

*Lochfield Park Housing Association*  
**CHRISTMAS 2023 NEWSLETTER**



**Lochfield Park**  
Housing Association

# Merry Christmas!



## **SANTA IS COMING TO LOCHFIELD PARK**

**Wednesday 13th December 2023**

**Between**

**11am – 1pm & 3pm – 6pm**

Tickets are on sale in the office from Monday 27<sup>th</sup> November 2023 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.

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

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.

***All ticket proceeds will go to charity.***



# Good News



## Lochfield Park wins prestigious property award on 30th Anniversary

Lochfield Park completed 2 New build Housing developments in the last year one of which "Abbeycraig Road" was recognised as "Affordable Housing Development of the Year" at the prestigious Herald Property Awards for Scotland 2023.

This is a great achievement for a small Housing Association in Easterhouse and we are all proud to be recognised as the winner in such an important category.

The 84 properties designed by Curtis Hold of Grant Murray Architects and built by McTaggart Construction met all the Association's requirements for Design, Quality, Space Standards and Sense of Place, and importantly, have been a hit with the tenants in these new homes.



## Congratulations to Megan and Lucy who successfully completed their CIH Level 4 Certificate in Housing!

### Another Successful Annual General Meeting

This years AGM was held in the Association office on 14<sup>th</sup> September with 34 attendees. The Annual Accounts were approved and there was a nice moment when Hannah McDonald received a presentation gift from the Association for her long service to Lochfield park.

The Association also elected 14 members to it's management Committee for the forthcoming year and this shows once again the strong interest from tenants in the running of the Association.

The Office Bearers elected for this year are:

Steven Gallacher, Chairperson  
Audrey Gilfillan, Vice Chairperson  
Marie Quinn, Secretary  
Moira Gilfillan, Treasurer



Thanks to everyone who attended on the night!!





## Hannah Takes Well-earned Retiral from Management Committee

Hannah McDonald announced that she was stepping down from being a committee member after 30 years of voluntary service to Lochfield Park.

Hannah was on the initial steering group in 1989 that started the whole process of forming a Housing Co-operative and taking ownership of the run down housing which people were living in.

Her commitment has been exemplary over the years, and no one can doubt her contribution to the Association as a committee member, Office Bearer and Chairperson for many years.

The AGM in September was an appropriate setting to acknowledge Hannah's service and contribution over the years, and she received a presentation gift as a small thank you from everyone at Lochfield Park.

Kenny Halliday, the Association Director said:

**“People like Hannah do not receive the credit they deserve for the time and effort put in for the benefit of their community. She has helped everyone at the Association over the years, including me, and we are sorry to see her go, but she leaves us in a strong healthy position going forward and we will continue the high standards she set.”**



## 30th Anniversary Gala Day

It was great to see over 700 local people enjoying the Gala Day in August and we hope that it brought a bit of cheer to everyone at a time when many people are struggling.

We received much positive feedback saying how people appreciated the fun activities and the fact that everything was free.

The most common reaction we received from people was:

**“That was great when is the next one?”**





# Maintenance

## Planned Maintenance - Bathroom Replacements – Phase 5.

Planned Maintenance to renew bathrooms in Phase 5 will commence early next year. Tenants have chosen their new wall and flooring options and the contractor, MCN Ltd will be in touch to arrange an installation date.

## How long repairs should take

Under the Housing (Scotland) Act 2001, Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.

