



Lochfield Park
Housing Association

Lochfield News

Winter 2017

Lochfield Park Housing Association

Welcome to our
Winter Newsletter...



Santa Claus

is coming to Lochfield Park

Wednesday 13th December

Between 11am – 1pm & 3pm – 5pm

Tickets cost £2

Available from our office until

4pm on Monday 11th December

All ticket proceeds will go to charity.



All boys and girls who have been good this year will receive a gift and selection box from Santa.

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



Welcome to the Lochfield Park Housing Association Christmas Newsletter.

2017 has been a good year at Lochfield Park, staff have been busy with ongoing work in the Brucefield Park area and trying to progress the possibility of a new affordable housing project on the former school site at Abbeycraig Road.

We also have an exciting year ahead as we celebrate the 25th Anniversary of Lochfield Park. If you have any ideas, or would be interested in planning an event to celebrate, we welcome you to contact the office.

This newsletter will give you an update on upcoming events at Lochfield Park, and some tips on how to keep safe in your homes over Christmas.

Please enjoy your newsletter, and as always, we would value any feedback you may wish to give.

Merry Christmas,

Lochfield Park

Highlights of 2017

- ★ Increased stock numbers through acquisition of more properties in the Brucefield Park area,
- ★ FARE Gala Day,
- ★ Annual Garden Competition,
- ★ Well attended AGM,
- ★ 9 new Members
- ★ Kitchen Upgrades at Phase 5,
- ★ Clean Governance and Allocations Audits,
- ★ Successful Strategy Review Day,
- ★ Spoooooooktacular Halloween Party,
- ★ Staff Development through CIH approved courses.



Look out for an exciting
announcement in 2018...

CONGRATULATIONS

to

Jaidyn Henderson!

Who attended our Halloween Party and won the Costume Competition for his spooky Frankenstein guise.



Garden Competition 2017

Winner:

Mrs J Robertson,
Lochfield Gardens



Tenement Winner:

Ms McCausland & Mr Stillie,
Glassel Road



Most Improved:

Mr & Mrs McDougall,
Dalilea Gardens



Runners Up:

Mr J McCann,
Ms L Walker

Commended:

Mr G Scally,
Mr E Tarrier

Tenant Incentive Scheme

The Association believes in rewarding good tenants.

To qualify for the Tenant Incentive Scheme you must have maintained a clear rent account or have been maintaining an arrangement for a period of three months or more.

You must also have adhered to all other conditions of your tenancy.

Winners receive £30 Morrison's Vouchers

Tenant Incentive Winners

Christmas 2017

Congratulations to the three winners;

Mr N Gowrie, Oakwood Drive

Ms J Bagan, Dalilea Drive

Mr J Wilson, Dalilea Drive



Opportunities to Participate

Rent Consultation

Please find enclosed your rent consultation letter. We would be pleased to receive your comments on the proposals. Please complete and return your feedback to the office at your earliest convenience.

25th Anniversary Group

To celebrate our 25th Anniversary we are looking to arrange a number of events throughout 2018. We encourage any tenants interested in organising a special event to contact the office.

Tenant Scrutiny Panel

Do you have a few free hours every couple of months and would you like to work with the Association to improve the service that you receive?

A Tenant Scrutiny Panel will help us focus on identifying tenants' needs and how to get the best service and value possible.

Membership

Members are invited along to our AGM and are provided with our annual accounts. Members can be nominated to our Management Committee .

Management Committee

We have **two** vacancies on our Management Committee. Our Management Committee comprises of tenants that oversee the work of the Association and has a responsibility for agreeing its procedures and policies.

GET INVOLVED

If you are interested in any of the above, or would like more information, we would like to hear from you.

***Please contact the office on
0141 771 2228.***

Thank you

We would like to thank the Glasgow Care Foundation for their generous help and support to our tenants over the year.



If you require further information on the Glasgow Care Foundation , contact Paul at the office.

Cash for Kids

Applications for Cash for Kids were made in October this year.



The Association will advertise in our office, on our website, Facebook and Twitter when the Funds are available to collect.



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
- By downloading the MYGLASGOW App from iTunes and Goolge Playstore
- Or by calling 0141 287 9700



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 you must pay your rent on time to stop you falling into arrears and putting your tenancy at risk. If you do not have a rent card, please contact the office as soon as possible to arrange a rent card being issued.

