

SUMMER 2020 NEWSLETTER



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Coronavirus:

INFORMATION AND ADVICE

We know that these are worrying and stressful times for residents and their families and that many of you have been dealing with social isolation, illness and even the loss of loved ones.

You may be coping with job worries, reduced income or looking after school age children, keeping them occupied and home schooling them. While there is a light at the end of the tunnel it may be some time before we get back to normality.

The Association has, throughout this crisis, continued to provide a service to residents ensuring that essential repair and maintenance work have continued.

The Association has not taken advantage of the Furlough Scheme and all our staff have been working from home, continuing to provide support and advice. Hopefully as the lockdown continues to ease we will be able to once again provide the service our residents have enjoyed in the past.

Undernoted are dates giving a route-map of when lockdown will be easing, although this could be subject to change. We will endeavour to keep you fully informed of any developments, via our website or social media.

- 29th June – Most non-essential shops, many indoor workplaces, visitor attractions including zoos, outdoor sports courts and playgrounds
- 3rd July – Five-mile travel distance relaxed, most self-catering holiday homes and second homes can be used
- 6th July – Outdoor hospitality such as beer gardens can reopen
- 10th July – People can meet in extended groups outdoors and with two other households indoors
- 13th July - Shopping centres can reopen, organised outdoor contact sports for children can resume, dentists can reopen for most routine care

- 15th July- Pubs, restaurants and all holiday accommodation can reopen, as can hairdressers, barbers, museums, cinemas, libraries and childcare
- 11th August -Schools to return full-time with no physical distancing between pupils.

Further consideration and assessment will be carried out on some of the other steps planned for Phase Three and it is unlikely they would take effect before 23rd July.

These will cover indoor entertainment such as nightclubs, bingo, theatres, and music venues; indoor and outdoor live events; communal worship; indoor gyms; and restrictions on attending weddings and funerals.

They also include the reopening of non-essential offices and call centres, and the phased return of universities and colleges.

Since March 2020, when lockdown was announced, we have done as much as possible to support, advise and encourage our customers and their families through extraordinary times. All our responses and actions have been designed with three simple aims in mind:

- to protect you and your family;
- to protect our staff and their families; and
- to follow the up-to-date guidance from the Scottish Government and NHS Scotland.

As we move towards an easing of the lockdown, we hope to start opening up more of the services you are used to receiving from late July 2020. To support this, we will be carrying out a comprehensive Risk Assessment to ensure we can follow the three key aims outlined above. Once the Risk Assessment has been completed we will contact you to let you know how we plan to move forward.



MEMBERSHIP OF MOLENDINAR PARK HOUSING ASSOCIATION



WE NEED

YOU!



The Association is keen to promote membership whenever possible and to ensure that MPHA is fully representative of its residents and the people who use and/ or benefit from our services and activities. It also aims to ensure that the Association is able to draw on specialist skills that may be required in achieving its objectives.

BEING A MEMBER OF MOLENDINAR PARK HOUSING ASSOCIATION

We are a membership organisation which is run by a voluntary Management Committee. The Management Committee appoints staff to run the organisation on a day to day basis. Members of MPHA receive information about our activities and are able to attend our Annual General Meeting.

The AGM elects members of the Management Committee, so members can have a say in who is elected and can stand for election themselves. Becoming a member of the Association gives you the opportunity to show your support and have a say in the Association's affairs.



THERE ARE TWO CATEGORIES OF MEMBERSHIP:

- Individual members
- Organisation membership

CRITERIA FOR MEMBERSHIP

- Individual Membership is open to tenants and customers of MPHA and other people who, in the opinion of the Management Committee, have a legitimate interest in supporting the activities of the Association and can contribute to the achievement of MPHA's objectives.
- Organisation membership is open to groups or bodies which, in the opinion of the Management Committee, have an interest in MPHA's communities and which support MPHA's objectives. Organisational members will nominate an individual to represent them, for example when attending the Association's AGM.

IMPORTANCE OF PAYING YOUR RENT ON TIME

We understand the problems faced by many of our tenants as a result of Covid 19 especially if you are facing job loss or reduced income. Our staff are here to help and it is important that if you are worried about paying your rent that you do not delay in contacting us. We will work with you to make realistic repayment arrangements and can arrange support and advice where necessary.

If you have had a change of circumstance due to Covid 19 please get in touch by contacting Morag Henry on 0141 564 5256 who will help as best she can.

Paul Pearson, our Welfare Rights Officer, is also available to assist you with a wide range of enquiries. Paul can assist tenants in ongoing appeals and assessment of personal benefits.

Our Welfare Rights Service is more important than ever during these challenging times so please make use of this important service.

In the meantime, please continue to pay as normal wherever possible using the payments methods opposite.

METHODS OF PAYMENT:

- By ALLPAY Payment Card at any of the following:



- Online, 24 hours a day, 7 days a week by logging onto www.allpayments.net/allpayments and using your allpay reference
- Calling allpay on 08445 578 321 (Lines are open 24 hours a day, 7 days a week)



- By Setting up a Direct Debit Mandate: (Please contact Morag Henry to arrange this).



