

Milnbank Messenger



Milnbank
Housing Association

Edition 48 | Summer 2024

Community fun at Gala Day

Page 06 >

Inside this issue:



Get to know
your housing
officer

Page 03 >



Team
spotlight
talent

Page 04 >



Investing
in tenant's
homes

Page 07 >



New homes
coming
soon

Page 08 >



Our safe,
clean and tidy
community

Page 09 >



Sports Hub
summer
camp

Page 11 >

Message from the Chief Executive Officer

Welcome to the Summer 2024 Edition of the Milnbank Messenger.

In this edition of the MHA newsletter, I wanted to share some key areas of work with you.

A big thank you to everyone who attended the Annual Gala Day on 1st June at Alexandra Park. As I am sure you can imagine, it is a lot of work for the team and the volunteers to pull the event together, but it is all worthwhile when the results are such a great day with lots going on.

Our Estates Team has been working hard in the community, ensuring our estates are well-maintained. You may have seen them out and about, hard at work improving our shared spaces.

There are lots of new opportunities to get to know your Housing Officer such as your annual tenancy visits as well as the local pop-up events starting in August. These sessions have been arranged to improve communication and understanding, allowing you to share your feedback and suggestions directly as well as find out more about the services on offer.

In response to many enquiries, you will find a section, on Page 10, regarding Universal Credit.

We understand the complexities of Universal Credit. We aim to help tenants access the information to help you manage your benefits effectively.

From January 2025 Milnbank Messenger will be coming to you via email only. If you haven't already shared your email with us, please get in touch - find out how on Page 2.

Finally, we have outlined the ongoing and upcoming work in our estates. This includes both routine maintenance and new projects aimed at improving safety and quality of life.

As always, I invite you to share your feedback, proposals, or ideas on how we can improve our services. Feel free to email me at: CEO@milnbank.org.uk

Kind regards,

Paul Martin
Chief Executive Officer



Date for your diary

Our AGM will take place at Wood Street Hall on Thursday 19 September at 7pm.

Why Attend?

- Gain a deeper understanding of MHA's initiatives and impact.
- Connect with fellow community members and stakeholders.
- Have your voice heard and contribute to our future plans.

Get to know your Housing Officer

A Housing Officers role involves supporting tenants and encouraging them to take part in tenancy groups to make Milnbank a place where people love to live, work and play.

Our Housing Officers' duties include but are not limited to:

- assessing the needs of people applying for housing
- allocating empty accommodation
- carrying out regular inspections to make sure all properties are in a good state of repair
- dealing with anti-social behaviour (ASB)
- providing advice on tenancy agreements
- providing tenants with or referring tenants to the appropriate sources of benefits and welfare advice
- dealing with rent payment and arrears
- arranging for legal action to be taken where necessary
- attending tenants' meetings

This means your Housing Officer may need to get in touch with you regarding many different matters and you may want to contact them, so it is helpful to get to know them.



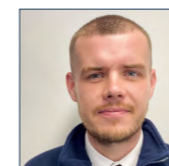
Pauline Hamilton – Bluevale, Great Eastern, Cardross Areas and Cathedral Square



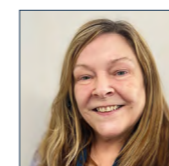
Lori Strang – Roebank, Ballindalloch, Armadale Areas, Culloden and Coventry Drive



John Deasy - Appin Road / Crescent, (4-36) Walter Street & (1-51) Corssock Street



Chris McInnes – Aitken Street, Aberfoyle Street, Aberfeldy Street, Aberdour Street, and (45-122) Walter Street



Mary Hegazy – (60-191) Corssock Street, Irongray Street, Todd Street, Ledaig Street / Place, Edinburgh Road and Cumbernauld Road

Contact Email - HousingServices@milnbank.org.uk
or Tel –0141 551 8131, Option 2



Don't miss out

Have you shared your email address with us?

From 2025 your copy of Milnbank Messenger will come to you via email only. There's lots of advantages to receiving communication in this way.

- Receive a copy direct to your in box.
- Easy to read.
- Revisit whenever you want.
- More efficient and cost effective.

Having your email address is also much quicker and more efficient way for us to communicate with you. Please share your email address with us.

Help make communication easier



Team Spotlight

In this section of our newsletter, we shift the spotlight onto two members of the Team. 'Team Spotlight' offers a glimpse into the diverse talents, passions and stories that define our team members. We will feature different staff in each issue to help you get to know them.

