

Milnbank Messenger


Community Counts
Milnbank
Housing Association

Edition 140, Spring 2019



Date to Remember!

Milnbank HA Gala Day is
being held on Saturday
25 May 2019 at Ballindalloch
Drive, 12pm - 2pm.
Everyone welcome.

Welcome to our Spring edition of the Milnbank Messenger!

Feedback on MHA Services 2018/19

As reported in each edition of the Milnbank Messenger, MHA seeks feedback from tenants, owners and other customers on an on-going basis covering a range of services that we provide.

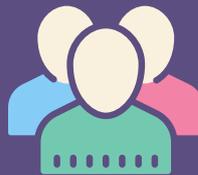
From the feedback, only 4.5% of residents were dissatisfied with MHA service delivery. (All dissatisfied residents were contacted). In addition, MHA consulted with a further 461 residents on a variety of issues including:

- New data protection legislation,
- SHR Charter Indicators,
- Late office opening.

This means that for the period 2018/19, MHA got feedback from 1,695 residents.



15
satisfaction
surveys
carried out



1,234
residents
participated



95%
satisfaction rate

Homelessness - The Role of MHA

Glasgow City Council recently adopted a five year plan aimed at addressing homelessness or the threat of homelessness in the city. This is called the Glasgow City Rapid Rehousing Transition Plan and a key objective of the Plan is to reduce the amount of time people and families who are homeless spend in temporary accommodation.

The Plan sets out the role that housing providers such as Milnbank HA will have in ensuring that homeless households get rapid access to settled accommodation.

This means that, over the next 5 years, an average of 42% of available tenancies will require to be allocated to homeless households. At present, 25% of Milnbank HAs turnover is allocated to homeless families.

The Plan came into operation on 1 April 2019 and discussions will take place in the near future with homelessness services concerning Milnbank HAs contribution to the implementation of the Rapid Rehousing Transition Plan.

Rent Affordability

During the recent rent consultation process, a number of respondents commented that asking questions about income levels was inappropriate. The reason, however, that MHA asks these questions is to ensure rent charges remain affordable. Milnbank has always aimed to set rents that those in low paid employment can afford rather setting rents based on what the benefit system can sustain. Consequently, MHA's rents have, over time, remained lower than other community based housing providers because every effort has been made to tie rents to low paid employment such as the living wage.

The intention behind asking questions related to income levels is to ensure tenants in work have sufficient disposable income to spend. There appears to be a suspicion that the reason behind asking about income levels is to establish if there is scope to increase rents, but this is not the case.

For Milnbank HA to thrive as a community based housing provider we must have a balanced community with households of different sizes, income levels and age profiles. Therefore, to allow the Association to plan ahead and be resilient in the face of changing circumstances, we seek to gather relevant information in order to ensure we can meet the needs of our community. A key component of this effort is keeping our rents affordable.

Rental income is vital to the Association and allows us to maintain services including a 24hour repairs service, major improvement works like new windows, kitchens and bathrooms. Tenants who do not pay their rent affect all of our community and can cause delays in projects, and could lead to a reduction in the service MHA currently provides.

Milnbank Housing Association is a community based organisation who invests in our area, therefore tenants who do not pay their rent are impacting on the community and are not allowing MHA to reinvest as much as we would like to. For example the current level of outstanding arrears is the equivalent to the association installing 250 new kitchens for our tenants.



Working age people in receipt of the undernoted benefits will be invited to apply for UC and this will commence July 2019.

- Income Support
- Job Seekers
- Employment Support Allowance
- Housing Benefit
- Working Tax Credits
- Child Tax Credits

MHA Universal Credit Advice & Support Service will assist you with:

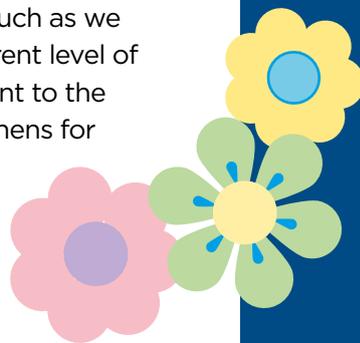
- Access to computers
- Creating a UC account & managing Journal
- Making a claim
- Creating & using e-mails

There are many circumstances that could trigger you moving to UC. If you are unsure please speak to our Income Maximisation Team by calling **0141 551 8131** or make an appointment to come in and see us. MHA Income Maximisation team work from various locations in the area:

Milnbank Office, 1 Culloden Street
9am - 5pm, Monday - Friday

Milnbank Main Office, 53 Ballindalloch Drive
9am - 1pm, Mondays and Thursdays only

Bluevale Community Hall, 30 Abernethy Street
9am - 4pm Tuesdays
1pm - 4pm Thursdays
9am - 12pm Fridays



Personal Alarms



Public Reassurance for Elderly and Vulnerable Residents

A successful session was held by our Local Problem Solving team from Police Scotland in the community hall on Public Safety. MHA in Partnership with Police Scotland has received 200 alarms to be distributed to our elderly and vulnerable residents. All residents who attended the session were supplied with a Personal Alarm. A small number of these alarms remain available on request at Milnbank Reception area, and will be offered FREE of charge on a first come basis to any elderly or vulnerable tenant within our area.

