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# PARKHEAD POST

SUMMER 2024



# Introducing Your Housing Officer



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- Edenwood Street
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- Crail St & Crail Place
- Grier Path
- Quarrybrae Place
- Quarrybrae Street
- Thornhill Path
- Sharing Owners
- Retirement Housing - Cuthelton St / Cuthelton Terrace / Tollcross Road (203)
- Projects (various addresses)



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- Dalton Street
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- Newbank Grds
- Newbank Road
- Ogilvie Street
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- Gallowgate
- Salamanca Street
- Tollcross Road (main doors, 160, 170, 180, 223 non-retirement)
- Winning Row
- Hart Street
- East Wellington Street

# Customer Service Accreditation

A clear focus on service delivery, communication and customer engagement has resulted in Parkhead Housing Association (PHA) achieving Customer Service Excellence Accreditation at the first time of asking.

PHA were assessed across 57 elements of the customer service excellence standard covering five areas including customer insight, the culture of the organisation, information and access, delivery and timeliness and quality of service.

PHA CEO Aileen McGuire said: "This is a major milestone for Parkhead Housing Association and we are absolutely delighted to be awarded the CSE accreditation. This reflects the hard work not only from our front-facing staff but the whole organisation as we always aim to deliver the highest possible level of service to our customers, partners and stakeholders."

Parkhead Housing Association produced a new strategic plan in 2023 with a particular emphasis on communication and customer engagement. This renewed focus has seen a significant improvement in the Association's tenant satisfaction survey results in late 2023 with the CSE accreditation following shortly after.

Susan McKeown, Chair of Parkhead Housing Association, added: "The board value the hard work and dedication of our team. We are proud of the work we have done to take our service to the next level and as a board we are looking forward to building upon the recognition from the CSE accreditation process."



## RTO meet Elvis!

Our RTO organised a recent outing to Rutherglen Town Hall to see a magnificent Elvis Tribute Act. The event took place on Friday 7th June with over 30 local residents in attendance to see the King of Rock and Roll put on a show! This particular Elvis Tribute Act is a former World Cup and European Elvis Tribute Champion so the RTO were treated to one of the absolute best in the business!

One of the attendees on the night said 'It was a brilliant show and we had such a fantastic time with all the other residents from Parkhead. Events like this are really important to me as they give me the opportunity to get out the house, see a show and socialise with other local people.'



# Whitby Street Project

As part of PHA's ongoing commitment to improving and maintaining our homes, we are currently undertaking repair works to the two closes at 61 and 69 Whitby Street

These properties are part of our pre 1919 sandstone tenements and with the proper care will be part of the Parkhead landscape for another 100 years or more.



Sandstone is a porous, sedimentary rock formed in layers over millennia and was a very popular building material in the Victorian era especially. The expansion of the railway network in the late 1800's meant that different colours of stone could be sourced from other parts of the country instead of the Blond coloured stone which was local to the Glasgow area.

Over time sandstone is affected by pollution and other environmental factors which can lead to water ingress into the properties which can be challenging to maintain and repair. We have engaged the help of conservation specialist to ensure that the repairs carried out will not damage the fabric of the building any further.

The project is also looking at the roof of the tenement. The roofs were originally covered by slate which is still available today but is much more expensive. Modern concrete products are readily available and are much more financially viable.

To learn more about the project you can scan the QR code to watch a short video.

## Bursary

We are now accepting applications for our 2024/25 educational bursary! If you are undertaking further education and if you reside in one of our properties then you may be eligible for up to £2000 of financial aid to support you in your studies. Over the last 10 years PHA has awarded approximately £20,000 to local residents to assist them in their further education and we have seen a number of students from the Parkhead Community go on to do remarkable things in their careers. Parkhead Housing Association Chair Susan McKeown understands the value of further education and the impact it can have 'the bursary scheme continues to be an important part of the Association's social purpose and we continue to see how important and vital it can be for those in receipt of the financial support, I would encourage anyone who is undertaking further education to get in touch.'

For more information on our bursary email us on [email@parkheadha.org.uk](mailto:email@parkheadha.org.uk) or call the office on **0141 556 6226**.

# Glasgow's housing emergency

Glasgow City Council declared a housing emergency last November, specifically aimed at the lack of social housing for homeless people with housing associations in the city being asked to up the number of lets to homeless persons to 60% plus of overall lets.

PHA are unlikely to reach such a percentage of lets to homeless persons. During 2023/24 the Association let 37% to homeless applicants which is the highest % in the Association's history, with waiting list lets being 41% and transfers 22%.

Glasgow City Council have also reported significant financial overspend on homeless persons and a lack of social housing to house homeless persons. The charity Shelter states that the root cause of the city's housing emergency is a chronic lack of social housing, plus the cost of living crisis and its impact on rents in the private rented sector.

Meantime PHA were represented at two Glasgow housing emergency conferences the most recent in March 2024 and from these Glasgow City Council shaped an action plan to try and deal with the emergency.

## Get involved

Are you interested in joining the Registered Tenants' Organisation (RTO) or PHA's Customer Scrutiny Panel (TSP)?

