

News

GOOD NEWS FOR 2018! Changes And Improvements On The Way



By Bryony Willett,
Chief Executive

Welcome to your Spring Newsletter following a busy and successful year celebrating our 40th anniversary in 2017. Thank you to everyone who took part in what was a year to remember.

In this edition we're pleased to tell you about a range of exciting, new developments as we continually endeavour to improve the service we offer. Here are some of the things we are keen to share with you:

Getting to know you better:

We are changing the way we deliver our housing management services. We are putting more housing officers out in our communities. We will be aiming to get to know our customers better and provide you with the support and assistance you need to make our neighbourhoods a great place to live. We will also be carrying out a large satisfaction survey over the summer to find out what you think about our services so we know where to focus future improvements.

Building new homes:

We have firm plans to develop over 100 new homes in three locations: Rothes Drive next to Maryhill Park; the corner of Cowell Road and Maryhill Road and at Smeaton Street. We intend to develop a further 150 homes in the next few years. This housing will be a mixture of family housing, flats,

older people's housing, affordable home ownership and mid-market rent for people on low to moderate incomes.

Supporting you through welfare reform: There will be big changes to the way benefits towards the cost of housing are paid during 2018 with Universal Credit being rolled out in Glasgow in October. We will have our staff out on the ground making sure you are ready to make this change successfully.

Delivering more services directly: Some of our grounds maintenance is delivered by our directly employed staff and we have had great feedback from customers about the quality of their service. We will be extending this in 2018 and trialling close cleaning 'in house' from the winter.



A HEALTHY HELPING HAND FOR SCHOOLS

Eating healthy food is an important lesson for schoolchildren everywhere. Now youngsters at St Cuthbert's and Highpark primaries in Ruchill have received a cash boost to make that happen.

FULL STORY ON PAGE 2

TODAY'S LESSON IS HEALTHY EATING!

Maryhill Housing and ENGIE serve up a cash boost to help local kids eat well

SCHOOLKIDS in Ruchill have received a wonderful cash boost after healthy eating was put firmly on the menu.

Maryhill Housing and contractor ENGIE came together to deliver a £1250 windfall to St Cuthbert's Primary and another £1250 to Highpark Primary.

Both share the Benview Campus in the community.

Now as part of its commitment to helping communities, ENGIE's regeneration business (formerly Keepmoat Regeneration) has donated the money along with a further £2500 to community organisation North United Communities.

The money totalling £5000 came about after ENGIE began working for Maryhill Housing - undertaking improvement work to the Association's housing stock.

As part of the contract there was a requirement for ENGIE to deliver "community benefits".

Both schools were chosen as worthy recipients and plans are already being drawn up to use the money to encourage healthy eating among families and convey the importance of nourishing meals to ensure good health.

Highpark headteacher Mrs O'Donovan and St Cuthbert's headteacher Mrs Tracey are working on a plan to make this happen.

Mrs O'Donovan said: "This is a wonderful donation which will provide essential funding to allow us to promote healthy eating."



Top class.....youngsters from St Cuthbert's and Highpark primaries get ready for some healthy eating with Stevie and Emma from ENGIE and (far right) Kenny McGinty of Maryhill Housing.

Mrs Tracey added: "We are excited about what we will be able to do with this donation. We are immensely grateful because it will go a long way to helping our children."

North United Communities undertakes a vast amount of community activities all designed to improve people's lives in a wide area of north Glasgow. Jill Mackay of North United Communities said the organisation was "delighted" to receive the money.

Their £2500 donation will again be used to benefit the community - particularly in the area of "Job Clubs" and helping people to pick up digital skills.

ENGIE's divisional Head of Business Development Stevie Nugent and colleague Emma McWilliams came to the schools to announce the donation.

Stevie said: "Our business model is centred on building and transforming communities and this goes far beyond the delivery of new, or improvement of existing, housing stock so we're thrilled to be working with Maryhill Housing to make a real difference. We have always worked closely with local schools and this is a fantastic initiative, which will drive positive change for children in the community."

