

Help us build it



Help us keep it!

Lochfield Park  
Housing Association

Spring 2021

*Lochfield Park Housing Association*

*Spring*

**NEWSLETTER**

## **TENANT SATISFACTION SURVEY**

The Association is currently contacting all tenants to complete our tenant satisfaction survey 2021.

**See inside for details and prizes.**

## **PHASE 10 DEVELOPMENT UPDATE INSIDE...**



## **COVID-19 UPDATE**

In line with Government guidelines, the office remains closed to the public and staff are working remotely.

However, please remember you can still contact our office on **0141 771 2228** for help with any housing issue including Repairs, Maintenance, Welfare Rights and Allocations.

**Office hours are currently 9.30am – 4pm Monday to Friday.**

Although we are closed at weekends and public holidays the out of hours emergency service is available on 0800 595 595. (Emergencies Only)

Further updates are provided on our Website, Facebook and Twitter.

*Thank you for your co-operation during this very difficult time for everyone.*

**For the most up to date information in relation to the ongoing coronavirus pandemic. Please check [www.gov.scot/coronavirus-covid-19](http://www.gov.scot/coronavirus-covid-19)**

## **REPAIRS**

In accordance with current government guidance our repairs service has now returned to normal.

**Routine repairs** can now be attended to.

We are working through those that have been logged on file.

They will be attended to in priority and date order.

If you have any questions please call the office to discuss.

## **FIRE SAFETY SYSTEMS**

In line with New Fire Regulations all Social Landlords need to update their alarm equipment and allowing access is vital.

**If you have not had your fire alarm system upgraded please contact the office.**

## **SFHA New Model Rules 2020**

All Registered Social Landlords are required to adopt the SFHA New Model Rules 2020 however, due to the ongoing coronavirus pandemic these will be adopted at the Annual General Meeting in September.

In the meantime, there is access to the final draft of the New Model Rules available on our website—[www.lochfield.co.uk](http://www.lochfield.co.uk)

If you have any questions regarding the New Rules please do not hesitate to contact the office and a member of staff will be happy to assist.

## **GLASGOW CITY COUNCIL RECYCLING AND WASTE IMPORTANT INFO**

### **GCC Bulky Waste service is now a request-only service.**

All previous arrangements of presenting bulk waste at collection points on a designated 'bulk day' will no longer take place.

Once a request is made to GCC, they will let you know where to leave your items for collection.

Please do not leave items on the street or in backcourts – this will be treated as fly-tipping and those responsible will be open to enforcement action.

Household Waste Recycling Centres such as Queenslie remain open with extended hours commencing 19th April—8am-6pm (last entry 5.45pm, 7 Days a Week.

Requests can be made through - [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)



# DEVELOPMENT UPDATE

We are pleased to announce that we are making good progress with the phase 10 development. This will be 84 new build properties on the site at Abbeycraig Road.

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

A number of the properties will also be designed specifically for wheelchair users and many others will be barrier free. The houses have been designed to the highest specification and 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 aiming to ensure that we create a development which people will be excited about and want to live in.

The Association has a further development of 15 new build properties at Abbeygreen Street which will be starting on site at the end of May. This new project (Phase 11) will be a mix of 2 and 3 bedroom terraced homes and 2 bedroom flats similar in style to those in the Abbeycraig Road development.

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





# SPSO Model Complaints Policy and Procedure 2021

Lochfield Park HA Ltd adopted the SPSO Model Complaints Policy and Procedure at the end of March 2021 and implemented it on 1<sup>st</sup> April 2021. The idea of the new Model is that all RSLs have a consistent approach to complaints and complaints handling and everyone is treated fairly, transparently and within agreed timescales.

Information on the SPSO Complaints procedure is available on our website along with the Association's policy and procedures in relation to complaints.

If you require to speak to a member of staff regarding a complaint please do not hesitate to phone **0141 771 2228** and we will be pleased to offer assistance and advice.



## TENANT SATISFACTION SURVEY

Lochfield Park Housing Association is currently carrying out a Tenant Satisfaction Survey .

As well as being a requirement of the Scottish Housing Regulator this survey is a really important way for us to listen to tenants views on the services we provide.

Due to the current Covid-19 restrictions we are unable to carry out Face to Face interviews instead we will be sending a copy of a short questionnaire through the post asking for your views on the services provided by the Association and would ask that you complete and return this by placing it in the post box at the Associations office.

To try and maximise numbers we will also be carrying out telephone surveys to tenants to allow you the option to complete the survey over the phone.

If you would like to book a specific time or date to carry out the survey please call the office on **0141 771 2228**.

Completing the survey should take no more than 5 minutes and we would really appreciate you taking the time to help.

As a thank you for taking part all respondents will be entered into a prize draw.

**20 winners will each receive a £25 (Morrisons Voucher).**

Your assistance in completing this survey is greatly appreciated.

**Garden Competition**  
Spring will see 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 email to [info@lochfield.co.uk](mailto:info@lochfield.co.uk)



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

### **Tenant Incentive Scheme**

Lochfield Park believes in rewarding good tenants.

Our Tenant Incentive Scheme is drawn 3 times each year.