Please note, office payments will not be available from Friday 22nd December 2017 until Thursday 4th January 2018.

We offer easy and convenient ways to pay rent;

- Any PayPoint or Payzone outlet
- At the Post Office
- Online at www.allpay.net
- In office payments
- Telephone payments by calling the office on 0141 771 2228
- Standing Order
- Direct Debit



If you are experiencing difficulties please contact our office for assistance or make an appointment to see our Welfare Rights Officer.

GOT A SMARTPHONE OR TABLET?

If the answer is yes, then paying your rent couldn't be any easier. Just download the Allpay Payment App. Making payments this way is easy and more importantly – fast!



Texting Service

2018 will see the introduction of a Texting Service for Lochfield Park.

This will help us keep our tenants informed on what we are doing and also provide a quick and easy service to our tenants.



Rent Consultation

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,
- Improved energy efficiency measures such as new windows with the aim of reducing fuel charges.



Warm Home Discount

Are you eligible? It's time now to apply

You need to apply for the Rebate for each year of the scheme, as the eligibility criteria and your personal circumstances may have changed from last year.

If you haven't already applied, you can make an online application now.

Your application closing dates vary depending who the supplier is, the payment of £140 (including VAT) will be made soon after the application to your electricity account.

If you are unable to apply online yourself, contact Paul who will assist you with the application.

Affordable Warmth Dividend

The Affordable Warmth Dividend is a £100 payment made by the Council to Glasgow residents who are 80 years of age and older on or before 31 March 2018 to keep warm during winter.

Applications will be accepted from 1 November 2017 until 31 March 2018.

The Council will aim to make a payment to you in the month after we receive your application.

The claim is not limited to one person per household.

Anyone who meets the criteria can apply including those living in residential homes and hospitals.

Please contact the office and Paul will complete the form with you.

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 re-charge 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 loose house keys will have access arranged (re-chargeable).

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

Glasgow City council Switchboard:

0141 287 2000

City Building:

0800 595 595

Bulk Uplift:

0141 287 9700

Mains Water leaks or Bursts:

0845 600 8855

Scottish Water:

0800 600 8855

National Grid (Gas Emergency):

0800 111 999

SP Energy Networks:

0800 092 9290



The MyGlasgow App is available to download from iTunes and Google Playstore

Protect Your Home From Frost

To avoid burst pipes this winter, follow these simple steps:

Set the thermostat on your central heating to at least 10 degrees Celsius, especially at night when the outside temperature is forecast to fall below 2 degrees.

If you are going away for a few days, set your heating to come on for a few hours during the night to keep the house warm.

If you have a burst pipe:

- **Turn off** the water at the stopcock (it is usually under the sink).
- **Switch off** the electricity at the mains if the water comes into contact with any electrical fittings.
- **Switch off** any water heaters
- **Turn on** all the taps
- Call out the emergency number
- Warn any neighbors who might suffer damage.



If you have frozen pipes:

- Turn off water at the stopcock.
- Call out the emergency number!

Fire Prevention

At this time of the year we like to take the opportunity to remind our tenants about the dangers of fire in the home.

You should be aware of potential hazards during the festive season, eg Christmas tree lights, candles etc.

It is vital to be extra vigilant and review your fire precaution measures.

Condensation

Condensation is more likely to occur in winter months. It happens when warm air comes into contact with a surface that has a lower temperature than the air itself.

Condensation can be controlled, and there are some steps you can take to reduce your indoor humidity problems that lead to condensation.

Tips to prevent condensation in your home:

- * Whenever possible, ventilate your home to prevent moisture building up.
- * Do not dry clothes on or at radiators.
- * Do not over fill wardrobes and cupboards and allow air to circulate.
- * Do not put wet jackets or other wet items into cupboards.
- * Always use the mechanical extractor fans that have been fitted.
- * Keep furniture off external walls.
- * Keep kitchen and bathroom doors closed when these rooms are in use.
- * Use a ventilated tumble dryer, via a vent, window or door.

**The office will close on
Friday 22nd December
2017**

**and will reopen on
Thursday 4th January
2018**

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

**EMERGENCY NUMBER
0800 595 595**



*The Committee & Staff
would like to wish all of our
tenants a very
Merry Christmas
and a Prosperous New Year*

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Website: www.scottishhousingconnections.org/HA/Lochfield-Park.co.uk



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