

## Maryhill Housing appoints a new CEO

**After nine years at Maryhill Housing, Bryony Willett stepped down from the role of Chief Executive in July 2024 to take up a post with another Scottish Housing Association.**

Bryony said: "I have absolutely loved my time at Maryhill Housing, and it has been a real privilege to work for the communities of Maryhill and Ruchill. I think Maryhill Housing is a fantastic organisation, and the Board and the staff team will ensure that the Association continues to deliver on its mission to provide great housing and services for its customers, supporting strong, inclusive communities in North West Glasgow."

Following a rigorous recruitment process, Rebecca Wilson has been appointed as the new Chief Executive and will take on the permanent role with immediate effect. Rebecca previously served as the Association's Director of Resources as well as Interim Chief Executive whilst Maryhill Housing's Board completed the process of recruiting Bryony's replacement.



Bryony Willett



Rebecca Wilson

Rebecca said: "On behalf of the Board and all the staff, I'd like to thank Bryony for her significant contributions and dedication to Maryhill Housing during her time as Chief Executive. Bryony has left big shoes to fill,

and it is a great honour and privilege that the Board have chosen me as the new Chief Executive. I am looking forward to working with the Board and staff and getting out to meet with customers and other key stakeholders over the next few months as we take the Association forward."

As a result of Rebecca's promotion, the Association will soon be looking to appoint a new Director of Resources. Steve Bruce, Head of Finance, will continue to fill this role until a permanent replacement is found. We will keep you updated on the progress of this recruitment and that of any other senior appointments. In the meantime, please get in touch if you have any questions during this period of change.



# Our 2024 Customer Satisfaction Survey



We are excited to announce that our Customer Satisfaction Survey should now have reached all tenants and owners by post and/or email. As valued customers of the Association, this eight-week survey exercise is all about listening to you. We want to hear your thoughts on the services we provide and gather your ideas on how we can improve them in the future.

We've worked with the Service Improvement Panel, Tenant Service Improvement Group and other customer groups during the preparation of the survey to ensure that it addresses the issues that matter most

to you. The survey will be conducted by Knowledge Partnership, an independent market research firm, ensuring that the process is objective, and your feedback is handled with care.

We strongly encourage all customers to complete the survey. Your input is crucial in helping us enhance our services and make a positive impact on our community. Plus, as a thank you for your participation, you'll be entered into a prize draw to win a £50 shopping voucher!

We look forward to receiving your feedback!



## MHA's Service Improvement Panel Welcomes New Members

We are happy to report that following the call for new members in the spring newsletter, four new members joined the Service Improvement Panel in the summer, alongside existing members of the panel.

These passionate individuals have recently completed their induction sessions in August and September, in partnership with TPAS (Tenant Participation Advisory Service).

TPAS has been instrumental in providing the new members with valuable training and insights, equipping them with the knowledge and skills needed to effectively participate in a range of housing issues. Their expertise ensures that our panel members are well-prepared to make meaningful contributions to the improvement of our services.

While the panel has welcomed new faces, there are still a few spots available. If you're interested in joining the Service Improvement Panel or would like more

information, now is a great time to get involved! Your voice can help shape the future of our services.

This is what one of our new members had to say:

*"If you are someone who gets frustrated with the service you receive from Maryhill Housing and feel that they could do better, joining the Panel is the best way to make positive changes to how services, such as repairs, are delivered. The Service Improvement Panel will allow you to review existing services, analyse how they work and see what can be done to improve them in a constructive, critical and friendly manner. It's easy to complain, but it's much better to do it constructively and make a difference to improving the existing services. The Panel has just recently been relaunched and we are all learning – so none of us are experts. What have you got to lose?"*

# Maryhill Housing and Queens Cross Team Up on Joint Housing Applications Service



A partnership between  + 

Maryhill Housing and Queens Cross Housing Association have come together to give housing applicants easier access to a wider choice of homes in North-West Glasgow.

People looking for a home in the Queens Cross and Maryhill areas now only need complete one online application to be registered with both associations

The Find My Home online housing service was launched successfully by Queens Cross Housing Association in 2021. Depute Director of Neighbourhoods, Elizabeth Hood, explains its progress:

“The online Find My Home service is available 24/7 so this has made applying for housing so much easier and convenient for Queens Cross housing applicants.

“The majority of people find the online system quick and easy, but staff are still there to support housing applicants if they need it. Anything we can do to make the process easier and to cut down the number of forms to complete must be positive.

