

# GET READY FOR WINTER

As Winter approaches, the possibility of freezing weather, and pipes, becomes more of a worry, however there is a lot you can do to minimise the risk of freezing and bursts:-

- 1) Keep this newsletter handy with the emergency numbers that are listed.
- 2) Check now where the stopcock is in your house to turn off the water supply if you need to (- it's usually under the sink, or in the hall cupboard near the front door.)
- 3) If you are going away during the holidays, leave your heating on at a low setting and leave the loft hatch open to stop the pipes and loft tank from freezing. If you will be away for 3 days or more we will drain down your water and heating systems to avoid a burst. However please let us know at least 2 days before you go away.
- 4) If you get a frozen pipe, wait till it thaws - Do not apply a direct flame.

**NEVER switch on the heating boiler or hot water immerser to thaw out a frozen pipe, this is very dangerous. If the boiler or immerser freeze, turn them off.**

When frozen pipes thaw out, they have usually burst, so to avoid flooding:-

- 1) Turn off the water supply at the stopcock in the house/flat and turn off the boiler and immerser, then
- 2) Turn on the hot and cold water taps to drain the system, then
- 3) Call the plumber, by contacting the office or the emergency number if the office is closed.
- 4) Don't turn the boiler or the immerser back on until the plumber has been and told you it's safe.
- 5) If you get water in from an empty house upstairs or next door, turn off the water at the toby in the street, call out our plumber if you can't do this yourself.
- 6) If you get water in and think that any sockets or electrical equipment is affected, switch off the power, or the circuit for that appliance, and telephone for an electrician.

## Make your Christmas Sparkle Safely

Nothing is nicer than seeing Christmas trees and houses sparkle with festive cheer. However it is important to make sure any fairy or Christmas tree lights you are using to add extra sparkle to your home are safe. Below are few tips to make sure your lights safe:

- Check the fuses are the right type for the lights (See the light box for maximum size of fuse you should use)
- If light bulbs blow replace them.
- Don't leave any fairy or Christmas lights on when you go out or when you go to sleep.
- Don't let any bulbs touch anything that can burn easily.
- Don't overload sockets

*Enjoy a safe Christmas with lots of sparkle.*

### EMERGENCY CONTACT NUMBERS

#### OVER FESTIVE PERIOD WHEN HOUSING ASSOCIATION OFFICE IS CLOSED

CARILLION .....	08459 303031 (All Trades)
GAS CALL .....	0141 766 3333 (HEATING ONLY)
LAMBERT CONTRACTS .....	0779 304 1602 (NOT HEATING )
WEST OF SCOTLAND WATER .....	0845 600 8855 (Severe Flooding)
BRITISH GAS .....	0800 111 999 (Gas leak)
SCOTTISH POWER .....	0845 2727 999 (Power cuts affecting several houses or streets)
RENFREWSHIRE COUNCIL.....	0141 889 2314 (Blocked Street Drains & Sandbags)

### OPENING HOURS OVER THE FESTIVE PERIOD

Monday 25th December 2006	CLOSED
Tuesday 26th December 2006	CLOSED
Wednesday 27th December 2006	CLOSED
Thursday 28th December 2006	CLOSED
Friday 29th December 2006	CLOSED
Monday 1st January 2007	CLOSED
Tuesday 2nd January 2007	CLOSED
Wednesday 3rd January 2007	CLOSED
Thursday 4th January 2007	The office will RE-OPEN on Thursday 4th January 2007 for business as usual.

Ferguslie Park Housing Association, The Tannahill Centre, 76 Blackstock Road, Paisley PA3 1NT Tel: 0141 887 4053 - Fax: 0141 842 1333 Email: admin@fpha.org.uk

# FERGUSLIE PARK NEWS

NEWSLETTER OF FERGUSLIE PARK HOUSING ASSOCIATION DECEMBER 2006

## Tannahill Centre Take Over Success



In our last newsletter we told you about the Association proposing to take over the ownership and management of the Tannahill Centre. Now we are pleased to tell you that the Association successfully became the new owner and manager of the Tannahill Centre on the 30 October 2006 and we are now embarking on an exciting new role as landlord of the Tannahill Centre.

The Associations take over of the Tannahill Centre comes after consultation with the local community and Tannahill Centre stakeholders highlighted that the long term future of the Centre would be best served if the Association agreed to take it over. We are delighted that the local community and stakeholders have confidence in our ability.

Since taking over the Tannahill Centre the Association has been very busy getting to grips with the workings of the Centre. A New Tannahill Centre Board has been put in place. This board is responsible for making decisions about the running and management of the Tannahill Centre. The board members include the Associations Director Robert Craig and four members of the local community.