General steps to take to ensure your safety?

- Plan your journey.
- Tell someone when and where you're going and when you expect to get there.
- Carry a mobile phone and make sure it's charged.
- Be aware of your surroundings and look confident about where you are going.
- Personal attack alarms are good to have – makes sure you carry it in your hand so you can use it immediately. Choose a type which continues to sound if you activate and then drop it.
- Stick to well-lit, preferably busy, roads with pavements and avoid wooded areas.
- Don't take short-cuts through dark alleyways, parks or waste ground.

Milnbank Property Services

Changes to How Factoring Invoices are Issued

Milnbank Property Services aims to provide a high quality Property Management service that offers Value for Money; this means delivering the Factoring Service to Owners in the most cost effective way. In view of this, MPS will now issue all factoring accounts to owners on an annual basis every April, starting from April 2019.

This means for a number of Owners instead of receiving two 6 monthly invoices, they will receive an annual invoice.

Vulnerable Service



Our service assisting vulnerable residents is now well established and is led by our Community Engagement (CE) Team who operate from the Culloden Street office. The CE Team attempt to ensure that residents who are deemed vulnerable receive appropriate services and/or support.

If you do not currently receive a visit from our CE Team and would like to find out more please contact Community Engagement Co-ordinator, Denise Robertson on tel: 0141 551 8131.



Everybody welcome!

Bluevale Community Hall

The Bluevale Community Hall is open every day from Monday to Friday 9am – 4pm.

Milnbank HA Staff will be available and happy to discuss and provide you with advice and guidance to address any issues you have.

In addition, the Community Hall is used to host a range of clubs for local people:

- **Breakfast Club**
Every Friday 10am - 12pm (£1.00)
- **T Dance**
Every Wednesday 1pm – 3pm (£3.00)
- **Prize Bingo**
Every Thursday 1.30pm – 3.30pm (£2.00)

Hire of Hall to other Clubs and Private Functions is available (Copy of Hall Hire Policy available at Hall and MHA Offices).

Watch this space for New Events coming soon! For more information on any of the above please contact Joanne Leggat main office on **0141 551 8131** or visit the Bluevale Community Hall at 30 Abernethy Street to speak to a member of staff.



Former Tenant Arrears Recovery

The Association not only strives to collect rent arrears from current tenanted properties, but also actively pursues former tenants who may have left the Association with rent arrears outstanding.

As with current tenancies paying rent is not an option, it is a must, and those who fail to meet their obligations by not paying rent simply pass a burden on to the remaining rent payers. This in turn detracts from the ability of the Association to deliver the services and facilities the community craves.

The association offers rents that are amongst the lowest in Scotland and, whilst the association will assist tenants and residents in every way to meet their obligations, it will also take robust action to recover sums due and outstanding where no co-operation is given or returned.

The association will make full use of all options available to recover outstanding debt, including appropriate legal action and tracing agencies. These actions have proved successful and the association will continue to monitor all such cases for recovery. However, it should be noted that any of these actions are an absolute last resort for the association and all tenants and residents, current and former, are urged to engage with the association to resolve outstanding issues before they escalate to this level.

Housing Scotland Act New Model Tenancy



Important Changes to your Tenancy from 1st May 2019

The Housing Scotland Act 2014 introduces important changes to the rights of all social housing tenants. The new Model Scottish Secure Tenancy replaces the 2002 Scottish Secure Tenancy for all tenancies created on or after 1 May 2019. As part of the modifications within the Act the Scottish Short Secure Tenancy introduces changes to reflect the impact that anti-social behaviour has on our community and will help support Milnbank HA to take appropriate action to ensure that all tenants behave and comply with their tenancy agreement.

The new model takes account of the 2014 act provisions on:

- Assignations e.g. the person you wish to pass your tenancy onto must have lived at the property as their only or principal home, for the 12 months before you apply. Previously the qualifying period was 6 months.
- Subletting e.g. you must have been the tenant of the house throughout the 12 months immediately before you apply to gain written permission to sublet your home. Previously there was no qualifying period.

