

# Molendinar

PARK HOUSING ASSOCIATION

Winter Newsletter 2025

## Christmas Office Closure

The office will be closed for the Christmas period from 9am on Monday 22<sup>nd</sup> December 2026 and will re-open at 9am on Monday 5<sup>th</sup> of January 2026.

In the event of an emergency during this period please phone our office on **0141 564 5256** and it will put you through to our emergency contractor.

Our contractors are on call to cover emergency repairs. Please only call if it's a real emergency that cannot wait

until our office is open again. Our contractors are at home enjoying their Christmas break too so please only use this service if essential.

Examples of emergencies include things like:

- No central heating or hot water
- Unsafe power fittings, light switches, or sockets
- Burst pipes or uncontrollable water leaks
- Blocked drains
- Issues with flushing toilets
- Loss of gas, electricity, or water supply
- Main lighting not working
- Broken or insecure door locks or windows

Please call the MPHA office number anytime on **0141 564 5256** during public holidays to be put through to our emergency repairs service.

**Merry Christmas and a Happy New Year  
from all Committee & Staff at  
Molendinar Park Housing Association**

# Have Your Say on Next Year's Rent



Every year we ask tenants for their views on our proposed rent changes — and your feedback genuinely shapes the final decision. This year is no different. The Association's Management Committee will review all responses in January 2026 before setting rents for April 2026. We'll be sending out digital surveys via email and text message and paper copies to those who don't have digital means of communication.

For the coming year, we're proposing a **5.6% rent increase**. This reflects October's inflation rate of 3.6% plus an additional 2% we have budgeted for in our business plan needed to keep our homes safe, well-maintained and keep the

Association financially sustainable for the future.

We know any increase can be challenging, especially with current financial pressures on households. Keeping rents affordable and delivering value for money remains our top priority. However, the cost of essential services — building materials, repairs, safety work and contractor labour — has risen significantly faster than general inflation. To continue improving and caring for your homes, we need to ensure our income keeps pace with these costs.

We're committed to supporting tenants wherever possible. Our welfare benefit checks have already helped households access over £322,000 this year alone. If you're concerned about

affordability, please get in touch — we're here to help.

## Now we want to hear from you.

**Please complete the rent consultation survey when you receive it and share your views.** If you feel like you've not received a text message, email or paper copy of the rent consultation please contact the office and we'll send one out to you. Every response helps our Committee to make the best decisions for the Association, and all participants will be entered into a draw to win a **£35 shopping voucher**. Closing date is 19<sup>th</sup> January at 12pm, prize draw will be drawn soon after.

## Welfare Benefit support – Are you making use of our Service?

**We encourage our tenants to make the most of our welfare benefits service, whether you're not sure what you're entitled and need a benefit check up or you need someone to help you navigate the ones you currently have, we have a service that will help you!**

**Did You Know:** Since April 2025 we've been able to secure £322,662 in benefits for our tenants through our benefits advice service.

Appointments with our welfare rights officer can be made by calling **0141 564 5256** or emailing **admin@molendinar.org.uk**. Our Welfare Rights Officer can also visit you in your home if you're not able to attend the office in person.

## Importance of Paying Rent on Time

It is important to ensure that rent payments are made on time to the association to protect your tenancy and your home. Accruing arrears is a serious issue and could potentially lead to you losing your tenancy and your home. If you are struggling to pay your rent, please get in touch with the association as soon as possible.

The easiest way to avoid accruing rent arrears is to set up a direct debit to pay your rent. To set up a direct debit contact the housing management team on **0141 564 5256**, **housing@molendinar.org.uk** or come into the office at 3 Graham Square.