- Setting up a standing order



- By sending us a cheque or postal order

Bulk Uplifts

Glasgow City Council has suspended the bulk uplift service during the pandemic. Do not place items on the street as these items will not be collected.

Be mindful of how you dispose of unwanted items. If you can store these items safely in your home until service is resumed please do so. If you do need to dispose of any unwanted items please ensure you place these items in your back court or back garden and remain mindful of any fire hazard.

Please also ensure that you do not block the bin area.

Back Courts

With more people being at home during the pandemic, the additional levels of waste created has been unprecedented. We would ask that you dispose of general waste properly into the bins provided.

Failure to dispose of general waste properly brings vermin to the area e.g. rats, foxes and birds which scavenge the bags which in turn disperses the rubbish all over the back courts. The Association would ask all residents to be more vigilant when disposing of their refuse, not only to keep your back-court area clean and tidy but also for the safety of the children playing outside.

Road Faults and Street Lighting

Glasgow City Council maintains most street lighting and all public roads and footways included within the City. Motorways and Trunk Roads are maintained by Transport Scotland.

Reportable Road faults include:

- Pothole(s)
- Damaged footways
- Blocked drains and flooding
- Damaged or missing traffic signs
- Damaged or missing road markings
- Manhole cover defects
- Faded or missing street nameplates

Reportable Lighting faults include:

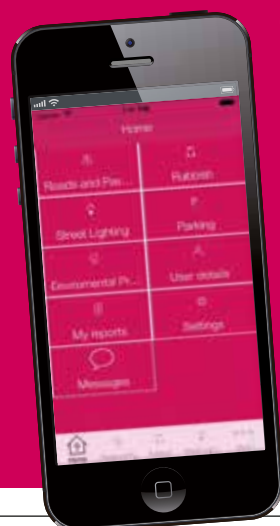
- Single dark lamp(s)
- Street lights on during the day
- Damaged lighting columns
- Damaged or not lit traffic signals
- Damaged illuminated bollard and damaged traffic sign

Each lighting column has a unique reference number printed on the column. Quoting this number when reporting any defect will assist the Council in identifying the column for repair.

For sewage related issues on public roads and footpaths, contact **Scottish Water on 0800 0778 778**

Emergencies

A road, footway or lighting defect that is causing a clear and immediate danger (i.e. represents a high risk to loss of life or limb) can be treated as an emergency. Emergencies can be reported by **telephone – 0800 373635**



To report incidents using My Glasgow smart phone app: Download My Glasgow smartphone app onto your apple, blackberry or android phone. The app is suitable for all phones with GPS.

My Glasgow App

<http://www.mycouncilservices.com/download/>

DOG FOULING

Tougher Penalties for Irresponsible Dog Owners

The fine for dog owners who fail to pick up after their pets is £80 to bring it in to line with the fine for littering.

The Dog Fouling (Fixed Penalty) (Scotland) Order 2016 took effect on 1 April 2016. Community Safety Glasgow will soon be launching a new initiative and fixed penalty notices will be issued by Community Enforcement Officers, to owners or persons in charge of the dog, if they allow their pets to foul in a public place and fail to clean up afterwards.

Members of the community can either report problems through the **MYGLASGOW** App, or on Twitter <https://twitter.com/theenvtaskforce> or Facebook <https://www.facebook.com/envtaskforce/> or by telephoning the council on **0300 343 7027**; or E mail: **Clean@glasgow.gov.uk**

You can also phone Public Health Glasgow on Phone **0141 287 1059**; or E mail: **publichealth@glasgow.gov.uk**

Please let the Association know if you have any concerns about dog fouling in your area. The Association wants to improve the appearance and condition of common

areas; but needs residents to co-operate and do their bit to help. The majority of dog owners are respectful of other people and pick up after their pets. However, dog fouling continues to be a problem. It is dirty, dangerous and antisocial. For some reason, a minority of people think that failing to clean up after their dog is perfectly acceptable behaviour.

Please Remember:

Grab It - Always keep a supply of bags near your dog's lead so you don't forget to take them with you on every walk. Simply insert your hand in the bag and pick up your dog's waste.

Bag It - Carefully turn the bag inside out and 'bag' your dog's mess.

Bin It - Dispose of the bag in a bin. Dog waste can be put in a public litter bin if a specific dog waste bin is not provided.

Grab it, bag it, bin it. Any bin will do.

Introducing a Glasgow collaboration



Free Pre-Loved School Uniform Service

A new city wide service offering free items of school uniform to families in particular need.

GCPG are working in partnership with **Glasgow's Pre-loved Uniforms** and **ApparelXchange** to provide free school uniform items to families across Glasgow.