The RTO has recently opened its membership to all PHA tenants, and numbers continue to grow. The RTO operates independently from PHA and the group comprises of residents of Parkhead who come together in a group to discuss housing and community issues. The RTO acts as an autonomous voice for those it represents and engages with PHA as a collective on a range of issues. Joining an RTO provides an opportunity to meet new people, socialise and improve the Parkhead area, together.

PHA has also recently relaunched the Customer Scrutiny Panel and is keen to recruit new members. This group is formed of tenants who are interested in taking an in-depth look at our services and reviewing particular areas of work. The group offers opportunities to speak to staff or get out and about in the area to look at e.g. the management of our estates or our void standard (condition of our empty properties when we let them). The group or PHA may pick a topic area to look at in more depth or this may be decided based on satisfaction surveys.

**If you are interested in joining the RTO or the recently relaunched Customer Scrutiny Panel please do not hesitate to reach out to our office and ask for Karen Edgar.**

# Gas and electrical inspections

Legislation and the Scottish Housing Regulator require the Association to have contractors enter each property annually for gas inspections and every five years for electrical inspections.

Your cooperation in allowing access for both is essential and much appreciated.

## Whitby Wood

This is a specific area of Parkhead that has been identified by the Association. It has been an ongoing effort to try and ensure this challenging area is looked after and maintained. The area is particularly prone to littering, specifically ahead of match days at Celtic Park.

There have been various attempts over the years to establish outdoor activity via local youth groups for young persons. The Association has in the past arranged for tidy ups via local school and housing staff, and via offenders as part of an alternative to custody project. After a meeting on site and then a public discussion at Parkhead Schoolhouse a volunteer group was set up to tackle the problem area. Similar discussions took place with Celtic Football Club and the Police about the impact of the match days on the local residents.

Looking into the future, the Association would ideally be able to build new houses / flats on the land to help meet the great demand for social housing in the community. However in the meantime a group of local volunteers and volunteers from Celtic provide are currently providing a post match tidy up project with other ad hoc litter picks in the area. The Association has funded banners encouraging people to respect the land and to bin all rubbish, painted railings and provided flower beds.

If you are interested in volunteering over at Whitby Wood, give the Association a call.



# New Developments

Exciting times ahead in Parkhead as we look to get on the ground with several new developments in the local community. Down at Belvidere Bowling Club we are hopeful to be onsite with a new development there around August/September time. The development (pictured below) will include 24 flats for rent in the front green of the bowling club at the corner of Silverdale Street and London Road. The project is expected to take around 12-14 months with completion aiming to be towards the end of 2025.

Over at the site of the former Elba Lane Nursery we are planning to build around 13 well needed family homes. This particular project is still at the feasibility stage.

Finally we are well down the road with a new development at the vacant land at Sorby Street and Powfoot Street. The project is for a development of 22 properties that will be built to Passivhaus standard.

PassivHaus is a German Energy standard that is now being adopted by councils, housing associations, private developers, and self builders across UK. The standard is energy efficient, comfortable, affordable and ecologically built with meticulous attention to detail, rigorous design and construction according to principles developed by the PassivHaus Institute in Germany. Certification is achieved only on completion and after extensive testing, to guarantee performance.

PassivHaus buildings provide high levels of occupant comfort and generally use 90% less energy for heating, cooling, and hot water than standard buildings and subsequently have exceptionally low running costs, leading to reduced bills for residents, and therefore tackling problems associated with fuel poverty in the local community.



Proposed North-West Elevation



Proposed South-West Elevation



Proposed South-East Elevation



Proposed North-East Elevation

# What's on @ Parkhead Schoolhouse

There is something for everyone over at Parkhead Schoolhouse with lots of activities on all throughout the week.

Why not bring your little one along and make a mess at our baby and toddler art class or join us for our Community Bingo on a Thursday? Both are fun, free events for the local community.

Also, we have our sewing group that takes place on a Friday and a Saturday. This is a great place to meet and socialise with our local residents and learn a new skill along the way.

Finally, if you need to pick up your shopping when visiting the Schoolhouse, remember our Pantry shop at the Drill Hall is open 12 – 4pm on Tuesdays and Thursdays.



## YOU SAID... WE DID

The views of our tenants, local residents and customers is vitally important to us. As part of our tenant engagement through surveys, drop ins and specific resident events we always look closely at the outcome and specific comments from the local community. From these comments we create an action plan and some examples of the work we have done based on specific tenant feedback is listed below –

- Turfed area with a bench and secure fence at Sorby Street/Tollcross Road
- Turfed area with benches at Quarryknowe Street
- Additional plants & flowers for the Whitby Wood area
- Continue to deliver a hard copy of our resident newsletter Parkhead Post rather than online only
- Following comments from 2023 Satisfaction Survey we have now reinstated a programme of bathroom component replacement at voids if required
- Rolling programme of quarterly resident events with posters advertising events in every close.
- Following our 2023 satisfaction survey we carried out 35 home visits relating to mould / dampness issues, providing advice and guidance to residents and completing a wide range of follow up work to resolve specific issues

We are always keen to hear what you think about the local community, so please do not hesitate to get in touch.