These repairs must be done within 1 to 7 working days. For further information on this please visit our website on [www.lochfield.co.uk/right-to-repair](http://www.lochfield.co.uk/right-to-repair)

**As a tenant you have a responsibility to report repairs as soon as you notice them. You will also be expected to give access for repairs. You must allow contractors and housing staff into your home for inspections and repairs at reasonable times of the day.**



**On average  
96%  
of all repairs were  
completed within  
Association  
timescales**



## Repairs Completion Times April – September 2023.

Repair Category	Percentage Completed on Target	Target (Working Days)	Average Completion Time
Emergency Repairs	100%	3 hours make safe, 24 hours to complete	1 hour 30 minutes
Out of hours	100%	3 hours make safe, 24 hours to complete	1 hour 52 minutes
Urgent	98%	5 Days	1 day
Routine	95%	10 Days	5 days
Right to Repair 1	100%	1 day	1 day
Right to Repair 3	100%	3 days	1 day
Right to Repair 7	100%	7 days	1 day

## REDUCE CONDENSATION IN YOUR HOME

### In the Kitchen

- ⇒ Close internal door and open the kitchen window whilst cooking
- ⇒ Switch on your extractor fan if you have one
- ⇒ Remember lids on pans (this also reduces boiling times and 'saves' money)
- ⇒ Reduce steam from kettle, only boil as much water as you need, again this 'saves' money



### In the Bathroom

- ⇒ Open the bathroom window whilst bathing/ showering and leave them open for about 20 mins after, if you can
- ⇒ When running a bath put the cold water in first; this results in significantly less condensation
- ⇒ Short cooler showers are best
- ⇒ Use a window squeegee to mop up any moisture from windows/mirrors/tiles/ shower door, then wring out in the sink
- ⇒ Do not leave wet towels lying around

### Around the house

- ⇒ Open trickle vents daily when you are going out, or open a window for at least 10 minutes every day
- ⇒ If possible hang thick lined curtains during the winter months
- ⇒ Ensure your furniture is not placed directly in front of radiators, preventing the heat from being radiated into the room
- ⇒ By keeping furniture, including beds away from outside walls allows airflow between the wall and the furniture

## What to do in an emergency over the festive period

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

City Building should be contacted for **emergencies only** on 0800 595 595.

### **Gas Central Heating**

If you have a gas central heating breakdown over the holiday period call

**City Building on 0800 595 595**

This 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.

### Useful Contact Numbers

Scottish Water - **Mains Water Bursts or loss of water supply**: 0800 0778 778

**If you smell gas call** – SGN: 0800 111 999

SP Energy Networks - **Power Cuts** – 105





# Housing Management

## 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:

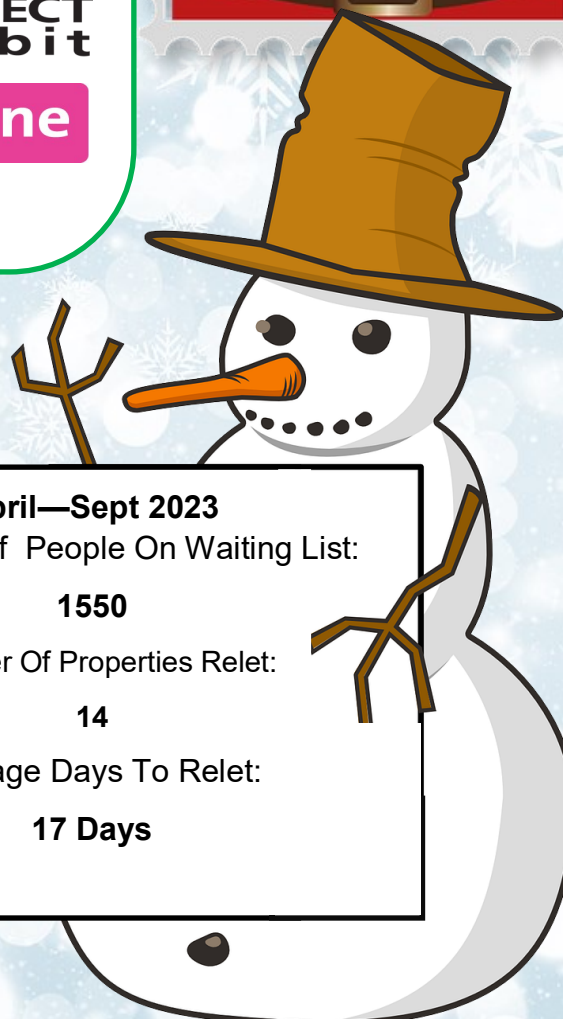
- Any PayPoint outlet
- At the Post Office
- Online at [www.allpay.net](http://www.allpay.net)
- Telephone payments by calling the office on 0141 771 2228
- Standing Order
- Direct Debit



