



Garden Competition

It's that time of year again when hopefully we will see the results of lots of hard work in gardens throughout the area. Staff will be compiling lists of possible contenders for the final short listing and judging. So if you have a bit more planning to do or have some new and exciting project to complete in your garden now is the time to get on with it. **PRIZE INFO:** as in previous years there will be 2 competitions – a Tenant Garden Competition and an Owner Competition with **FIRST, SECOND** and **THIRD** places as follows: **1st place £ 40 vouchers, 2nd place £20**

vouchers and 3rd place £10 vouchers.

Watch out for additional sponsorship prizes.

So if you fancy yourself as a green-fingered member of the Beechgrove set now is the time to show just how good you really are.

Rent Free Weeks

These apply this year on the weeks of **Friday 1st and Friday 8th July 2005**. Remember however if you have an arrangement to pay towards any rent

arrears you should continue to make payment during this period.

School holidays - Street games

games. Could all parents please emphasise to their children particularly football.

Streets are **dangerous** places – especially for young children to play

alternative safe places to play games -

AGM

The Annual General Meeting of the Association will take place at 6.30 pm on Tuesday 6th September 2005

in the Tenants' Hall, Lothian Road, Larkfield. Only Members of the Association can stand for election and attend this meeting. **So why not be bold and decide now to become a Member of the Association – it only costs £1 for life membership and is open to anyone (not just tenants) over 18 years (16 years for tenants). Remember it's only the Members who can stand for election and it's only the Members who can decide who is to be elected to the Committee. So you have the opportunity to become involved in this democratic and accountable process.** If you would like to become a Member of the Association then you can do so by completing an application form (available from the office) and returning it to us with your £1 fee. New applications must be with us by Friday 29th July to allow for approval at the Committee of Management meeting on the 9th August to allow you to take part.

Office Opening Hours



What has existed for over 8 years and appears at the foot of letters and newsletters? The answer is of course the Office Opening Hours.

But for some there appears to be confusion and so to eliminate any doubt about these Opening Hours they are as follows:

Monday, Tuesday, Thursday and Friday	9.00am to 12.30pm	1.30pm to 4.00pm
Wednesday	9.00am to 12.30pm	afternoon closed

Right to Repair

Tenants have the right to have a small number of urgent repairs (up to the value of £350.00) carried

out by the Association within a given timescale. This is called the Right to Repair scheme. If the Association's primary contractor fails to start the repair on time or starts the job on time but fails to complete the repair within the time limit set, the tenant has the right to instruct another LHA listed contractor to carry out the repair instead. In such circumstances, the tenant is also entitled to a compensation payment from the Association and levels of compensation are detailed below.

Qualifying Repairs:

Blocked flue to open fire or boiler; blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house; blocked sink, bath or drain; insecure external window, door or lock; unsafe access path/step; leaks or flooding from water or heating pipes, tanks, cisterns; loss or partial loss of gas supply; loss or partial loss of space or water heating where no alternative heating is available; toilet not flushing where there is no other toilet in the house; unsafe power or lighting socket, or electrical fitting; loss of water supply.

The following repairs must be completed within **3 working days:** (after the date of receipt of notification of the repair/inspection)

Partial loss of electric power; partial loss of water supply; loose or detached banister or hand rail; unsafe timber flooring or stair treads.

The following repairs must be completed within **7 working days:** (after the date of notification of the repair/inspection)

Mechanical extractor fan in internal kitchen or bathroom not working.

Compensation

If our primary contractor fails to start the qualifying repair within the set time limit, the tenant may instruct another contractor from our list to carry out the repair. The second contractor will then advise the Association of this and we will pay £15 compensation to the tenant for the inconvenience caused. If our primary contractor has started, but not completed, the repair within the maximum time, the tenant will also be entitled to £15 compensation. The second contractor has the same length of time to carry out the repair as the primary Contractor. If they fail to carry out the repair within the time limit set, the tenant is entitled to a further £3.00 compensation for each working day until the repair has been completed, up to a maximum of £100.00 for any one repair.

There may be circumstances under which it is not possible for the Association to complete the repair within the maximum response period. The following circumstances may fall into this category:-

repairs within a property's defects liability period which are the responsibility of the contractor; repairs which might involve an element of recharging to tenants; repairs which are not the landlord's responsibility; where reasonable access was not afforded; where the repair was made safe whilst awaiting specialist components.

where the Association could not reasonably have completed the repair;

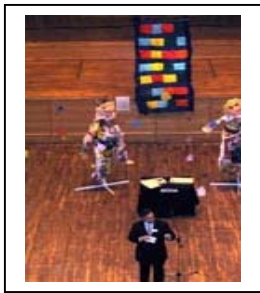
where the Association has effected a temporary repair within the agreed response time to prevent the immediate threat to the tenant's health, safety or security.

