

MERRYLEE NEWSLETTER



The newsletter of Govanhill Housing Association for tenants and factored owners in Merrylee

Winter 2016

FESTIVE GREETINGS

The staff and committees of the Association, Govanhill Community Development Trust and GREAT Gardens wish you a happy festive season and all the best for 2017.

Original Merrylee resident joins school anniversary celebrations

A special guest took part in the 60th anniversary celebrations at Merrylee's first primary school – one of the area's original residents.

Annette Gray, whose first teaching practice was at the school, presented Our Lady of the Annunciation Primary School with a framed photograph of the school and pupils from 1956, which belonged to her family, to mark the diamond jubilee.

Annette, who still lives in Merrylee, explains how, in 1952, her family moved to a mid-terrace house in the newly built estate.

“There were no schools, no shops, no buses, only shared telephone lines and everyone gradually getting to know their neighbours – one of ours even owned his own car and television!”

The first school, Friarton Road Primary School, was built shortly afterwards. It was later to become a Roman Catholic school, where Annette was assigned her first teaching practice in 1967.

Annette says: “I was delighted to be invited to the 60th anniversary celebrations at the school



Annette Gray presents school with 1956 school photograph for 60th anniversary

and share some memories of the early days. For very many of the early residents, there was a real sense of community, of mutual help and consideration for each other.”

Classes at the school carried out a number of other projects as part of the anniversary celebrations.

(More on the MRT0 on P2)

Give your feedback on the Merrylee Newsletter to Jennifer on 0141 636 3668 or at jferguson@govanhillha.org. You can read the Govanhill Newsletter at www.govanhillha.org

New members join MRTO committee

Two new members were elected to the Merrylee Residents and Tenants Organisation committee at its annual general meeting.

The committee membership is now: Gus Campbell (Chairperson), Elizabeth Klein (Vice Chairperson), Annabelle Mooney (Secretary), Annette Gray (Treasurer), Grace Macfarlane and Eileen Patterson.

If you would like to find out more about the work they do, you can attend the regular meetings of the committee, which are held every third Thursday at 6.30



MRTO Vice Chairperson Elizabeth Klein



MRTO Chairperson Gus Campbell at the tenants' conference

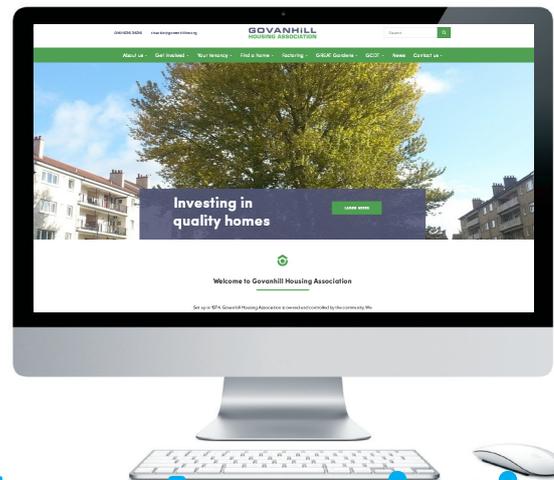
pm in the housing office on Ashmore Road.

The main issues raised at the AGM in October were the fencing of the backcourts

and inadequate size of bins. The committee said it would take up the issues with elected members and local factors to seek a solution.

Project plan to bring together young and old

Plans are being considered for a new project to bring together older and younger residents of Merrylee – the two groups most likely to suffer from ageism. Merrylee Residents and Tenants Organisation is looking at the possibility of creating the intergenerational project in the New Year. Greater understanding between generations could be created, for instance, through cooking, crafts, information technology, gardening or local history. If you have any ideas, please get in touch at mrandto@gmail.com or write to us at the housing office at 53 Ashmore Road.



New Association website online

A new Association website is now online at www.govanhillha.org.

The website, which is easy to navigate and has a more modern look and feel, provides information and services to our customers, staff and committee members.

Online services include reporting repairs, making housing applications, paying bills and making complaints.

First tenants' conference provides "valuable feedback"

Spending priorities and value for money were among the main themes of the Association's first tenants' conference.

The conference, which was held at the Association's offices in October, featured a number of presentations, as well as discussion group sessions on tenant participation, repairs and maintenance and anti-social behaviour.

The conference was attended by tenants from across Govanhill and Merrylee, with most agreeing that value for money was achieved due to the:

- promptness of the repairs service
- essential welfare rights service
- spending on cyclical and planned maintenance, including investment in

kitchens, windows and central heating

- spaciousness of some Association properties

Backcourt improvements were also considered a priority – though acquiring matched funding from private owners was recognised as an issue – while it was thought improvements could be made

around estate management, communication and voids.

Association Director Anne Lear said: "I would like to thank all those who contributed such valuable feedback. We always want to hear from tenants and what they think about the work we do. We will work on the areas identified at the conference in the coming months."



Big Noise Govanhill provides the musical entertainment at the tenants' conference

Survey of tenants

Further to our successful tenants' conference and our customer survey in 2015, we would like to get more information from tenants about whether they feel the rent they pay to us is value for money.

An independent company, Research Resource, will be carrying out surveys in the New Year on our behalf to find out a bit more about your views on this subject. They will select a number of tenants to visit. They want to speak to tenants in a variety

of properties, age groups and households so may or may not select you.

If an interviewer calls at your home, they will carry suitable identification and a letter of authorisation from us. You are not obliged to take part in the survey but we would be grateful if you could spare the time. The survey will take no more than ten minutes.

Please contact Alison Kevan, Corporate Services and HR Manager, on 0141 636 3625, if you would like any further information.

Protect your home and contents – get insured this winter

All owners of property within a tenement – including flats and commercial premises – must, by law, be covered by buildings insurance.

All properties on the Association's block policy are covered by QBE Insurers on a full reinstatement value basis.

Claims can only be made as a result of damage caused by insurable perils such as storm, fire or escape of water. Insurance does not cover repairs that arise as a result of normal wear and tear. Insurance provides for reinstatement of damage and does not cover betterment.

Cover for home contents is

not included and you should arrange this separately. Sub-floor coverings such as vinyl, carpet or laminate are not covered by buildings insurance as they are not an integral part of the property. Owners should make sure that these are covered by their contents insurance.

If you have an incident at your property – such as a fire or water ingress from above – and you are on the Association's policy, you should contact us as soon as possible. Please note that your claim must be registered on receipt of your claims pack. Claims that are not registered

with the insurance company by an owner within 60 days of an incident cannot be processed. A policy excess of £100 applies.

It is important that you ensure that your accounts are paid promptly as this may affect any insurance claim as your premiums must be up to date.

The Association does not insure tenants' furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks. See information below about the Thistle Tenant Risks home contents insurance scheme.

ARE YOUR HOME CONTENTS PROTECTED THIS WINTER?



Available to **Scotland's** tenants, is a **Home Contents Insurance** scheme that gives you the chance to insure the contents of your home in an easy and affordable way. There are many benefits and it's so easy to apply.

Ask your local housing officer for a free information pack or call Thistle Tenant Risks Insurance on 0345 450 7286.

Terms and conditions, limits and exclusions apply. A copy of the policy wording is available on request.



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