### Apr-Sept 23

Number of Stage 1  
Complaints : 7

Number of Stage 2  
Complaints : 1



### Annual House Visits

You may have already received a letter from the office with an appointment for your annual house visit. This is an opportunity for your Housing Officer to visit you to hear any concerns you may have and also to ensure the property is being maintained to a reasonable standard. It is important you make the necessary arrangements to allow staff to carry out this visit.

If you receive a letter with an appointment and you are not going to be available, please contact the office whereby we will be happy to help with re arranging your appointment.

### April—Sept 2023

Number Of People On Waiting List:

**1550**

Number Of Properties Relet:

**14**

Average Days To Relet:

**17 Days**

## RENT REVIEW 2024/25

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, etc

Please find enclosed the consultation leaflet which provides information on this years review.



### Have you updated your telephone number?

Have you changed your phone number? If so, please contact the office to update your details. We require your up to date details in order that we can contact you in the event of an emergency and for a range of tenancy related matters, for example to arrange access to complete a repair request.

Please contact the office to speak with a member of staff to check we have your up to date contact information.

### Health & Wellbeing -You are not alone!

The Christmas Holiday Period is a cheerful time for many, however sadly some people can feel anxious, overwhelmed, lonely. If you or someone you know is struggling, please remember, you are not alone and there is help available.

If you or someone you know needs support with their mental health, in the first instance contact your GP. For urgent help in crisis call NHS 24 on 111.

<b>Samaritans</b>	116 123 (freephone) <a href="http://www.samaritans.org">www.samaritans.org</a>	24 hours a day, 365 days a year
<b>Breathing Space</b>	0800 83 85 87 (freephone) <a href="http://www.breathingspace.scot">www.breathingspace.scot</a>	For anyone in Scotland over 16, feeling low, anxious or depressed (weekdays Monday to Thursday 6pm – 2am. Weekend Friday 6pm – Monday 6am)
<b>Cruse Scotland – Bereavement Support</b>	0808 802 6161 (freephone) <a href="http://www.crusescotland.org.uk">www.crusescotland.org.uk</a>	Weekdays 9am – 8pm. Weekends 10am – 2pm
<b>Age Scotland</b>	0800 12 44 222 (freephone) <a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>	For older people, their carers and families in Scotland Monday – Friday 9am- 5pm.



# Welfare Benefits

Lochfield Park offers a comprehensive Welfare Rights and Energy advice service to all our tenants and their household members as well as factored customers and shared owners together with applicants on the waiting list.

The service assists with all benefit issues, energy grants enquiries and the Scottish welfare fund applications.

During the 22/23 financial year, the service dealt with 2655 enquiries and managed a live caseload of 469 and produced £729,359 in Client financial gains. The service generated £16 into the community for every pound spent on running the service.

The Association's Welfare Benefits Officer, Paul Harrison is available to assist tenants with welfare, well being and health benefits. This service is confidential.

Year on year demand for the service is strong. So far this year Paul has met just over 400 customers regarding a range of related enquiries.

Paul can offer telephone and face to face appointments to assist with your enquiries.

To contact Paul, please call or visit the office to make an appointment.

## Sections of advice offered:

- Benefit applications and related issues
- Income maximisation
- Energy grant enquiries and Scottish Welfare Fund
- Appeals and Representation



## Warm Home Discount Scheme – Don't Delay!

You may be eligible to qualify for £150 off your bill this winter.

This payment is not paid to you. It is a one-off discount applied to your bill by March 2024.