“With almost 60 housing associations in Glasgow and an ever-increasing demand for



Jennifer Simon and Elizabeth Hood

housing, we believe this is a step towards making the whole process a bit smoother and offers more choice for everyone. 90% of applicants who responded to our recent consultation were in favour of this partnership.”

Jennifer Simon, Director of Operations at Maryhill Housing Association, said:

“We’re delighted to join our neighbour, Queens Cross Housing Association, on the Find My Home system.

“This will simplify the application process for those seeking a home with us and increase the number of properties they are able to apply for in the area.

“With a single application, applicants will be able to find a home almost anywhere in the Maryhill area, from Maryhill Park right through to the city centre at Cowcaddens.”

When Queens Cross or Maryhill Housing have an available property, they will place an advert on [www.findmyhome.org.uk](http://www.findmyhome.org.uk) with details of the property location, type, size and features. Registered applicants can then place a bid.

Staff of both associations continue to be on hand to help customers complete an application form should they need it.

# You Said, We Did!

## You said:

You didn't get enough information or notice relating to planned works that were being carried out in your home or how long the works will take.

## We did:

We carried out a review of our internal processes to give customers notice of any works to be carried out, adequate notice of when the work will take place, and the opportunity to rearrange to a more convenient time. As part of the process a satisfaction survey is now carried out for all planned works.

## You said:

Where follow up works were required for a repair the follow up works were not always completed and that you had to contact the Association to get outstanding repairs completed.

## We did:

We implemented a monitoring system to ensure that any repairs requiring follow up work are raised with the contractor and booked in at a time convenient to customers.

## You said:

The reactive repairs contractor was not always contacting you to arrange appointments for repairs and simply turning up meaning that your repair was delayed even further if you were not at home or it wasn't convenient.

## We did:

We confirmed with the contractor that all routine repairs should be agreed by appointment and that customers should receive a text reminder of all appointments and if the contractor is unable to contact the tenant the Association should be informed to agree the next steps.

# Stock Condition Surveys

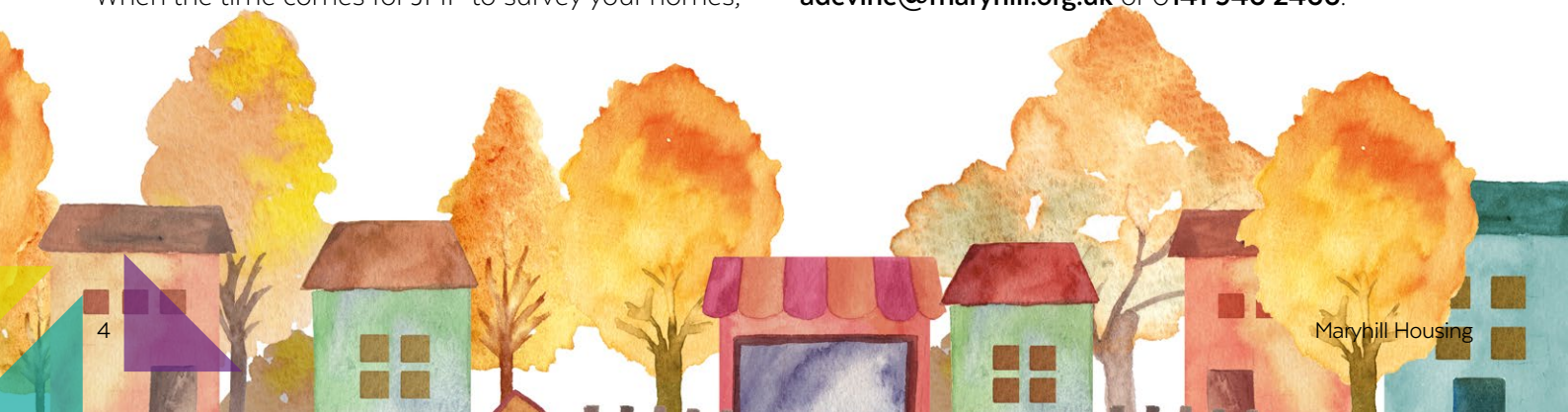
**Maryhill Housing is delivering an internal and external stock condition survey across all of its properties. These surveys began in August 2024 and will continue until the end of March 2025. This means that our appointed surveyors, JMP Construction and Property Consultants, will require access into your home to carry out a survey.**

The reason the Association is carrying out these surveys is to better understand what level of repair and investment work is required in your homes, and to ensure that they are safe and fit for purpose.

