



# A SMALL PRICE TO PAY TO SUPPORT YOUR COMMUNITY

Get involved, become a member of Maryhill Housing and pay just £1

## What can you buy with a pound these days?

Very little is the answer unless you believe, like us, that it's a worthwhile investment in your community.

Maryhill Housing has launched a new drive to increase our membership.

You don't have to be a "member" to be a tenant of Maryhill Housing but many people are and we are grateful for your support over many years.

All it costs is £1 for lifetime membership which means you can attend our AGM held each year in September and even stand for election to the Board which shapes the work we do.

We have always seen our role in the community as much more than simply collecting the rent. Like other housing associations we are working hard at grass roots level doing things like:

- Regenerating our community by building new housing and addressing your

environmental concerns.

- Providing bursaries so local people can get a helping hand to learn new skills
- Running a Community Fund whereby you can apply for money to make life better where you live.
- Providing free of charge welfare benefits help and money and budgeting advice

By becoming a member you can vote on our rules. These set out how the Association operates so it means you have a real say in the future of your Association.

All it requires is filling out a form with your details and that's it. You can find out more by calling the Association or sending an email to Jenna Borland at [jboland@maryhill.org.uk](mailto:jboland@maryhill.org.uk)

We think £1 is a small price to pay for helping your local housing association do great things. We will continue to be the anchor in our communities - always here, always helping and always doing our best for Ruchill and Maryhill.

## VALUE FOR MONEY - WHY EVERY PENNY COUNTS

Maryhill Housing is a firm believer in delivering value for money in everything we do.

Being a well-run and financially-sound housing association is a requirement of the Scottish Housing Regulator which seeks to safeguard your interests as a tenant on behalf of the Scottish Government.

Remember that the rent you pay doesn't just go on ensuring your homes are fit for purpose. We use the income we obtain from rents on other things such as the activities we undertake to help our communities.

We try to keep our annual rent rises to a minimum while delivering the services that you expect from us.

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## INSIDE: OUR TRIBUTE TO ELEANOR

# VALUE FOR MONEY - WHY EVERY PENNY COUNTS

Our regeneration work is important and we have always seen our role in the community as much more than collecting the rent.

At Maryhill our rents are approximately 8% lower than at Neighbouring Housing Associations. We have set ourselves the target of saving £750k over seven years to keep rents affordable for future tenants.

But what does value for money mean to you? Everyone has a different idea of what it represents.

It might be finding your weekly shop is less than you thought or that your holiday is

cheaper this year than it was last year.

Housing associations do so much more than simply collect the rent. There is an ongoing programme of repairs and improvements as well as building new homes when the opportunity arises.

That's why housing associations are often referred to as the "anchor" which holds communities together.

**We can put a figure on how much we are investing in your homes in 2018-2019. That figure is £3.2 million.**

It will be spent on a range of things including energy efficiency improvements

to help you save money on bills and make your homes warmer, common area improvements and stonework repairs.

We will also be looking at all electrically-heated properties to establish if there are better options which are more cost effective. There will be wall insulation for tenements and "four in a block" properties and back court improvements in selected locations.

You can be assured that when it comes to value for money it is a top priority for us all at Maryhill Housing.

## GET HELPING FINDING A JOB



Jobcentre Plus in partnership with Maryhill Housing Association will be delivering digital jobsearch support every Tues between 2pm-3pm or 3:30pm-4:30pm at 45 Garrioch Rd G20 8RG (Maryhill Housing's offices).

jobcentreplus

Come along and get help and advice on creating a CV & covering letter, to make the most of your skills and experience. Speak to your Work Coach to reserve a space, or call Kevin on 0141 241 7096 or Joan on 0141 241 7101

## COMING SOON: CUSTOMER SATISFACTION SURVEY

As part of our commitment to involving our customers, we have begun the selection process to find a supplier to carry out a full Customer Satisfaction Survey. The survey results will inform future plans as we want to continue to ensure we listen to our customers' views, it will also allow us to review areas of our performance in line with requirements of the Scottish Social Housing Charter.

