



MILNBANK MESSENGER

Issue 126

Spring 2015

Milnbank Housing Association
has the second lowest rent
charges in Scotland



Milnbank
achieves
IIP Gold
Accreditation

Milnbank Housing
Association
Celebrating

40 Years

in your community

Milnbank launches a
**Major Repairs Works
Programme**

in our 40th anniversary year



Residents Feedback on MHA Service

The Association continues to conduct satisfaction surveys on a range of our services. Thank you to everyone who took the time to complete survey forms, as your feedback is invaluable to us:

MHA Surveys

Customer Care	99% of respondents were 'satisfied' with the customer care service they received when visiting or phoning the office.
New Tenants	91% of new tenants were 'satisfied' with the standard of their new home.
Repairs Service	93% of tenants were 'satisfied' with the Association's repairs service.
Rent Charges	92% of tenants think that the current rent charges are affordable and 87% of tenants think that the rent charge represents value for money.
Hall Hire	100% of residents who hired the community hall during the year were satisfied.
Window Cleaning	94% of residents were satisfied with the common, and private, window cleaning service.

Survey Winners

New Tenants	- Thomas McDaid, Armadale Crt, Ashleigh Bryson, Roebank St and Daniel McConnell, Aberfeldy St
Repairs Service	- Mr and Mrs Abraham, Culloden Street
Annual Report	- Annie Bullock, Duke Street
Rent Levels	- James Clarke, Meadowpark Street

FEEDBACK FROM OWNERS OPEN DAY

A recent Open Day was arranged to provide an ideal opportunity for owners to find out what's happening in the Association, discuss any issues about the factoring service, and to gauge interest in joining an owners forum. 28 owners attended. Date to be arranged for an owners forum. Below are some comments made about the Association's factoring service.

- Completely satisfied with the service of Milnbank and the ongoing activities.
- Close cleaning service is excellent as is back court maintenance and window cleaning service.
- We find Milnbank as factors very satisfactory always at the other end of phone if you need anything done or any advice.
- Estates team and MHA painters have looked after property. When inspector visits property leave card at tenants house or stair notice board.
- We find Milnbank's factoring service good, any problems they are quick to deal with and all staff very nice. They listen to what you have to say.
- Factoring service is good prompt with any problems.

Special Birthdays

John Wilson and Robert Logan are two of our tenants who received a gift from the Association to mark their special 40th birthday in our 40th year. Watch this space!

New Babies born during 2015

As part of our celebrations we are looking to provide each baby born during 2015 with a small gift. In order to claim this gift we would like you to advise us if you are expecting a baby or have already given birth in 2015 so far.



School Term start in August 2015

All primary school children will be presented with a small gift of pencils, pencil case etc ready for the start of the new term.



40th Anniversary Events

Easter Egg Extravaganza	First 40 MHA children's names drawn will receive an Easter egg. Mini eggs will be available for everyone who visits the office.
Family Fun Day	Will be held on 18 April in the Bluevale Hall with a range of attractions for all the family.
Family Fun Day	Will be held on 2 May in Haghill Primary School with a range of attractions for all the family.
Gala Day	40 th anniversary themed Gala Day will be held in Ballindalloch Drive with a range of attractions for all the family. Keep 30th May free for this event.
Garden Party	A Garden Party for sheltered housing tenants will be held at 1 Culloden Street on 11 June.
Residents 70's Dance	70's dance being held at Wood Street Hall on 26 June - ticket only event.
Computer Game Tournament	Computer game tournament for local children in the community hall on 8 July. Prizes will be available for the 3 highest scores.
Family BBQ	Lunchtime BBQ for residents with burgers and soft drinks available to residents on 16 July.
Open Day	Drop into the community hall on 27 August and see displays, photographs, children's attractions. Cake will be available on a drop in basis throughout the day.

Delivering services for 40 years, roll on the next 40 years!

The Association recently attained IIP Accreditation at Gold level. Below is an extract from the Assessor's Summary Report.

Milnbank Housing Association (MHA) is much more than a housing provider. All staff I spoke to talked enthusiastically about the exceptionally strong community ethos that exists—an ethos that is shared by both staff and the Management Committee, which is made up of local people who manage the affairs of MHA. MHA has gone from strength to strength in terms of the social initiatives you deliver, starting from a relatively humble beginning in the mid 1980's when you provided premises, staff time and financial assistance to people who lived within the area.