# Welfare Rights

As you will probably know, all legacy benefits, namely Income Support, Income Related Employment and Support Allowance, Income Based Jobseekers Allowance, Housing Benefit, Working Tax Credit and Child Tax Credit - are to be gradually phased out. Most people cannot make a new claim for these benefits.

Those currently receiving a legacy benefit will be migrated onto Universal Credit, but this doesn't happen automatically – you will have to make a claim for UC.

The Government has pledged that no one would be financially worse off on UC at the point of transfer, so it's introduced 'transitional protection' but to qualify for this, you cannot claim for UC until you receive your migration notice from DWP or Tax Credits.

If you do not claim for Universal Credit by the deadline you've been given, you will lose the transitional protection.

The plan was for this migration to be implemented gradually, however this year the Government announced it was going to ramp up the migration process with the process starting in 2024 for all legacy benefit groups.

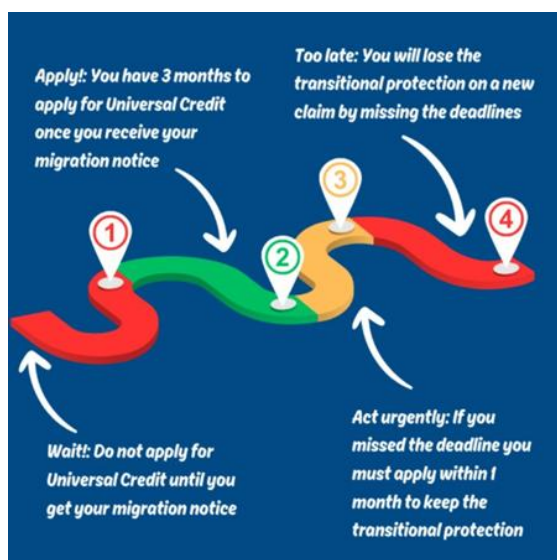
This means that if you get a legacy benefit, you could receive your migration notice between any point from these dates through to late 2025

Migration notices are being sent as follows:

- By end **March 2024**, all **tax credits only** claimants.
- From **April 2024**, those claiming **tax credits with housing benefit**, and **income support claimants with or without tax credits/HB**.
- From **June 2024**, **housing benefit only** claimants.
- From **July 2024**, **employment and support allowance with child tax credit**.
- From **July/August 2024**, **tax credit** claimants **over state pension age**.
- From **September 2024**, **jobseeker's allowance with or without child tax credit**.
- From **September 2024**, claimants on **ESA only or ESA/HB**.

*\*Subject to changes after general election*

The Welfare Rights Team have been working closely with Universal Credit, Jobcentre Plus staff and Housing Benefit and Council Tax Reduction staff to try to ensure our tenants move to Universal Credit is as smooth as possible.



We are helping tenants work out the best time to claim during their migration notice period, assisting with the claim process, providing ongoing checks to ensure awards are processed and calculated properly and are always on hand to answer questions and support tenants with their UC claims when needed.

If you're not sure what to do once you receive your notice, or even if you just want a chat about it, you can contact us:

0141 551 5142  
[welfarerights@parkheadha.org.uk](mailto:welfarerights@parkheadha.org.uk)

Or why not pop by for our drop in sessions –

Tuesday @PHA Office, 40 Helenvale Street, 9.30 - 1pm

Wednesday @Parkhead Schoolhouse, 135 Westmuir Street, 9.30 - 1pm



## John Ferguson MBE

1939 - 2024

It is with deep sadness that we announce the loss of our Honorary President and founding member John Ferguson MBE.

John played a key role in the establishment of Parkhead Housing Association (PHA) back in July 1977 when the residents of Parkhead wanted to make a difference and improve the quality of homes in the local community. John would always tell the story of how PHA was formed with nothing but a broken typewriter a strong desire to make a difference, driven by John's determination to improve living standards in Parkhead.

John dedicated his life to public service and was an ever-present member on the Housing Association board for 45 years, serving multiple terms as Chair. John was the figurehead as PHA played a crucial role in the regeneration of the Parkhead area, developing and growing into the strong and sustainable organisation it is today. The impact of the Housing Association in Parkhead will undoubtedly be John's legacy.

John was also a dedicated servant to Social Housing outside of Parkhead, serving on the Executive Committee of Employers in Voluntary Housing (EVH) and as a Board Member of the Scottish Federation of Housing Associations (SFHA). In recognition of his tireless work, John was awarded the MBE in June 2000 for services to the housing association movement.

PHA CEO Aileen McGuire said: "We are devastated to lose a member of the Parkhead family today. We owe a debt of gratitude to John for his commitment to the Association over his many years of service and his dedication to the Parkhead community. John was such a big character and such an important person in our history, he will be sorely missed."



# PARKHEAD

Housing Association

## Opening Hours

Monday: 9.30am – 1pm & 1.45pm – 5pm  
Tuesday: 9.30am – 1pm & 1.45 – 5pm  
Wednesday: 9.30am – 1pm & 1.45 – 5pm  
Thursday: 11am – 1pm & 1.45 – 5pm  
Friday: 9.30am – 1pm & 1.30 – 3.30pm

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