



ON YOUR DOORSTEP

Glen Housing Association Newsletter – December 2022

RENT CONSULTATION 2023

This is the time of year where Housing Associations and Local Authorities are thinking about their budgets for the next financial year, starting in April 2023, and, as a key part of that, consultation with tenants on what level of rent is set from April is required by law.

You've probably heard that between now and the end of March 2023, all rents – for social housing tenants and for private tenants – have been frozen by the Scottish Government as a result of the cost-of-living crisis.

This hasn't affected your rent yet, as Housing Associations only set rents once a year, every March/April. However, the Scottish Government is due to decide by mid-January 2023 whether Housing Associations will be allowed to raise rents for 2023/24. The decision could be taken to 'freeze' rents for a further period or introduce a rent 'cap' that dictates what rent increase could be made e.g. 3%, 5%, 7% etc.

However, despite the possibility of a rent 'cap' or 'freeze' being imposed, both the Scottish Government and Scottish Housing Regulator have said that Housing Associations should still carry out their normal consultations with tenants on rents for the next year. Glen HA has decided to hold back its consultation process with its tenants until the Scottish Government has confirmed its decision, by 16th January 2023, on either a rent 'freeze' or 'cap'.

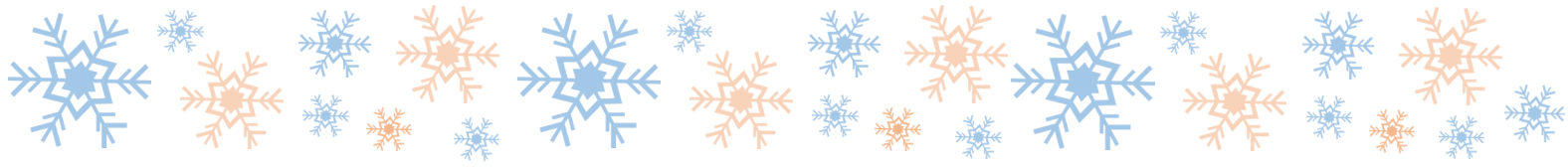
As soon as this decision is forthcoming, a consultation survey/questionnaire on options for a 2023/24 rent increase will be distributed to all tenants asking for their views. Please look out for this being distributed in mid-January.

We know how much the cost-of-living crisis is affecting our tenants, and the many inflationary pressures which the Association has been facing makes it especially important that our consultation with you finds the right balance between rent affordability and the need to maintain our services and continue investing in our homes. As you may be aware, as a Housing Association, Glen is also a charity and as such exists to provide good quality homes at affordable rents, and the Board of Glen will always do their best to keep rents as low as possible.

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STAFF CHANGES

During 2022 there has been a number of staff changes and we thought it would be a good idea to provide tenants with an update on all the faces (and voices, if you are contacting either of the offices by phone).

Ian’s Housing Management Team (group photo on page 3 of Annual Report):

Ben....Housing Officer, dealing with allocations, repairs, estate management matters and rents

Michelle.....Housing Officer, dealing with rents, welfare benefits and estate management matters

Craig.....Housing Assistant, assisting the Housing Officers dealing with rents and estate management matters Craig is the newest member of staff, therefore doesn’t feature in the Annual Report, so..., here he is.....



Saj.....PATH Trainee, assisting the housing officers with allocations and estate management

Céline.....Community Worker, leading on tenant consultation, community engagement and sourcing and distribution of grant funding for tenant support

Karen’s Admin Team (group photo on page 3 of Annual Report):

Everyone in this team deals with frontline enquiries, e.g. repair requests, housing applications, gas servicing and all other admin duties which keep the office ticking over.

Ann.....Senior Admin Assistant

Debbie.....Admin Assistant

Jamie.....Admin Assistant

Malcolm’s Caretaking Team (group photo on back cover of Annual Report):

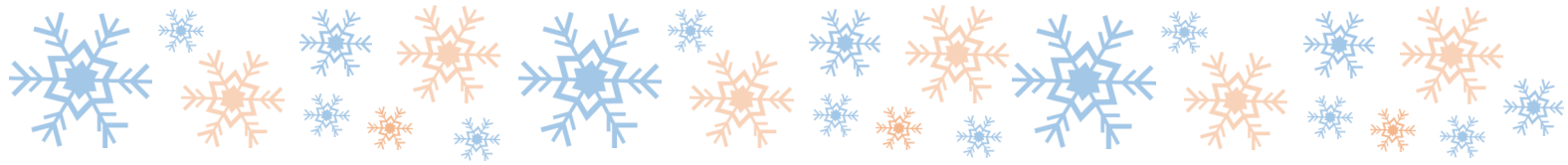
Dealing with cleaning flat common areas, some landscaping, keeping estates tidy and rubbish free, minor repairs and turnover of empty properties

Murray, Phyllis & Stevie



Anne (photo on front cover of Annual Report)

(Director, overseeing all of the above!)



LED LIGHT BULBS

Did you know that by making sure you have LED light bulbs in all your light fittings could save you approx. £40 to £55 per year, and in this current cost of living crisis, every little helps!

We have managed to obtain a supply of LED bulbs (bayonet connection) which are FREE to collect from both our Glenrothes and Leven offices. Please pop in any time (during normal working hours) and pick up as many as you need.



HERE TO HELP

During the last year the Association has been successful in obtaining funding from various sources to help our tenants affected by the after effects of the pandemic and now, the cost-of-living crisis.

The type of direct assistance we can offer includes provision of thermal curtains, winter bedding and blankets, winter coats and shoes, microwaves, and slow cookers.

We can also help with fuel costs and fuel debt which may have built up.

We have already been able to help a great number of our tenants with assistance such as previously mentioned, but we are concerned that we may be missing people who could be in need, but for any number of reasons have not come forward.

To address this, our staff will be making doorstep calls to EVERY HOUSEHOLD during December and January to outline the kind of assistance we may be able to provide—so please look out for us!

OUR PERFORMANCE

As with all Housing Associations and Local Authorities, Glen has to submit a Return each year to the Scottish Housing Regulator, with details of our performance as a Landlord. Tenants can check the results of the Return for 2021/22 and compare how we did against all other Scottish landlords at: www.housingregulator.gov.scot then click on landlord performance and thereafter landlords. You then just have to search for Glen Housing Association.



CONTRACTOR NEWS



COMMITTED TO OUR VALUES IN ALL THAT WE DO
safety | integrity | excellence | responsibility | collaboration

On Monday 3rd October, Richard Irvin FM Ltd (RIFM) took over the contract for gas maintenance and servicing for the Association's properties.

Enclosed is the leaflet explaining a bit more about the service you can expect from RIFM.

As always, if you are unsure about any contractor attending your home, please phone our office on 01592 621188 before allowing entry.

FESTIVE SEASON OFFICE CLOSURE

The Association will be closed over the entire festive holiday period.

In an **emergency**, please contact the following numbers:

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

All Other Emergency Repairs: Rogersons on 07946 262427



Rent payments can be made through online banking using the details as follows:-



Account Name: Glen Housing Association

Account Number: 00139197

Sort Code: 83-22-37

Please remember to include your address as the reference.

OFFICE CLOSED: from 4pm on Friday 22nd December until 9am on Tuesday 3rd January.



Contact us

28 Heimdal Gardens, Glenrothes, Fife, KY7 6TZ

Telephone: 01592 621188

Email: info@glenhousing.co.uk

Website: www.glenhousing.co.uk

Find us on Facebook at www.facebook.com/GlenHousing