Andy Honest

Can you tell us a little bit about your role?

I am the Estates Coordinator. I am responsible for planning and overseeing the work carried out by the Estates Team as well as Garden Maintenance Contractors who work on our behalf.

My duties include creating schedules for the team to follow that ensures the work is carried out efficiently and as smooth as possible.

I engage with tenants/owners to better understand how the

Estates Team can provide the best service we can that is catered to our community's needs.

What is your favourite part of your day at work and why?

I like that my new role is full of variety. No two days are the same which I love as there's always a new challenge to tackle or problem to solve!

Share a funny or memorable moment you've had while working with Milnbank HA.

Most of my time as a Milnbank

employee has been as an Estates Caretaker. Being part of the team on the tools was always great fun with never a dull moment.

One thing I don't miss is strimming an unsuspecting slug or snail that inevitably ends up all over your face!

Tell us about your hobbies/interests.

I have a baby daughter named Elsie who I love spending all my time with. I like playing video games and attending my local gym when I can too.



What is the most rewarding part of working for Milnbank HA?

The most rewarding part of my job is being part of a team that does their best and takes pride in the work they do.



Chris McInnes

Can you tell us a little bit about your role?

I work as a Housing Services Officer in the Haghill area. A large part of my job involves me being active out and about in the area so that tenants can see me and discuss with me any on-going issues, whether it be repairs, neighbour disputes and estate issues. I also work closely with tenants regarding their rent assisting them to make rent payments comfortably, being there for tenants who fall on hardship, and helping them come to an arrangement to sustain and manage their tenancy and trying to make any difficult times as easy as possible via advice from us.

What is your favourite part of

your day at work and why?

Am I allowed to say cake? Just joking. I would have to say working within such a great team, it makes all aspects of work that bit easier. When you have a plethora of knowledge and lots of people from different backgrounds it always makes solving issues that bit easier. Alongside this, they will always lift your spirits with a good laugh.

Share a funny or memorable moment you've had while working with Milnbank HA.

Having not worked at Milnbank for very long, I don't have an extension of funny stories, however not long after I had first started I was out doing

visits and didn't realise that some of the back greens were locked in and I went out to inspect something a tenant had raised but I didn't have fobs yet, so I ended up stuck out the back with a tenant having to come to my aid and let me back in.

Tell us about your hobbies/interests.

I took up running just over a year ago, and since then have run several half marathons and ran my first full marathon at the end of May.

What is the most rewarding part of working for Milnbank HA?

Having worked for a larger local authority previously the most

rewarding part about working for Milnbank is being able to give people the one-to-one touch that is missed with bigger organisations, whether this be being able to help tenants who are struggling or being able to go that extra mile to get a tenant the help and assistance that they need. Being able to be there face to face for tenants to give advice and be there for them during difficult times.



Pop-up events

Pop-up events started on 24 June at Culloden Street Community Hall with more to follow in July and August.

Why come along?

- These events give you a chance to meet your Housing Officer and the Housing Services Team.
- You will have the chance to find out more about the services and assistance MHA can offer you.
- Speak to us about any issues you might be having with your home or tenancy.

8th July 11AM-1PM – Ballindalloch Drive Community Hall.

19th July 2-4PM – Bluevale Hall.

24th July 10-12PM – On Street Pop Up at old Haghill School Aitken Street / Walter Street.

15th August 2-3PM - On Street Pop Up at Duke Street / Wynd car park

21st August 2-4PM – On Street Pop Up at Todd Street Newbuild Carpark

Your Annual Tenancy Visit

Every year you will get a visit from your housing officer. It's a great way to get to know them and helps us ensure your home remains safe and is in good condition.

This annual visit is an important part of your tenancy agreement. Please make sure you are at home on your appointment date and time. If you need to rearrange, please let us know in plenty of time.



It is also an opportunity to discuss any issues you have and find out how we can support you.

Your housing officer will be in touch to agree a date and time that suits you. If you would like more information about annual visits, get in touch by email – HousingServices@milnbank.org.uk or Tel – **0141 551 8131, Option 2**

Maintaining our estate

Your Milnbank Housing Association estates team are responsible for carrying out a variety of tasks to keep the area looking neat and tidy and a nice place to live.

During the summer months you will see them out and about, hard at work on grass and hedge maintenance, bin area cleaning and weed killing to name a few.



Grass cutting is a big part of the work the team carry out. Last year MHA purchased a ride-on mulching mower. This machine allows us to cut the grass to a high standard and is more efficient. We aim to cut hedges twice a year and the team are currently working through them, but it is also an option to have the hedge removed. Contact the Estates Team to find out more.