To access this service, please contact Leanne at GCParentsGroup@gmail.com

PROPERTY MANAGEMENT SERVICES FOR OWNER OCCUPIERS

The Association provides a factoring service for owner occupiers. This service is for the management of common repairs, maintenance of the common property and common building insurance. Each owner is charged a management fee for the administration of this service.

Owners have a responsibility to keep their property and its common parts maintained. These responsibilities are clearly laid down in the Burdens Section of the Title Deeds which all owners are provided with when taking ownership of the property. Where a factoring service is provided owners are required to pay any management fees.

When a property is sold, the new owner takes over responsibility for maintaining the property and paying for the factoring service.

The Association will include factored properties in a long-term maintenance programme aimed at preventing the property falling into disrepair.

Examples of cyclical repairs are: gutter cleaning and close painting.

If you have an emergency with a common repair please contact 0345 600 8693. If there is a problem within your property then you must make your own arrangements.

Many of our owners now pay their common charges by Direct Debit. If you wish to pay by this method, please contact Isobel Clark or Morag Henry.

Alternatively you can download a direct debit mandate from the Association's website which you should complete and return to the Association's offices.

COMMON BUILDINGS INSURANCE

The Association has a block common building insurance policy in place at a cost of £114 per annum from 1st April 2018.

If you live in a four in a block or a terraced property and choose to make your own arrangements for building insurance you are legally bound to show a copy of your building insurance premium on an annual basis to the Association.

Please note if you have an occupancy agreement with the Association it is mandatory to participate in the common building insurance policy.

HOME CONTENTS INSURANCE

Molendinar tenants and residents can arrange for insurance cover for the contents of their home at a special affordable rate where premiums can be paid fortnightly or monthly cash, monthly by direct debit or annually.

The cover, specially arranged by **Thistle Tenants Contents** has been designed to help tenants and residents insure most of their belongings as easily as possible and also covers them against theft, vandalism and fire. The minimum values of possessions that can be insured are £9,000, if aged under 60, or £6,000 if aged over 60. The premiums start from £1.53 a fortnight, £1.11 a fortnight respectively, (premiums vary depending upon your sum insured and postcode)

Tenants and residents can also increase cover for an additional premium to include extended accidental damage cover, cover for wheelchairs/scooters and hearing aids as well as personal effects outside their home.

For immediate cover call Thistle Tenants Contents on lo-call 0845 601 7007 or email: Tenantscontents@jltgroup.com

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FACTORING ARREARS

The Association accepts that owners who owe factoring charges to the Association are likely to find being in arrears stressful, particularly if they have multiple debts and inadequate or irregular income. The Association will therefore take a sympathetic, yet firm, approach to owners in arrears. In doing this the Association recognises that arrears arise for different reasons and therefore recovery procedures should be flexible and responsive to individual circumstances.

Wherever possible, Association staff will seek to recover any arrears with the voluntary co-operation of the owner concerned. The Association will, however, be prepared to take legal action – up to and including putting a charge on the property to recover arrears and the owners will be responsible for any legal costs incurred.

OFFICE OPENING HOURS

Telephone:

**Monday to
Thursday: 9.00 am -
5.00 pm**

**Friday 9.00 am -
4.00 pm**

The office is currently closed to the public but we hope to be able to open later this month when the Scottish Government eases the lockdown restrictions. We are not yet able to carry out a full repairs service but this situation is likely to change in the coming weeks. Please check our website regularly for updates.

When the office does open again, it will be for pre-arranged appointments only. There will also be reduced opening hours for a temporary period. If you need to contact a member of staff please contact us by one of the means below.

By telephone:

By email:

Via the website:

By letter:

If your enquiry then requires you to meet a member of staff, an appointment will be made for you. We would like to thank you for your co-operation in this and look forward to returning to a "near normal" service at some point in the future.

USEFUL TELEPHONE NUMBERS:

Out of Hours – Emergency Repairs	0345 600 8693
Molendinar Park Housing Association	0141 564 5256
E-mail address (repairs)	repairs@molendinar.org.uk
Website Address	www.molendinar.org.uk
James Frew Limited (Gas Servicing)	01294 468 113
Citizens Advice Bureau Bridgeton	0141 554 0336
Citizens Advise Bureau Castlemilk	0141 634 0338
Cleansing\bulk lift\disposal of fridges	0141 287 9700
Environmental Protection Team (Dog Fouling)	0800 027 7027
Environmental Health	0141 287 2000
Police Scotland	101
Scottish Power	0845 272 7999
Stair Lighting	0800 595 595
Street Lighting	0800 373 635
National Grid Emergencies (Formerly Transco Gas)	0800 111 999
Scottish Water (Customer Helpline)	0845 601 8855
Scottish Water (Emergency Helpline)	0845 600 8855
Samaritans	0141 248 4488
Women's Aid	0141 553 2022
Housing Benefit & Council Tax Benefit	0141 287 5050

Public Holidays

Please Note: The office will be closed for Public Holidays on:
Friday 21 September and Monday 24 September 2020



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