When the time comes for JMP to survey your homes,

you will be notified in advance and an appointment will be arranged to suit you, including at evenings or weekends. To help the Association gather as much information as possible, we would appreciate your support in allowing the surveyors access to your home to carry out the survey. The more information the Association has, the better insight we have into which improvements are required.

Thank you in advance for your support. If you have any questions, please don't hesitate to contact Adam Devine, Acting Head of Asset and Investment on [adevine@maryhill.org.uk](mailto:adevine@maryhill.org.uk) or 0141 946 2466.



# Fire Safety Guidance



The Scottish Government published updated Fire Safety Guidance in 2022 which included specific guidance in relation to specialised housing and similar premises.

The aim of the guidance is to prevent and reduce the risk of fires and is aimed at individuals living in sheltered housing, supported housing and very sheltered housing.

This guidance will apply to Maryhill Housing Association's two retirement housing schemes, Oran Place and Shiskine Place. On-site staff will be meeting with each resident shortly to carry out an assessment to understand if there is a risk of a fire and what measures can be put in place to prevent a fire from occurring.

The Association also has a small number of supported properties where 24-hour care and support is provided by a registered care provider and we will be

working with these organisations to ensure that we comply with the guidance.

General needs socially rented properties are exempt from this guidance, but there is a recommendation that assessments should be considered for those residing in that type of accommodation who receive some level of care and or housing support. The guidance confirms that family members and care/support providers can carry out an assessment and share this information with the Association so that appropriate action can be taken to limit the risk of a fire. Clear straight forward guidance has been developed to support family members and carers to carry out an assessment.

If a family member, your support provider, or carer will be carrying out an assessment on your behalf and would like further information on this matter, please contact a member of our Customer Contact team on **0141 946 2466** or [enquiries@maryhill.org.uk](mailto:enquiries@maryhill.org.uk)

## Mid-Market Rent - Changes to our Policy



We've made some changes to the amount you need to be earning to be considered for a mid-market rent property.

We previously considered applicants with an annual household income ranging from £19,486 to £45,612.

In line with a number of other landlords who let mid-market properties, we have removed the lower amount that you need to earn and will now consider applications from applicants with an

annual household income level of up to £45,612. We think that it is more important to focus on an applicant's ability to pay. We will continue to carry out affordability checks to ensure that all applicants within the income range are able to pay the rent being charged as well as their associated household costs.

We will review the eligible income levels on annual basis to take account of any impact inflation may have on wages.

# Introducing Our New Voids Contractor

We are excited to share some news with you! In our ongoing efforts to enhance our services and improve and maintain the quality of our properties, we have partnered with a new contractor for the repair and refurbishment of our empty homes - WrightKerr All Trades Ltd.

## Who Are WrightKerr All Trades?

WrightKerr All Trades is a locally based company with a proven track record of delivering high quality repair service. Their team of skilled tradespeople is equipped to handle a wide range of repair and

refurbishment tasks, ensuring our homes are well-maintained and ready for new tenants.

## Contract Commencement

The new contract with Wright Kerr All Trades commenced on 1<sup>st</sup> September 2024. They are responsible for carrying out any necessary repairs and checks in our empty properties and you may start to notice their vans out and about whilst they are carrying out void works in our empty properties.

Whilst working in the Association's homes WrightKerr team members



will also wear photographic identification and will aim to prevent any noise or disruption to surrounding properties whilst carrying out void works.

If you have any concerns about the void work being carried out in a neighbouring property, please contact us to let us know so that we can resolve the issue promptly for you.

## Our Repairs and Maintenance Survey

Thank you to everyone who took the time to complete our Repairs and Maintenance Survey earlier this year!

We received a total of 179 responses and of the responses we received most tenants agreed with the proposed changes to the Policy.

### Key findings of the survey:

**98%** of respondents agreed that we should provide new tenants with information on how to report a repair.

**96%** agreed that our Repairs Policy should where possible take account of a tenants specific and or cultural needs.

**96%** also agreed that we should introduce a maximum timeframe of 5 working days for a Property Officer to visit and carry out a repairs inspection where the repair is not urgent or an emergency.

**98%** agreed that we should include a section in the policy on how we will deal with graffiti and **87%** supported the proposal to charge customers for any tenant damage in properties, lost keys/fobs and repairing any poor alterations or improvements carried out by tenants.

**97%** agreed that we should schedule a follow-up inspection for damp and mould repairs 8 weeks after completion to ensure that there were no further issues and 99% of those who responded agreed that sheds or outbuildings in poor condition should be removed before a new tenant moves in.

Thank you to those tenants who completed the survey and two lucky winners received a £30 gift card.