# Keep the Warmth Indoors

## 7 Tips to save money whilst keeping cosy this Winter

- 1** One of the simplest and most cost-effective ways to save on energy bills and stay warm during the colder months is to stop draughts entering your home. You don't need costly draught excluders; easy DIY solutions like rolled-up towels or old tights stuffed with fabric also make good draught excluders.
- 2** Layering up your clothes is a proven method to retain body heat. Wearing clothes to keep your core warm is important- wearing a sweatshirt or fleece creates a thick insulating layer. Wearing multiple tops or thermal undergarments can be highly effective, and don't forget a hat. Contrary to the old myth, most heat loss isn't solely from your head, so layer up all over. Don't forget cosy socks for bed.
- 3** Effective curtains can significantly reduce heat loss through windows, especially when closed at dusk. While heavy, lined curtains offer the best insulation, they can be costly. For added warmth, hanging an old blanket across your front door creates a makeshift barrier against cold drafts. Additionally, insulating your floors with rugs or carpets can make a noticeable difference, especially on wooden surfaces. Wear warm socks and slippers around your home.
- 4** Installing radiator reflector panels behind radiators helps bounce heat back into the room instead of letting it escape through external walls.
- 5** Use a heated blanket in your bed or a hot water bottle but never at the same time because of the risk of electrocution. Adding more layers with blankets and throws to your bed too creates a barrier that traps your body heat.
- 6** Keep doors closed to confine warmth.
- 7** Harness Sunlight and Steal Natural Heat during sunny days, open curtains on south-facing windows to let in natural warmth. After cooking, leaving the oven door open (with caution around wee ones) can help warm your kitchen use residual heat.

Implementing these simple strategies can make a noticeable difference in keeping your home warm and cosy during the colder seasons, helping you to stay comfortable without breaking the bank.



## Contents Insurance

**Contents insurance protects the possessions in your home. While the association will carry out repairs to your home, in most cases we are not liable for damages to your personal property. It is important to have contents insurance to ensure that your belongings are covered in the event of any damages.**

Tenants can contact Thistle Tenants Risk to set up a Home Contents Insurance. This contents insurance is a specialist insurance policy for social

housing tenants. The policy will cover personal belongings in your home and household goods such as furniture, televisions, clothing, carpets, electrical items, and general household goods. Their policy also protects the contents of your fridge and freezer.

More information can be found online at [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk), or get in touch with them on **0345 454 7286**, or via email at [teantscontents@thistleinsurance.co.uk](mailto:teantscontents@thistleinsurance.co.uk)

# Help With the Cost-of-Living

**Molendinar Park HA works with the Wise Group's Relational mentoring service to help anyone who is facing hardship due to the cost-of-living crisis. Please contact the office or email [admin@molendinar.org.uk](mailto:admin@molendinar.org.uk) to get a referral to their HEAT (Home energy advice team) service.**

As the weather turns colder the cost-of-living rises. This service is here to help your families get one-to-one support and stay warm this winter.

*HEAT for anyone struggling with anything to do with energy for anyone who pays an energy bill.*

- Energy crisis & advocacy support
- Energy saving awareness
- Income maximisation
- Energy efficiency Advice
- Debt management

If you have Children you will also qualify for their mentoring service that offers face-to-face mentoring to empower families with things such as:

- Financial budgeting and income maximisation
- Energy advice and advocacy
- Mental Health and wellbeing
- Employability support

Access to training courses and workshops and Engagement with suitable other support services.

Again, contact the office on **0141 564 5256** or email **[admin@molendinar.org.uk](mailto:admin@molendinar.org.uk)** to get a referral organised.

We've been told there is no waiting list for this service and people are available to help you really soon!



mentoring people out of poverty



## Warm Home Discount

**The Warm Home Discount is an annual £150 discount on your electricity bill. It's designed for those who find it difficult to meet their winter energy costs.**

If you are receiving pension credit guarantee credit and are named on your electricity bill (or named on the bill of your partner or legal representative), you will likely receive the Warm Home Discount automatically.

Households in receipt of other means-tested benefits will need

to apply for the discount via their energy supplier directly from October. Application windows will vary depending on the supplier.

You are eligible if your energy provider is part of the scheme and you receive one of the following benefits:

- Housing Benefit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)

- Income Support Pension Credit (Guarantee Credit and Savings Credit)
- Universal Credit

Contact your energy supplier to find out if they are offering a warm home discount!



# Keeping Your Home Healthy: Tips for Managing Damp and Mould

We understand that damp and mould can be concerning for tenants, and we're here to help you maintain a healthy and safe living environment. The Scottish Government has focused on addressing damp and mould issues in housing, and we have all the tools to assist you in minimising risks and resolving any problems swiftly.