YOU'RE IN THE MONEY!

Huge £20,000 of funding announced

COMMUNITY organisations across Maryhill and Ruchill are in the money to the tune of £20,000!

Maryhill Housing has handed out the huge cash windfall to a number of organisations doing good work in their communities.

And they were ALL the choice of the people after a vote to pick the winners.

Voting took place online prior to the event as part of an initiative known as "Participatory Budgeting" and, as the name suggests, local people participated in this worthwhile exercise in a democratic process.

It culminated in an event at

Maryhill Burgh Halls called "Digi All Decide" when people were also given the opportunity to vote in person leading to the winners being announced.

The money came from Maryhill Housing's "Community Fund" - a sizeable pot of money set up to boost community projects and reinforcing our long-standing commitment to inspiring and helping those communities where tenants live.

Jubilant scenes greeted each declaration of the vote at the Burgh Halls. The winners celebrated topping the poll with clapping and cheering.

Interestingly, those attending the Burgh Halls voted



The event at the Burgh Halls

electronically using special handsets where they ranked their favourite submissions 1 - 5 with 5 being the highest score.

This is in keeping with the drive to deliver digital skills which housing associations are increasingly keen to embrace.

The full list of winners and the amount of money they asked for and will receive is as follows:

- Home Start Nurture Group to help north Glasgow families with kids under 5£2000
- Shakespeare Street Youth Club to pay for under 16s to go to outdoor residential centre.....£2000
- "Summer, storage and Christmas" from the Friday Parent & Toddler Drop In..£1600
- Boys' Brigade activities from the 152nd BB£1650
- Parkview Primary School Parent Council to provide "quiet areas" of particular help to refugee children at the school.....£1200
- The Good Morning Service which fights loneliness and isolation by receiving a good morning phone call to check they are well£2000
- Cadder Community Festival 2018.....£2000
- "Positively Playtime at Caldercuilt" to create better more active playtimes from Caldercuilt Parents Council.....£1632
- "Help Us keep Rupert the horse" from Glasgow Group of Riding for the Disabled Association.£2000
- "Little Gladiators" from New Life Gym to help youngsters overcome difficulties on health, poverty, bullying and other challenges£2000
- "Heat Our Hall" from Ledgowan Hall, Maryhill for improvements including heating.....£1800

Maryhill Housing has pledged to work with those organisations who applied for money but were unsuccessful in the vote to access other funding opportunities.

ASSOCIATION STAFF HELP CHOSEN CHARITIES

Staff at Maryhill continue to raise funds for our chosen charities - North West Foodbank the "local" charity choice and the SSPCA - our "national" charity choice.

Staff undertake a "dress down" Friday at the end of each month where they can wear casual clothes in return for bringing in at least three items of non-perishable food or a cash donation.

To date staff have donated 1,043 items of food. Maryhill Housing Association will match fund the donations at the end of the financial year.

KEEP US UP TO DATE WITH YOUR DETAILS

PLEASE keep us up to date with your contact details such as your phone number if you should change it. We send regular messages out by text during the recent snow closures. Although we use other means of communications as well, if you help us to keep your mobile phone numbers current we can keep you updated. Thank You!



DELIVERING A BETTER HOUSING SERVICE FOR YOU – A CHANGE FOR THE BETTER

We have looked at the ways in which our Housing Officers deliver services to you and have decided to change this so that you will only have one point of contact for any matters in relation to your tenancy.

Currently we have various teams dealing with different aspects of your tenancy, eg, managing rent accounts and letting our homes. In the future there will only be one housing officer you will need to contact if you have any queries about your tenancy.

We have decided to make this change because you have told us that you would prefer to only speak to one member of staff when discussing matters in relation to your tenancy. We will be increasing the number of Housing Officers delivering services to you so that they have more time to be out and about in the area, getting to know tenants and residents and working with you to improve the services that we provide.

