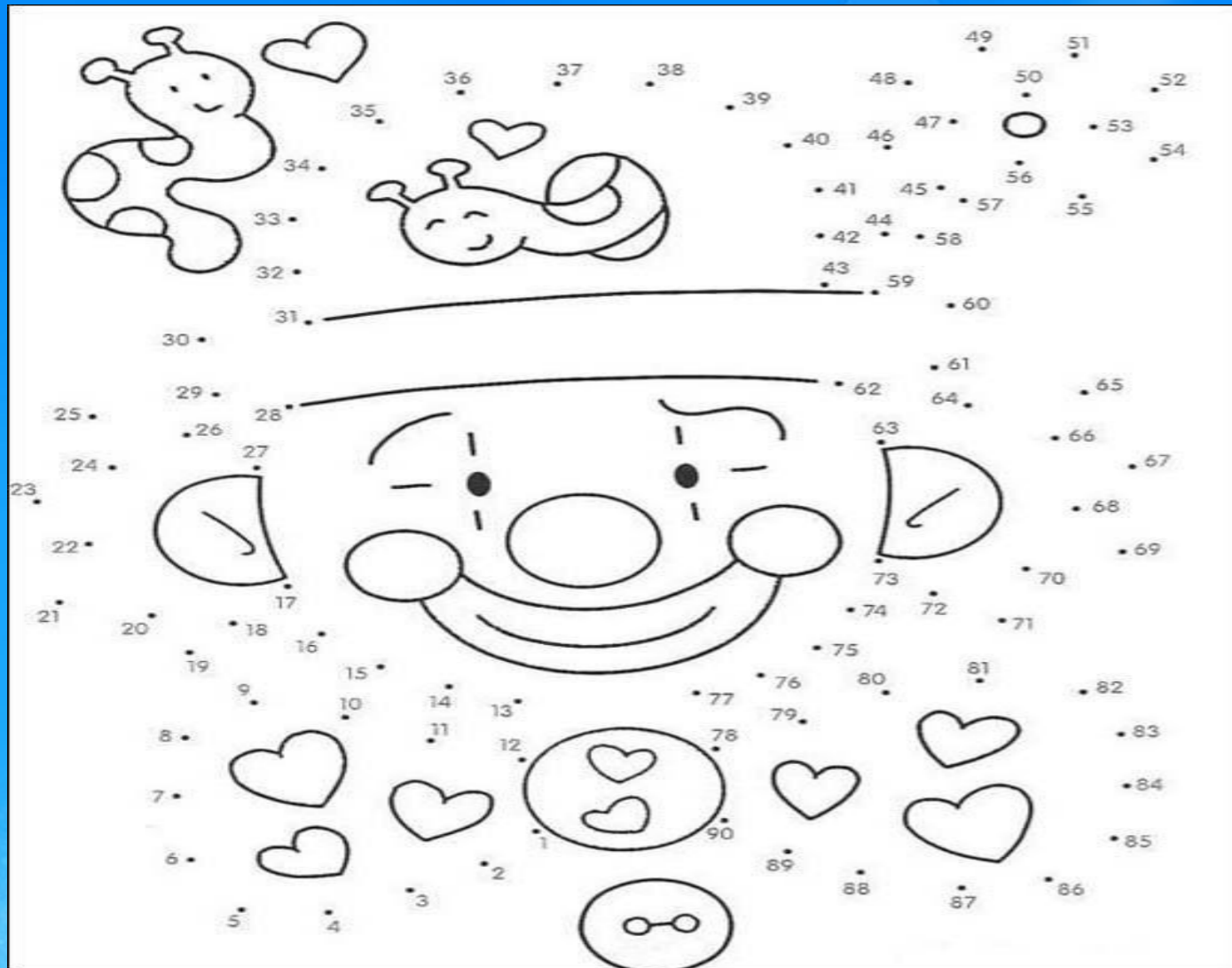


# KIDS CORNER!

Complete, design and return the dot to dot to be in with a chance of winning a £30 gift voucher for Smyths and a sweetie hamper! Good Luck Please Return completed entries to the office by Friday 17th August



Name: \_\_\_\_\_ Age \_\_\_\_\_

Address: \_\_\_\_\_

## 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

37 Drumlanrig Avenue  
Easterhouse  
Glasgow  
G34 0JF  
Tel- 0141 771 2228

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

Website: [www.Lochfield.co.uk](http://www.Lochfield.co.uk)