Damp and mould typically happens when there's extra moisture in your home often due to condensation. Here are some easy steps you can take to prevent these issues at home:



## Simple Tips for Preventing damp and mould:

- **When cooking or using a kettle:** Use your extractor fan or open a window. Keep saucepans covered and avoid letting pots or kettles boil for too long. If you have a problem with your extractor fan – report it to our repairs team.
- **When showering or bathing:** Close the bathroom door and crack open a window or use the extractor fan. Let the fan run for about 30 minutes after you're done.
- **When drying clothes indoors:** Open one or two windows to allow moisture to escape and fresh air to circulate. It's not always possible to dry your clothes outside but moisture has to go somewhere so opening a window will help.
- **Leave space behind furniture:** Ensure that large items like wardrobes are about an inch away from the walls to prevent mould growth.
- **Maintain a consistent temperature:** Keep all rooms warm. Cold areas that only receive brief warmth are more prone to condensation.
- **Ventilate daily:** Open windows in the living room and bedroom for a few minutes each day to refresh the air in your home.

By following these tips, you can help keep damp and mould at bay and enjoy a healthier living space. If you need further assistance or you have concerns about damp, mould or condensation please don't hesitate to reach out! You and your families health is the most important and we are here to help!

## Winter Heating Payment

The winter heating payment is automatically distributed to those that are eligible. If you are in receipt of pension credit you will automatically qualify for the winter heating payment, and the payment will be made to you at some point between December 2025 and February 2026, under the reference WHP. For those in receipt of Universal Credit, Income Support or Income based Jobseeker's Allowance,

Income Related Employment Support Allowance, and Support for Mortgage Interest, there are a number of qualifying criteria you must also meet. A full list of the qualifying criteria can be found on [www.mygov.scot/winter-heating-payment/eligibility](http://www.mygov.scot/winter-heating-payment/eligibility).

If you are worried that you have missed your winter heating payment, or haven't received one when you believe you should have, you can make a winter heating payment request via phone on **0800 182 2222**, or by downloading the form online at [www.mygov.scot/winter-heating-payment/make-request](http://www.mygov.scot/winter-heating-payment/make-request).



## Serious complaints & Service Failures

The Association welcomes all complaints and compliments from our tenants, shared owners, and factored owners. Complaints and compliments can be made verbally to a member of staff, in writing to the association, over the phone, or by e-mail. All complaints will be handled in accordance with our complaints handling procedure, which a full copy of can be found on our website.

If you have followed our complaints procedure and are unhappy with the outcome, you can contact the Scottish Public Services Ombudsman. More information is available on their website – [www.spsso.org.uk](http://www.spsso.org.uk).

For serious complaints about performance failures, tenants can contact the Scottish Housing Regulator (SHR) to notify them of a Significant Performance Failure (SPF). SPF's can be reported to the SHR if your housing association regularly and repeatedly fails to achieve the regulatory requirements for social housing. More information can be found on the SHR's website, [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot). The form to submit a SPF can be found on the MPHA website and the SHR's website.



Scottish Housing  
Regulator

## Assurance – Scottish Housing Regulator

Every year since 2019, Molendinar Park HA, as a registered social landlord in Scotland, has been required to provide an Assurance Statement to tenants, the public, and the Scottish Housing Regulator, confirming that we comply with the Scottish Housing Regulator's Regulatory Framework. Every year we review our evidence to make sure that we are compliant and we submit the statement by October each year. Our process in 2025 has been completed and Management Committee have submitted an assurance statement that states that we believe ourselves to be compliant with the standards we measure ourselves against. For more information about the assurance process or to share feedback, please reach out via telephone on **0141 564 4256** or email [admin@molendinar.org.uk](mailto:admin@molendinar.org.uk)

Our assurance statement can be found under our regulation section on our website [www.molendinar.org.uk](http://www.molendinar.org.uk)

## Our Committee

**Our management committee plays a crucial role in overseeing the management and strategic direction of the association. The committee consists of elected volunteers who are responsible for making decisions on behalf of the association.**

Their duties include strategic planning, budgeting, setting policies, ensuring tenants and residents safety, understanding the needs and aspirations of the community, managing risk and ensuring that the association complies with all regulatory requirements.

