



Ferguslie Park News

Newsletter of Ferguslie Park Housing Association
Spring 2018

Tenants of the Association

WE NEED YOU!



We have a place on the board of the Association and we'd love it if a tenant would volunteer to join us.

Ferguslie Park Housing Association was started by tenants 30 years ago to improve housing conditions in



Ferguslie Park. Tenants have been essential to running the Association ever since. We are a mix of local tenants, local residents, people who work here and some with other experience such as housing, community work and law. We're a good team and we'd welcome another tenant to make the team even stronger.

The Board has responsibility for all the big decisions and it employs the staff to give them advice and deliver the services

they require. If you'd like to be more involved in making your housing service better; pick up an info pack from the Housing Office, the Library or in the Tannahill Centre.

Meetings are monthly on a Wednesday from 5 to 7.30pm and you can expect to attend training, sometimes at the weekend. The yearly commitment works out at about 16 evenings plus up to 4 days.

For more information contact Teresa Sadler at the Association's office or email teresasadler@fpha.org.uk

Maintenance News

Our new maintenance contract has started, with the benefits of appointments being offered on Tuesdays and Thursdays evenings and on Saturday mornings.

A significant feature in this contract was the ability to merge the two information systems, and whilst there has been some initial hiccups at the start of this process, these have now been resolved. We have included improved performance indicators relative to the delivery of our repairs service and we are confident this will bring a much improved service for our customers.

The 5 year cycle of improvement works has started with the installation of new kitchens, bathrooms and boilers. These improvements were well received by our tenants, bringing modern facilities to their homes coupled with the installation of highly efficient boilers.

The improvement programme will continue, with more kitchens, bathrooms and boilers being installed, plus window and door replacements for specific properties where the individual components have reached replacement in line with our Business Plan. Our staff will contact tenants who's properties are identified within the investment programme in the coming financial year.

Bathroom before...



Bathroom after...



Serving the community, valued by the community

**We have a new website!
www.fpha.org.uk**

Help our drains to flow clear

We are encountering serious problems with blocked drains in Ferguslie Park and ask that all tenants follow this advice from Scottish Water.

Did you know?

Every year there are approx. 37,000 blocked drains and sewers across Scotland, which can cause flooding which affects you and your neighbours and pollutes rivers, burns and coastal waters in your local area.

Around 80% of these blockages that clog up the cycle are caused by either inappropriate items being put down the toilet, or fat, oil and grease being put down the sink.

We believe the best way to tackle blocked drains and sewer flooding is to work together with you to help prevent blockages that can clog up the cycle in the first place.

Oil doesn't make everything run smoothly

Fat, oil and grease in liquid form may not appear to be harmful as they don't get stuck in the plughole, but as they cool they congeal, harden and stick to the inside of drains and sewers, which can cause drains to block, flooding you and your neighbours.

Did you know?

All fats are equal. Whether it is saturated fat (like lard), mono-unsaturated fat (like olive oil) or vegetable oil - they all congeal and harden.

It is an offence under the Sewerage (Scotland) Act 1968 to dispose of fat, grease or oil down your sink.

Your kitchen checklist:

Never pour down the sink:



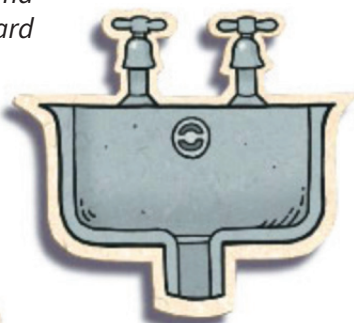
Oil and Lard



Soup



Stocks and sauces



Milk products



Peelings/leftover food

Fat, oil and grease - leave to cool/harden in a container and then scrape into your food waste recycling or put them in the bin*

Give plates, pots, utensils and containers a quick scrape or wipe with some kitchen towel before washing and use a sink strainer in the plughole to catch any bits of leftover food going down the sink.

Believe it or not **soup, stocks, sauces and milk products** all contain fat, which can also congeal and harden in your drains - leave these to cool/harden, scrape into a container and then scrape into your food waste recycling or put them in the bin*.

Peelings - put any waste food and peelings into your food waste recycling or put them in the bin.

Never flush down the toilet:



Wipe out blocked drains

The waste water drain which runs from your house to the public sewer is usually about 4 inches wide, which is less than the diameter of a DVD.

Flushing things like wipes, nappies or cotton buds down the toilet can cause drains to block, flooding you and your neighbours.

It's easy in the bathroom – just follow our Three Ps rule and only flush pee, poo and toilet paper.

Everything else should go in the bin, not down your toilet - check out the bathroom checklist of 'never flush' items below:

1. all wipes (baby, personal cleansing, toilet and household cleaning) - even if the pack says 'flushable'
2. sanitary items (sanitary towels, tampons, liners, applicators and backing strips;
3. cotton wool, cotton buds, disposable nappies and nappy liners
4. condoms, incontinence pads, colostomy bags, used bandages and contact lenses

For more information please visit
<http://www.scottishwater.co.uk/you-and-your-home/your-home/keep-the-water-cycle-running-smoothly>

We want to know what you think about Rent Arrears

Collecting all our rent so that we can provide the best service to our tenants is crucial for our business.

We know these are difficult times, especially for those of you who are managing zero hours contracts and welfare reform and that you need as much support as possible from the Association to keep on top of your rent payments and avoid rent arrears.

We are working on a new rent arrears policy and hope to have a draft approved by our Board in June. Once the Board is happy with the draft, we need to consult widely with tenants. We need to hear your opinions about how best to manage our arrears. For example what does a 'firm but fair' approach to collecting arrears mean to you? There is a balance to be achieved, where we support tenants as much as we can on one hand, while at the same time maximising our rent collection. We also need to be fair to the vast majority of our tenants who pay their rent on time and therefore ultimately, we have to evict tenants who don't pay despite our persistent attempts to help them. This is a last resort and always done only after every other option is exhausted.

If you would like to get involved in the consultation process then please join our interested tenant register by calling us on **0141 887 4053** or emailing us at admin@fpha.org.uk if you have not already joined.

Ferguslie Park Community Council

Ferguslie Community Council would like to invite all residents to their next meeting on Thursday 28th June 2018 at 7pm. The venue will be announced on their Facebook page "Ferguslie Community Council".

