

On Your Doorstep

Wildlife garden rocks for Collydean Primary



What better than hands-on learning to bring a subject to vivid life for children?

That's why the Louise Blundell Wildlife Garden at Magnus Drive is the perfect place for kids to learn about nature and why Glen has backed an exciting educational initiative to give the children lessons in the garden itself. Kids love the chance to interact with flowers, plants and insects and it adds hugely to their understanding of the natural environment. As an added bonus the money Glen contributed was matched by funding from two other charities giving a whopping £8,000 to

continue with environmental workshops throughout the school year.

In addition the Collydean After School Club are creating their very own rock garden, giving them an exciting stake in the area and a legacy they will always look on with pride.

Looking after our natural environment is one of mankind's most pressing priorities and, with children key to the future, these lessons are invaluable.

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For up to the minute information, phone us on 01592 621188

On Your Doorstep

GLEN HOUSING ASSOCIATION NEWSLETTER



**Sun,
fun and
bun-geeee!**



The sun shone brightly on the Magnus Drive Fun Day at the Collydean estate for the fourth year in succession.

Inflatables, competitions, music, football, face-painting, a walkabout magician, an information session at the wildlife garden, stalls aplenty and a bungee run all featured in an action packed 2 July.

People of all ages enjoyed the chance to let their hair down. Thanks to local generosity and continuing charitable donations, Magnus Drive has also moved a step closer to it's next target - its very own skate bowl for which they now have over £35,000. While everything on offer was free opportunities to make a donation were snapped up - helping to raise over £375 on the day.



On Your Doorstep

GLEN HOUSING ASSOCIATION NEWSLETTER



Windygates and Mountfleurie celebrate new homes

42 new homes is no mean feat in this climate, so Glen was delighted to be able to create more good living opportunities in Windygates and Leven.

In Windygates 24 new homes were handed over in April.

In Mountfleurie, Leven 18 new homes were handed over in July.

Not everything always goes as smoothly as we want and a few glitches with the weather compensators in the Windygates homes meant tenants experienced a few early problems.

Weather compensators are part of the intelligent technology system, linking outside temperature to the boiler and ensure a steady comfortable temperature in the home whilst keeping fuel costs down.

Apologies to these tenants for all the inconvenience caused as we continue to work with the contractors to get this problem fully resolved.



Downsize me

Live in a house that's bigger than you need? A couple, with children left home or a live alone? With housing benefits likely to change in the future to pay out only for the space you need and more demand for more family sized homes, it makes perfect sense to move to a more manageable home. Glen could help to make arrangements for you under our Transfer Policy.

You get a home better suited to your needs and pay less on heating and light. At the same time you give a growing family, currently languishing on our waiting list, room to breathe.

To find out more about how we can help you to downsize phone Isobel at the Office.



Nighttime howlers? Just paws for thought

Imagine, you have just settled down for the night when a dog starts barking – and keeps barking. The last thing you need? But, that's what some tenants experience each night.

Please, please dog owners, think of others and keep your dog indoors at night. How would you feel if the shoe was on the other paw?

Out of hours emergency call outs

When you get an emergency repairs call out outside office hours please let us know the following working day. We want to make sure everything is done to

give you the service you deserve. Because if it takes a few days before we hear officially from the emergency contractor, we often don't know when we

have to chase a follow up on your behalf.

For example, if a tap is sealed as a temporary measure we want to be able to keep on the case

for you – we can only do that if we know early. Help us to help you.



Keeping up appearances

Homes and neighbourhoods in tip-top condition – that's a job that never stops for Glen. Here's a quick reminder of our current and upcoming programme:

2010

Fence painting	- Rockfield, Heimdal & Wilmington
External painting, windows etc	- Rockfield, Heimdal & Wilmington
Kitchen replacements	- Wilmington Drive
New boilers	- Leven
Window replacements	- Leven & Methil

Anticipated spend for the year = £271,000

2011

Kitchen replacements	- Wilmington Drive (final Collydean phase)
New boilers	- Leven

Anticipated spend for the year = £166,000

2012

External painting	- Balmaise: Chestnut Crescent; Durie Street
Kitchen replacements	- Arbaile; Groban; Grunnan; Beurard, Casan
Smoke detector replacements	- Balmaise
New boilers	- Leven

Anticipated spend for the year = £178,000



Payment of rent

It has come to our attention that some rent payments are coming in later each month with the result that more tenants are carrying rent arrears than normal.