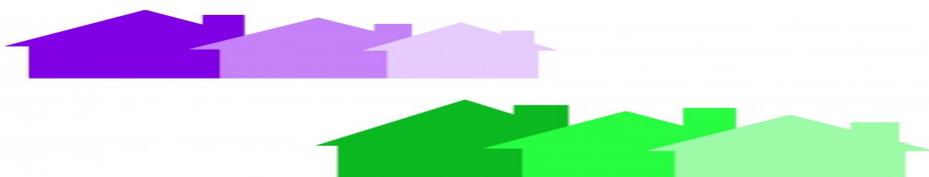
What MHA does and what you provide now is dramatically different compared to five/six years ago. You talked about how you now work in a much closer partnership with the Council and fulfil a number of functions that the Local Authority would traditionally have done.

'Excellence' and 'continuous improvement' are two of your Guiding Principles and are clearly embedded in everything you do.

Your success in relation to the exceptionally high level of engagement with staff, Management Committee Members, and local people, has assisted MHA in securing additional funding from a range of bodies, allowing the Association to venture into new social initiatives, including the building of a sustainable nursery which provides much needed childcare places for MHA residents at a subsidised rate, as well as employment for local people and placements for students from local colleges.

The people MHA employ have a great sense of pride in being part of an organisation whose reputation is second to none in terms of the quality of service you provide and the work you do in the community. I spoke to a Committee Member who spoke proudly about being part of a strong tenant led Association. The same lady spoke about her pride in winning the 'SHARE Learner of the Year' Award—an accolade you have won in the last two years.

INVESTMENT PROGRAMME NEWS 2016 - 2018



Milnbank HA are delighted to report that over the next 2 years, the Association's attention will be on renewing the major components of some buildings, including kitchens, bathrooms, windows, central heating systems, electrical upgrades, environmental/common area improvements. It may be necessary for the Maintenance Officer to carry out an inspection of your home to use in the planning of these works. If works are scheduled to take place within your home, we will be in contact with you with details of the works and when the works will be due to commence.

RENT SETTING 2015/16

Tenants will have received correspondence advising of a 1.5% rent increase from the 1st of April 2015. When considering this decision a number of factors were taken into account before the increase was applied. This included:

- Looking at existing rent levels.
- The current economic climate.
- The impact that Welfare Reform is having.
- Milnbank Housing Association's continued financial stability.

With this increase, the Association's average weekly rent charge is £56.70, and confirms Milnbank Housing Association's position as the **second lowest rent charges in the whole of Scotland.**

The Association continues to be committed to the delivery of a first class Housing service which includes:

- Improved Environmental In-house Service
- Comprehensive Repairs and Maintenance service.
- Dedicated housing management staff supported by your officers from Police Scotland and Glasgow Safety Services.
- Environmental improvements.
- Independent financial support and advice, and a wide range of Community projects and facilities.

The Association is committed to continuing to provide you with 'value for money' and are continually looking at ways to improve the service delivered to each tenant and resident. We are always happy to hear from you on how you would like to see improvements being delivered in your area.

Rent– Methods of Payment

Your monthly rental payment is due on the 1st day of each month and there are various payment methods open to you.



FACTORING FEE 2015/16

Following a review of the management fee, a 1.5% increase has been agreed. This means that the annual management fee for 2015/16 will increase by £2 per annum and the estates service by £1 per annum (exclusive of VAT). The building insurance charge for 2015/16 remains at £80 per annum.

NOTICE BOARD



Come Dine with Me

Residents and staff enjoyed a Christmas version of Come Dine with Me. As you can see top marks were awarded all round.

Strictly Come Dancing!

Residents and Milnbank staff attended a tea dance. All who attended thoroughly enjoyed the dancing and tea!



Celebrating 100 Living Wage employers in Scotland



Linda Sichi (Depute Director) and Jo Donachy (Committee Member) attended a celebration to mark the 100th employer to guarantee employees the Living Wage.

Congratulations and well done to Lauren Best on passing her driving test recently
Lots of love
Mum and family
XXX

DOG FOULING (SCOTLAND) ACT 2003

ATTENTION DOG OWNERS



Under the Dog Fouling (Scotland) Act 2003, it is an offence not to immediately clean-up fouling by your dog. This law covers all public open spaces, including parks and back courts.