Before

After

Our aim was to uplift bulk waste every two weeks but due to new SEPA guidance, which requires separation of certain bulk items, our bulk uplift service will be moving to three weeks. Please bear this in mind when requesting an uplift.

We don't just work in the good weather though. When the weather isn't too great the team pick up on other tasks like jet washing. Moss and algae on hard surfaces can make them very slippery underfoot. Jet washing not only improves the look of hard standing areas, it also removes moss and algae.

Get in touch with the Estate management go to www.milnbank.org.uk/contact/

Bringing Community Spirit to Milnbank

Milnbank Residents Gala Day brought a community spirit to the Sports Hub on Saturday, June 1st.

Families, friends and neighbours all gathered to take part in what turned out to be a great day full of activities.

There was lots going on however, one of the highlights of the day was the wrestling matches that kept everyone entertained cheering on their favourite contenders.

Face painters, bouncy inflatables, balloons, and the animals were just

some of the activities keeping the children busy.

There was a selection of stalls offering an assortment of crafts, treats, and goodies. Lots of you tried your luck at the bingo and tombola.

But beyond the fun and games, the gala day was about more than just entertainment; it was a celebration of community spirit. Residents of all ages came together to have a great time, create memories, and strengthen the bonds that make Milnbank such a great place to be.



Investment and Improvements

MHA is continuing to invest significant resources year on year in tenant's homes. 2023/24 was a challenging year financially, with property maintenance costs continuing to rise significantly.

Rona Anderson, Director of Asset Management, MHA said. "The Association has changed several maintenance contracts to try to reduce costs and limit the level of increase, and as a result, we were able to undertake investment work including the installation of almost 100 new boilers and replacing defective and leaky balcony doors. Both investments were designed to improve the energy efficiency of homes and reduce running costs for our tenants."



Before

After



Before

After

stonework repairs and a small programme of kitchen replacements.

In 2024/25 MHA will be investing over £1M in projects to include at least 150 new boilers, installed by our gas servicing and repairs contractor James Frew. If you are one of the customers identified within this programme, you will be contacted direct by James Frew.

Other energy efficiency works include a small pilot project of Internal Wall Insulation undertaken late last year. With the help of tenants, we are currently monitoring the success of the insulation works before rolling out.

In the pipeline is stonework repairs to 16 closes around Cardross Street and a programme of 80 kitchen replacements will start in the Autumn with the relevant tenants being contacted direct.

"The new veranda door is amazing, what a difference. The contractors were great during the installation as well."

"The new door is amazing, you could feel an instant impact within the living room."

Energy efficiency will continue to be a theme this year and savings made on new contracts will allow MHA to progress with major repairs including

Find our policies

MHA follow a variety of policies which are essential for ensuring that we operate smoothly, fairly and in compliance with legal and regulatory standards. Ultimately contributing to a well-managed and supportive community.

You can find these policies here or scan the qr code: www.milnbank.org.uk/publications/



For example we have recently adopted our new Maintenance policy. The policy captures all functions carried out by the Maintenance department and provides an overview of the services provided.

Satellite dish removal programme

With new technologies widely available and the installation of full fibre broadband throughout the estate, satellite dishes are becoming redundant.

Removal of these dishes helps to improve the overall look of the estate and Phase 1 of the satellite dish removal programme took place at the end of May within the Haghill Area.

The next phase of removals will be programmed for the coming months. MHA staff will be in touch with tenants well in advance to ensure no live dishes are removed.

If you would like to find out about getting your satellite dish removed contact the repairs department on 0141 551 3416, Option 1.



New Homes – Haghill

MHA is making progress with our exciting new build programme in Haghill. A Planning Application was submitted in January 2024 for a development on the site of the former Primary School on Walter Street.

Residents in the area will know that historic stonework was recovered from the demolition of the school and has been retained for reuse in the new development. The proposed development comprises a three-sided courtyard of new build blocks of 3 and 4 storey flats, which will be built in brick and will feature elements of the original stonework to Marwick Street and Walter Street, and we plan to retain and refurbish the former janitor's house which is a listed building.

It is proposed that the development includes 48 units in total, the majority being one bedroom flats, with a spread of larger units from 2-bed to 5-bed to suit larger families. Four properties will be designed as adaptable to wheelchair



standard. These modern homes will meet the latest standards including the highest energy efficiency rating of EPC Band A. All properties will benefit from a district heating system which will run off gas but be future proofed for use of hydrogen and many will also feature solar panels, obtaining free energy from the sun.