Through their dedication and commitment, our housing association committee helps create a sense of community and ensures that the needs of residents are met effectively.

As of the September 2025 AGM, our management committee are:

- Frank Sheeran, Chairperson.
- Andy Scott, Vice-Chairperson
- Craig Boyle
- Caroline McKinlay
- Margaret O'Donell
- Nicholas Thumath
- Craig Peacock
- Angela Wood
- Alice Gillespie
- Mark Johnston
- Brian Johnston

# We're Recruiting Now – Become a Committee Member

As you know we're run by a voluntary Committee of passionate individuals who have an interest in seeing our Association thrive. We have 10 committee members and we're able to recruit up to 15. We are looking to strengthen our Committee by adding tenants like you to our Committee. The Committee meets 10 times a year and full induction training will be provided to get you up to speed with how the Association runs. You don't need experience on another Committee, any particular work experience or understand much about social housing. All we ask for is a time commitment, a thirst for knowing more about the work we do and a willingness to make decisions that meet the needs of our tenants now and in the future!

***If you live in a MPHA house, in one of our communities you're already an expert!***

Is this you? These are the skills and values we need right now:

- Commitment to MPHA's vision and values
- Tenant experience / insight
- Commitment to social housing & community control

- Commitment to putting tenants and communities first
- Willing to listen, consider all views, take/seek advice
- Respect / understand different opinions and experiences
- Able to see big picture, think strategically, take long-term view
- Offer different perspective; think creatively
- Collaborative, participative, supportive approach
- Able to offer constructive challenge
- Willing to develop knowledge and gain new skills

Please don't assume that we'll be inundated with offers to join our committee – we likely won't be! If this sounds interesting, don't put yourself off contacting us. We really want to hear from you, you have more to offer than you think! Please contact Susan Paton, Corporate Services Officer on **0141 564 5256** or email **susanpaton@molendinar.org.uk** for a friendly and informal chat about what being on the committee is all about.

## Becoming a Member of the Association and an Active Tenant

**For a fee of £1 you can become a member of the association. Being a member of the association allows you to attend AGM's and be more involved in the decision-making process of the association. Being a member of the association also makes you eligible to become part of the management committee.**

We are also in the process of setting up an active tenants list. Tenants who are on the active tenants list will be consulted more regularly regarding plans and decisions being made within

the association. Members of the active tenants list will also be contacted about attending estate walkabouts with staff from MPHA, allowing them to highlight the issues that are impacting them and their community on a regular basis. If you would like to be on the active tenants list please contact the office via telephone on **0141 564 5256**, via email at **admin@molendinar.org.uk**, or complete the form available on our website.



# Charitable Donation

Lindsay Gibb, our Asset Compliance Officer recently attended The Social Housing Safety Network Scotland Annual Conference at Hampden Park. During the two day event they heard from a number of speakers and specialists with a focus on tenant and resident safety. Lots of good practice was shared which they will look use to benefit our tenants at Molendinar Park HA.

At the end of the event, six nominated charities were randomly selected, each receiving £200. Along with Katy McGregor from Calvay Housing Association and Martin Sloan from Reidvale Housing Association we were delighted that our nominee of The Halliday Foundation was one of the recipients.



# Allocations Policy – Update

**The Association’s allocation policy has been reviewed and renewed for another 3 years. During this process we consulted with current and future applicants to discuss whether the current policy is still fit for purpose. Of the 100 people who responded 91% said they were happy with the policy.**

As a small housing association we have very low turnover of houses, meaning that fewer people leave than want to move here. This means that our waiting list demand outstrips our ability to house you. We have three categories A,B and C depending on how severe your housing need is. We allocate from all three lists. We also operate a system where the longer you are on the list, the more chance you are of being housed with us. We also have a policy to give 40% of our allocations to homeless applicants, which is a duty placed on us by the Scottish Government to alleviate the homeless crisis.