You can contact your energy supplier directly to find out if you are eligible or call Paul at the office.

**Cash for Kids applications have not opened. Please check our social media platforms for updates.**

If you have any enquires about any of the services offered, please contact Paul at the office.





# Governance



## Lochfield Park Housing Association Ltd Annual Assurance Statement 2023

Lochfield Park Housing Association Limited's Management Committee confirms that it has actively scrutinised and assessed its evidence and data bank in line with the Regulatory Standards of Governance and Financial Management and Requirements set out in Chapter 3 of the Scottish Housing Regulatory Framework.

Evidence supporting this statement includes, reports about performance and key areas including, Finance, Service Delivery, Tenant & Resident Safety, Development, Internal and external audit reports, advice from external and specialist advisors and benchmarking. Committee monitors and oversees this on an ongoing basis throughout the year to provide continuous assurance that Lochfield Park Housing Association is compliant.

The Management Committee have taken account of the current economic and social environment and are confident that we can continue to meet our responsibilities to tenants, service users, Regulators and Funders.

We are satisfied that we meet all of our duties in tenant and resident safety and have gained necessary evidence based assurance of our compliance in respect of duties to gas, fire and electrical safety as well as our obligations relating to asbestos, damp & mould.

In reviewing our compliance with the regulatory framework, we have established appropriate systems for the 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 are satisfied that we have seen and considered sufficient, appropriate and reliable evidence, in line with Regulatory Standards and the requirements of Chapter 3 of the Regulatory Framework. We have adopted an improvement focus and have identified a number of actions which we will progress throughout the year and can 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 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 24<sup>th</sup> October 2023.

## #FAREChristmas appeal



FARE aim to ensure that every child has a FARE Christmas and they need your help!

See the link below to pledge a gift or donate to the cause:

[www.fare-scotland.org/christmas](http://www.fare-scotland.org/christmas)

Christmas is around the corner and many children living in our communities will not receive a gift from Santa. FARE provide a service that ensures no child goes without. Last year alone over 2250 families received support. This service is a community need and tackles financial pressures on families with many kids living in household's where there is poverty. This year as we recover from the pandemic, cost of living crisis and the fuel crisis there is more kids in need and are at risk of not having a FARE Christmas.

The children are highlighted by Family Liaison Officers who work within 26 local schools throughout Glasgow. Each year demand increases, and referrals are submitted from local Housing Associations, Police, Social Work and other Community organisations.

FARE have already received over 2400 requests for toys this year and are looking for your support in fulfilling this.

### Festive Sausage Rolls

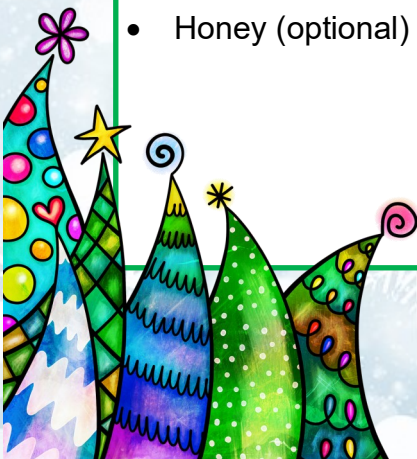
#### Ingredients

- 350g mince pork
- 1 teaspoon dried thyme
- 1 teaspoon dried mixed herbs
- Salt and pepper
- 320g of ready rolled puff pastry
- Cranberry sauce
- 1 beaten egg to glaze
- Honey (optional)



#### Instructions

1. Preheat oven to 200°C (180°C fan)
2. Place 350g minced pork in a mixing bowl. Add 1 teaspoon of both dried thyme and mixed herbs. Season with salt, pepper and mix well.
3. Cut the pastry sheet in half lengthways. Shape half the meat mixture into one long sausage and place in the middle of one piece of the pastry.
4. Spoon some cranberry sauce along the length of sausage meat.
5. Brush along the edge of the pastry with a little beaten egg, then fold the pastry over to enclose the filling. Press the pastry together with a fork to seal.
6. Cut into 8 pieces and place on a lightly greased baking sheet. Drizzle a small amount of honey over the puff pastry. Repeat to make another 8 sausage rolls. Bake for 25 minutes until golden. Serve warm or cold and enjoy!





