

Milnbank Messenger

Community Counts
Milnbank
Housing Association

Edition 138, Summer 2018



Important
update on
Universal Credit
on page 3

Welcome to our Summer edition of the Milnbank Messenger!

Feedback on MHA services 2018

97% Communication with residents	95% Factoring service
97% Gala Day	95% Gas servicing
92% Repairs & Maintenance service	96% The average satisfaction rate for 2018/19

In addition to the above, MHA has consulted with 130 residents on the GDPR Fair Processing Notice and the information from the ARC that MHA reports on.



General Data Protection Regulations (GDPR)



The Association knows that it's important to keep residents data safe and follow the data protection rules in the GDPR. These regulations require the Association to tell the residents more about what we do with the information we have.

The Association holds personal information as part of tenancy agreements which tenants provide to MHA. We only ask for the personal information we need to meet our legal duties as a Landlord.

The minimum age for giving consent for personal information to be held is 12.

The Association use this information for many purposes including providing details on the services and communicating with the residents.

The Association only keeps personal information for as long as we have to. We only share your information when we need to (e.g. contractors that carry out repairs). Residents hold the right to ask MHA what information we have about them and have it deleted if we have no reason to keep it.

It is important that residents let MHA know of any changes to personal information, like a new phone number or e-mail address.

The Association's data protection privacy notice can be viewed at our website at www.milnbank.org.uk

Are you ready?



Milnbank staff are available to help you to prepare and provide support for Universal Credit. MHA needs YOUR support to help US to support YOU.

We recently issued a Universal Credit Questionnaire to help the Association to obtain important information. For those tenants who have not completed this, we request that you do so as soon as possible. If any tenant has lost the questionnaire, please contact the office for further assistance from the Housing Officers.

From the questionnaires that have been returned, those tenants have been issued with a follow up letter asking if they would be interested in attending a small group meeting. Again, if any tenant has still to complete this form, it would be appreciated if it can be done and returned to the office using the freepost envelope provided.

Any tenant who may require help to open a bank account, please contact **Natalie Keenan** or **Mark MacPherson**.

If you have any other general enquiries regarding benefits or changes to personal circumstance, you should contact **Sylvia Pollock, Income Maximisation Officer** on 551 8131.

As with previous advice, Universal Credit does not apply to anyone who is in receipt of a state pension.



SHARE Committee Learner of the Year 2018 Award

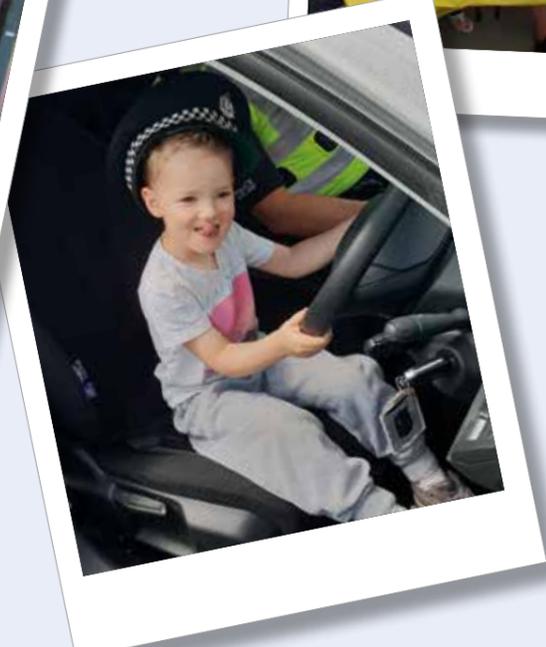
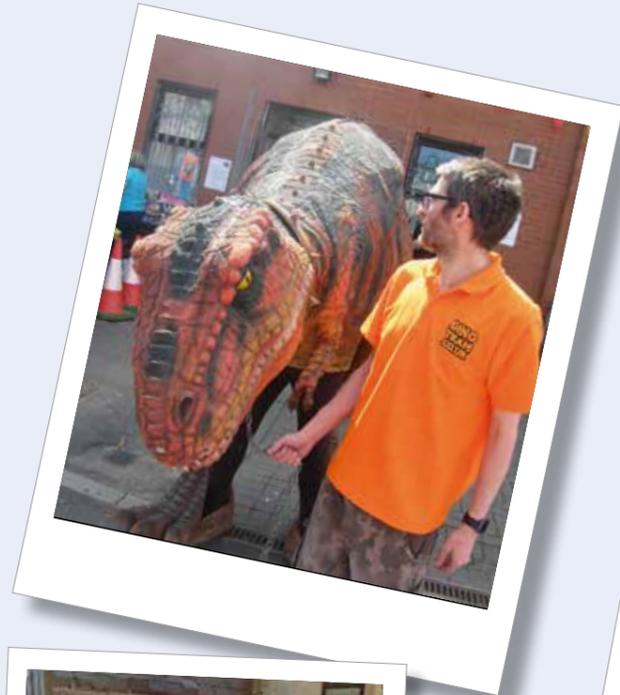
Milnbank HA has been awarded SHARE committee learner of the Year Award for the 5th time.