**We currently have 833 live applications on our waiting list and here is a breakdown of the number of lets we’ve made in each year:**

Apt size	2022/23	2023/24	2024/25
2 Apt (1 bedroom)	14	15	19
3 Apt (2 bedroom)	17	15	10
4 Apt (3 bedroom)	2	0	0
5+ Apt (More than 4 Bedrooms)	0	1	0
Total number of lets for the year	33	31	29

# Factoring Update

As the colder months set in, we'd like to share a few seasonal reminders and updates for all our Factored Owners. These practical tips will help keep your property and shared areas safe, warm and well-maintained this winter.

## Your Factoring Service

Our role as your Factor is to manage and maintain shared areas on behalf of owners — ensuring that communal repairs, cleaning and planned maintenance are carried out as needed.

Remember, owners are responsible for paying factoring fees and for maintaining their private property. When a property changes hands, the new owner takes on these responsibilities automatically.

If you'd like more details about what's included in your factoring service or how costs are apportioned, our Factoring Team is always happy to help.

## Communal Repairs & Emergencies

If a repair is needed in a shared area, please report it to us as soon as possible.

- Emergency issues (like serious leaks or safety hazards) will be dealt with immediately.
- Non-urgent repairs are scheduled and shared among owners according to the terms in your title deeds.

We'll always aim to keep you informed about progress and planned works.

## Energy Costs & Support

We know heating costs can be a concern at this time of year. If you're finding it difficult to manage bills, please get in touch — we can signpost you to local advice and energy support services, such as Home Energy Scotland and welfare rights assistance. No one should struggle alone this winter.

## Insurance Reminder

Our factoring service includes details of the communal building insurance, where applicable. Please remember that this doesn't cover your personal belongings or the interior of your flat — you'll need your own contents insurance for that.

## Winter Safety Tips

A few small actions can make a big difference this season:

- Use grit (not hot water) to clear snow and ice safely.
- Keep close doors and stairwells clear of bikes, bins or clutter.
- Report broken lights, loose paving or damaged handrails straight away.

These steps help keep everyone safe and ensure common areas stay accessible.

## Bulk Uplift

As per a previous letter to factored owners, the association has observed a significant rise in the cost of managing illegally dumped waste (fly-tipping) and bulk waste removals around our housing stock. To address this, the association has introduced a bulk uplift charge to all factored owners. This charge will cover the cost of removing improperly disposed-of items and help maintain the cleanliness and upkeep of the common areas. This cost will be £30 per year.

# Keeping Closets Clean and Tidy

It's important that closets are kept clear of any rubbish and belongings. Items left in the closet, such as bikes or prams, can make it difficult for other people to pass by and can become a trip hazard. In the event of a fire or any other emergency evacuation, items left in the closet pose a serious risk to yourself and others leaving the building safely.

Rubbish left in the closet can attract rats and other rodents. Rubbish left in the closet will also smell, especially if left for days or weeks at a time. Leaving rubbish in the closet will create generally unpleasant living conditions for you and your neighbours. Please be considerate of your neighbours and refrain from leaving rubbish in the closet.

Our closets are cleaned regularly by our cleaning contractors. The cleaning contractors are there to provide a maintenance cleaning of the closet. If you have any concerns about the closet cleaning service, please get in touch with the housing management team on **0141 564 5256**.



# Planned Maintenance Update

**We don't only deal with your day to day repairs, we have a programme of improvement works that we work through each year.**

We've marked the completion of the door replacement program for 2025/26, which saw all external main doors in Finnart, Drakemire, and

Dalmarnock upgraded to uPVC or composite options.

Additionally, gutter cleaning is underway and expected to be finished by Christmas, weather permitting. The painterwork programme for this year has also been successfully completed, with plans to resume in April 2026.

# EICR & Gas Servicing

**The association would like to thank tenants for their cooperation for our EICR's and annual gas servicing. We have nearly completed this year's programme for EICR's, which has been made possible with the cooperation of our tenants.**

A new programme of EICR's will be beginning in the spring of next year, so keep an eye out for

an appointment letter coming through the door. We aim to be as flexible as possible, so if your appointment doesn't suit give the office a call and we will do our best to accommodate.