Once selected, the research company will carry out the surveys and they will liaise directly with you - our customers. Conducting the survey independently is considered good practice as the results are externally validated to ensure integrity of the data.

The first attempt to survey you will be by post. PLEASE watch out for the survey arriving in August. Your opinions matter to us and we want to receive as many completed surveys as possible. If you do not manage to return the survey on our first attempt we will most likely try to reach you by other means.

# OUR TRIBUTE TO ELEANOR



**WE feel privileged to have the opportunity to pay tribute to one our much-loved Board members who has died after a short illness.**

Eleanor Brown had a distinguished service with the Association over many years and has been described as a "remarkable servant of the housing association movement who fought tirelessly for her community."

We mourn the loss of Eleanor whose long years of community campaigning made her simply irreplaceable.

Eleanor personified the selfless dedication of so many people who devote years of their time to the housing association movement and was on Maryhill's Board and prior to that our Management Committee for decades.

She was extremely proud of her Ruchill community and helped blaze a trail in community-controlled housing with

the hugely-successful stock transfer of homes in Ruchill in 1994.

Eleanor was Chairperson of Ruchill Community Council for many years and helped set up Ruchill Furniture which still helps individuals and families who need assistance furnishing their home.

Paying tribute to Eleanor, Maryhill Housing Chief Executive Bryony Willett, said: "We mourn the loss of Eleanor, sharing the sorrow of her family, but remain extremely thankful for her exceptional life and work.

"Eleanor was a selfless and devoted servant of the community and this housing association. Her overwhelming desire was to make life better for people she didn't even know and to

fight poverty and injustice wherever she found it. We will remember Eleanor fondly as an inspiring individual whose life was dedicated to helping others."

We will be working with residents of Ruchill to create a permanent tribute in the area in honour of Eleanor and the selfless service that she provided to the community.

**Maryhill Housing also mourns the passing of former Management Committee member Jim Stuart - a former Chair of Parkhill Residents' Association and Chair of the Barnes Road Action Group. He was a well known and respected figure in the Ruchill community.**

## A PERSONAL REFLECTION BY WILLY BRIODY, FORMER CHIEF EXECUTIVE OF MARYHILL HOUSING ASSOCIATION

**"When I first met Eleanor Brown, Ruchill where she lived and worked was in a depressing state, with many of the houses empty and a community blighted by drugs, violence and unemployment. A community on its knees, but the first thing that struck you about Eleanor was that she always saw the positives, and never gave up on the people around her.**

Eleanor and others like her began working with the Housing Association to remodel an entire local authority estate. They worked tirelessly to make that happen, poring over the details of every aspect of their new build housing, from kitchen layouts to road layouts. They discussed and agreed it all. As well as clearing away slum housing, we were learning an important lesson which is this; give local communities and people like Eleanor the opportunity and the tools to intervene in their own lives and they will make a difference.

The Eleanor Brown that I knew spent her life fighting for the people in her community of Ruchill, the people she knew best. She was a strong, at times wonderfully-stubborn individual who always put the needs of her community above everything else, even at times ahead of her own needs. For many years she was on the Committee of the Association, and if Eleanor was at a Committee meeting you knew it was going to be lively, and you had better come prepared. She was a determined debater keen to get her points across and ensure people got a fair hearing. She knew Ruchill like the back of her hand, and knew better than anyone what needed to be done, even if you didn't always agree with her. Eleanor Brown was a tireless worker, a genuine character, and an inspiring defender of her community. She will be sadly missed by those who loved her. She deserves to be remembered and I trust she will be."



# Protecting your personal information

The General Data Protection Regulation (GDPR) is a new regulation that covers how organisations collect, store, use and share our personal data. It came into force on 25 May 2018.

GDPR gives individuals more rights and more control.

Maryhill Housing – and every other organisation that gathers and uses personal data – now has to meet these new standards.

## What we are doing, and what customers need to do

It's our responsibility to make sure that we will comply with the new regulation. So we have been reviewing all of our systems and making changes where we need to.

## Your new rights – from 25 May 2018

If you are an EU citizen, the new regulation means your rights will be stronger, in the following ways:

- you will have to give your consent to the way your personal data is being processed. The company must record your consent, or justify the legal basis for existing data, before they have the right to hold your data
- you will have the right to know why a company is using your data, how long they'll keep it, and who can see it
- you will have the right to access any data a company holds on you. You can ask for a 'subject access request', which means the company must give you access to all the data they hold about you
- you will have the right to be forgotten. This means you can ask a company to delete your data if it's no longer necessary for the purpose they collected it for, or if you no longer consent to them using your data (although there are reasons why a company can keep your data – depending on the products and services they provide you with)

- if your information is shared with other organisations, companies will be responsible for updating them with any changes to your information, and telling them if you've asked to be forgotten

## What counts as personal data?

The definition of 'personal data' has grown under the new regulation. It will include any of the following:

- names, titles, and aliases
- your demographic information, such as gender, race or ethnic origin, age, date of birth, marital status, nationality, education/work histories, employment details, family composition and dependents – if this information is linked to you as an individual
- convictions, proceedings and criminal acts
- photographs and CCTV images – if there is something in the picture that means you can be identified from it (eg. a name badge)
- health information
- contact details, such as telephone numbers, postal addresses and email addresses
- passport numbers, driving licence numbers, taxpayer identification numbers, tax reference codes, and national insurance numbers
- financial identifiers, such as bank account numbers, payment card numbers, payment/transaction identifiers, policy numbers, and claim numbers
- recordings of telephone conversations, IP addresses and website visit histories, logs of visitors to our offices, and logs of accidents, injuries and insurance claims

## More information

At Maryhill Housing, we won't collect data about you that we don't need. We will make sure that the personal data we do collect is updated in our systems in a timely and accurate manner.

- Our Privacy Statement sets out how we collect, store and use your data. You can view this on our website or read the Statement which we have included with this copy of the newsletter. You may also collect a copy from our offices or ask us to send you a copy.

- Visit the Information Commissioner's Office website for information on the law, helpful hints and to find out what sort of breaches are being investigated by the regulator
- If you think there may have been a breach where data or information may have been used or secured incorrectly, please contact the Data Protection Officer on 0141 946 2466 or email enquiries@maryhill.org.uk

# Thank you to our members who attended the Special General Meeting

Thank you to our members for turning out in such numbers for our Special General Meeting held in May at Maryhill Burgh Halls.

Your support for your housing association is greatly appreciated.

We are pleased to report that the resolutions put before the members were passed.

Our Annual General Meeting will be held as usual in September and members will be notified in due course.



Pictured.....the large turnout at the Special General Meeting.

# FAMILY FUN AT THE RUCHILL ALLOTMENTS

Local residents in Ruchill enjoyed the summer sun at the Ruchill Allotments BBQ. As part of the Glasgow Wildlife Garden Festival, Roots of Ruchill (also known as Ruchill Pop Up Allotments) hosted a family fun event. Activities included "seed bombing", arts & craft and exploring wildlife at the frog pond.

The BBQ event attracted over 80 local residents who enjoyed learning more about the Allotments project, meeting other local residents and growers whilst enjoying a burger and a bun.

Many thanks to North United Communities, Propagate, Frog Life and local art worker Jenny O'Boyle for their help and support.

Roots of Ruchill is a local community growing space. It has 23 raised beds, 3 communal beds, 2 polytunnels and a growers bothy. If any local residents are interested in growing and would like a raised bed please contact Ruth Adam on 0141-946 2466 or email radam@maryhill.org.uk



# COMMUNITY FUND

Got an idea for a project that would benefit your community? Help is at hand with the Maryhill Housing Community Fund!

We are looking for suggestions from residents which would help tackle local priorities in your community – both physically and socially.

Applications to the community fund must meet ONE of the following criteria:

- Enhance the quality of life where you live, to improve the environment or to fund or support events that promote togetherness
- Encourage community involvement that will help local people such as encouraging volunteering
- Promote equality of opportunity in areas where we have houses and flats in Maryhill and Ruchill

Unfortunately we can't fund every idea submitted. Therefore suggestions from residents are given to the Community Fund panel for their decision. The next panel meeting will be held in September so if you have an idea that needs funding please submit these no later than 12 noon Wednesday 29th August.

Round 1 suggestions have gone to the panel with several projects being awarded funding. Keep your eyes peeled in the next edition of you newsletter for some photos and updates of the successful projects!

If you have any questions, please contact Maryhill housing by email: [comreg@maryhill.org.uk](mailto:comreg@maryhill.org.uk) or contact by telephone on 0141 946 2466.



# MAKING PLACES

Maryhill Housing secured funding from the Scottish Government to undertake Placemaking workshops with local community and stakeholders in March 2018. The scope of the Place-making workshops was to identify areas which required improvements along Maryhill Road and Bilsland Drive.

The project ideas have now been developed into 23 project proposals and we want your feedback.

Please tell us which 3 project proposals are your top priority! Remember to consider:-

- Value for Money
- Biggest Impact on the Community
- Most Likely to Succeed

Check out the following web addresses. There are two – one for Maryhill and one for Ruchill.

Maryhill – Maryhill Road project proposals <https://tinyurl.com/y7t783m7>

Ruchill – Bilsland Drive project proposals <https://tinyurl.com/yajuv7c6>

Please note that the deadline for feedback is 31 July 2018.

Please email [comreg@maryhill.org.uk](mailto:comreg@maryhill.org.uk) or alternatively use Facebook <https://www.facebook.com/MaryhillHousing/> to tell us your priorities or to leave comments.

# Hate Crimes

Hate Crimes often happen as a result of prejudice and ignorance based on a person's race, religion, sexual orientation, disability or transgender identity.

There a number of third party hate crime reporting centres in Glasgow and the Association registered last year as a one of these centres so we are able to support members of the community to report these types of crimes.

If you are experiencing hate crime and would like to discuss the matter in confidence please contact us and we will take details of the complaint and report it to the police on your behalf.

# IMPORTANT!

# Changes to your Tenancy Agreement with Maryhill Housing Association

Enclosed with this newsletter is a letter setting out some changes to your Tenancy Agreement which will affect you as a tenant of Maryhill Housing Association.

The main changes to your Tenancy Agreement are:

- You must tell us who is living in your home to protect your succession rights.
- The rules in relation to subletting, assignation and applying for a joint tenancy are more clearly set out.
- It will be easier for the Association to end your Tenancy if you are involved in serious anti-social behaviour or criminal behaviour.

Where there is evidence of anti-social behaviour the Association can change your tenancy agreement to a different type of tenancy agreement which will give you fewer rights.

If you live in an adapted home and there are no occupants no longer in need of the adaptation the Association can legally ask you to move to alternative accommodation.

Some of the changes will take effect from 1 May 2019 with others taking effect from November 2019.

Please ensure that you take the time to read the attached letter and if there is anything you don't understand or want to talk to

us about how the changes will affect you please do not hesitate to contact us.



# Responses to the Rent Consultation

We would like to say a big thank you to all of you who took the time to respond to the rent consultation. A record number of tenants (324) responded to the consultation which allowed us to meet our target of a 10% response rate.

Of those tenants who responded two thirds thought that the rent charged was good value for money and that they were happy with the level of consultation and information provided about the rent increase.

We have contacted those tenants directly who submitted comments as part of the consultation process to follow up on some of the concerns raised.