We are in the process of finalising these changes and will provide you with an

update when we have completed this and also who your Housing Officer will be. We hope to complete our review of the service by the end of April.

As part of the proposed changes we also intend to carry out visits to all of our tenants so that we can learn more about how we can improve the services offered by Maryhill Housing and deal with any issues or concerns that you have.

As we have over 3000 homes we will initially carry out these visits on a two yearly basis but as part of the improvements to the service you will see your Housing Officer more frequently so do take the time to say hello.

Some members of our Housing Services team left at the end of March – they are Pauline Haldane, Laura Cuthbertson, Lyndsey Robinson and Claire Trainer. We would like to thank them for their contribution to the Association and wish them all the best for the future.

Financial Support Team

As part of these changes the Financial Support Team drop in service will be changing. From Monday 16th April 2018 the drop in service will only be available during the morning or afternoon. The table below provides details of when the drop in service will operate:

Monday	9am – 1pm
Tuesday	1pm – 5pm
Wednesday	9am – 1pm
Thursday	1pm – 5pm
Friday	9am – 1pm

We will continue to offer appointments to discuss any Welfare Rights or benefit issues that you may have. If you would like to make an appointment please contact us on 0141 946 2466 or alternatively call into our office at Garrioch Road.

COMMUNITY SPACE FOR GLENAVON

We can announce that is our intention to convert the office at 29 Glenavon Road into a high-quality “community space.”

We are working with the Glenavon Residents and Tenants’ Association to design a space suitable for community events, meetings and I.T. support.

To ensure we can do this, we will be closing the Housing Office and moving the staff based there to our office at 45 Garrioch Road. We have found that the office is not as busy as before and is not used as much by tenants. A community space for residents is a much better use of the premises.

Our Neighbourhood (former concierge) team will continue to be based at Glenavon Road providing a 24 hour service. The new community space will still have facilities for customers to meet staff.

These plans are still at the design stage and currently the office will remain open Monday to Friday from 9am to 1pm.

BURNS COMPETITION WINNERS

We are pleased to announce the winners of our recent Burns competition.

They are: Muntaz Abdi, Ciaran McCallum, Skye McLean and Rhiannon Baker who all won from St Mary’s Primary 6.

Lorna and Mia Brennan also won as did Saffanna Al Jbawi.

Thank you to everyone who entered and submitted poems.



“SILVER SURFERS” IN WI-FI BOOST AT SHISKINE

We are pleased to announce a wi-fi boost to residents at a Shiskine retirement housing complex in yet another helping hand for the community.

And to make sure they get online, residents have also been given two brand new ipads free of charge.

Now the residents’ lounge – which is widely used – is fully equipped so any residents can have access to the internet using the new tablets.

The cost of the ipads has been met from Maryhill’s Community Fund.

We are keen to see tenants in later life like the residents of Shiskine Place embrace as many digital skills as they can. Older web users are often referred to as “silver surfers”.



Ready to get online.....Shiskine residents Babs Jackson (left) and Helen Donald with the new ipads.

DECORATION ALLOWANCES

- A CHANGE YOU NEED TO KNOW ABOUT

If your home has any major repair works carried out, eg, kitchen or bathroom replacement etc the Association will normally pay you a decoration allowance to help with the cost of redecoration works. This allowance would normally be paid to all tenants regardless of whether there were rent arrears outstanding.

In future if you are in arrears of more than one month’s rent, the allowance will be used to repay some or all of the arrears outstanding depending on the balance on your account.

If you would like further information about this change to our Policy please speak to a member of our Investment team.

TEMPORARY HEATING COMPENSATION

The Association and our contractors offer temporary heating to customers where their heating has broken down and cannot be fixed at the first call.

It has also been offered directly by the Association such as during the recent extreme cold and snowy weather where our gas heating contractor had to deal with many repairs.

The Association recognises the increased costs of using this type of heating and will now pay customers an allowance of £5 per day to help with the heating costs whilst temporary heating is being used.