As you know, rent is due for payment on the 1st day of each month and should be paid by that date. We are aware, however, that people get paid at different times of the month and Moira, our Rent Officer is happy to make arrangements that suit accordingly.

There are many ways of paying your rent, i.e. rent book at the Royal Bank of Scotland; Bankers order;

cheque and debit/credit card payment either by telephoning the Glenrothes office or calling into the office with your card.

In order to ensure that your rent account runs smoothly give Moira a call and she will be happy to put your mind at ease. She can also set up a payment plan for you if you wish to budget for those expensive times of the year like Christmas and holidays.

Performance update for 2009/10

Current tenant arrears	2.28%
Former tenants arrears	0.57%
Average time to re-let property	11 days
Emergency repairs completed on time	100%
Urgent repairs completed on time	98%
Routine repairs completed on time	99%



Repairs satisfaction

When a repair is carried out in your property we send you a satisfaction survey and encourage you to return these. We use this to identify any problems and make improvements to our services.

The following shows how those tenants who return their Surveys during the year assessed the quality of the work done:

Very Good	81%	Good	13%
Satisfactory	6%	Poor	0%



Extending our welcome

The extension to Glen's offices at 28 Heimdal Gardens in Glenrothes, due for completion in September, promises a much more pleasant experience for tenants who visit the Association.

Quiet rooms for confidential chats, meetings and events rooms and improved reception facilities – it all adds up to a vastly better environment than the space previously occupied by the Association.

Look out for an invite to an open day at the new office sometime soon. A few surprises are planned.

* Tenant call keeps rent increase down

If proof were needed that we listen to the voice of our tenants, one call in response to our proposal to put up rents by 3.4% this year did it.

"3.4% will cause tenants hardship at a time when everyone is experiencing financial difficulty" said Lynette Hargreaves from Collydean who plucked up the courage to lift the phone and discuss the proposal with Director Anne Dickie.

The Board of Management listened, thought long and hard and ultimately voted to limit the increase this year to 1%.

Like all housing associations it is what we earn in rent that allows us to keep our houses in peak condition – maintenance, repairs, estate management and

replacement kitchens and bathrooms all come at a price. With the economy in the shape it's in we can't guarantee that we will always be able to keep rent increases at that level, but we will always aim to keep rents as low as we can afford to.

You can help by doing those little things that keep our costs

down – clearing snow from in front of your house, keeping your neighbourhood litter free and taking pride and responsibility for your neighbourhood.

LESSON: When the Association asks for your views – please speak up. We ask, because we want to hear what you think. Tell us.

Hoodies are goodies

"Glen are continuing to support the young members of the Broom Active group who meet on Monday's at the Balmaise Community Flat in Leven, two of whom are working towards their Youth Achievement Award – this recognises young peoples contribution in a variety of settings including youth work, volunteering and active citizenship.

These young people want to make a difference to their community so, as well as meeting socially they are involved in planning and fundraising towards the upgrading of local amenities on the Broom Estate. They have also recently taken part in a local skateboard competition, for which Glen sponsored the provision of their team's hoodies, and had a day trip to the Safari Park near Stirling."



Malcolm in the middle



■ From left: Phyllis, Malcolm & Murray

Having faced very stiff competition from over 150 applicants, our newly appointed Caretaker Malcolm Muirhead, has added new energy to Glen's crack caretaking team. Joining fellow caretakers Murray

and Phyllis as part of the eyes and ears of the Association, Malcolm is determined to make sure our service to tenants just gets better and better.

Fire – don't be caught out

There was a fire at one of our homes recently. Mercifully, no-one was hurt, but the house was burnt out and all possessions lost in the blaze.

Remember before it's too late, if you don't have Home Contents Insurance, a few pounds a month, and you lose stuff in the fire, you have to replace it at your own cost.

Call the Glen office and arrange for an Insurance leaflet NOW – don't put it off !

Consulting with you

We are currently reviewing our Estate Management Policy and have written to a number of tenants asking for their views.

If anyone who has not been contacted already would be interested in working with us to make sure we reflect the kind of service you would like to see, please contact Ian at the office. You don't have to come to meetings since we can take your input by phone, in person or email.

Thanks also to those of you who have returned the Survey Forms about the fence and external painting at Collydean...these have been really helpful and Ian will be following up with the painter on the issues (and compliments!) raised.

It's AGM time

Come along to this year's AGM

7pm 16 September 2010

Collydean Neighbourhood Centre,
Torphins Avenue, Glenrothes.