versions can also be provided.**

## Paying Your Rent

### When to Pay Rent

Your rent is due monthly, in advance, on or before the 28th of each month however you can make as many payments as frequently as you wish i.e. weekly, fortnightly.

### Ways to Pay Rent

 <p><b>Direct Debit</b> If you have a bank account this is the easiest way to pay your rent.</p>	 <p><b>Standing Order</b> To set up a standing order you will need our bank details.</p>	 <p><b>Online at</b> <a href="http://www.allpay.net">www.allpay.net</a> or by downloading the AllPay App</p>
 <p>With your <b>rent card</b> at any <b>'PayPoint'</b> outlet</p>	 <p>With your <b>rent card</b> at the <b>Post Office</b></p>	 <p>By phoning our office on <b>0141 771 2228</b></p>

### Difficulties Paying Rent

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.

### Welfare Benefits Service

Lochfield Park employs a Welfare Benefits Officer to help tenants to maximise their income. Our Welfare Benefits Officer can support tenants by:

- Helping to apply for benefits such as Universal Credit, Personal Independence Payment and Employment and Support Allowance,
- Assist with appeals,
- Apply to discount schemes such as the Scottish Welfare Fund and Cold Weather Payments.

To make an appointment to see our Welfare Benefits Office please call the office on **0141 771 2228**.

## Repairs

### Repair Timescales

You should let us know as soon as possible if a repair needs done. This lets us get repairs done before things get any worse. The best way to report a repair is to phone our office on **0141 771 2228**.

Repair Category	Timescale for Completion
E Emergency	Attend within 3 hours and complete within 24 hours
U Urgent	Complete within 3 working days
R Routine	Complete within 10 working days

## Repair Responsibilities

Looking after your home is a shared responsibility. We have responsibilities as your landlord and you have responsibilities as a tenant of Lochfield Park.

Our Responsibility's	Your Responsibilities
<ol style="list-style-type: none"> <li>1. The structure of your house e.g. walls, floors and ceilings, door frames, internal staircases, landings and skirting.</li> <li>2. Exterior of your house e.g. drains, gutters and roof</li> <li>3. Installations that we have provided e.g. boilers, radiators, electrical wiring, baths &amp; toilets</li> <li>4. Boundary and divisional walls and fences</li> <li>5. Door entry system</li> <li>6. Communal TV Aerial's</li> </ol>	<ol style="list-style-type: none"> <li>1. Reporting repairs and allowing access to carry our repairs</li> <li>2. Internal decoration</li> <li>3. Replacing batteries in smoke detectors</li> <li>4. Replacing locks and keys if you loose your keys</li> <li>5. Maintaining your garden/common close</li> <li>6. Damage to glass (unless it is the result of vandalism)</li> </ol>

See our *Repairs- Who's Responsibility* leaflet for more information.

### Right To Repair

As a Scottish Secure Tenant you are entitled to have a qualifying repair carried out to your house within a specified timescale of **1, 3 or 7** days. When you report a repair which comes under the Right to Repair scheme we will notify you.

### Boiler Breakdown

If you have a problem with your boiler please call City Building directly on **0800 595 595**.

### Out of Hours

If you need an **emergency** repair out with office hours please phone City Building on **0800 595 595**. Examples of emergency repairs include:

- Burst pipes/ badly leaking pipes
- Serious roof leak
- No heating
- Door or ground floor window not secure
- Smoke from an electrical fitting
- Chocked toilet (if only toilet in the house)
- Faulty smoke detector sounding
- No electricity or lights
- Blocked drain causing a leak or sewage into the home

If you report a repair to our Out of Hours service which is not an emergency, you may be charged.

### Home Contents Insurance

Although Lochfield Park insures the building, we are not responsible for the contents of your home. That means if there is a fire/flood you will have to meet the cost of replacing your belongings.

We encourage all tenants to get contents insurance. Details of an insurance scheme which is specially designed for Scottish social housing tenants and offer good rates, are available from our office. You can also compare Home Content Insurance deals on comparison websites such as [www.gocompare.com](http://www.gocompare.com) and [www.comparethemarket.com](http://www.comparethemarket.com).

## Taking Care of Your Neighbourhood

### Bin Collection

Bin collection days varying our area. You can use Glasgow City Council's Collection Calendar to check your bin collection day by visiting [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

	Green	Blue	Brown	Purple	Grey
House	general waste	paper, cardboard, plastic bottles, cans	organic garden and food waste	glass bottles and jars	-
Flat/ tenement	general waste	paper, cardboard, plastic bottles, cans	-	-	food waste

If your bin collection is missed, you should report this to Glasgow City Council via the MyGlasgow app, online at [www.glasgow.gov.uk](http://www.glasgow.gov.uk), or by calling 0141 287 9700.

### Bulk Uplift

Glasgow City Council collect bulky waste in our area. You can report a bulk uplift:

- Online at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)
- By downloading the MyGlasgow App
- Calling 0141 287 9700

### Recycling

Our local recycling centre is located at:

**Easter Queenslie Recycling Centre**  
**90 Easter Queenslie Road**  
**Glasgow**  
**G33 4UL**

### Garden Maintenance Scheme

Taking care of your garden contributes to making the area a nice place to live. You also agreed to maintain your garden when you signed your tenancy agreement. We run a Garden Maintenance service from April– September each year through which tenants can pay to have their grass cut. We offer a discounted rate to tenants who are unable to maintain their own garden due to ill health or frailty. Look out for information on our Garden Maintenance scheme in our newsletters, website and social media.

### FREE Poop Scoop Bags

We provide free poop scoop bags at our office to tenants. Pop into our office and ask for some. If you do not pick up your animals litter you may be charged a fine of £80. You can report dog fouling via the MyGlasgow app or online portal at [www.glasgow.gov.uk](http://www.glasgow.gov.uk).

### Useful Numbers

<b>Out of Hours (Emergencies)</b>	<b>0800 595 595</b>
Police Scotland	101
Abandoned Cars	0141 556 0371
Fly Tipping & Graffiti	0300 343 7027
Glasgow City Council Switchboard	0141 287 2000
Scottish Water Emergency Line	0845 600 8855
Scottish Water Customer Services	0845 601 8855
Roads & Lighting Faults	0800 373635