You can follow updates on our website and in future issues of Milnbank Messenger from planning approval through to tender with site works commencing in 2025 with an expected construction period of two years.

Look out for details of a potential new build development on vacant ground at Todd Street by the developer AS Homes. Pre-Planning consultation for this new project has been arranged in Haghill in June 2024.

Keeping our community safe, clean, and tidy

Keeping our community safe, clean, and tidy is a community effort and is the responsibility of us all.

You will see our Estates Team out and about, working hard behind the scenes, litter picking, mowing lawns, uplifting bulk and generally maintaining the common areas for our community to enjoy living in a pleasant environment.

As part of our community effort MHA expects our tenants and residents to also keep the areas safe, clean and tidy.

Here's how

Stair Aware – All common areas and landings should be kept clear at all times. Items such as shoes, bikes, prams and other belongings left in the close pose as a serious hazard in the event of a fire. Keeping the common areas and landings clear allows for proper cleaning and ensures a safe environment for everyone.

Keeping of Pets/Fouling – It is your responsibility to ensure your dog/s or other animals do not cause damage to the common parts or cause any nuisance or annoyance to neighbours or those in the neighbourhood.

Pets should not foul or urinate in the common areas.



Noise Nuisance – Now it's Summer we all like to spend more time outdoors and with friends.

It is your responsibility to ensure that you and any visitors you have to your property or the communal areas respect others within the neighbourhood by keeping noise to a reasonable level. Please don't become disruptive or a nuisance to the neighbourhood.

Communal backcourt areas should be enjoyed by all tenants and residents so please respect your neighbours and those in the neighbourhood by keeping all communal areas clear after use.

Glasgow City Council Issues – Report overflowing bins, missed bin collections, fly tipping and vermin issues directly to Glasgow City Council using the **MYGLASGOW app** or **www.glasgow.gov.uk**

The close/common stair is your only means of escape in the event of a fire.

Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat. A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

If fire does start

- Keep doors closed to prevent smoke filling your home.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.

To request a free Home Fire Safety Walk
CALL 0800 0731 999
For more fire safety advice visit:
www.fireScotland.gov.uk

Stock condition surveys

MHA recently carried out a stock condition survey on all stock, including the internal property fabric and external building fabric.

Accurate and comprehensive stock condition surveys are crucial for maintaining MHA stock. Regular surveys help us to prioritise maintenance work and allocate budgets, ensure tenant safety and preserve buildings for future generations.

Stock condition data will be gathered via surveys (internal and external) undertaken in a five-year cycle to ensure our investment decisions are based on recent and relevant information.



MHA will survey 20% of our properties each year to ensure 100% is achieved over a 5-year period.

When cyclical maintenance works are completed at a property, the stock condition information for that property will be updated appropriately to assist with planning the future management and maintenance of the property.

FAQs – Universal Credit

What is Universal Credit?

Universal Credit is a single monthly payment to support people working and on low income and people looking for work.

What benefits does Universal Credit replace?

It replaces Income Support, Employment Support Allowance Income Based, Job Seekers Allowance Income Based, Housing Benefit and Tax Credits.

When should you apply or move to Universal Credit?

There are two ways, one is natural migration that occurs from change of circumstances resulting in the above benefits ending.

The second is managed migration where you will receive an invitation letter from Universal Credit telling you to apply within a 3-month period.

Who is receiving these notices?

Most people on Tax credits will have been invited to apply by the end of 2024.

What should I do when I receive the letter?

You can apply online or by phone. If you are unsure and need support arrange an appointment with our Income Maximisation Team.

What happens if I don't apply?

Your Tax Credits will end the day before the deadline.

Should I move before I receive the invitation?

You should seek advice before deciding this.

Will I be worse off when I apply with managed migration?

With managed migration you have a 'transitional protection'. This is a top up payment, so you don't lose out. Transitional protection lasts until there is no shortfall between the amount of your new benefit or,



the amount you previously received or, until you have a change of circumstances such as partner leaving or moving in, earnings fall below level expected for 3 consecutive months.

When I claim Universal Credit do I have to do anything else?


Universal Credit does not include Under Occupancy Charge (spare bedroom) an application for Discretionary Housing Payment needs to be completed if you have any empty rooms.

Council Tax Reduction is not included, and a separate application must be completed.

