

LOCHFIELD PARK HOUSING ASSOCIATION LTD

Winter Newsletter December 2024

Unfortunately, Santa isn't able to visit Lochfield Park this year, but the Association would still like to spread some Christmas cheer with a range of special treats for our residents! Here's what we have planned:

Christmas Giveaway for Children

We're gifting selection boxes to all children aged 8 years old and under! Plus, all children will be automatically entered into a draw to win one of two £50 Smyths gift vouchers.

Festive Support for Over-65's

Lochfield Park would like to support all its tenants aged 65 and over during the festive period. We recognise that this can be an expensive and difficult period for many and are inviting you to come into our office to collect a £20 Iceland voucher. The vouchers will be available for collection from Monday 9th December 2024. If you are unable get to the office to collect your voucher, please give us a call to arrange delivery.

Limit of one voucher per household

Christmas Hamper Raffle

Get your hands on one of our fabulous Christmas hampers by entering our raffle. Tickets are just £1 each, and the hampers are filled with festive treats that are sure to make your holiday season extra special. All proceeds from the sale of these raffle tickets will be donated to charity.

Complaints

The Association received a total of 7 complaints during the first 6 months of the year. When we receive a complaint, we aim to investigate and respond to you within 5 working days.

If you're dissatisfied with the response from us at this stage, we will move your complaint onto Stage 2 and aim to investigate and reply within 20 working days. We aim to deal with your complaint quickly and advise you of the outcome as soon as possible.

If it is clear the complaint needs a detailed investigation the matter may be addressed at Stage 2.

Further information on our complaints process is available on our website.

During this period the Association received 4 Stage 1 complaints and 3 Stage 2 complaints which were all responded to within our target time scales.

New Allocation Policy December 2024

The Association wrote to all of our tenants and applicants in May of this year asking for your views on a new Allocation Policy following the disbandment of the Common Housing Register. The results of that consultation were published in our Autumn Newsletter and are available on the Associations website.

Following this review and the feedback we received we are pleased to announce that the new policy has been adopted and was implemented on the 1st December 2024. All applicants on the Associations waiting list will receive a letter confirming their new points allocation along with further information on how the changes may affect them. Information will also be made available on the Associations website.

As always demand for housing far outweighs supply with the Association having 11 properties available for let during the first 6 months of the year, nine of these were 2 bedroom properties and two 1 bedroom flats. There currently over 1200 applicants on the Associations housing list with an average of 30 new applications being made every month. Unfortunately this means that applicants are likely to have to wait considerable periods of time before being made any offers.

Rent Review 2025/26

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 year's review. The Association will be sending a rent survey to all of our tenants via text message or asking you to complete this survey over the phone.

Your feedback is really important to us and helps the Association to identify the services that are most important to you.

Lochfield Park Housing Association Ltd

Annual Assurance Statement 2024

Lochfield Park Housing Association Limited's Management Committee have reviewed and assessed a comprehensive bank of evidence to support this statement that Lochfield Park Housing Association Ltd is compliant with the Regulatory Standards of Governance and Financial Management and the requirements of Chapter Three of the 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.

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

In assessing the evidence, we have adopted an improvement focus which has informed the Associations action plan that will be implemented throughout the coming year. We have reviewed the identified actions and are satisfied that all are intended to deliver effective improvement and that none are material to our current compliance with the framework.

In reviewing our compliance with the Regulatory Framework, we are assured that 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 the 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.

This Annual Assurance Statement will be published on our website on the same date that this statement is submitted to the Scottish Housing Regulator. We are assured that Lochfield Park Housing Association Ltd has the necessary arrangements in place to identify any risks to compliance during the conduct of our business and governance arrangements.

This annual assurance statement was approved by the Management Committee of Lochfield Park Housing Association at their Meeting on 29th October 2024.



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 recharge 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 when safe to do so),
- Tenants who lose house keys will have access arranged (re-chargeable).