If you require fuller information then please request a Right to Repair leaflet from the office.

Community Safety

For all the news on what's been going on within the area please refer to the separate newsletter that is enclosed with this mailing.

The kids did well!



Following from the success of last years project the local primary schools were delighted to get involved again this year. We employed art specialists Impact Arts from Glasgow and they worked with Earnhill, Ravenscraig, Sacred Heart and St Gabriel's primary schools. A series of workshops were run in which the children have been looking at the environment and how we

might improve it . The children have been working on using art to look at the environment and how our actions affect it. All of this resulted in an exhibition of the many ideas and individual works of the children in Greenock Town Hall on Monday 21st March 2005.



David Cairns, MP, did the honours on the day and was greatly impressed by the quality of the childrens' work and the messages they conveyed.

The second phase of this project was to create a more permanent display within the community of the environmental issues studied by the children. We used to have a mural painted on the wall at the pond area in Oxford/Cambridge Road many years ago and a mural involving the children in these local primary schools with the help of Lower Clyde Greenspace and Youth Connections has been recreated. This is now a super addition to the area and has made this location much more attractive to the children and adults who use it. **WELL DONE TO ALL CONCERNED.**

We hope that the project will encourage increased awareness of environmental issues through the eyes of the children and foster community spirit and pride. Your encouragement for the children and all of those working with them would be greatly appreciated.

Tenant Participation Strategy

This is currently being reviewed and we are seeking **YOUR** views on what should be included. For example how should we go about getting more tenants to be involved in the work of the Association? How can we get more tenants to respond about the quality of our services? There is immense apathy out there and we are keen to break this down and engage more with our tenants. But it has to be a two way process and the next important step is the one YOU take to respond to this article.

Another new face on the Committee

Hello my name is Allan McIntyre, I have been the parish minister for 19 years at St. Ninian's Church and I have been involved in various community projects over the years and worked with all sectors of the community. I have watched the birth of Larkfield Housing Association and its growth over the years, I have seen the success of various Housing Associations in Inverclyde and look forward to being part of, and contributing to the continued success of Larkfield Housing Association.



Tenant Satisfaction Survey Results

Do you know that?

100% of our tenants are satisfied with the response we give to telephone calls

100% satisfied with our office reception area

100% satisfied with the quality of advice/assistance over the Telephone

97% find rent payment methods convenient

95% are satisfied with the overall design of their homes

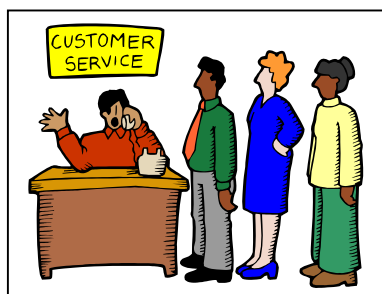
95% find it easy to report a repair

94% are satisfied with their heating systems

92% are happy with the helpfulness of the Association's repairs staff

91% are satisfied with the Association as landlord

90% feel secure in their homes



88% are happy with the information we provide about services

85% satisfied with the quality of repairs carried out, tradesmen arriving on time and the repairs service generally

83% satisfied with the helpfulness of the reception staff

81% satisfied with the advice and assistance at the office

79% satisfied with the Association taking their views into account and are aware of the complaints procedure

"These are very good and positive results about the services we provide" says Association Chairman Danny McMillan. "However there are aspects of the service where we could do better and we will work harder to achieve even higher levels of satisfaction. An action plan has been put in place to take these issues forward. For me one of the most disappointing aspects of the survey is the amount of apathy within the community evidenced by the growing numbers of don't knows in response to questions and don't want to be involveds".

A copy of the full Survey results can be obtained upon request from the office.

Fair weekends - business as usual

over both the Greenock and Glasgow Fair holiday weekends, 1st & 4th July and 15th & 18th July. All part of the Association's service to its customers.

The Office will be staying open with our normal working hours

Repairs Prize Draw

The winner of the £20.00 TESCO voucher for March/April 2004 is **James Wilkinson, 50 Nairn Road**. Congratulations. Please remember to return your repair receipts to the office to ensure your entry into the next prize draw.

Your views are really important to us and help improve the service