Join the Service Improvement Group Public Meeting

Tuesday 17th April at 7pm @ MH Office 45 Garrioch Road

A meeting has been arranged for Maryhill Housing residents living in Maryhill and Ruchill to formally establish a constituted Service Improvement Group. At this meeting local people will appoint a committee and adopt a constitution (rules) for the group.

The aim of the group is:

To safeguard and promote the interests of people living in MHA tenancies regarding matters concerning their housing and tenancies.

We want to:

- bring tenants together to ascertain their views on a wide range of issues affecting their housing and tenancies.
- advocate those expressed views to various agencies / bodies.
- give tenants a voice in the decision making processes which affect you.

Join the committee, or come along and show your support for the new group. If you are interested in attending please email comreg@maryhill.org.uk or contact Dawn Burns on 0141 946 2466.

“MAKING PLACES” INITIATIVE GETS UNDER WAY

Maryhill Housing secured grant funding from the Scottish Government’s Making Places initiative which encourages communities to positively and actively contribute to the development of their local places.

We recently held two events focusing on the 2 main routes which run through our communities - namely Maryhill Road and Bilsland Drive.

We held 2 participative and interactive events which involved local residents and stakeholders undertaking a walkabout through the communities to identify areas for improvements as well as drop in sessions to hear people’s ideas for their community.

Local residents will be prioritising the project proposals to identify which projects are most likely to succeed and have the biggest impact on the community. Maryhill Housing will be working with our partners to look to secure funding to make these projects a reality.

Watch this space for updates!



Pictured: Looking over future ideas...the event at Ruchill



CHANGES TO SMOKE ALARM LEGISLATION

The law is changing with regard to smoke alarms.

And we want to bring you up to date on what is happening.

The key thing is there will now be a legal requirement to obtain access to allow for installation and upgrades.

These changes are being brought in to ensure safety in the home and Maryhill Housing will always ensure such safety is a priority for our tenants.

We will keep you posted on developments in this important matter.

IN PRAISE OF MARY BARBOUR

Maryhill Housing welcomes statue to heroine of housing

MARYHILL Housing has paid tribute to the campaign to remember a heroine of housing - the formidable Mary Barbour.

A striking and impressive statue was unveiled of Mary in the centre of Govan in March in front of a crowd of hundreds of people.

It was erected by the Remember Mary Barbour Association - set up to honour the woman who led a Glasgow rent strike against greedy landlords who wanted to hike rents during the First World War.

In November 1915, she led a 20,000-strong protest through the streets of Glasgow.

Her campaign was a triumph after Liberal Prime Minister David Lloyd George agreed with her and put a stop to rent increases while men were away fighting in the trenches.

The campaign to deliver a lasting legacy to Mary has gathered strength in recent years culminating in the unveiling of the statue which brilliantly depicts Mary leading her “army” along the street.

Appropriately, the statue was unveiled on International Women’s Day.

In addition to the Remember Mary Barbour Association, a separate way of remembering Mary known as The Mary Barbour Award



proved successful for Maryhill Housing last year. It is organised each year by Parkhead Housing Association.

Maryhill’s Vice Chair Lorain Mackinnon was one of three women who triumphed in the Award as one of two runners up last year. Fellow Board member Eleanor Brown was runner up the previous year.

That Award is presented to women who campaign strongly for their communities. Lorain and Eleanor have devoted many years of service to the housing association

movement in Maryhill and Ruchill.

Maryhill Housing Chief Executive Bryony Willett, who attended the unveiling, said: “Mary Barbour was undoubtedly a heroine of social justice who was not afraid to tackle injustice wherever she found it.

“We applaud the decision to create a lasting tribute to her in what will now become a Govan landmark. It is a reminder to all of how one inspiring, campaigning woman supported by her community won the day.”

General Data Protection Regulation

As you may already be aware the European Union General Data Protection Regulation (GDPR) comes into force on the 25th May 2018 and this will replace the Data Protection Act 1998. Although many of the main concepts and principles of the Data Protection Act 1998 remain the same, it does change the way we have to handle and protect your personal data.