- Joint Tenancies e.g. the proposed joint tenant must have lived at the property as their only or principal home for the 12 months before you apply for them to become a joint tenant. Previously there was no qualifying period.
- Succession to Tenancy e.g. any individual within a current tenancy who wishes to be considered for succession must be officially registered at the address at least one year prior to any application for succession (came into force from the 1 November 2018).

Notification on the changes was sent out to every tenant on the 17 October 2018 and the documentation provided information on how they may impact on your tenancy. If you wish any more information on how the new Model Tenancy will affect you or any member of your household in the future, please contact a member of Housing Services who will be happy to discuss this with you in more detail.

Culloden Street Backcourt Improvement Works

The 2nd Phase of backcourt improvement works is now complete at 17 Culloden Street, 5 & 7 Crinan Street - below is a selection of before & after pictures. The next phase scheduled is 3 & 10 Culloden Street, 9 & 11 Crinan Street. All residents will be invited to attend a Meeting to have their say and discuss the project which has been scheduled to commence June 2019.



Regulation of Social Housing in Scotland Framework

The Scottish Housing Regulator (SHR) recently Published its new framework which sets out how they regulate registered social landlords like Milnbank HA. The SHR carried this out through:

- Gathering and publishing data in ways that tenants and others can use
- Getting assurance from landlords
- Taking action where it needs to
- 'Thematic' work, where it looks in depth at specific areas of a group of landlords' work.

Over the coming year, MHA will provide updates on the various aspects of the Framework. This includes:

- How MHA continues to consult with tenants, owners and others on our services.
- MHA will prepare and publish our Annual Assurance Statement to demonstrate that we are meeting the regulatory requirements set out by the SHR.
- Provide updates on MHA's engagement plan.
- Continue to provide information on our complaints procedure, internal audit.
- Updates and general consultation with our customers.



Add your voice, help us improve services...

Would you like to help improve social landlord services in Scotland? The National Panel is one of the ways that the Scottish Housing Regulator can hear what people think and make sure they focus on the important things.

Panel members are asked for their views on a range of issues affecting people who use social landlord services. You will receive occasional surveys, information updates and invites to take part in other feedback exercises. Participation is always optional, and you can leave at any time.

The Regulator wants to include as many different voices on the Panel as possible, including people who are not involved in other ways of giving views on landlord services (most members are not part of local tenant forums). Members include **Council and Housing Association tenants**, people who are using or have used **homeless services**, home owners who receive **factoring or common repairs** from a social landlord, and people living on **social rented Gypsy/Traveller sites**.

Find out more and join...

Online at www.bit.ly/shr-panel

Call Engage Scotland (who manage the Panel) on 0800 433 7212

Request a printed form by email natpan@engagescotland.co.uk or call 0800 433 7212

Salute!

Salute! is an exciting project that will take place in Haghill on the 28th of June with a lot of free workshops and engagement work in the weeks leading up to it! Salute! Home Front Heroes of Haghill is an immersive event which combines theatre workshops and community engagement celebrating the unsung Home Front Heroes of Haghill, in Dennistoun Glasgow during the First World War. Salute! is a project made to celebrate the women and girls of Haghill – both then and now.

We aim to bring the community together so come along alone, with your friends, your partner, your kids or your grandkids; we want to hear your stories or your family's stories from past generations! The more the merrier! The big event will take place on the 28th of June at the Bluevale Hall 30 Abernethy Street Dennistoun. Still interested? Call us on: **07903300327** or e-mail at: **Asylon.projects@gmail.com**

You can find out more at: **asylontheatre.org**



Registered Tenants Organisation

An RTO (Registered Tenants Organisation) has been on-going for a few years within the Great Eastern Development. The concept of RTOs is central to the tenant participation process. An RTO is an independent organisation set up primarily to represent tenants' housing and related interests.

At the Great Eastern RTO held recently the resident's raised:

- Issues in relation to some maintenance and repairs
- Look at possibility of relocating the bike shed
- Invite local Police along to the Community Service Meeting in August 2019 to discuss various issues within the surrounding area.

If you are interested in finding out more about setting up an RTO, please contact the Office **0141 551 8131**.

Emergency Numbers

Milnbank Housing Association:

0141 551 8131

Scottish Power

(Electricity Failures):

0800 0929 209 or 105

Transco: 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 only):

0800 0778 778

Street Lighting: 0800 373 635

Close Lighting: 0800 595 595

Police Scotland: 999