Registered under the Co-Operative & Community Benefit Act 2014  
Registered with The Financial Conduct Authority, No 2444R(S) and a Registered Property Factor No PF00021  
The Scottish Housing Regulator No HAC268 and Scottish Charity No SC037694

Out of hours emergency number:

City Building  
0800 595 595



# Lochfield News

The Magazine of Lochfield Park Housing Association Ltd



Lochfield Park Housing Association

Summer 2018



## Welcome to Lochfield Park's Summer Newsletter

Join us in celebrating Lochfield Park Housing Associations  
25th Anniversary at our Gala Day!

The Event will take place on Friday 10th August 2018 from  
12-4pm. There will be lots of exciting rides and activities for  
people of all ages.

The Gala Day is just the start of our celebrations, so keep an  
eye out for our other exciting events that will take place  
throughout the year!



## In This Issue:

- 25th Anniversary Gala Day
- Tenant Incentive Scheme
- Garden Competition
- Welfare Rights
- Housing Management
- Housing Information
- Kids Competition
- ...and much more inside!

# AGM

This years Annual General Meeting (A.G.M.) will be held in the Associations offices on Thursday 20th September at 7PM

Please support Lochfield Park by joining us at this years event.

This will be your opportunity to find out how the Association has performed over the last year and receive a report on our annual accounts.

Elections for our Management Committee are also conducted at this meeting.

We rely on the good will and participation of our tenants, especially in our 25th Anniversary year.

For all those who attend this meeting you will be entered into a free raffle, so make sure you come along and don't miss out!



## Public Holidays

The office will be closed on the following dates:

**September Weekend:**

**Friday 21st September & Monday 24th September**

**In case of an emergency please contact**

**City Building: 0800 595 595**

## Bulk Uplift

You can report your bulky waste uplift;

- Online at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)
- By downloading the MYGLASGOW app from your app store
- Or by calling 0141 287 9700

## Recycle for Scotland

Donate items such as beds, sofas, tables, chairs and bikes that are in good condition. Donate;

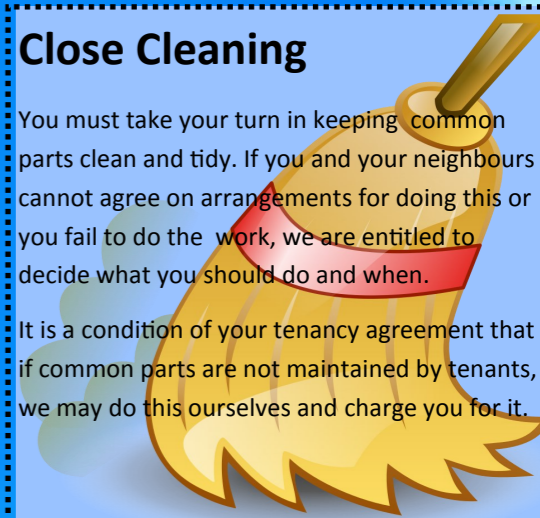
- Online at [www.recycleforscotland.com](http://www.recycleforscotland.com)
- By calling; 08000665820
- Or take re-useable items to any recycling centres across



## Close Cleaning

You must take your turn in keeping common parts clean and tidy. If you and your neighbours cannot agree on arrangements for doing this or you fail to do the work, we are entitled to decide what you should do and when.

It is a condition of your tenancy agreement that if common parts are not maintained by tenants, we may do this ourselves and charge you for it.



## Dog Poop Bags

Dog fouling is still an issue in our area. Cleaning up after your pet and reporting dog fouling will help keep your community a clean and attractive place to live.

Tenants can now collect Poop Bags from the Lochfield Park office.

Report dog fouling to Glasgow City Council;

- by calling **0141 287 0315**
- emailing [clean@glasgow.gov.uk](mailto:clean@glasgow.gov.uk)
- Online at [www.glasgow.gov.uk/cleanglasgow](http://www.glasgow.gov.uk/cleanglasgow).

## Housing Allocations

We have a wide selection of properties including homes suitable for wheelchair users and for people with mobility issues.