# Our Customer Insight & Engagement Plan

**At Maryhill Housing, we believe in putting our customers at the heart of everything we do. Our Customer Insight & Engagement Plan sets out how we will ensure our customers shape the services that we deliver. It aims to make sure that our approaches and decisions are based around your needs and priorities.**

A big thank you to everyone who took the time to review our Customer Insight & Engagement

Plan and fill out our short survey. Following customer consultation earlier this year, we were delighted to see that 89% of respondents agreed with the engagement methods outlined in the Plan:

- Digital customer surveys
- Engaged customer workshops
- Targeted customer interviews with those with an insight into a particular topic
- Staff workshops

- Learning from others in the housing sector and the community
- Engaging with representative groups in the area

Some respondents also expressed an interest in finding out more about joining their local Registered Tenants Organisation (RTO). Our staff will be in contact with these customers shortly to provide further information.



## Glasgow City Council Bin Hubs

In April 2024, we consulted with some tenants and owners living in the East Park area to ask them to complete a survey and provide feedback on potential proposals to replace the outdated bin stores in their back court areas.

We felt this survey was necessary because Glasgow City Council had announced plans to move to on-street bin stores over the next few years which would remove the need to store bins in back courts.

Most respondents to the survey thought that the Association should not progress any works to the bin areas until we get confirmation from Glasgow City Council about what their plans were for the bins in your area and when these changes would be introduced. However, a couple of closes did vote in favour of removing the existing bin stores. We are planning to obtain costs for this work to these two



closes only and will then consult with the owners in these blocks about whether to proceed.

The on street bin stores was initially a pilot in Pollokshields which proved a success and has been rolled out to Haghill and areas in Anderston.

# The Importance of Paying Your Rent

We understand that you may experience financial difficulties at some point in your life and you may struggle to pay your rent. This can happen for a number of reasons and that it can be difficult to know where to turn to and what help you might be available to you.

If you fail to pay your rent you are risking losing your home and it is important that you work with us if you are experiencing financial difficulties or if you are unsure what assistance you can get to pay your rent.

If you are finding it difficult to pay at any time during your tenancy with the Association please make an appointment to speak to your Housing Officer.

## Why is it important that I pay my rent?

When you accepted your tenancy you signed a legal agreement to ensure that your rent was paid on time. If you do not pay your rent, you have broken that agreement and we can take action against you that could put your home at risk.

## What should I do if I miss a rent payment?

It is important that you contact your Housing Officer immediately and arrange to bring your account up to date. If you are unable to do this your Housing Officer will discuss your financial circumstances with you and give you information on benefits that you could claim for and can refer you to our Financial Support Service for further assistance.

## Can I get help to pay my rent?

If you are unemployed you should qualify for Housing Benefit or Universal Credit Rent Allowance. Depending on the amount of income you receive or the number of hours you work you may be entitled to help with your rent payments. If you need help or advice about benefits or applying for benefits we can advise and assist you.

## What will happen if I do not pay my rent?

The Association has a Rent Arrears Policy which sets out how we will manage non-payment of rent as an organisation. We also have a procedure which our Housing Officers follow to manage non-payment of rent. At all stages of our procedure your Housing Officer will always try to work with you to find solutions to support you to pay your rent but ultimately payment of the rent is your responsibility.

The Association relies on rent payments so that it can continue to maintain its homes, provide a repairs service, deliver improvements and investment works and carry out legal health and safety checks and it is vital that as a tenant your rent payment is made in full and on time each month.



*Remember –  
We are here  
to help!*

# Who is Living in Your Home?

**It is important that you tell us who is living in your home with you as this can have serious implications for members of your household if you pass away.**

Succession of a tenancy is the transfer of a tenancy from the tenant to someone else when the tenant dies.

To make sure have the right to pass you tenancy to a member of your household (through succession) you must keep your household details up to date and tell us as soon as someone moves into your home including anyone who is living with you and providing care.

If a carer or a member of your household applies to take over the tenancy at the time of a tenants death they must have been registered with the Association as part of the tenants household for at least 12 months at the time of the tenants death.

If there is more than one person over the age of the 16 eligible to succeed the tenancy, priority will be given to a joint tenant or partner. Other family members and carers have lower priority and if

you would like further information on succession please refer to your tenancy agreement or contact your Housing Officer who can assist with any queries or concerns you may have.

To update your household details please email [housingmanagement@maryhill.org.uk](mailto:housingmanagement@maryhill.org.uk) or contact our office on 0141 946 2466 where a member of the team will provide you with assistance.

