

# Milnbank Messenger



Edition 45, Spring 2022





# Haghill Primary School

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Following on from the December update, MHA has now acquired the site from City Property (Glasgow City Council), this happened during March 2022. MHA is looking to develop the site for much needed, new housing for rent. Development in this area will not only provide new housing, but also protect the considerable inward investment already spent in this area in relation to the existing tenements surrounding the previous Haghill Primary School. It is expected that all residents facing onto the site will be happy to see this derelict site improved.

Whilst demolition of the building is now complete, the project is at the very early stages. The first thing for MHA to determine is the housing demand for the area as confirmed by MHA's housing list. Once this is identified, the Architect will develop a scheme proposal and at this time, it is anticipated that the site will accommodate between 40 to 50 new housing units.

The project will be predominantly funded by grant from Scottish Government, via GCC. Once the scheme proposal is concluded, MHA will develop a detailed Cost Plan, which will highlight the anticipated overall costs, the level of grant required and the private finance. Only after this stage is complete, with the necessary likely grant levels agreed, will the Association proceed to tender stage.

It is hoped a site start can be achieved Spring 2023; however, much is needed to be done to enable this tight timescale to be met. The ex-janitor's house remains standing; however, due to the internal collapse of the first floor, the early stages will include assessing the feasibility of saving this building. Whilst much of the demolition material has now been removed from the site, there is an area of the site where existing sandstone remains as the intention is to reuse this material as part of the new build development, thus retaining some of the original built heritage within the new development.



COMING SOON!

## Online Housing List - Summer 22

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As part of our continuing commitment to expand ways that the Association engages with our community, MHA plans to launch our online housing list.

This means that we will provide an online housing application form to enable tenants who wish to apply for a transfer to another MHA property and members of the public to complete, at a time convenient to them, and submit to the association. As this will be web-based, applicants will be able to submit relevant details on areas like household composition, personal circumstances and upload required ID and further information.

This will allow staff to contact applicants within 10 working days to advise if the Association requires any additional information or to confirm the points that have been awarded.

The staff will, of course, still be available to discuss any concerns, this also includes home visits to provide support and assistance completing the housing application form.

# Former Meat Market Site (Bellgrove Street & Duke Street)

Local people will have noticed that work has begun as part of the new housing development. The first phase of the re-development is Home Group Scotland, (not MHA) who are building flats for rent along Duke Street.

Other proposals for the site include the retention and conversion of the former cattle sheds for community use. These sheds are category B listed buildings and are the only original structures remaining on the site. The sheds were constructed between 1885-1911 and local people will be aware this area was the location of Glasgow's meat market and abattoir until 2001. Indeed, this location has been used as Glasgow's cattle market since 1817. The area has been derelict for many years, but plans are emerging to re-vitalise the area and as well as new housing being built, the former cattle sheds are to be the location of a community hub. Funding has been secured from the National Lottery Heritage Fund and Scottish

Government to save the sheds and build modular structures beneath them for community use. The funding applications have been made through MHA with the support of the other local Housing Associations and the aim is to create a social enterprise to operate the site for the benefit of the local community.

A design team has recently been appointed to take this work forward and an Activity Plan is being drawn up with the help of the Heritage Lottery Fund to engage local people and community-based organisations in the project. Residents should see these proposals taking shape over the coming months.



## Handyperson Service

The Association is pleased to advise our Handyman service available to residents. This service is available to those who are infirm and vulnerable residents. Examples of the type of service covered includes:

- Changing light bulbs or fuses
- Fixing shelves
- Fitting spy-holes and chains to doors
- Re-secure letterbox
- Remove/fit blinds or curtains

If you are interested in using this service, please contact the office on **551-8131**, press Option 1.

**Help us to help you keep your community clean**

**Don't accept litter or fly-tipping on your doorstep**

**REPORT IT!**



Using the **Myglasgow App** -  
You can download our app from the App store and Google Play, or online at [www.glasgow.gov.uk](http://www.glasgow.gov.uk) or by calling 0141 287 9700

Report issues in detail with ease and convenience.



Bulk items can be disposed of **FREE** of charge at your nearest local recycling centre located just a few minutes drive away at:  
Easter Queenslie Recycling Centre  
90 Easter Queenslie Road  
G33 4UL



You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.

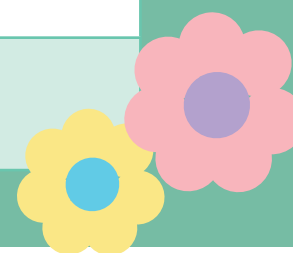


# Rent Consultation

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MHA has a regulatory duty to consult with tenants on proposed changes to rents. During December 2021, we carried out a 2022/23 rent consultation. A total of 357 tenants responded (22.7% of the total MHA tenants). Thank you to everyone who participated. The feedback from the consultation was as follows

<b>How satisfied are you with regards to your current rent charge being affordable to you?</b>	85% satisfaction, with just under 4% said they were dissatisfied.
<b>How satisfied are you with regards to your rent charge being value for money?</b>	90% saying they were satisfied that the rent was value for money.
<b>Would you support a rent freeze with potentially less service?</b>	60% do not support a rent freeze if it meant less service.  30% said they would be willing to consider a reduction in service. (Note: this does not detail which service reduction they would be willing to accept).
<b>Overall, how satisfied are you with MHA as a Landlord?</b>	92% satisfaction.



## MHA Provide Advice & Support on Rents

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The Association fully appreciates that there are some tenants who may struggle paying their rent, especially more so in the current economic climate. We urge those tenants to please contact MHA as soon as possible on 0141 551 8131 to seek help from our housing and income maximisation staff. During the financial year 2021/22, our income maximisation staff (Sylvia and Patricia) generated just under £1.4m in financial income for MHA tenants, and 37% of this total was for rental income.

### Do you need support with your energy bills?

MHA recognises that many households need support to deal with rising energy bills and our Income Maximisation team are here to help you!

If you require assistance with rising fuel costs, please contact Sylvia Pollock or Patricia McDonald on 0141 551 8131.

# Rent Charges 2022/23

When agreeing rent charges each year, the Management Committee consider several factors before reaching a decision. This includes the following:

**Business Viability** - Rent levels are set to maintain the on-going viability of MHA. This is to safeguard the future of the Association and to make sure there is sufficient finances to continue to operate.

**Service Delivery** - MHA needs to ensure that the rent increase generates enough income to allow services to continue at the current level or to improve them.

**Tenant Feedback** - Feedback from the rent consultation and discussions with the Rent Scrutiny Group.

**Value for Money** - It's important to MHA that our tenants receive a good service for the rent they pay.

**Affordable Rents** - MHA rents remain affordable, and our average charges remain amongst the lowest in the Country. MHA aims to set rents to reflect those tenants who are in low paid employment and one of the Associations rent setting principles is that our rent charges are not higher than the Scottish Average. This is demonstrated in the table below:

Size	2022/23 MHA average	Assumed new Scottish Average	Difference
1 apt	£249.96	£325.36	<b>-£75.40</b>
2 apt	£282.56	£351.30	<b>-£68.74</b>
3 apt	£316.72	£365.09	<b>-£48.37</b>
4 apt	£362.63	£396.96	<b>-£34.33</b>
5 apt	£381.67	£441.86	<b>-£60.19</b>

Using all of the above considerations, a monetary increase, rather than a percentage, was agreed for 2022/23. The amount agreed was the minimum amount of money needed to maintain services at the current levels. This followed last year's decision to freeze rents and the feedback from the recent rent consultation where most tenants responding did not wish to see services cut.

## Rent Harmonisation Consultation

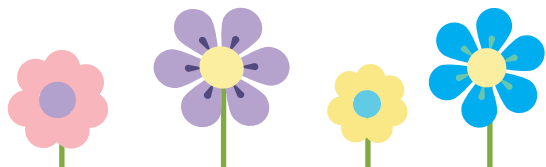
A further piece of work that is currently being undertaken by MHA is our rent harmonisation consultation. The aim of this is to seek tenants' views on our current rent charging system and how this may change in the future. The outcome of this will be reported in the next newsletter.

## Tam James

It was with deep regret that we heard of the recent death of Tam James. As many of you know, Tam has lived in Roebank Street for over 57 years and was a well known and popular member of our community. Tam was involved in a number of organisations and he served on the Association's Management Committee for several years during the 1990s. Until his illness a few years ago, Tam was a 'larger than life' character who always tried his best to help people, he will be sorely missed. Our condolences go to Nancy who did a remarkable job in looking after Tam.

## Rent Scrutiny Group

Now that Covid restrictions relating to social distancing have relaxed, we are pleased to report that tenants attended in person at our February meeting. Our next rent scrutiny group meeting is scheduled for May 2022. If you are interested in attending, please contact Lauren White on: **l.white@milnbank.org.uk** or **0141 551 3401**.



## Joanne Leggat

After working at MHA for 34 years, Joanne Leggat recently took early retirement. During her time at the Association Joanne contributed a great deal as she worked in admin, finance, factoring, maintenance and latterly headed up IT. Many residents will have met Joanne at some point and we're sure that, along with the Association, wish Joanne a long, healthy, and happy retirement.