To qualify you must have adhered to the conditions of your tenancy & 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.***

### **Spring 2021 Winners:**

**Mr & Mrs Brown**

Lochend Road

**Mr McEnroe**

Dalilea Drive

**Mr & Mrs McLean**

Dalilea Place







## **Management Committee**

**We have three vacancies on our Management Committee.**

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

## **Membership**

Anyone over the age of 16 is eligible to apply to become a member of Lochfield Park. Membership costs £1 for life. It allows members to receive our Annual Accounts, attend our Annual General Meeting, receive our Annual Report, stand for election to the Management Committee and vote on membership issues.

## **Tenant Panel**

Do you have a few hours free to meet a few times a year to look at how certain services can be improved.

A Tenant Panel will help us focus on identifying tenants' needs and how to get the best service and value possible. In addition, the panel would be consulted over new policies and review of existing policies.

## Welfare Rights Service

Our Welfare Rights Service is still available while the office is closed for all aspects of benefit assistance 5 days a week.

If there are any changes to benefits or the introduction of new benefits, these changes will be posted on our website and social media platforms.

**Please call the office and ask to speak to Paul if you would like an appointment.**

### GIANT HOGWEED

#### What is giant hogweed?

Giant hogweed (*Heracleum mantegazzianum*) is a weed which is a very invasive plant which is dangerous to humans, but there are ways to stay safe from it if you know what to look out for.

Growing up to five metres tall, its sap contains toxic chemicals which react with light when in contact with human skin, causing blistering within 48 hours. Effectively it prevents the skin from protecting itself from sunlight, which can lead to very bad sunburn and scarring.

It's got green stem spotted with dark red which varies from 3–8 cm in diameter. Each dark red spot on the stem surrounds a hair, and large, coarse white hairs occur at the base of the leaf stalk.

It produces white flowers clustered in an umbrella shaped head that is up to 80cm in diameter across its flat top.

**Please contact the office if you spot any hogweed.**





# Mini Egg Rice Krispie Squares!

## Ingredients

### Base:

- 50 g Unsalted Butter
- 275 g Mini Marshmallows
- 150 g Rice Krispies
- 200 g Mini Eggs (Whole/Crushed)

### Topping

- 300 g White Chocolate
- 100-200 g Mini Eggs (Whole/Crushed)

## Instructions

Line a 9x9" square tin with parchment paper, and leave to the side.

Add the butter and mini marshmallows to a large pan, and heat on a low-medium heat, stirring, until smooth and melted!

Once melted, take the pan off the heat.

Pour the rice krispies into the pan, and stir to combine!

Add in the mini eggs and briefly mix to combine. The mixture will be warm so be quick so the mini eggs don't melt too much.

Press the mixture into the bottom of the lined tin (top tip, buttering your hands slightly can prevent any sticking and makes it easy to press down!)

Melt the white chocolate in a bowl until smooth – (This can be done in short bursts in the microwave stirring well each time).

Pour the melted chocolate over the base, and then sprinkle on the other mini eggs.

Set in the fridge for two or more hours, and then slice and enjoy!

## Notes

- You can use slightly salted butter if you want the mixture slightly less sweet!
- You can use cocoa pops in place of rice krispies if you want!
- The chocolate topping can be done with other chocolates if you fancy!

Store at room temperature for up to five days!



RECEIPE FROM <https://www.janespatisserie.com/>



# SPRING WORD SEARCH

## Spring Word Search

C H I C K E J U N E G R W O W  
H P U D D L E M A P R I L H S  
I B L O H B U N N Y E B O M E  
B A S E B A L L T T E U M A E  
S U M A M A T C H A N T F R D  
H O T S P R I C I N G T L C S  
N E S T T A P I H E A F O H O  
E G S G E T R A I N B O W L R  
E G S S Y R E W S O L Y E E A  
A S E H B U F N N S O L R S I  
E G R O W O F L L Y O Y S S N  
A N U W E F M A Y Y M V R O C  
S A N E R A N B O W S H E S O  
U M B R E L L A E A S T E R A  
T H A S P R I N G P U D D E T



APRIL  
BASEBALL  
BLOOM  
BUNNY  
BUTTERFLY  
CHICK  
EASTER  
EGGS

FLOWERS  
GREEN  
GROW  
HATCH  
JUNE  
MARCH  
MAY  
NEST

PASSOVER  
PUDDLE  
RAINBOW  
RAINCOAT  
SEEDS  
SHOWERS  
SPRING  
UMBRELLA



## **2021 Public Holidays**

The office will be closed  
on the following dates:

### **Spring Holiday**

Friday 28th May  
Monday 31st May

### **Glasgow Fair**

Friday 16th July  
Monday 19th July

### **September Weekend**

Friday 24th September  
Monday 27th September

## **Contacting Us...**

Lochfield Park Housing Association, 37 Drumlanrig Avenue,  
Glasgow, G34 0JF

Telephone: 0141 771 2228

Email: [info@lochfield.co.uk](mailto:info@lochfield.co.uk)

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

Twitter: [@LochfieldParkHA](https://twitter.com/LochfieldParkHA)

Facebook: [@LochfieldParkHousingAssociation](https://www.facebook.com/LochfieldParkHousingAssociation)



## **OUT OF HOURS NUMBER—EMERGENCY ONLY**

In the event of an emergency only, please contact our out of hours contractor  
City Building on 0800 595 595.

**We are always looking for ways to improve 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.**