Already the Association has a new vision for the Tannahill Centre. As well as improving customer care and service delivery in the Centre we are planning major £1 million capital investments and improvements. Currently plans are being drawn up for the revamp of the Centre. These plans include ideas for major changes to the reception, community hall and common areas. Additional shop units,

a gym, conference facilities, community rooms, internet café and restaurant will also be included in the plans. The Association will be asking the local community and Tannahill Centre stakeholders for input into the plans in the near future and we look forward to receiving your views.

Although we have a new vision for The Tannahill Centre we are keen to ensure the original role of the Tannahill Centre which was to provide much needed facilities and services to the residents of Ferguslie Park remains in place. The Association is committed to ensuring the Tannahill Centre continues to be a busy Centre which the local community enjoy coming to.

#### Senior Staff Changes at Association

The Management Committee of the Association recognises that the Tannahill Centre will present challenges as well as opportunities. In light of this and acknowledging the Associations commitment to continue to grow and diversify its business there have been changes at a senior staff levels. Robert Craig is now Chief Executive of Ferguslie Park Housing Association supported by John Molloy Assistant Director of Regeneration and Development and Lilian Peters Assistant Director of Finance and Business Development. Our Chairperson John Steele says: "Our senior team have helped us deliver The Tannahill Transfer and these changes give us all the confidence that we can lead regeneration in Ferguslie Park and deliver a brighter better future."

### Good Neighbour Union: Two Years On and Still Going Strong

It's been just over two years since the Association launched the Good Neighbour Union (GNU) tenant reward scheme and its great to see so many of our tenants are members of the scheme.

This December we have 535 GNU members and by now all members should have received up to £30 of bonus bond vouchers as a reward.

We would like to congratulate all those tenants who are GNU members and thank them for

showing a commitment to the community by being good neighbours.

As ever we are keen to encourage all our tenants to become GNU members, so if you haven't qualified this December why not try to meet the conditions of the GNU and you could receive your GNU bonus bond rewards in June 2007. The full qualifying conditions of the GNU are available from the Association office and Housing staff will be available to help you with any questions you have.



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|---------------|--------------------------|--|--------------------------------------|
| <b>INSIDE</b> | • FPTV CHRISTMAS VIEWING | • OPENING HOURS                        | • COMMUNITY CONFERENCE               |
|               | • NEW ALLOCATIONS POLICY | • EMERGENCY NUMBERS                    | • REVIEW OF ANTI-SOCIAL POLICY       |
|               | • GET READY FOR WINTER   | • HAVE YOU GOT HOME CONTENTS INSURANCE | • MAKE YOUR CHRISTMAS SPARKLE SAFELY |
|               | • EDITORIAL              |  |                                      |
|               |                          |  |                                      |

**EDITORIAL**

It has been an extremely busy but progressive year for the Association and we are pleased to say we are ending the year on a high.

This year has seen the Association take on the new challenge of owning and managing the Tannahill Centre and as we move into the New Year we are confident that we can continue to make the Tannahill Centre a success.

Our kitchen contract is now well underway with many tenants already happy with their new kitchens. The New Year will see many more kitchens fitted as part of our planned maintenance programme.

It has also been a busy year in development with the Association purchasing 1-8 Calder Road from Renfrewshire Council. In January the refurbishment of these houses will begin and 4 large family homes will be created. Currently we are working on proposals to develop amenity housing on the spare grounds at St Fergus Chapel and work will continue on the development throughout 2007

In Housing Good Neighbour Union membership has remained high through out the year and demand for housing is good with a healthy waiting list and less tenants leaving their homes.

The Staff and Committee would like to wish everyone a Merry Christmas and a Happy and Prosperous New Year.

**Community Conference: Ferguslie Park is Taking Off**



To celebrate our leading role in the Regeneration of Ferguslie Park, the Association hosted a Regeneration and Social Enterprise Community Conference on the 25 October 2006 in the Tannahill Centre.

The conference theme was "Ferguslie Park is Taking Off" and over 100 local residents, community groups and housing professionals packed into the Tannahill Centre to have their input into the Associations regeneration proposals for the area.

The conference proved an ideal opportunity for us to showcase our ambitious plans for the development of the Tannahill Centre and get some feedback. Additionally the conference highlighted how Housing Associations

can become involved in Social Enterprises and be more involved with the community.

The Scottish Federation of Housing Associations Chief Executive Jacqui Watt delivered an inspiring session about Housing Associations Maximising the Communities Potential. Additionally Nick Fletcher from the Chartered Institute of Housing in Scotland discussed how Social Enterprise and Housing can work together.