The Association is looking to adopt a different approach to how we carry out the annual rent review next year and would like to introduce a range of options as part of the consultation programme. We currently have a group of tenants who are working with us to look at the way we consult on rent changes and particularly the options which we provide to tenants we provide to tenants known as the Tenant Service Improvement Group. Details of the TSIG can be found in the leaflet enclosed in this newsletter for readers who are tenants.

# A New Community Facility for Glenavon

AS some of you who live at or near Glenavon will know, we are investing in a brand new community facility for the area.

This will be located in the former housing office at 29 Glenavon Road.

The office, which was rarely used, closed at the end of May. We hope to have this exciting new development ready **BY THE END OF OCTOBER**

The Neighbourhood Team (formerly known as Concierge) will carry on being based in the office at the main entrance to the block and will continue to provide a 24 hours a day 365 days a year service.

If you have any ideas for the new community space and what it should be used for please get in touch with the Association.

You can contact us [comreg@maryhill.org.uk](mailto:comreg@maryhill.org.uk)



Summer programme of games, children entertainment and drama workshops followed by a meal for every child! Entertainment provided by Kidnetic suitable for children aged 4-11.

**EVERY TUESDAY, WEDNESDAY AND THURSDAY  
3.00PM UNTIL 5.00PM  
STARTING: TUES 10TH JULY- THURS 9TH AUGUST**  
Ledgowan Hall, Ledgowan Place, G20 0JZ

**FREE ENTRY, HOWEVER FIRST COME FIRST SERVED.  
CHILDREN MUST BE ACCOMPANIED BY AN ADULT. FOR  
MORE INFO CONTACT DAWN BURNS:  
DBURNS@MARYHILL.ORG.UK OR T:0141 946 2466**

# Service Improvement Panel 2018 Update

The Service Improvement Panel has been working hard over the last year "scrutinising" the Maryhill Housing Investment service with specific focus on the Kitchen, Bathroom and Rewiring programme.

The panel pulled together a report with their findings and recommendations, which then went to the Association's Senior Management team and Maryhill's Board.

The panel comprising of Maryhill tenants and owners, worked with Sharon Donohoe from Tenant Information Service who provided independent advice, support

and training for tenants and housing organizations to work together more effectively.

Thank you to the panel for your hard work and to Sharon for all the support provided. The panel are looking forward to their next project where they are hoping to review communications and customer service at Maryhill Housing.

As a result of the Panel's recommendations we have drawn up a number of improvements to be implemented over the next year. We will provide you with details of our progress.



## RATS



### What to do if you find them in your home

With summer here, warmer temperatures encourage rats to wander and hunt for food scraps.

It is important that your rubbish and food waste is properly disposed of as rats will feed on and breed around any waste food left out.

Residents are asked to ensure that rubbish is placed firmly into bins provided. Glasgow City Council's Environmental Health team is responsible for eradicating rats and in case of any problems with rats, residents should contact the Council on **0141 287 1059**.

The Association will assist pest controllers in clearing any rat problems by blocking up holes and gaps in walls.

**DO YOU WANT TO GIVE SOMETHING BACK TO YOUR COMMUNITY? WHY NOT VOLUNTEER WITH RUCHILL FURNITURE?**

**WE ARE CURRENTLY LOOKING TO ADD TO OUR TEAM OF VOLUNTEERS. WE HAVE LOTS OF OPPORTUNITIES AVAILABLE SUCH AS:**

- **SHOP FLOOR ASSISTANT,**
- **PICKING UP AND DELIVERING FURNITURE OR**
- **EVEN JOINING OUR BOARD!**

**Contact us on 0141 946 5151  
for more information or  
email:  
ruchillfurniture@gmail.com**

Maryhill Housing Association Ltd, 45 Garrioch Road, Glasgow, G20 8RG

T: 0141 946 2466 • F: 0141 945 4457 • E: [enquiries@maryhill.org.uk](mailto:enquiries@maryhill.org.uk) • W: [www.maryhill.org.uk](http://www.maryhill.org.uk)

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