Both these applications can be completed online at Glasgow.gov.uk or seek help by contacting our Income Maximisation Team.


You can book an appointment with Sylvia and Patricia who are our Income Maximisation Team using our online booking for form or telephone 0141 551 8131.





Income Max Team have assisted many tenants with benefit applications giving a total financial gain in the community

£2,254,782



£23 Billion

goes in unclaimed benefits within the UK each year

Sports Hub

Alexandra Park Sports Hub Summer Camp
10am to 12pm most weekdays during the school summer holidays.

Fun outdoor multi-sports activities led by a team of qualified coaches including football, sports games, dance and learn to cycle for 4 to 16 years.

Please also drop in or **contact John or Krystian** at our Sports Hub Bike Workshop to take advantage of our Active Travel activities on **0141 551 8065** or **07341 562424** or email mhasportshub@milnbank.org.uk.

Cycle commuter scheme including free longer term bike hire for 2024 or free bike servicing/repairs to your own bike.

- Daily hire of pedal bikes and electric bikes
- Free bike maintenance classes
- Free learn to ride sessions for adults, children, and families

- Bike servicing and repairs workshop with bikes for sale
- Bike safety checks and Bike registration scheme events with Police Scotland 10am to 1pm on 2nd July and 2nd August.



The Food Pantry

The Pantry was initially set up during covid to help local people and reduce food waste and has been affiliated with FairShare since the start. Around 45-50 people visit the pantry each week.

It is a £1.00 to join membership and every shop after that will be £3.00. Members include families, single people, young people, pensioners, some in part time and full time jobs as well as people in receipt of benefits.

All of the money generated each week going towards buying additional food items to ensure the shelves are stocked.

People tell us

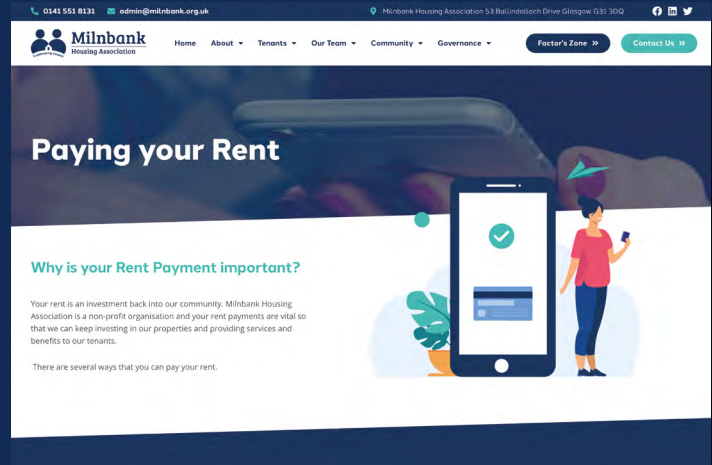
- The Pantry helps them get past the last week before pay day because they have already run out of money.
- It's great to have a choice of fresh veg because otherwise it is an expense they can't afford unless they miss meals.
- Some come to get the fresh bread every week (which is donated by Hovis) as it leaves them money to buy dinners.

The Pantry is open once a week at Harcourt Drive and is for MHA tenant's and owners. Thursday afternoon 12.30 until 2pm Thursday evening 5.30 until 6pm

Lots of ways to pay your rent

There are lots of ways to make payments with the preference being by a Direct Debit. However, for ad hoc payments, tenants/owners are encouraged to use online banking or pay by telephone.

We may not be able to eliminate cash payments completely, but we aim to reduce this as an option for safety and security reasons. By eliminating cash, or drastically reducing it we will reduce all the risks associated with it.



Direct Debit

Direct debits can be set up over the phone and will only take a few minutes of your time to set up.

[Contact our office >>](#)



Debit/Credit Card

You can make payment by Debit/Credit Card in our office or over the telephone.

[Call now >>](#)



AllPay Website or App

Online at allpayments.net (**Debit Cards only**) or via the Allpay App available for download on smartphones / tablets.

[allpayments.net >>](https://allpayments.net)



Your AllPay Card

Your Allpay Card can be used at pay points including the Post Office – **please contact the office for a payment card.**

[Contact our office >>](#)



In Person Payment

You can also make payment in person at our office.

[Check opening hours >>](#)

53 Ballindalloch Drive
Dennistoun, Glasgow G31 3DQ
Tel: 0141 551 8131

Email: admin@milnbank.org.uk
Web: milnbank.org.uk
Charity No: SC039891



Milnbank
Housing Association