# Kids Competition

Complete our Festive Wordsearch and return it to the office before Friday 15th December to be in with your chance to win!

All entries will be entered in to a prize draw. This competition is open to Lochfield Park tenant's children and grandchildren aged 12 years and under.



- CHRISTMAS
- SANTA
- REINDEER
- MINCE PIE
- SNOW
- ELF
- THE GRINCH
- SNOWMAN
- CHRISTMAS TREE
- ANGEL
- BAUBLES
- MISTLETOE
- PRESENTS
- COAL
- CANDY CANE

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

Name:  
Address:  
Age:  
Telephone Number:

Written by Lewis Hetherington and presented by Platform in association with Glasgow Kelvin College

**platform** the arts centre in Glasgow's east end

**Cinderella**

DECEMBER 2023

Tue 5 | 10.30am & 1.30pm  
Wed 6 | 10.30am\* & 1.30pm  
Thu 7 | 10.30am & 7pm  
Fri 8 | 1pm & 7pm  
Sat 9 | 2pm & 7pm

Tue 12 | 10.30am & 7pm  
Wed 13 | 10.30am & 1.30pm  
Thu 14 | 10.30am\* & 7pm  
Fri 15 | 1pm & 7pm  
Sat 16 | 2pm\* & 7pm

Tue 19 | 1pm & 7pm  
Wed 20 | 10.30am\* & 1.30pm  
Thu 21 | 10.30am & 7pm  
Fri 22 | 10.30am & 7pm  
Sat 23 | 2pm & 7pm

\*relaxed performances

BOOK NOW  
TICKETS: £10.50 (standard)  
£7 (concession) | £6 (Local Links)  
RECOMMENDED AGE 5YRS+  
GROUP BOOKINGS AVAILABLE

platform-online.co.uk  
0141 276 9661  
info@platform-online.co.uk

The Bridge, 1000 Westerhouse Road  
Easterhouse, Glasgow, G34 5JW  
@platformglasgow

Come along and have a ball

**Cinderella**

at our family friendly festive show!

BOOK NOW!  
TICKETS FROM £6

TUE 5 - SAT 23 DECEMBER 2023  
INCLUDES RELAXED PERFORMANCES

Packed full of songs, jokes and larger than life characters, join us for this family friendly, joyful show from the creative team that brought you *Sleeping Beauty* last year.

Cinderella wants more from life. Stuck in a stinky old basement, mopping floors and cleaning up after her mean stepisters and her VERY mean stepmother, Cinderella dreams of a more exciting life.

Then one day, Prince comes to town, to host the Glitter Ball! He invites everyone to come and sing a song! The best singer will get to travel the world alongside the Prince and be a star! This is Cinderella's chance to escape.

But her evil stepmother has other ideas...

Some kind words on our past Christmas shows...

"Utterly inspired and uplifting... tender, witty and adorable"

\*\*\*\*\*  
The Herald

"My favourite part of *Sleeping Beauty* was all of it!"  
P4 audience member





# Merry Christmas!

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

## OFFICE CLOSED:

The office will close on  
**Friday 22nd of December** and  
**re-open on Thursday 4th of January 2024.**

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

## EMERGENCY NUMBER

**0800 595 595**



### Contacting Us

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

Telephone: 0141 771 2228  
Email: [info@lochfield.co.uk](mailto:info@lochfield.co.uk)  
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Twitter: @LochfieldParkHA  
Facebook: @LochfieldParkHousingAssociation

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The Scottish Housing Regulator No HAC268 Scottish Charity No SC037694

