

*Lochfield Park Housing Association*  
**CHRISTMAS 2022 NEWSLETTER**

Help us build it



Help us keep it!

**Lochfield Park  
Housing Association**



**Wednesday 14th December 2022**

**Between**

**11am – 1pm & 3pm – 6pm**

Tickets cost £2 for each child and are on sale at our office from Tuesday 29th November 2022

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

*All ticket proceeds will go to charity.*





## Santa's Grotto 14th December 2022

We are delighted to say that Santa will be back at Lochfield Park this year!!

Santa will be making a return to Lochfield Park on Wednesday 14th of December to spread some Christmas cheer! Come along to Santa's Grotto and feel the magic for yourself. All boys and girls who have been good this year will receive a gift and selection box from Santa.

**The event is open to Lochfield Park tenant's children and grandchildren aged 8yrs and under.**

Tickets are on sale in the office from Tuesday 29th of November and are priced at £2 per person.

Time slots available to see Santa are: **11am to 1pm and 3pm to 6pm. and are subject to availability.**

**Please purchase your ticket as early as possible to avoid disappointment, as there are a limited number of tickets available and they usually sell out very quickly**



### **Another Successful AGM!**

Thanks to everyone who attended our Annual General Meeting in September where we:

- Elected our new management committee for the next year
- Approved the Annual Accounts

We rely and appreciate the continued support we receive from our membership

**THANK YOU!**

### **RENT REVIEW 2023/24**

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
- Cost of Services provided
- Anticipated inflation and other economic factors.

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 etc.

Please find enclosed a letter to tenants which provides information on this years review and starts the consultation process.

### **FARE CHRISTMAS BONUS**

Everyone in the area knows the great work done by FARE to provide help, support and community services locally and to Greater Easterhouse.

Part of their commitment has been to provide residents over 60 years of age with assistance at Christmas and Lochfield Park's Management Committee agreed to donate £1000 towards the cost of this initiative.

**We would like to thank FARE along with Jimmy and the whole staff team for their continued great work in our area!.**

**Thank you!**



## DEVELOPMENT UPDATE

### Phase 10 Abbeycraig Road and Phase 11 Abbeygreen Street

Phase 10 is almost complete and 76 tenants and their families are now in their new homes before Christmas. Feedback has been very positive about the quality and space standards in the new properties and we wish everyone all the best in their new home.

Phase 11 is also nearing completion and we expect the 15 new homes to be available for letting by the end of January 2023. (subject to winter weather )

### Online Application Form

Did you know you can now apply for housing online? Lochfield Park has developed a new online housing application which is now available on our website [www.lochfield.co.uk](http://www.lochfield.co.uk)

The online application form allows you to apply for housing with any of the 4 member organisations, we hope that this makes applying for housing with us easier and more accessible for everyone.



Scottish Housing Regulator

National Panel of Tenants and Service Users

## Share your views...

Would you like to help improve social landlord services in Scotland? Add your voice to the National Panel!

### What's involved?

The Panel is one of the ways that the Scottish Housing Regulator hears from tenants and people who use council or housing association services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive occasional surveys, information updates and take part in other feedback exercises. Participation is always optional.

### Who can join?

The Panel is open to anyone who uses council or housing association services. Members include social tenants, people who have been homeless, homeowners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

Ready to join?

By phone

**0800 433 7212**

Online

**[bit.ly/shr-panel](http://bit.ly/shr-panel)**

On your smartphone:



**Join today for a chance  
to win £50!**





## Lochfield Park Housing Association Ltd Annual Assurance Statement 2022

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



The Association continues to be effected by the Covid-19 pandemic and the resulting supply chain issues, rising costs and labour shortages. However, we have now returned to pre-pandemic service delivery with the addition of improved digital services.

The Association is confident that our Business Planning and Financial Management will allow us to meet our responsibilities to tenants, service users, regulators and funders and we do not expect to be adversely impacted by the current economic uncertainty.

The Association will continue to monitor its business plan, budget and financial assumptions to reflect any potential impact caused by the current economic climate in areas such continuing rent freeze, treasury management and rising interest and inflation rates. The Associations financial plans demonstrate that the organisation has a sound financial footing.

The Association reviewed the national guidance on "Collection equality information: National Guidance for Scottish social landlords" and implemented an effective system for the recording and collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy making and day to day service delivery.

In preparing the annual assurance statement 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 has actively scrutinised and assessed all of the evidence and data bank and confirms that Lochfield Park Housing Association is compliant with the Regulatory Standards of Governance and Financial Management and the requirements of Chapter 3 of the Regulatory Framework and can confidently assure our stakeholders that there are no areas of material non-compliance.

We will publish this Annual Assurance Statement and share this with our service users and other stakeholders. The Association has an effective monitoring system in place to ensure that any material changes in our in our level of assurance are readily identified and reported to the Scottish Housing Regulator.

This annual assurance statement was approved by the Management Committee of Lochfield Park Housing Association at their Meeting on 25<sup>th</sup> October 2022.

Lochfield Park's Welfare Benefits Officer, Paul is available to assist tenants with both benefit applications and enquiries as well as provide debt advice and assistance. This service is confidential and available to all Lochfield Park tenants 5 days a week.

Paul is able to offer telephone and zoom appointments to help with your enquiries but has also returned to face to face appointments.

You may be eligible to qualify for a Warm Home Discount of up to £150 from your energy supplier, you should contact your supplier to make a claim or call Paul at the office for assistance.

If you are carer remember to check your December payments includes the carers allowance supplement.