However, Lochfield Park Housing Association has a relatively small housing stock which is in high demand and therefore has a low turnover rate. This means that applicants on our waiting list may have to wait a long time to be considered for housing, in some cases this could be years.

Our highest turnover is on tenement flats. We would urge those wishing to be rehoused sooner to consider expanding your choices to include tenement flats.

## Staff Achievements

We recognise that our staff are central to delivering the services which make Lochfield Park a desirable community for tenants to live.

We believe that supporting our staff to develop their skills and knowledge through training allows us to provide high levels of service to our tenants.

As such, we would like to congratulate our newly qualified Housing Officer **Victoria Phelps** on gaining a postgraduate Diploma in housing studies!



## Cash for Kids —Apply Monday 8th October—Friday 12th October

Cash for Kids is a UK wide charity that support children who are disabled, disadvantaged or suffering from abuse or neglect.



Cash for Kids Christmas Grants are awarded to children under the aged of 16.

The dates that applications for Cash of Kids Christmas Grant can be made in the office will be advertised in our office, on our website, Facebook and Twitter pages.

Remember, you must make an application in order to receive the grant.

## 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.

There are a number of ways in which you can pay your rent, giving flexibility to suit your needs;

- Rent card at any Post Office or any shop displaying the “Pay Point” or “Payzone”;
- Standing Order or Direct Debit;
- At our office using your debit card or by calling us on 0141 771 2228;
- Allpay App on your smartphone which can be downloaded from the App Store or Google play, this allows you to pay 24 hours a day.

### Difficulties Paying Your Rent

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

*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.*

## SMS Texting Service

The association will soon be launching our new texting service, so we will now be able to contact you regarding your rent account, appointments and more via text.

**Please contact the office to update your mobile number if it has changed.**

## Universal Credit & Rent

The Department for Work and Pensions (DWP) is gradually rolling out the delivery of Universal Credit across Glasgow.

Eventually all working age claimants of Jobseekers Allowance, Employment and Support Allowance, Income Support, Tax Credits and Housing Benefit will receive one monthly payment.

For most claimants who currently receive Housing Benefit but have it paid directly to the Association, this will mean you will be responsible for making the payment for rent as awarded by the DWP.

Contact the office for further information on your rent payments if you are claiming or in receipt of Universal Credit.

## 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.*

**Hazel Rennie**

**Lochdochart Road**

**Patrick Wilson**

**Corpach Place**

**Mr & Mrs McKenzie**

**Dalilea Place**



**Winner!!**

**Kiera Hayes**

Of our

Spring Kids Corner  
Competition!

Enter the Summer competition to be in with a chance to win a sweetie hamper and £30 Smyth's voucher !



To be in with a chance of winning a sweetie hamper and £30 worth of gift vouchers to Smyths, please see the back page of the newsletter!

*Good Luck!!*



## Annual Return of The Charter 2017/18

Each year we make our return on the Housing Charter to the Scottish Housing Regulator. Staff have been working to gather all the information required for reporting .

The ARC for 2017/18 has been returned 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 your landlords performance, visit the Scottish Housing Regulator website;

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



## New Close Doors Glassel Road

A further three closes in the area have been identified for new doors and will be fitted later in the year.

### Housing (Scotland) Act 2014

You will recently have received a letter from the association referring to the changes to the Housing (Scotland) Act.

These changes include :  
- Joint tenancies  
- Assignment of Tenancy  
- Succession of Tenancy.

You must ensure your household composition is up to date. If you would like any more information please contact the office and speak to a member of staff.

### Update your contact details!

Have you updated your contact details? Let us know so that we can update our records.

**This helps us provide the quickest, easiest service to our tenants that we can.**



Summer brings our annual garden competition. Our staff will be out and about taking pictures of the best gardens in the area!

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.

## Bathroom Replacements

Bathroom replacements are being carried out in Phase 4A this Summer. Tenants will soon be invited into the office to make their choices and the installations will begin shortly.

We aim to install your new bathrooms with as minimal disruption as possible. We thank you for your co-operation. You will be invited to complete a tenant satisfaction survey upon the completion of your new kitchen.



In the last few months we have had to carry out repairs on drains and pipes due to items being disposed of inappropriately, resulting in drains backing up into neighbouring properties. Please ensure that you dispose of waste appropriately.

### Never flush down the toilet:



### Never pour down the sink:

