

Milnbank Messenger



Edition 45, Winter 2022



Merry Christmas and a Happy New Year from the Management
Committee and Staff of Milnbank Housing Association.

A Note From MHA's Director

Welcome to another fantastic edition of the Milnbank Messenger. I am delighted to have recently been appointed Director of MHA. I look forward to continuing the excellent partnership working that has been a major part of the Association since we were formed in 1975.

In this edition of the Messenger, you will find information about the wide range of services MHA offers to support local residents. These services range from advice from one of our Income Maximisation Officers to accessing our community hubs at Ballindalloch Drive, Bluevale Community Hall and Culloden Street. We appreciate that we are living through difficult times during the cost-of-living crisis. As such, remember we are here to help you as much as possible should you have any concerns regarding your home and financial position.

Looking ahead, we are looking at ways we can improve how we communicate and listen to your feedback. Watch out for our new website and social media channels over the next few months. Meanwhile, keep an eye on our website **milnbank.org.uk** for updates. I had the opportunity to meet many of you at our Annual General Meeting in September. I look forward to meeting more tenants and residents over the new few weeks and months.

I would encourage you to send us your feedback, proposals, or ideas on ways we can improve what we do. Please feel free to email me at my email address **Director@milnbank.org.uk**

Kind regards

Paul Martin, Director

Annual General Meeting 2022

The Association's 2022 Annual General Meeting took place at the end of September. A big Thank You to the 84 Members who attended in support of the Association. The first item covered was for the meeting to record their appreciation to Alan Benson for his huge contribution to MHA during his service and to wish him well in his retirement. The remaining business items covered were the Chairperson's Report, Presentation of the Annual Accounts & Report as at 31.03.22 by the Auditor, Election of the Management Committee Members and Appointment of Auditors.

This information can be viewed on our website. You too can attend next year's Annual General Meeting by simply becoming a Member of the Association. To become a member, individuals purchase a £1 share in MHA, which entitles them to attend and vote at General Meetings, stand for election to the Management Committee and have a say in the future direction of MHA. All MHA residents are encouraged to take out Membership – details are available at the office and on our website.





MILNBANK HOUSING ASSOCIATION
WARM SPACES

KEEP WARM THIS WINTER BY VISITING ONE OF MILNBANK'S WARM SPACES:

BLUEVALE HALL, 30 ABERNETHY STREET
MONDAY – FRIDAY (DROP IN, 10AM – 4PM)

MHA COMMUNITY HALL, 53 BALLINDALLOCH DRIVE
EVERY THURSDAY (DROP IN, 9AM – 4PM)

HOT FOOD

TEA COFFEES & SWEETS

WIFI & TV ACCESS

BOOKS PAPERS & MAGAZINES

EVERYONE IS WELCOME!

Management Committee 2022-23

Allan Scott (Chair)	Duke Street
Ann Jenkins (Vice-Chair)	Harcourt Drive
Cathy McGuire (Secretary)	Harcourt Drive
Rose Tinney (Treasurer)	Ballindalloch Drive
John O'Donnell	Roebank Street
Josephine Donachy	Aitken Street
Nick Halls	Ballindalloch Drive
May Hutchison	Duke Street
Alex Young	Armadale Path
Margaret Anderson	Sannox Gardens
Georgina O'hara	Ballindalloch Drive
Margaret Smith	Abernethy Street
Ellen Conwell	Culloden Street
Gemma Hay	Appin Road
Councillor Allan Casey	GCC Nomination

Collecting Equalities Information

Under The Equality Act 2010, the Scottish Government's Scottish Social Housing Charter and the regulatory requirements issued by the Scottish Housing Regulator states that MHA are required to collect equality information in respect of the 9 protected characteristics. These are:

- Age
- Disability
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

We will be collecting this information from the following groups:

- People on Housing Lists
- Management Committee Members
- New Tenants
- Existing Tenants
- Staff
- Job Applicants

This information will be collected anonymously and does not link back to the individual. If there are any identifying features on the form it cannot be used and will be disposed of appropriately. By collecting equalities information, it will help us to plan and deliver effective services and to meet our legal and regulatory obligations.

If you have any queries, please contact Pauline Hamilton, Compliance Officer on 0141 551 8131 or admin@milnbank.org.uk

Interested In Signing Up To Use MHA 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 or 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 visit live.milnbank.org.uk/HomeMaster/Login and put in your username and password.



Milnbank Community Food Pantry, Where Everyone is Welcome!

MHA continue to work in collaboration with Fareshare and supermarkets to reduce food waste by distributing surplus food products to our local Food Pantries every Thursday at:

- Community Hall, 1 Culloden Street, 12.30-2.30pm
- Bluevale Community Hall, 30 Abernethy Street, 1pm - 3pm

We also have an Evening Food Pantry at:

- Community Hall, 1 Culloden Street, 6pm - 7pm
- Bluevale Community Hall, 30 Abernethy Street, 6pm - 7pm

One-off membership payment of £1, then weekly charge of £2.50 per shop for up to 12 items. The Food Pantries will be closed 29/12/2022 & 05/01/2023 and will reopen 12/01/2023. Please do not hesitate to contact the Association if you are in need over this period whilst the pantry is closed, and we will do our utmost to assist you.



MHA Sports Hub Award, 2022

MHA's Sports Hub in Alexandra Park recently won the Sustainability Award at the Sports Council for Glasgow Annual Awards 2022 hosted at Glasgow City Chambers. It is awarded to a club/organisation which has gone above and beyond to promote sustainable activities in the community. The award was received by Allan Scott (MHA Chair) along with our MHA Sports Hub volunteers, coaches, and staff. It was a night of celebration and the MHA Chair individually thanked everyone from MHA in recognition of all the hard work and professionalism over the past year. This is MHA Sports Hub's second award in two years with MHA's Sports Hub winning the Impact Award in 2021.

Christmas Community Events at Milnbank

By the time the Milnbank Messenger is delivered, the community clubs will have held the range of Christmas parties and other social events. Thank you to the volunteers and staff for making the effort to ensure that everyone attending enjoyed themselves.





MyGlasgow App

We would encourage all residents to download and utilise the MyGlasgow App to report issues with missed bin collections and stair lighting.

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 or by calling 0141 287 9700

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

Glasgow City Council

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.

MHA Summer Road-shows

MHA hosted a range of successful Summer Road-shows in 5 different locations within our stock. The Association worked with a variety of partners from several local services to successfully deliver each Road-Show which actively encouraged resident engagement from the local community. Part of the work involved MHA Sports Hub staff and volunteers working with the Local Community Police at each event to provide Road Safety information and Free Bike Security Marking. More than 70 bikes were successfully serviced, and security marked.



Milnbank Social Club

Milnbank Social Club has been selected by the Co-Op Local Community Fund from now until 21/10/23 to receive funds each time members shop at the Co-Op. Simply select Milnbank Social Club on your Co-Op card and remember to get it swiped at the checkout whenever you purchase anything in store.



Update on Component Replacement Programme

As confirmed earlier in the year, the Association has now conducted a large-scale stock condition survey. This has included surveying 80% of the stock internally, and 100% of the stock externally. The results have allowed the Association to identify the following:

- **Stonework repairs** – The stock is in good condition and the need for stonework repairs is limited to one row of tenements only at this time.
- **Renewal of windows** – Again, the existing windows are in good condition and window replacements are only required at limited tenements at this time.
- **Bathroom and kitchen renewals** – We are now finalising the results of the surveys to determine our future 5-year component replacement programme that will include both new kitchens and/or bathrooms. A further update on this will be provided early next year.
- **Heating upgrades** – The survey has highlighted a programme where we propose to upgrade existing electric central heating systems.

MHA plans to complete the remaining internal outstanding stock as this data is vital to ensure that the Association continues to plan, both in the shorter and medium term, and so, granting our surveyors access to carry out the survey is vitally important. We will continue to ensure that tenants receive adequate notice of proposed survey visits.

Over and above our planned renewal programme, we will continue to carry out significant cyclical works to safeguard the properties in the longer term, ensuring value-for-money is achieved while maximising lifespans of the components.



Home Improvements

If you are an MHA tenant and are planning on making alterations or improvements to your home (e.g., replacing a bathroom, tiling works etc.), **please contact the Asset Management team on 0141 551 8131 (Option 1)**. Many improvements require permission, and it's important any works are carried out by certified contractors. It is also important that we are advised, as tenants can request compensation for improvements made to their home if they leave, and they meet the requirements outlined in the Alterations & Improvements Policy.

Scottish Child Payment

The Scottish Child Payment opened for applications for all eligible children, under the age of 16, on 14.11.22. The payment amount is £25 per week and provides direct financial support to eligible families and carers to help with the costs of caring for a child.

You can apply if you are employed or unemployed, as long as you're in receipt of one or more of the following benefits:

- Universal Credit
- Child Tax Credit
- Income Support
- Pension Credit
- Working Tax Credit
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

Eligible families, and carers, can find out more and apply at:

- mygov.scot/scottishchildpayment or by
- calling Social Security Scotland free on **0800 182 2222**.

Pay by Direct Debit?

Payment may be taken from your account up to 3 days later than normal over the festive period. Check the below table to see if you may be affected and please ensure there are sufficient funds in your account on collection day to prevent any bank charges.

Normal Collection Date:

- 24th, 25th, 26th and 27th
- 31st, 1st, 2nd and 3rd

Actual Payment Date:

- 28th December 2022
- 4th January 2023

Additional Support

If you require additional help or support, please contact Milnbank Housing Association, and ask to speak with the Income Maximisation team on **0141 551 8131** or email admin@milnbank.org.uk



Staying Safe

Electrical Safety Guide, We Need Your Co-Operation

Electrical checks are carried out to your home to once every five years. There are also several ways you can help keep your home safe. Safety tips below:

- Check cables, and if anything looks worn or loose, don't use the item
- Keep electrical items away from water
- Do not overload sockets, adaptors or extension leads
- Turn off electrical appliances when you've finished using them
- Keep leads from your kitchen appliances away from your cooker
- Never use a bulb with a higher wattage than the light fittings say is safe
- If you see burn marks, sparks or your sockets feel hot, call MHA, and don't use them until an electrician has checked them
- Test your smoke alarm on a regular basis, just in case there's an electrical fire
- Defrost your fridge and freezer at least once a year
- Only use your washing machine or tumble dryer when you're at home and not when you are out or overnight
- Check that your microwave, fridge, and freezer have space around them
- Never use water to put out an electrical fire

If you have been contacted about a visit to your home to complete an electrical safety check, please contact MHA as soon as possible.

Gas Safety Check, We Need Your Co-Operation

MHA has a legal obligation to carry out an annual gas safety check to tenants' homes. Prior notice is always given, and every effort is made to accommodate personal circumstances. For those tenants who allow access first time they are contacted and automatically entered into a yearly prize draw. The lucky £50 voucher winners for this year are:

- **David Brown, Aitken Street**
- **Danielle Morrison, Corsock Street**
- **Brian Murdoch, Aberfoyle Street**
- **James Lockhart, Harcourt Drive**

Health & Safety in Common Closets

MHA has, on several occasions, made a plea with all residents to consider their own, and other neighbours, health & safety as part of communal living. Again, we are urging everyone not to intentionally or recklessly interfere with or misuse anything associated with health & safety.

Examples of this are please refrain from leaving bikes, prams etc. in common close and landing areas as they have the potential to obstruct the exit in the event of a fire. The Association is happy to discuss providing alternative means of storage (e.g., sheds, cycle racks). Thank you for your consideration in this matter.



Rent Consultation 2023/24

The Association has a legal duty to consult with tenants on an annual basis to seek their views on MHA's rent charges and service provision. The consultation provides a means to give tenants an opportunity to have their say on matters around the range of services provided, achieving value for money and affordability.

Methods of Consultation Responses

In addition to the usual way of submitting the questionnaire, the Association has introduced a QR code which allows tenants to respond electronically.

Rent Support & Advice

The rent consultation booklet also provides advice on managing your rent as MHA appreciates rising food and energy costs are directly affecting those within our community. Areas of support include setting up a repayment plan, referring you to our Income Maximisation Team who will ensure who you are in receipt of the correct monies and will assist in applying for benefits and funding to assist paying your rent.



Ways to return your form:



Using the enclosed Freepost envelope



Handing it into our office in Ballindalloch Drive

Handing it into our community halls in Culloden Street & Bluevale



By emailing the completed form or stating your response to the four questions. Scan the QR code or email admin@milnbank.org.uk



We Would Love to Hear Your Thoughts!

Please take a few minutes to tell us your views as the feedback received is considered by the Management Committee as part of the annual rent and budget setting work. **Finally, all returned forms will be entered into a prize draw for 10 lucky winners of £50 each.**

Landlord Report

2021/22

The Scottish Housing Regulator's Landlord Report from April 2021 to March 2022 shows MHA's continued strong performance in delivering our services. The Report measures MHA outcomes against the Scottish average in key areas including homes and rent, quality and maintenance, neighbourhoods, tenant satisfaction and value for money. This enables tenants to see how their landlord performed against the Scottish average for indicators in each of these areas.



Landlord report

How your landlord told us it performed in 2021/22

Milnbank Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlords performance. Here is how your landlord performed in those areas in 2021/2022.

Homes and rents

At 31 March 2022 your landlord owned 1,669 homes. The total rent due to your landlord for the year was £5,535,071. Your landlord increased its weekly rent on average by 5.6% from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	41	£53.42	£75.95	-29.7%
2 apartment	566	£60.94	£81.32	-25.1%
3 apartment	811	£68.91	£84.18	-18.1%
4 apartment	240	£79.61	£91.48	-13.0%
5 apartment	11	£82.99	£100.74	-17.6%

Tenant satisfaction

Of the tenants who responded to your landlords most recent tenant satisfaction survey:

- » **93.9%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 87.7%
- » **95.7%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.2%.
- » **97.2%** of tenants were satisfied with the **opportunities to participate** in your landlords decision making, compared to the Scottish average of 86.8%.

Annual Assurance Statement 2022

A legislative requirement is that all registered housing providers are required to provide an Annual Assurance Statement each year to the Scottish Housing Regulator (SHR). The aim of this is for the Management Committee to provide confirmation on MHA's level of compliance in all relevant legislative duties including:

- MHA's process to the collection of equalities information and ensuring a human rights approach to our work
- All relevant standards & outcomes in the Scottish Social Housing Charter
- The Regulatory Standards of Governance & Financial Management
- The Regulatory Framework, Standard 3 Annual Assurance Statement

Full details of MHA's Annual Assurance Statement 2022 can be viewed on our website.

Children's Colouring Competition

A chance to win a £30 voucher of your choice. All entries will be displayed in the office and everyone will receive a small gift.

Good luck!



Name

Parents' Address

Winner will be selected on 31 December 2022.

Emergency Numbers

Milnbank Housing Association:
0141 551 8131

**Scottish Power
(Electricity Failures):**
0800 0929 290 or 105

Scottish Gas Networks (SGN):
0800 111 999

Scottish Water (Emergencies):
0800 0778 778

Street Lighting: 0800 373 635

Close Lighting: 0800 595 595

Police Scotland: 101

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.

Office Closure During the Festive Period

The office will close at: **12pm on Friday 23 December 2022** and will re-open on **Wednesday 4 January 2023**.

Please note that our emergency call out service can be contacted on **0141 551 8131** during the above dates. A member of staff will always be available to answer your call.

**53 Ballindalloch Drive
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And Finally, Thank You

To all the residents for your kind messages and ongoing support. This is very much appreciated. See you in 2023!