Please clean up after your dog (this includes pavements, roads, footpaths, parks, football pitches, communal land, back greens, stairs, closes and any other land open to the public), and dispose of your dog's faeces in your bin at home or in any public litter bin.

Subsidised Places at Carbon Footprints Nursery

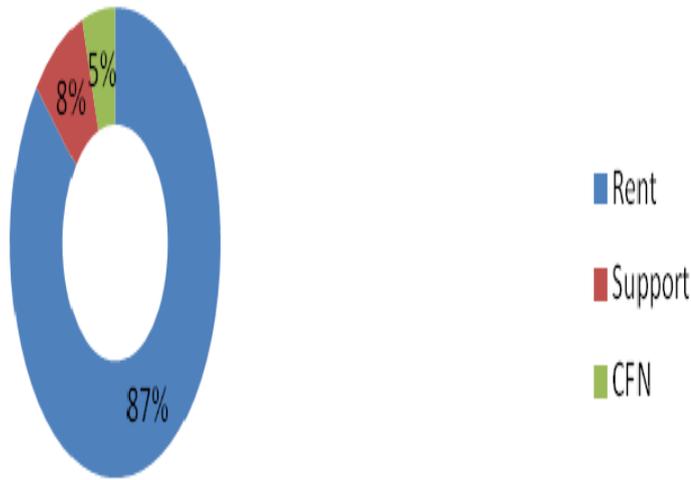


As part of our commitment and work within the community, subsidised nursery places are available at our nursery, located in Duke Wynd. If you are interested in finding out more about this service, please contact the Nursery Manager at 0141 548 6500 for more information.

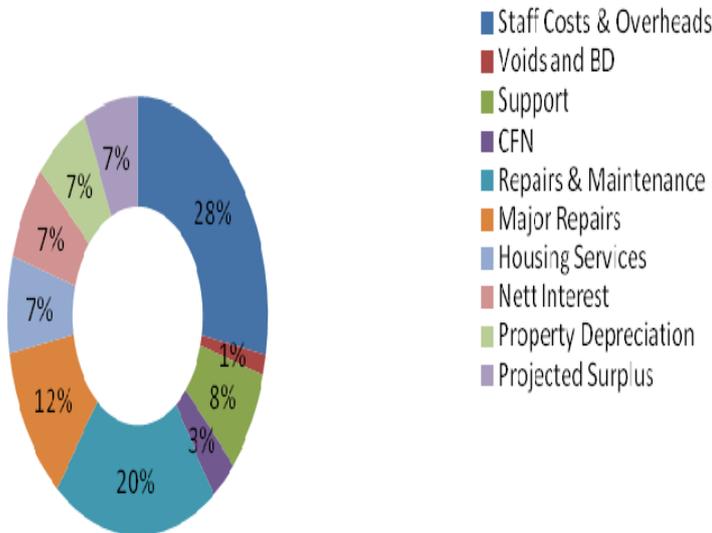
Income and Budget Expenditure 2015-16

The Budget for the Association for next year has been agreed by the Management Committee. A summary of the expected income and expenditure is shown below.

BUDGET INCOME



BUDGET EXPENDITURE



Scottish Social Housing Charter

Throughout the coming months the Association will be consulting with residents on the various elements of the Scottish Social Housing Charter. This will cover the range of services that we provide (e.g. Repairs, handling complaints, rent charges etc.). We will use your feedback to shape the format of how MHA reports on our service delivery to all residents.



Scottish Social Housing Charter



EMERGENCY NUMBERS

Milnbank Housing Association	551 8131
Scottish Power	0845 27 27 999 (electricity failures)
Scottish Gas	0800 111 999
Scottish Water	0845 600 8855 (Emergencies)
Police Scotland	999
Street Lighting	0800 373 635
Close Lighting	0800 595 595

NB:

1. **These numbers should be used for EMERGENCIES**
2. **Repairs during office hours Monday - Friday should be notified to the Association office on 551 8131**
3. **Please keep this list handy e.g. by the telephone.**

MESSAGES

You will notice that in nearly every edition, we print messages etc for residents.

If you would like to issue a greeting, please complete and hand the undernoted slip to reception.

I / We would like to wish (name).....
of address.....
A birthday/anniversary/etc wish (please state)
.....
.....
.....
From.....

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