Conference guests had the opportunity to listen to the views of the community through our Vox pops film and were also entertained with the Ferguslie Regenerates animation and a buffet lunch.

**NEW ALLOCATIONS POLICY**

The Association has recently carried out a review of its Allocations Policy following which a consultation exercise was carried out. The majority of those consulted supported the changes proposed by the Association, and following approval by the Management Committee in November 2006, the new policy will now be implemented.

The main changes to the policy are as follows:

**Choice Based Transfers**

3% of the Association's properties that become void each year will be allocated to tenants of the Association who do not have a housing need. This will allow tenants who wish to move, but due to their circumstances would not normally have the opportunity as they are already adequately housed.

**Assessing Health Needs**

The Association has introduced a new form for assessing applicants health needs in respect of their housing requirements. Previously we required a doctor's certificate; however this new form can be completed by the applicant or by someone on their behalf.

**Transfers to Smaller Properties**

In order to free up some of the Association's larger properties, it has been agreed that tenants of the Association will be allowed to partially downsize. For example a single person or a couple living in a 3 bedroom house will be considered for a transfer to a 2 bedroom house. However, it would depend on the property they were leaving and whether there was a demand for that property which will decide if they are eligible under this category.

**Medical Points**

A new medical award has been introduced for minor medical/mobility problems, which means there are now three awards for medical, where previously there had only been two. Points for medical are as follows:

- Medical 'A' - 75 points
- Medical 'B' - 50 points
- Medical 'C' - 25 points

**Overcrowding**

The Association has reduced the age for two children of the same sex to be able to share a room from 12 years old to 10 years old.

Some other changes include clear guidelines as to when applicants will be suspended from the housing list; introduction of letting initiatives and sensitive lets.

If you wish to have a full copy of the new Allocations Policy please contact The Association Office.



**FPTV Christmas Viewing**



As well as having our monthly news programme Ferguslie Today keeping you up to date with all the events in Ferguslie over the Christmas period, there is much more festive viewing on FPTV to keep you entertained right into the New Year.

Our new Vox pops film is now showing. Filmed in the Tannahill Centre this film shows what the local community has to say about Ferguslie Park and the Tannahill Centre and highlights what changes they would like to see. So why not tune in It's guaranteed that you will see someone you know.

Ferguslie Park is Taking Off Community Conference footage is also now showing on FPTV. So if you didn't make it along to the conference on the 25 October in the Tannahill Centre why not tune in and catch up on what you missed. Additionally you can view all the new Tannahill Centre adverts and the Associations Chief Executive Robert Craig's views on the regeneration of Ferguslie Park.

Of course over Christmas we will be showing all our favourite animations such as Ferguslie Forever and Ferguslie Regenerates. So if you haven't had a chance to see them yet, the Christmas holidays gives you the perfect chance to catch up.

Coming soon on FPTV is our management committee film. This highlights the important role of the management committee who run the Association.

Remember as well as viewing FPTV in the Tannahill Centre and in the Associations office you can now watch on line at [www.fpha.org.uk](http://www.fpha.org.uk).



**Have You Got Home Contents Insurance?**

With all those Christmas presents received at Christmas now is a good time to consider insuring your personal property. As your Landlord, FPHA is responsible for insuring the building you live in but not your contents. Making sure that you are covered with a suitable Home Contents Insurance Policy that insures your property against, theft, fire, flood and other potential damage is a good idea.

There are a large number of insurance companies that offer a wide range of policies to suit all types of situations, however staff at the Housing Association Office can provide details about Diamond Insurance run for the benefit of Housing Association tenants.



**Why don't you become a Member of the Association?**

Membership applications are encouraged from anyone who is interested in supporting and further developing the aims and objectives of the Association.

For further details contact: The Association Office on 0141 887 4053 or call into the office.

**REVIEW OF ANTI SOCIAL POLICY**

The Association is intending to review its Anti Social Policy and as always we are keen to hear your views.

If you wish to be involved in the consultation exercise then please contact Mary Moffat at The Association Office on 0141 887 4053.

**NEW MUTUAL EXCHANGE BOARD COMING SOON!**

In order to assist tenants and applicants looking for alternative accommodation the Association will be introducing a mutual exchange board in its offices at the Tannahill Centre in the New Year.

This will allow tenants and applicants to find someone to swap houses with. This can be with another tenant of the Association, a Council tenant or another Housing Association tenant.

Once this is up and running you will be able to complete a card with your details and what type of property you are looking for and where, and advertise this within the Association's offices.

Watch this space for further information.