Our office will close on Tuesday 24th December 2024 at 1pm and will re-open on Monday 6th January 2025 at 9am. 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 a 24 hour service.

You can call them anytime day or night from a landline for free.

Useful Contact Numbers

City Building - Emergency Repairs: 0800 595 595

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



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
- Glasgow City Council charges for bulk uplift are as follows:
- Standard items: £5 per item
- Large electrical items: £5 per item
- Special items: £80.00 per uplift

Residents who cannot access the internet can phone 0141 287 9700 on Tuesdays and Wednesdays from 9am – 3pm.



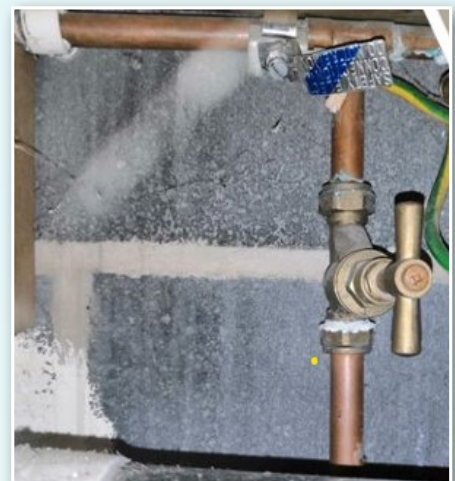
Prevent damage from frozen Pipes

As we enter the wintertime and colder weather sets in it is time to think about the possibility of burst pipes, last year there was a long cold period when the outside temperature did not rise above freezing for days and we had a few properties suffer from burst pipes.

We would ask that you locate the main stopcock in your property so that in an emergency you know where to turn off the water and prevent damage to the property and your belongings.

The inside stop tap is usually located under the kitchen sink, but could also be found in the following places:

- Kitchen cupboard
- Downstairs bathroom or toilet
- Cellar
- Under the stairs





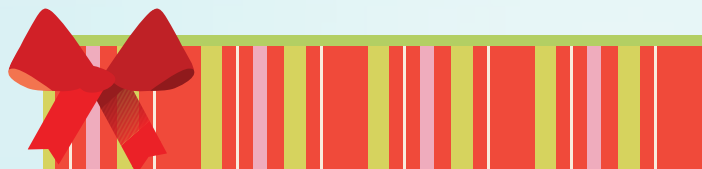
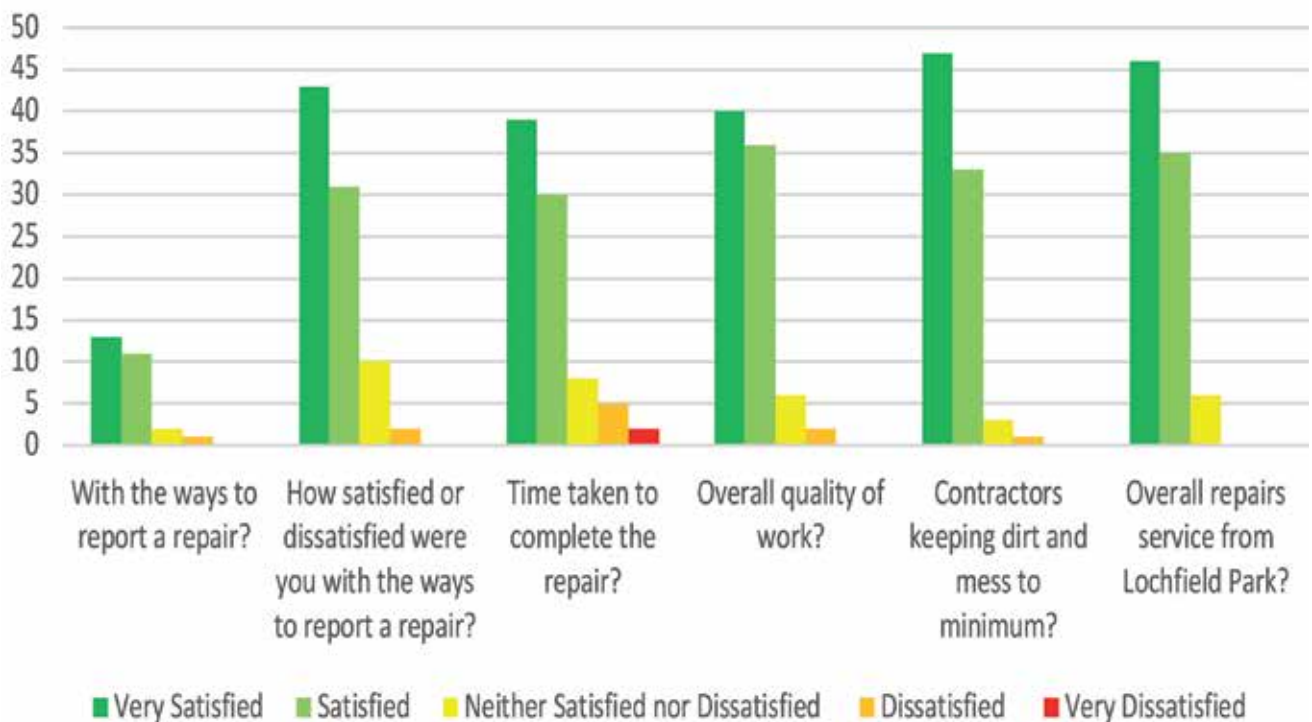
Repairs Satisfaction