**Sections of advice offered:**

- Benefits checks and income maximisation
- Appeals and representation
- Sanctions
- Welfare Reform

**You can get help with the following benefits:**

- Universal Credit
- Employment Support Allowance
- Job Seekers Allowance
- Income Support
- Pension Credit
- Housing Benefit
- Discretionary Housing Benefit
- Council Tax Reduction
- Disability Living Allowance
- Personal Independent Payment
- Attendance Allowance
- Carers Allowance
- Scottish Welfare Fund







## 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 to stop you falling into arrears and putting your tenancy at risk you must pay your rent.

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

### 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)
- Telephone payments by calling the office on 0141 771 2228
- Standing Order
- Direct Debit



## 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.



## Bulk Uplift

While celebrating the festive season, we would ask that you give some consideration to your neighbours by keeping the area tidy.

You can report your bulky waste uplift—*Online at [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)*

## Bin Areas Phase 10—Abbeycraig Road and Allnach Place

It has been noted that rubbish is not being disposed of in the correct manner.

Not disposing of rubbish in the correct way is not only a breach of your Tenancy Agreement but this will also attract vermin, such as rats to your home.

**Please ensure all household rubbish is placed inside black bags, tied securely and placed inside the bins provided.**

**The bin areas are not for bulky waste. Please contact Glasgow City Council to arrange an uplift for large bulky items that do not fit in the bins**

If you are having any difficulties accessing the bin areas or have any further information regarding this matter, please contact the office on 0141 771 2228.











## Emergency Repairs Service

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 hen safe to do so)
-  Tenants who loose house keys will have access arranged (re-chargeable)



## 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 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.

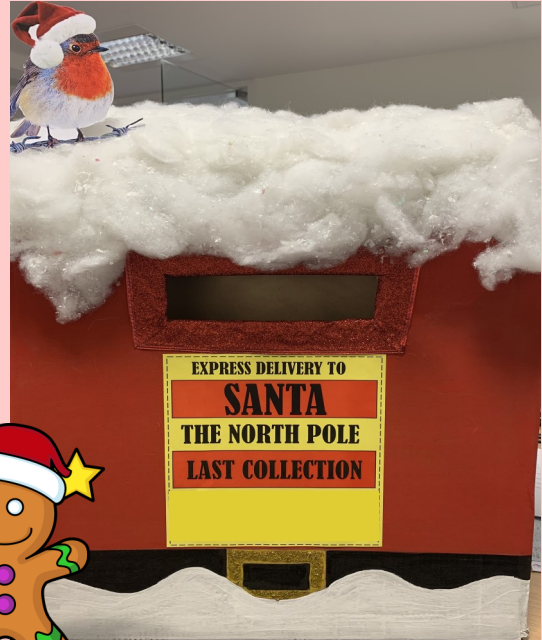
It is vital to be extra vigilant and review your fire precaution measures.

## Kids Competition

Colour in Santa and his Reindeer for him and return it to Santa's special post box in the office to be in with a chance of winning £30 worth of vouchers for Smyths Toy shop.

Make sure you return your entry with your name, age, address and contact number by Tuesday 20th of December. Winners will be announced Wednesday 21st of December.

\*Only one entry per person. If more than one child wishes to enter from your household please collect spare colouring-in sheets from the office.



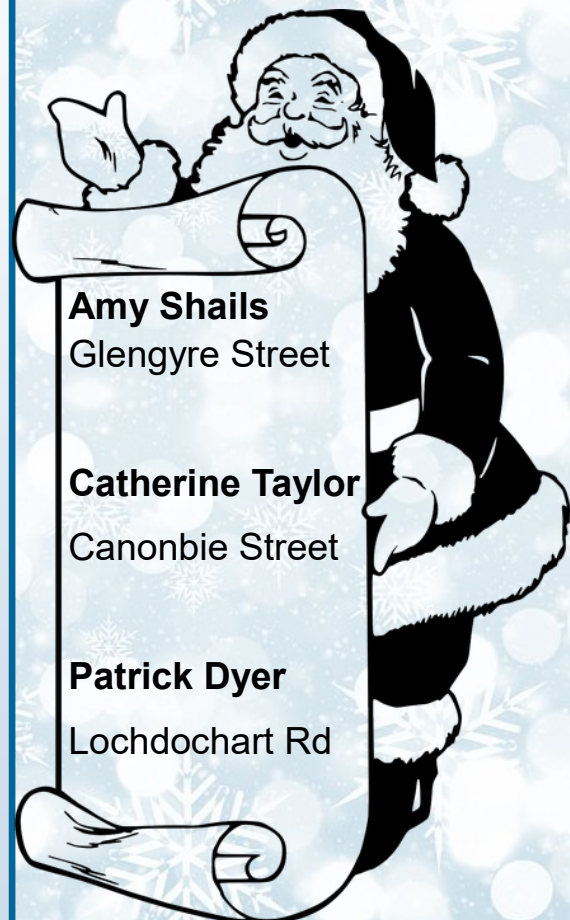
## Tenant Incentive Scheme

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.**



**Amy Shails**  
Glengyre Street

**Catherine Taylor**  
Canonbie Street

**Patrick Dyer**  
Lochdochart Rd





**Name:**

**Age:**

**Address:**

**Contact Number:**

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



**OFFICE CLOSED:**

The office will close from 1.00pm on  
**Friday 23rd of December and**  
**re-open on Thursday 5th of January 2023.**

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

**EMERGENCY NUMBER**

**0800 595 595**

Contacting Us...

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