Personal data is defined as information relating to an identifiable living individual. It can be anything from a name, a home address, bank details, email address and so on.

The GDPR places greater emphasis on transparency and accountability. Being transparent with you about what personal data is collected, stored and potentially shared with other

organisations and being accountable will require us to keep records of all personal data processed.

Your rights under GDPR have been enhanced in the following areas:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object

Rights in relation to automated decision making and profiling.

We have set up a working group within the Association to ensure our policies and procedures are updated to reflect the responsibilities we will have under GDPR.

If you would like further information



on GDPR visit the Information Commissioner’s Office website at www.ico.org.uk

CITY BUILDING OFFERING APPRENTICESHIPS



City Building is offering apprenticeships WITH A CLOSING DATE FOR APPLICATIONS OF 29 APRIL.

The trades being advertised are Joiners, Painters, Plumbers, Electricians and Administration workers.

Candidates must apply through the Glasgow Guarantee website <https://www.glasgowguarantee.org> and must meet the following criteria:

- All candidates must be aged 16-19

- All candidates must reside in Glasgow or have attended a Glasgow school
- School leavers must be eligible to leave school in Summer 2018
- College candidates must be eligible to leave college in Summer 2018
- Non school leavers must be currently unemployed or working less than 16 hours per week

BURSARIES UPDATE

IN previous editions of the newsletter we told you of an exciting new initiative offering bursaries to help people.

We want to give you an update on how it is going and the helping hand that has already been offered.

Maryhill Housing has done the following:

- Granted 13 applicants a Bursary Award
- £10,000 allocated for the year
- Handed out £5825.22 since September 2017
- Helped applicants with things like education Course Fees, Childcare Costs, Travel Expenses, Equipment for college and work placements and supermarket vouchers.

Our latest bursaries scheme started again on 1st April this year. The application form can be found on our website or contact: bursaries@maryhill.org.uk

Interested in Becoming a Board Member?

Maryhill Housing is looking for tenants to join our Board. If you would like to make key decisions around issues such as how we invest in your homes, how much rent we charge and how we work to improve the Maryhill community we would love to hear from you.

No experience is necessary and we can provide you with support to develop your skills. We are particularly looking for younger people and those from black and minority ethnic backgrounds.

Joining the Board means you are at the heart of decision-making for our community.

If you are interested please contact Bryony Willett our Chief Executive on 0141 948 1109 or bwillett@maryhill.org.uk

New Senior Appointments Announced

TWO key senior appointments have been announced at the Association.

Both Jennifer Simon and Rebecca Wilson bring a wealth of experience to their new posts with an impressive track record of commitment, performance and delivery within the housing association movement.

Jennifer has been appointed Director of Operations following her recent role as interim Director of Operations at Maryhill. Jennifer has a long history with Maryhill Housing having been Head of Housing since joining us in 2011.

She has worked for 30 years within the housing sector and for a number of Associations across the UK.

Jennifer will be responsible for all customer-facing parts of the organisation including housing management, property maintenance, customer contact, regeneration and the in-house neighbourhood team.

Jennifer is on the Boards of the Glasgow Housing Register and Positive Action in Housing.

Pictured: Jennifer and Rebecca

Rebecca Wilson has been appointed Director of Resources following her role as Chief Executive of Barony Housing Association for seven years.

Rebecca became Director of both Barony Housing Association and West Lothian Housing Partnership when Barony became part of Wheatley Housing Group in April 2016.

Rebecca is a CIPFA qualified accountant and prior to becoming Chief Executive she was Barony's Director of Finance & Administration for seven years from 2003.

In addition Rebecca fulfilled a range of finance roles over the preceding ten years at Horizon Housing Association, Ochil View Housing Association and North British Housing Association.

Her expertise includes finance, pensions, strategic planning, corporate governance, organisational change and service design.

Rebecca will be responsible for finance and external audit, new build development, risk management including internal audit, new business development and option appraisals.



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