In May this year the Association introduced a new Repairs Satisfaction survey via text message, below are the results of these surveys.

Whilst performance has been consistently good the Association would like to know more about our tenants experiences and expectations of our service.

Early next year we will be carrying out a full survey on our repairs services, so please look out for more information on our website and social media.

Repairs Satisfaction Survey Results



O2 data debt

- Around two million UK households are impacted by data poverty and are struggling to afford access to mobile data
- O2, which set up the National Databank with the UK's leading digital inclusion charity, Good Things Foundation, offers free O2 mobile data, texts and calls to people in need
- Those unable to get online can visit an O2 store to access free mobile data and stay connected

Welfare, Wellbeing and Health Benefits Advice

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

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

Sections of advice offered:

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

During the winter period there will be a number of changes to existing benefits as well as enhanced support for fuel payments. Below are details of grants and assistance programmes that may be available to you.

If you would like further advice or assistance in making any claims please contact Paul to make an appointment.

Carers Support Payment

From November 2024, Carers Allowance will be replaced by Carers Support Payment in Glasgow. Changes include extending entitlement to students and an additional £10 per week if caring for more than one person.

Warm Home Discount Scheme

Mostly all fuel suppliers fund this scheme. Either go online or telephone your supplier to find out if you are eligible for £150 credit to your fuel account.

HACT Energy Grant

This £49 grant is available to all Housing Association Tenants who have a 'pay as you go' meter. British Gas is not part of the fund; therefore, British Gas customers are not eligible to claim. This fund will close late December 2024.

Pension Credit

This benefit tops up Pension income and helps with day today living costs. If your single and your weekly income is less than £218.15 or have a partner who lives with you and your weekly income is less than £332.95 you may be eligible for Pension Credits.

There is other help that you may get if eligible for Pension Credit which includes:

- Winter Fuel Payment and other heating costs.
- Help with rent and Council Tax.
- Free TV license for those 75 and over.
- Help with dental treatment, glasses and hospital travel costs.



Office Closure

The office will close on
Tuesday 24th December 2024
and re-open on
Monday 6th January 2025

During this time our “Out of Hours” Emergency service will be in operation

Emergency Number - 0800 595 595

We wish all our residents a safe and joyful festive season!
If you have any questions or need more information,
please don't hesitate to contact the office.



Help us build it



Help us keep it!

Lochfield Park
Housing Association

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