



ON YOUR DOORSTEP



Glen Housing Association Newsletter – December 2023

YOUR HOUSING ASSOCIATION NEEDS YOU!

Most tenants will be aware that Glen Housing Association is a registered charity and whilst the day-to-day work is carried out by paid staff, the policy and priorities of the Association is set by the Board of Management, who are all volunteers. Glen currently has 10 people on our Board, and we are able to have up to 15.

Having tenants of the Association serving on our Board has always been important to Glen and since the Association was set up in 1993, there has always been at least 5 tenant Board members. At present we only have 2 tenants members on our Board and this article is a plea to any of our tenants out there who think they may be interested in playing a role in shaping the priorities of the Association.

As a Board Member, you'll have the chance to:

- ◇ Collaborate with a team of enthusiastic volunteers.
- ◇ Develop leadership skills.
- ◇ Help to make decisions that benefit your community.
- ◇ Experience the rewarding feeling of giving something back to your community.

If this sounds like an opportunity for you, or if you know someone who would be perfect for this role, we'd love to hear from you.

Send an email to our Director:

anne@glenhousing.co.uk alternatively, phone Anne, on 01592 621188 to find out more.



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STAFF UPDATES

LIFE



CAREER

Flexible Working

Since September our staff have been trialling a 4-day week and 9-day fortnight. This has not involved staff working less hours but compressing the 35-hour week to fit the 4 days or 9-day fortnight.

Consequently, some staff start earlier in the morning and some work later in the evening. This means tenants may now get contact from staff between the hours of 8.00am and 6.30pm.

To ensure the workplace is always covered staff have different non-working days, with some off on a Monday, some a Wednesday and some a Friday.

This change in how we are working will also mean that the office will only be closed at the Easter and Christmas/New Year public holidays. All other public holiday entitlement has been rolled into staff's annual holiday entitlement for 2024.

So far this has proved popular with staff and importantly, has not appeared to adversely affect the service provided to our tenants. We would be pleased to hear from you if you have encountered any difficulties that may have been related to this trial, and we can feed that information into the first review of the trial period in January 2024.

New Start

You will also have heard a new voice if you've had cause to phone the office. Lesley Anderson joined the Association in October and complements the admin team as Corporate Assistant.



CHANGES TO BENEFITS

Tax credits are being replaced by Universal Credit. This is called the Universal Credit managed migration process.

Those in receipt of tax credits may receive an information leaflet about the process. If so, please don't be alarmed by this and you should not make a Universal Credit claim until you receive a formal migration letter to apply. If you are unsure if you have had an invite, please contact us on 01592 621188 and one of our Officers can check this with you.

The formal migration notice will give you a period of 3 months to apply and the date you must apply by will be in the letter.

If you do not claim by the end date on your invitation, your current tax credit award will end. You would also lose your right to any transitional protection. Transitional protection is a discretionary amount that is awarded to your universal credit to ensure you will not be any worse off after you claim. This will be paid for 12 months as part of your award, provided your circumstances stay the same.



All tenants should make the claim to Universal Credit even if they feel they may not be eligible as you could be entitled to transitional protection.

PLANNED MAINTENANCE UPDATE

Bathroom Replacements – Broom Estate, Leven

This programme has been going well since it started in September with 22 new installations due to be completed by the end of December and the remaining 22 completed by March/April 2024.



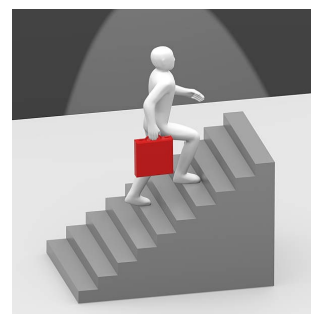
Window & Door Replacements

Tenders for this major 4-year programme involving 300 properties have now been returned and the successful contractor will be confirmed shortly. Work is scheduled to start soon after the holiday period and the tenants in the first phase will be contacted individually with more details.



Flats – Stair Lighting Upgrade

New lighting is currently being fitted to all our flatted blocks in Glenrothes and Leven. These new lights have built in sensors which, upon sensing someone in the vicinity of the light, will activate to full strength until that person leaves the activation zone of the light fitting. They also have an emergency back-up battery, so they remain on in the event of loss of power....so extra safety in the blocks, more energy efficient and kinder to the planet!



WINTER LANDSCAPE MAINTENANCE

Throughout most of the areas where Glen has houses there are large areas of grass, hedges, shrub beds and trees. Whilst this makes it a pleasant environment to live in, it also takes a lot of maintenance if it is to be kept in good shape.

Many residents will have noticed that there seemed to be a large amount of growth on all the shrubs this past year, even although we have been carrying out the same number of maintenance visits during the summer months. This has largely been due to it having been a rather wet summer, but also the fact that all our landscaped areas, filled with shrubs and trees, are much more mature now.

To keep things under control, appearance wise and from a safety aspect, there will be a substantial pruning programme taking place throughout the winter months this year. Many shrubs and hedges will be cut back further than in previous years and trees will be receiving a bit more attention (we will only remove trees if it is confirmed that they are in a dangerous condition).

Some of our houses are bordered by trees that are on land not owned by the Association. With regard to these areas, we are in contact with the relevant owners to encourage/request that they attend to any large overhanging branches or trees that are in a dangerous condition.



HERE TO HELP

FOOD AND FUEL

We can refer you to the Foodbank and the Fuelbank at any time, just give us a call. We also have emergency food and fuel vouchers available for people in crisis.

A new fund has just opened, and we can now help you clear your fuel debts too!



PANTRY

Our Glenrothes tenants can join the Collydean Community Centre Pantry – we have a limited number of free starter packs for the pantry for those most in need. Get in touch with us if you would like more information.



KEEPING WARM

To help you keep warm and reduce your fuel bills, we may be able to provide:

- Carpets
- Thermal curtains
- Winter clothing and footwear
- Warm bedding
- Electric blankets and throws
- Microwaves, air fryers, slow cookers, and kettles



WINTER PACKS

We have started distributing winter packs to some of our tenants, starting with those over 80 and those with limited mobility.

The winter packs contain a hat, gloves and scarf set, a pair of fluffy house socks, a blanket, a hot water bottle, an electric hand warmer, and an insulated mug.

If you think that you, or someone you know, might benefit from a winter pack, please get in touch with us.



THIS YEAR, WE HAVE PROVIDED...

Thanks to funding from the Scottish Government, and with help from our partners Cosy Kingdom and HACT, we have been able to support over 100 households since the start of the year.



39

households with new flooring



14

households with thermal curtains

16

electric blankets and throws



10

bedding sets (duvets, pillows and bed sheets)



10

clothing vouchers



17

cooking appliances (microwaves, air fryers and kettles)



4

other appliances (dehumidifiers, cookers)

WE HAVE ALSO ISSUED...

- 30 referrals to the Foodbank
- 17 referrals to the Fuelbank
- 10 Referrals to Cosy Kingdom
- 5 referrals to Collydean Community Centre's Pantry
- 9 emergency food vouchers
- 108 emergency fuel vouchers

And we have supported 7 households with funding applications to external support funds.

For more information, call the office on 01592 621 188 or email Céline at celine@glenhousing.co.uk or Craig at craig@glenhousing.co.uk



FESTIVE HOLIDAYS

The Association will be closed for the festive holiday period on:

Mon 25th—Wed 27th December & Mon 1st—Wed 3rd January

For **emergency repairs**, please contact the following:

Gas Heating/hot water breakdown: RIFM on 0131 654 4400

All Other Emergency Repairs: Rogersons on 07946 262427