We wanted to take this opportunity to remind you that you must ask the Association for permission if you want to make any changes to the tenancy you have with the Association. Please ensure that you speak to us before embarking on any of the following:

- Assigning your tenancy (pass it onto another person).
- Subletting your home
- Swapping your home with somebody else (mutual exchange)
- Taking in a lodger.
- Deciding to become a joint tenant.



# Look After Your House Keys!



An increasing number of residents are losing the keys to their home. While we understand that accidents happen, the consequences of lost keys can be significant, affecting both your safety and your wallet!

Losing your house keys can be both stressful and inconvenient. Here are some practical tips to help you keep your keys secure:

1. **Designate a Spot:** Always place your keys in the same spot when you get home. A key hook by the door or a specific bowl on a table can help create a habit of always knowing where your keys are.
2. **Use a Keychain:** A bulky keychain can make your keys harder to misplace and easier to spot if dropped.
3. **Consider Smart Solutions:** Key finders like Tile or other Bluetooth-enabled devices can help you locate your keys quickly using your smartphone.
4. **The Spare Key Strategy:** Keep a spare key with a trusted friend, family member, or neighbour. This can save you time and stress if you ever find yourself locked out.
5. **Do a Routine Check:** Before leaving a location, make it a habit to check for your keys. A quick pat down of your pockets or bag can prevent many a headache.

## What to Do If You Lose Your Keys

If you do find yourself in the unfortunate situation of losing your keys, here's what you need to know:

1. **Immediate Steps:** Retrace your steps to the last place you remember having your keys. Check common places where keys might get lost, such as in-between seating, cushions or in the car.
2. **Payment for Replacement:** Should you lose your keys, you will be responsible for the cost of changing your locks and payment upfront is required before we will instruct a contractor to replace your locks and issue new keys. The average cost of a lock change is approximately £80.00.

## Out-of-Hours Emergencies

If you lose your keys outside of our office hours, you will need to contact a locksmith directly to regain access to your home. In exceptional circumstances the Association may be able to assist but you will be charged the full cost of carrying out the lock change.

# Damp and mould - what you can expect from us

At Maryhill Housing, we aim to ensure that our homes are maintained to a high standard through the delivery of an efficient and effective repairs and maintenance service. As part of this, we are committed to taking a proactive approach to tackling and managing the causes of damp and mould.

If you identify damp and mould in your home, please report this to the Association as soon as possible. This is what you can expect:

- One of our Property Officers will attend within two working days to inspect the issue and agree what repairs are required to your home. The Property Officer should offer to email to you a list of the repairs to be carried out for your information and agree a timeframe for the works to be complete.
- Examples of work we may carry out to address damp and mould in your home may include installing new extractor fans, dealing with leaks or replacing sections of the damp proof course.
- Our Property Officer will also offer advice and refer you to our Energy Team if you are struggling to afford your heating costs.
- We expect that most repairs will be complete within 20 working days but if there are major

works required in your home this may take longer and the Property Officer may arrange for interim works to be carried out to address the immediate issue until all of the works are completed.

- The Property Officer should maintain communication and monitor the progress of the repairs until all of the works are complete
- Our Property Officer will follow up with you eight weeks after the work is complete to make sure the work has addressed the issue.

## Did you know: 80% of damp issues are caused by condensation.

You can prevent condensation by making sure your home is well heated and ventilated. If you have extractor fans fitted, please ensure that they are switched on and try and keep them clean by dusting or hoovering them to keep the vents clear. Please also run your fan for 5-10 minutes after a shower. If you are concerned that your extractor fan isn't very effective, e.g. if it hasn't cleared the steam following a shower for ten minutes, then please contact the Association and ask for an inspection.

# RATS

Did you know that rats can carry a range of serious illnesses such as Salmonella, Tuberculosis and Foot and Mouth Disease?

Once rats have found an area to nest in, they can often also find a way into people's homes.

The good news is that when we work together as a community, we can take steps to stop rats from gathering in the area:

Please **DO NOT** leave food (such as bread for the birds) or rubbish bags on the street as this will attract vermin to the area.

**ALWAYS** make sure you bag your rubbish and place it in the bin with the lid closed.

**ALWAYS** make sure you close the main entrance door to the communal close as vermin can easily get in this way.

Please **REPORT** any vermin sightings to Environmental Health by calling **0141 287 1059** or by

visiting [www.glasgow.gov.uk](http://www.glasgow.gov.uk) and completing the online form.