## 94 Years Young

One of the Association's most senior tenants, Annie Monaghan, Dreghorn Street, recently celebrated her 94th birthday with an afternoon tea with family and friends at the Bluevale Hall. Best wishes to Annie, a remarkable lady!



## Sports Hub, Alexandra Park

Are you looking for outdoor activities? For further details Please visit our sports hub website at <https://alexandraparksportshub.org.uk/>

Patrick Harvie MSP, the co-leader of the Scottish Greens, recently visited MHA's Sports Hub. Patrick is a government minister for Zero Carbon Buildings, Active Travel and Tenants' Rights. During his visit, he observed a range of community activities, bike hire & repair workshop, digital classes, and MHA's environmental compost recycling centre. He was delighted by what he saw during the visit and later wrote to describe the visit as fantastic.



# Housing Services - Building Back Better

As part of the Association's Covid-recovery work, the Housing Services staff now work in patches which means that they are assigned designated areas. These are as follows:

- Lauren White - Bluevale/Great Eastern/Cardross Areas
- Rosemary Breslin - Roebank & Armadale Areas
- Paul Davis - Coventry Drive & Appin Road Areas
- Robert Imrie - Mid Haghill (the "Abers" & middle of Corsock/Walter)
- Julie Walker - Todd Street & surrounding streets



**PLEASE NOTE THAT YOUR ASSIGNED HOUSING SERVICE OFFICER WILL CONTACT YOU SHORTLY**

The aim of working in patches is for residents to have a named Housing Services Officer who covers rents, transfers, neighbour disputes and general tenancy issues.

## Communication with MHA residents

Please note that our method of consulting with tenants and other residents varies from email, texting, letters etc. – **we would like to stress that our preferred method is face to face which we will endeavour to do whenever possible.** We are currently surveying a random range of residents to seek their preferred method of communication with the Association. The feedback from this will be reported in the next newsletter.

### Are you interested in signing up to use MHA's resident portal?

The Resident Portal allows the updating of personal information including mobile number, e-mail address and emergency contact. Residents can view housing applications, report non urgent repairs, view repairs history, review rent/factoring balances, make enquiries and view MHA Newsletter.

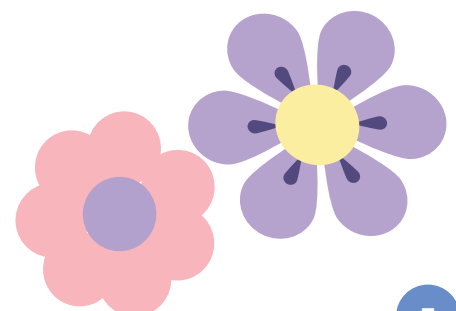
To register your interest and gain access to the Resident Portal, please contact the Association on **0141 551 8131**. If you are already registered, please go to our website link:

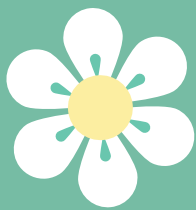
**<https://live.milnbank.org.uk/Homemaster>** and put in your username and password.

### Ways to be more involved in MHA



- Rent Scrutiny Group
- Allocations Scrutiny Group
- Governance Scrutiny Group (covers general MHA matters)
- Great Eastern Registered Tenants Organisation
- Cathedral Square Focus Group
- Owners Forum





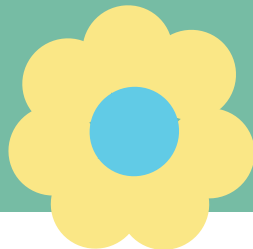
# Milnbank Housing Association

## GALA DAY

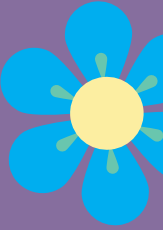
SATURDAY, 28 MAY 2022

12 – 2pm

Sports Hub, Alexandra  
Park



## Stock Condition Survey



The Association would like to thank all tenants for their co-operation during the recent stock condition survey visits carried out by our architects. The final access rate is around 85% and 100% common areas which is excellent and allows us to work on real information. The overall outcome is that most MHA's properties are in a reasonable to good condition which is positive. During the visits, the Architect highlighted areas where some issues have been noted (e.g., sloping floors, windows, stone repair works), however, the main work will be, as expected, renewing the various component replacements like kitchens, bathrooms etc which will be collated and form a future works programme.

## 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.
  - 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

- Repairs during office hours should be reported to the Association office on 0141 551 8131.

Tel: **0141 551 8131** | Web: [milnbank.org.uk](http://milnbank.org.uk) | Charity No: **SC039891**

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