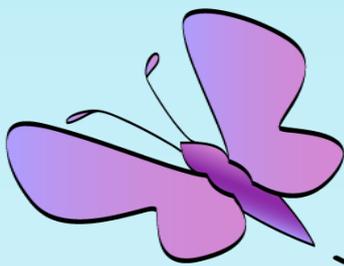


# Lochfield News

The Magazine of Lochfield Park Housing Association Ltd



Summer 2016



## Welcome to Our Summer Newsletter...

In this issue;

**AGM**

**Garden Competition**

**Local Events**

**Tenant Loyalty Scheme**

**Housing Management & Maintenance**

**Welfare Rights**

**Kids Corner**

**Our next**

**Annual  
General  
Meeting**

**Will be held at  
the**

**Associations  
office on**

**Thursday 15th  
September  
2016**

**at 7pm**

**All Members**

**Welcome!**

**The AGM is  
your**

**opportunity to  
find out how  
the Association  
has performed  
over the last  
year.**

**Members who  
attend will be  
entered into a  
FREE prize  
draw!**

# Lochfield Park News

## Tenant Loyalty Scheme

The Tenant Loyalty Scheme is aimed at rewarding the vast majority of our tenants who pay their rent on time, maintain their property, are good neighbours and generally abide by the conditions of their tenancy.

**Congratulations** to our three **Summer Winners** ;

- ◆ Mr Murphy, Lochdochart Road
- ◆ Ms Dunlop, Dunphail Drive
- ◆ Mr Taborek and Ms Sadowski, Glassel Road.

Each winner will receive a £ 30 gift voucher for Morrison's.

This table shows how many households from each street qualified for the draw.

<u>Street</u>	<u>Qualifying Tenants</u>
Canonbie Street & Dalilea Drive	64
Corpach Place	31
Dalilea Place & Gardens	29
Drumlanrig Avenue	42
Glassel Road	49
Glengyre Street & Place	23
Lochdochart Road & Gardens	32
Lochfield Gardens	31
Lochend Road	24
Oakwood Crescent & Drive	18
Brucefield Park	26

## GARDEN COMPETITION

Summer will see our annual garden competition!

The aim of the competition is to recognise, and thank, tenants who take pride in their gardens and do their bit to make the neighbourhood an attractive place to live.

Nominations can be given to any member of staff at the Lochfield Park office by calling 0141 771 2228 or emailed to [info@lochfield.co.uk](mailto:info@lochfield.co.uk)

The winners will be presented at our AGM in September.

*Good Luck!*



# Lochfield Park News



## 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 Assistant Housing Officers, **Rachel Cooper** and **Victoria Phelps** on recently gaining a Level 4 Chartered Institute of Housing Qualification in Housing Practice!



## Public Holidays

The office will be closed on Friday 23rd September and Monday 26th September 2016.



In case of an emergency please call City Building on **0800 595 595**.

## Keep Us Up To Date!

Helps us provide an efficient, great service!

If you change your mobile or landline contact number remember to update the office.

This helps us provide the quickest, easiest service that we can.

## Annual Return of The Charter 2015/16

The ARC for 2015/16 has been returned to the Scottish Housing Regulator.

Look out for your copy to see how we are performing as your landlord.



# Events

## BACK TO SCHOOL PARTY

FRIDAY 12TH AUGUST 2016

Despite the weather conditions FARE's Back To School Party was a great success. Local children were kept entertained with lots of indoor and outdoor activities. Lochfield Park supported the event and the staff joined in on the party.



INFLATEABLE DODGEMS

BOUNCEY CASTLE & SLIDE

TRAMPOLINES

MINI PETTING ZOO

CREATIVE WORKSHOPS

DRINKS & SNACKS



# plat form

“Made in Easterhouse Festival”

1st– 31st October 2016

The Bridge

A month long celebration of creativity celebrating Platform's 10th birthday!  
See Platforms' website or Facebook for more information !

# Taking Care Of Your Neighbourhood

## Fine For Dog Fouling Increased

Glasgow City Council Enforcement Officers are now operating in our area and will be issuing on the spot penalty notices of £80 to owners who do not clean up after their pets.

Cleaning up after your pet and reporting dog fouling will help keep your community a clean and attractive place to live.



If you have noticed an issue with dog fouling in your area, you should report this to Glasgow City Council by calling **0141 287 0315**, emailing [clean@glasgow.gov.uk](mailto:clean@glasgow.gov.uk), or filling out the online form at [www.glasgow.gov.uk/cleanglasgow](http://www.glasgow.gov.uk/cleanglasgow).

## Don't Dump Rubbish

Recently there has been dumping of refuse on vacant land in the area, particularly at Lochend Road & Lochdochart Road.