You should also report any vermin sightings to Maryhill Housing on **0141 946 2466** or [enquiries@maryhill.org.uk](mailto:enquiries@maryhill.org.uk)



# Investment Updates

### Window replacements

Our contractor CR Smith has been appointed to deliver a window replacement project over the next five years. This year's programme commenced in August to select addresses in Bilsland Drive, Leyden Street, Viewmount Drive, Cumlodden Drive, Oran Gardens, Sandbank Terrace, and Maryhill Road.

### Hathaway Lane Stonework

Our contractor Go Wright Ltd. has been appointed to deliver stonework and backcourt improvements to selected blocks at Hathaway Lane. The project is currently on-site and due to finish later on in the year.

### Boiler Replacements

The Association is coming to the end of its boiler replacement programme for 2024/25. If you have been contacted for a boiler replacement and have missed an appointment, please contact our Investment Manager, Allan Dawson, on [adawson@maryhill.org.uk](mailto:adawson@maryhill.org.uk)

### Chimney Head Render

The Association is in the process of procuring a contractor to carry out chimney head re-rendering to select addresses. Further updates will be provided once a contractor is in place.

### Anti-freeze Valves

The Association has completed the installation of anti-freeze valves to properties in the mini-multis who have an Air Source Heat Pump heating system. This was done as part of the annual service and will help protect the equipment from freezing during the winter months.

### Common tank decommissions

Our common tank disconnection project is now coming to an end. If you have been contacted regarding a tank disconnection and have yet to get back in touch with the Association, please contact our Investment Manager, Allan Dawson, on [adawson@maryhill.org.uk](mailto:adawson@maryhill.org.uk)

### Glenavon main entrance doors

Our contractor Martec Engineering Ltd. has recently completed the installation of new entrance doors to the three high-rise blocks at Glenavon Road.

### Mini-Multi Foyer Improvements

The Association has finished tendering for the foyer improvements to the mini-multis and is in the process of reviewing the proposals. Residents will receive further communications regarding these improvements in due course.

## UPDATES FOR FACTORED OWNERS

### Transition to Direct Debit

We would like to take this opportunity to highlight the benefits of paying your quarterly common charges by Direct Debit, if you do not already do so.



#### Automatic payments with zero Hassle

Say farewell to the time-consuming task of quarterly manual payments. Direct Debit ensures your factoring fees are settled on time, every time, eliminating the risk of late payments and associated penalties.

#### Choose your day and payment amount

Payments can be collected on the day you choose. We recommend the amount you pay should cover your quarterly invoice, including a small allowance for minor reactive repairs. Any credit balance goes towards your next invoice or can be requested to be transferred back to you via BACS.

Paying by Direct Debit doesn't mean that you can only pay monthly. You have the flexibility to pay your factoring invoices quarterly if you prefer. Just let us know your preference when you call, and we'll set it up for you.



# Frequently asked questions about new build housing

**At Maryhill Housing, we are committed to building new homes for our communities. Our most recent development of sixteen homes at Smeaton Street is nearing completion, with homes currently being allocated.**

Below are some answers to frequently asked questions about new build homes:

## Why do you build new homes?

There is a huge shortage of affordable housing, particularly housing for families and those who need specialist housing. Families looking for three-bedroom properties are currently waiting for an average of 12 years because there is such a shortage of available homes.

Building new homes is also a great way to improve the local area. Most of the land where we build our new homes has laid derelict for years.

Building new homes on this vacant land also helps to address fly tipping and anti-social behaviour.

Building new homes also helps to create jobs and contributes to the local economy. We require all of our contractors to create trainee opportunities and make contributions to local projects. Over the last year, our contractors have contributed over £200,000 to the community and created over 13 apprenticeship opportunities.

## Does building new homes stop you from spending money on your current homes?

No, it doesn't. New homes are funded through a mixture of grants from the Scottish Government and loans. We use the rental income from new housing to repay these loans. We carry out a detailed check to make sure all of our new developments pay for themselves

over thirty years. This means that building new homes does not impact on our ability to improve our existing homes.

## How do you allocate these new homes?

Each time we develop new housing, our Board decides which groups it should be allocated to. For our Smeaton Street development, the table below shows the proportion of homes allocated to different types of applicants.