The Association is delighted to report that Allan Scott, Chairman, was recently named as SHARE (Housing training organisation), as Committee Learner of the Year 2018. This award recognises the wide range of training and learning undertaken by local committee members within community controlled housing housing associations. Well done Allan on receiving this prestigious award.



Well Done Allan!

Gala Day 2018



A huge thank you to the committee members, staff & local volunteers for helping make another successful gala day. Thanks also to Glasgow City Council & MHA contractors for their kind donations.

Dates for your diary



Date	Meeting
Tuesday, 19 July	Dennistoun Community Council Meeting
Saturday, 28 July	Alexandra Park Summer Festival
Wednesday, 8 August	Roebank & Armadale Community Services Meeting
Wednesday, 15 August	Cathedral Square Community Services Meeting
Monday, 20 August	Culloden Street Community Services Meeting
Wednesday, 22 August	Haghill & Duke Street Community Services Meeting
Monday, 27 August	Cardross Street Community Services Meeting
Wednesday, 29 August	Great Eastern Community Services Meeting
Tuesday, 11 September	Dennistoun Community Council Meeting
Thursday, 20 September	MHA Annual General Meeting
Friday, 28 September	Dennistoun War Memorial Opening
Tuesday, 9 October	Dennistoun Community Council Meeting
Tuesday, 13 November	Dennistoun Community Council Meeting

Milnbank Sports Hub - Alexandra Park

The Association is delighted to report that, due to further grant funding from the Big Lottery Climate Challenge Funding, the Sports Hub in Alexandra Park is now open until October. Please look out for posters on the close notice boards for specific details. To date, the following is available:

Hire a Bike

Tuesday to Saturday, free bike hire for all the family.

Café in the Park

Monday to Friday, hot & cold drinks and snacks.

Children's Summer Club

Bowling, Golf, Football. Details to follow.



Regulation Plan

As a housing provider, MHA is registered with the Scottish Housing Regulator, which is a body established by the Scottish Parliament. Part of their role is to undertake an annual risk assessment for all housing providers to determine which level of engagement they have with each landlord. The levels are set out in regulation plans and can be high, medium or low engagement. MHA currently has medium engagement and we have provided the relevant information that has been requested of the association.



Annual Report 2017/18

The Association will shortly circulate its Annual Report. This document aims to provide a summary of the services that MHA provide the range of community activities that are available in the area and how we performed against our own targets and also other Scottish Landlords.



1-7 JUNE

VOLUNTEERS' WEEK

Thank you for helping make our community a great place to live!

Once again the Association held a Thank You Event to show our appreciation to the local people who give their time freely to run the many community activities that MHA provides. The above photograph captures some of the 23 registered volunteers who help provide events like: Children's Monday Club, Prize Bingo, Breakfast Club, service the Re-cycling Centre every week day.... and so much more.

The Association is fortunate to have an excellent track record in attracting and retaining local people in a volunteering capacity. The time and effort that they willingly give is crucial in sustaining MHA's non-housing activities. It is estimated that every year our volunteers (without including the Management Committee Members who also volunteer their time) provide more than 1,000 hours of their time - what a fantastic contribution.



Michael Martin

Rt. Honorable the Lord Martin of Springburn



The Association was saddened to hear of the recent death of Michael Martin, former MP and Speaker of the House of Commons. Michael was an avid supporter of Milnbank Housing Association from the early 1980s. A number of residents will remember him speaking at our AGMs and possibly attended his surgeries over the years. Michael performed a number of opening ceremonies for MHA. The above photograph shows Michael, his wife Mary and Jack Holmes, the Association's first Chairman and his family, 'doing the honours' to celebrate the first renovated property at 51 Harcourt Drive in 1978.

Michael was a well-liked man who, regardless of people's political views, treated everyone he met with dignity and respect. The Association named our new build development at Appin Road 'Martin House' to reflect his valued contribution towards MHA's successes over the years. This accolade was thoroughly deserved and a fitting tribute to a genuinely nice person.

The Association send their condolences to Mary and family.

Emergency Numbers



Milnbank Housing Association:
0141 551 8131

Scottish Power (Electricity Failures):
0845 2727 999

Scottish Gas: 0800 111 999

NB:

- These numbers should be used for emergencies only.
- Repairs during office hours should be reported to the Association office on 0141 551 8131.
- Please keep this list handy.

Scottish Water (Emergencies):
0845 600 8855

Street Lighting: 0800 373 635

Close Lighting: 0800 595 595

Police Scotland: 999