Annual gas servicing will continue throughout the year. James Frew heating engineers will be in touch with an appointment date when your service is due, and you can



contact the office or James Frew directly to re-schedule if your appointment does not suit.



# Rechargeable Repairs

**There are some instances where the association may recharge a tenant for work carried out in relation to their home, these are known as rechargeable repairs. Rechargeable repairs are identified within your SST. The association may recharge in the following situations:**

- When the repair is normally the responsibility of MPHA, but there has been accidental or deliberate damage by the tenant, any member of the tenant's household or a visitor to the house.
- If we carry out a repair that we later find out is not the responsibility of MPHA, e.g. repairs to tenants' alterations.
- Visits by our contractor to carry out a repair or gas service when the tenant has not provided access for agreed appointments and MPHA has incurred a charge.
- Damage cause by the tenant, a member of their household, or a visitor, identified at the 'End of Tenancy' inspection resulting in repairs required before the house can be re-let.

- Wilful damage of acts of vandalism caused by a tenant, a member of their household, or a visitor, that has not been reported to the police.
- Repair carried out by MPHA at the tenant's request, for example replacing lost or broken keys.
- Making good of the house following improvements/ alterations carried out by the tenant without MPHA's approval or not to an acceptable standard.
- Where a tenant forces entry or instructs a third-party to force entry to MPHA property, the tenant will be responsible for making good any damage cause during this operation and all costs incurred in replacing the door/ locks etc. will be recharged to the tenant.

## **THIS LIST IS NOT EXHAUSTIVE**

For more information, a full copy of our rechargeable repairs policy can be found on our website.

# Support Services

There are a number of local services available for support for any issues you or someone you know may be experiencing. These services are available all year round, including throughout the festive period.

## Hoarding support

A hoarding disorder is where someone acquires an excessive number of items and stores them in a chaotic manner, which normally results in unmanageable amounts of clutter. The items that are kept can often be of little or no monetary value.

Hoarding can be considered a significant problem when clutter begins to interfere with everyday life, such as preventing the use of rooms within your house or causing significant distress for the individual and their family – i.e. becoming upset if someone tries to clear the clutter.

If you or someone you know is struggling with clutter or hoarding, there is support available. You may be able to contact an NHS mental health team for hoarding support. There are also hoarding support charities and groups available, such as clutter chat charity - Clutter Chat Charity – A peer support community to help de-clutter.

<https://clutterchat.co.uk/>

## Addiction Support

The festive period can be particularly difficult for those suffering with alcohol and drug addictions. If you or someone you know is suffering, there is help available from both the NHS and local charities. The NHS North East Recovery Community are located at 20 Broad Street, Bridgeton, Glasgow, G40 2QL, or can be contacted via telephone on **0141 554 5235**.

Turning Point Scotland are a charity who are able to provide support to those experiencing a crisis relating to their addiction. Turning Point Scotland can be found at Tradeston Street, Glasgow, G5 8BL, or contacted via telephone on **0141 420 6969**. They also have a website providing more information on the services they offer and support – <https://turningpointscotland.com>

## Clothing for Kids

Glasgow City Council are working in partnership with Apparel Xchange who provide pre-loved clothing for children in Glasgow. The programme aims to provide 0-18 year olds in Glasgow with high quality pre-loved clothing. Referrals can be made through the Glasgow Helps website, <https://www.glasgow.gov.uk/article/6349/Glasgow-Helps-Referral-Form>, and you can complete the form yourself or refer someone you know to the association and we can complete the referral form.

## Domestic Abuse Support

**Anyone can be a victim of domestic abuse, no matter their gender, sexual orientation, background, religion, age, or social class. It can also affect children, even if they are not directly being harmed.**

Domestic abuse can involve physical violence, sexual assault, financial control, or emotional and psychological harm. It can last a long time, often getting worse over time, and it can pose a serious threat to life.

**If you are experiencing domestic abuse, the most important thing to remember is that it is not your fault. Help is available.**

Helpful Links can be found on our website at <https://molendinar.org.uk/domestic-abuse-support> or by scanning the qr code.

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