



Winter Newsletter: Update 2024

A Note from Us this Christmas

As the year draws to a close, we hope this Festive Period is filled with joy!

Our Office will be close at 4pm on the 20th December 2024 and reopen at 9am 6th January 2024 at 9am but emergency help with repairs is in place if you need it - more details below.

Merry Christmas and a Happy New Year for 2025 from all Committee & Staff at MPHA



Emergencies over the festive period

Our Contractors are on call to cover emergency repairs. Please only call if it's a real emergency that cannot wait until our office is open again. Our contractors are at home enjoying their Christmas holiday too so please only use this service if essential.

Examples of emergencies include things like:

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| <ul style="list-style-type: none">• No central heating or hot water• Unsafe power fittings, switches, or sockets, lights• Burst pipes or uncontrollable water leaks• Blocked drains | <ul style="list-style-type: none">• Issues with flushing toilets• Loss of gas, electricity, or water supply• Main lighting not working• Broken or insecure door locks or windows |
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Please call the usual MPHA office number anytime on 01415645256 during the holidays to be put through to our emergency repairs service.

Our Recent Publications

We have published our Corporate Plan 2024-2027 and our Annual Report/Landlord Report for 2023-2024 is available for you on our website.
www.molendinar.org.uk



Tax Credits are Ending. Get ready for Universal Credit

Tax credits are ending, and most people in receipt of these credits will need to apply for Universal Credit instead. If you receive tax credits, look out for a letter from the Department for Work and Pensions (DWP) explaining what you will need to do, and by when.

If you are claiming tax credits and are aged 65 or over, DWP will write to you to ask you to apply for Universal Credit or Pension Credit, depending on your circumstances.

You won't be moved automatically so it's important to act quickly and follow the instructions in the letter, otherwise your benefits will stop. To continue to receive financial support, you will need to claim Universal Credit by the deadline stated in your letter, even if you have just renewed your tax credits claim.



Help and support

- You can find lots of Universal Credit support information on the DWP website
<https://www.understandinguniversalcredit.gov.uk/tax-credits-customers/support-available/>.
- For free independent advice on Universal Credit, call the Citizens Advice Bureau's Help to Claim line on 0800 023 2581.
- Glasgow Life Universal Credit Hubs (located in libraries across the city) can also offer advice and help you make a claim online. Find your nearest hub on our website:
<https://www.glasgowlife.org.uk/event/1/glasgow-life-universal-credit-support>

You could be due Pension Credit and also keep your Winter Fuel Payment

It is possible that you may be missing out on additional financial support. This may include Pension Credit and continued access to the Winter Fuel Payment.

DWP figures show that for those who qualify for Pension Credit it is worth, on average, £3,900 per year.



Pension Credit also unlocks additional support including the Winter Fuel Payment, help with Council Tax, NHS dental care and a free TV licence for those aged over 75.

The rules for Pension Credit allows for up to three months backdating.

The easiest way to check if you qualify for Pension Credit is by calling Pension Credit claim line on 0800 99 1234. This can be done Monday to Friday between 8am to 6pm. Alternatively, you can make a claim online at www.gov.uk/pension-credit/how-to-claim. If you would find it helpful to have a family member or friend to help you make a claim, that is fine the claim process allows then to do this for you.

You can apply for Pension Credit even if you have some savings or other income and you can check in advance if you should make a claim by using this Pension Credit calculator www.gov.uk/pension-credit-calculator.

If you would prefer to make a paper claim then phone the Pension Credit claim line and request a form to be sent to you, or if you have access to a printer you can download a copy of it from the web address above. Once completed the paper form should be sent (no stamp required) to: Freepost DWP Pensions Service 3.

The form is short and doesn't take a lot of time to complete.

If there is no one to help you and need assistance to make a claim any welfare rights and advice service that you have previously had support from might be able to help. Also it is possible that, if you are a Housing Association tenant, they will be able to assist. So please contact them to see if they can assist. Age Scotland may also be able to assist and they can be contacted on 080012 44 222.

Contact details of Advice Agencies and Housing Associations that may be able to help can be found on the Glasgow City Council Website at the following address.

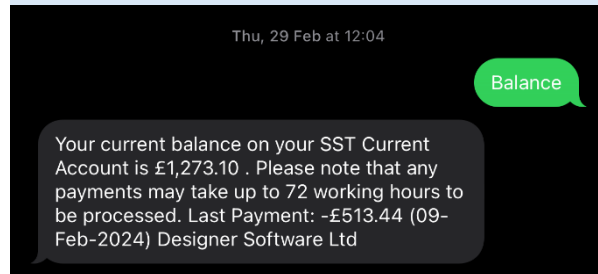
<https://glasgow.gov.uk/article/10902>

In Scotland there are estimated to be thousands of people over pension age are missing out on Pension Credit and are at risk of losing the Winter Fuel Payment. The UK and Scottish Governments are strongly encouraging pensioners to claim what they are due.

Want to know your current Rent Balance? Get instant access from your phone.

Text Balance to 07800006921

Please note that in some cases it may take up to 72 hours to clear a payment and arrive in your account.



Tenant Participation - Get involved

We are creating a new tenant participation plan for the Association and want your feedback to ensure we meet your expectations. We've sent out a digital survey and will also send a paper copy soon. Please fill it out, as your input is essential for creating opportunities for tenant involvement in our work.

If you want to discuss getting more involved in the work of the Association in the new year, please contact Susan Paton, Corporate Services & Compliance Officer susanpaton@molendinar.org.uk or on 0141 564 5256.

Molendinar Park Housing Association, 3 Graham Square, Glasgow G311AD

Tel: 0141-564 5256 • E-mail: admin@molendinar.org.uk • Web: www.molendinar.org.uk

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