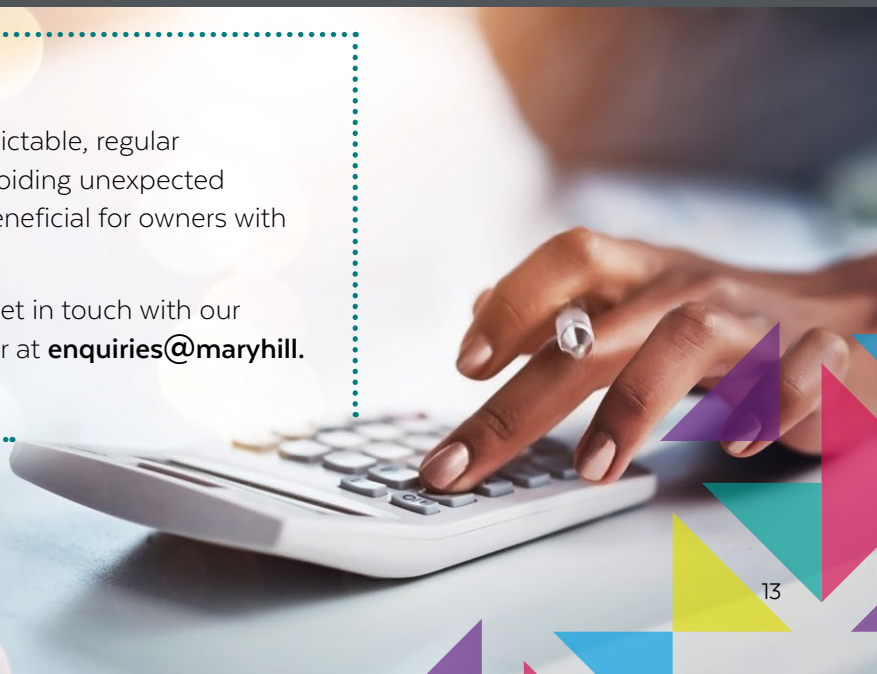
| Proposed lettings targets        | %  |
|----------------------------------|----|
| Section 5 (Homeless Households)  | 30 |
| Waiting List Applicants          | 35 |
| Transfer Need Applicants         | 25 |
| Transfer Aspirational Applicants | 10 |

If you have any more questions about our new build housing, please contact [enquiries@maryhill.org.uk](mailto:enquiries@maryhill.org.uk)

## Financial planning made easy

Experience better financial planning with predictable, regular payments. Manage your budget with ease, avoiding unexpected financial stresses. This stability is especially beneficial for owners with multiple properties.

Ready to simplify your factoring payments? Get in touch with our Customer Contact Team on **0141 946 2466** or at [enquiries@maryhill.org.uk](mailto:enquiries@maryhill.org.uk) to make the switch to Direct Debit.



# Our Financial Support Team

If you need help with budgeting, benefits and maximising your income, our Financial Support Team are here to help.

We can help you to complete welfare application forms and provide advice in a way that is easy to understand.

Our Financial Support Team also provide a free benefit appeal representation service for tenants.

Our experienced and professional team will let

you know what to expect at an appeal and help you prepare and submit any paperwork, increasing your chances of a successful outcome.

To arrange an appointment, please speak to your housing officer or email [fst@maryhill.org.uk](mailto:fst@maryhill.org.uk)



## My Migration – Moving Over to Universal Credit



Our 'My Migration' campaign aims to support customers when they are asked to move to Universal Credit and the new benefits provided by Social Security Scotland.

Maryhill Housing's Financial Support Team can provide advice on how to claim Universal Credit, prepare you for your first job centre appointment, and check your first payment.

They can also help you apply for Adult Disability Payment, Child Disability Payment and Carers' Support Payment.

If you would like to speak to the Team, please call **0141 946 2466** or email [fst@maryhill.org.uk](mailto:fst@maryhill.org.uk) for an appointment.

## Helping families with their living costs – The Benefit Cap and Under Occupancy (Bedroom Tax)

### What is the 'Benefit Cap'?

If you are under State Pension age, there may be a limit on the total amount in benefits your household can receive. If your income goes above this amount, your working-age Housing Benefit or Universal Credit is reduced until it drops below the limit again. This is called a benefit cap.

### Who does it affect?

The benefit cap may apply if you or your partner (if you have one) are:

- under State Pension age.

- receiving Housing Benefit or Universal Credit, or certain other benefits.
- receiving a total amount in these benefits which is above the benefit cap amount. You can read the full list of benefits that are affected by the cap at <https://www.gov.uk/benefit-cap>

### What is the Bedroom Tax?

If you're of working age, renting a home with a spare bedroom and receiving Housing Benefit or the housing element of Universal Credit, it's likely your benefit will be reduced. This is known as the 'Bedroom Tax'. It's also called the under-occupancy charge or the removal of the spare room subsidy.