Please be advised that Glasgow City Council, Land & Environmental Services will charge anyone found "Fly Tipping" or dumping rubbish on vacant sites.

This is also a breach of your tenancy agreement and action will be taken against any tenant found guilty of such action. These people are showing no respect for the area they live in and must be stopped.

**If you see anyone dumping rubbish please report the matter to our office on**

**0141 771 2228.**

## Bulk Uplift

For the removal of large household items please call Bulk Uplift to arrange this on 0141 287 9700.

Place items for removal on the street the night before their scheduled pick up only.

Please note that tenant's living in tenement buildings must not leave their bulk uplift in the back courts as it will not be removed from there.



# Tenant Services

## 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.



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

## Annual House Visits

As part of the Estate Management Service, an Annual House visit is carried out to every Association house.

The purpose of the visit is two-fold:

- It is an opportunity for tenants to discuss any housing matters with staff,
- It allows the Association to ensure that the houses are being maintained to an acceptable standard.

These visits will be carried out between April & September this year.

If you would like to arrange a specific date and time for your visit please contact the office on

**0141 771 2228**

## Tenancy Termination

We would remind all tenants that it is a condition of your tenancy agreement with us that you provide a minimum of **4 weeks** notice prior to terminating your tenancy. This allows us to check the property prior to the next tenant moving in.

If you fail to provide notice you will be charged 4 weeks rent which Lochfield Park will recover from you by contacting you at your new address.

Some people ask relatives or friends to hand in keys on their behalf, however, you must still contact the office first and complete a termination of tenancy form before you leave.

If you leave without notice this may be treated as an abandonment which could prevent you from being rehoused in the future.



# Welfare Rights Services

## Changes to Housing Benefit

From April 2016, the maximum period for which someone's Housing Benefit claim can be backdated will be reduced from six months to one month, even in exceptional cases. People of pension age is 3 months.

## Scottish Welfare Fund

Glasgow City Council has seen a reduction to the Scottish Welfare Fund allocated from the Scottish Government in 2016/17. Further reductions are also expected into future years.

In order to meet this shortfall certain community care grant items will no longer be routinely awarded from August 2016. However, it is important to note, that the Scottish Welfare Fund remains a discretionary fund, and will continue to award these additional items on a case by case basis, depending on individual needs and circumstances.

## Housing Benefit Office Closure

Easterhouse Council Tax and Housing Benefit Office at 1250 Westerhouse Road closed on 1st July 2016. An appointment based, face to face, service is now available at "The Bridge" located at 1000 Westerhouse Road.

To make an appointment please call 0141 287 5050. Please note, appointments for the Easterhouse area are held on Monday's, Tuesday's and Thursdays only.

*If you require any assistance with your welfare benefits or have any other financial concerns, please contact our Welfare Benefits Officer, Paul, on 0141 771 2228.*

## Bedroom Tax still alive BUT MORE HELP IS AVAILABLE

### Homeless Team Moved

The (North) East Community Casework Team has moved from 33 Burnmouth Road, Barlanark to "The Newlands Centre", 871 Springfield Road, Glasgow, G31 4HZ. To book an appointment please call 0141 565 0100.

The duty office at Burnmouth Road will remain available to emergency cases only.

If you are at serious risk of homelessness call 0141 276 6153 to make an appointment.



## 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.

# Planned Maintenance Programme 2016/17

## Paint Programme

Properties at;

- 1—16 Drumlanrig Avenue
- 1—5 Glassel Road
- All of Lochfield Gardens
- 104—128 Lochend Road
- 1—20 Dalilea Drive
- All of Dalilea Place
- 1—7 & 40 Canonbie Street
- 121—151 Lochdochart Road
- 15—49 Glengyre Street
- All of Glengyre Place.

## Bathroom Replacements

Bathroom replacements are currently underway at properties at;

- 18—20 Dalilea Drive
- 2, 4 & 6 Glassel Road
- 114 Lochend Road
- 3—49 (odd numbers only)
- Lochfield Gardens.

A tenant satisfaction survey will follow the completion of the bathroom replacements.

## Kids Corner

### LADYBIRD COMPETITION

Hidden in this newsletter are a number of ladybirds.

Can you spot how many ladybirds are hidden in our Summer 2016 Newsletter?

Successful entries will be put into a draw to win £30 Gift Voucher for Smyth's.

Please return completed entries to Victoria at the Associations Office.

Closing date is Friday 2nd September 2016.

Name.....

Address.....

Answer:

*Good Luck!*

*Feedback Welcome!*

*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.*



How to contact us:  
Lochfield Park Housing Association  
37 Drumlanrig Avenue  
Easterhouse  
Glasgow  
G34 0JF  
Tel: 0141 771 2228  
Fax: 0141 773 0015  
Email: info@lochfield.co.uk



**Lochfield Park**  
Housing Association