# FINANCIAL SUPPORT

## What is the Good News?

In Scotland, the Scottish Government will cover this shortfall if you are affected by the bedroom tax and benefit cap as far as possible within devolved powers through Discretionary Housing Payments (DHP's). If you are affected by either of these, you can apply for a DHP.

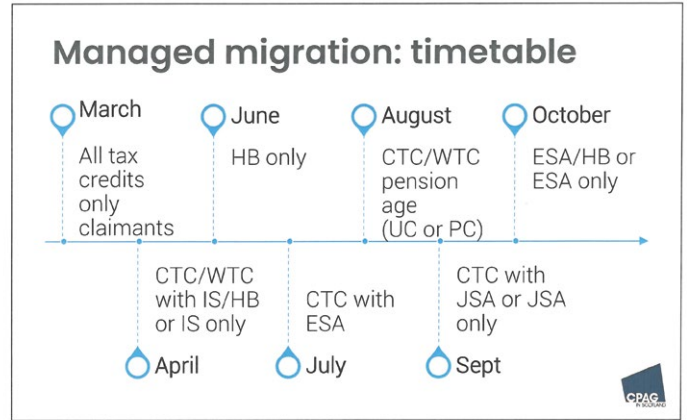
If you need help to apply, please speak to your housing officer or one of our financial support officers. They are always happy to help.

## Managed Migration to Universal Credit

Managed Migration is the process the Department for Work and Pensions (DWP) is using to transfer claimants from the old (legacy) benefit system i.e. Tax credit, Jobseekers Allowance, Income Support etc. to Universal Credit. It started in Autumn 2023, with

people receiving only Tax Credit. Since April 2024, this has been extended to other benefits.

The image below details the planned timetable for claimants to be asked to claim Universal Credit



HB - Housing Benefit / CTC - Child Tax Credit / WTC - Working Tax Credit / ESA - Employment and Support Allowance / IS - Income Support / JSA - Job Seekers Allowance

Claimants will receive a migration notice when it is their time to change benefits. They then have three months to make a claim for Universal Credit. If they do not claim Universal credits before the deadline, their existing benefits will stop.

The DWP has promised that no one will be worse off when they transfer to Universal Credit, this is being called transitional protection. Claimants will also receive a two-week run on of existing benefits (apart from tax credits).

Universal Credit is paid monthly (including help with rent), starting five weeks after a claim has been made. In Scotland, claimants can request to have their housing costs paid to their landlord and have their Universal Credit split into two payments.

Further information on Migration to Universal Credit can be found at <https://ucmove.campaign.gov.uk/>

If you would like any help or advice in relation to Universal Credit or the changes being made to the benefits system, please contact Maryhill Housing's Financial Support Team on **0141 946 2466**.

# Best Start Grants

Applications for school age payments of £314.45 from the Best Start Grant have opened for children born between 01/02/2019 and 29/02/2025.

To qualify you need to receive one of the following benefits:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Pension Credit
- income-based Jobseekers Allowance (JSA)
- income-related Employment and Support Allowance (ESA)

Further details and how to apply can be found at <https://www.mygov.scot/best-start-grant-best-start-foods>



# School Clothing Grant

If you automatically qualified for the School Clothing Grant, payments for under 16's were made on 19/06/2024. Payments for those over 16 will be paid in September.

To qualify for School Clothing Grant, you must be receiving one of the following benefits:

- Housing Benefit/Council Tax Reduction (this is not Council Tax single person's discount or student discount).
- Universal Credit (UC), and your monthly earned income is **£796** or less.
- Income Support/Income based Job Seeker's Allowance (JSA) or any income related element of Employment and Support Allowance (ESA).
- Child Tax Credit (CTC), but not Working Tax Credit, with an annual income of less than **£19,995**.
- Both Working Tax Credit and Child Tax Credit, with an annual income of less than **£19,995**.
- An asylum Seeker receiving support under Part VI of the Immigration and Asylum Act 1999.

For more information or to make an application, visit <https://www.glasgow.gov.uk/schoolsandlearning>



## We Speak our Customers' Language.

Please contact [translate@maryhill.org.uk](mailto:translate@maryhill.org.uk) if you require this document in a different language or format.

Jeśli chcesz otrzymywać biuletyn w innym języku, skontaktuj się z nami pod poniższymi szczegółami.

如果您希望使用其他語言的新聞通訊，請通過以下詳細信息與我們聯繫。

إذا كنت ترغب في النشرة الإخبارية بلغة مختلفة ،  
فيرجى الاتصال بنا على التفاصيل أدناه .

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