

larkfield news

creating a better neighbourhood



Community lunch

Over 40 people joined us at a community lunch in October to celebrate 70 years of Larkfield.



The event gave residents and tenants the opportunity to meet new people and share memories of the estate over the years. There was also face painting, bingo and a raffle.

We'd like to thank Niall Ptolomey of Larkfield Digital Space who presented a film filled with short stories from residents who have lived in Larkfield since it was built.

Do you have any stories or pictures to share? If so, please get in touch by calling our office on 01475 630930.

Rent consultation

You should have received a rent consultation survey on our proposed rent increase options of 2% and 2.5% in April 2020.

We are always keen to hear your views. Please complete and return the survey before 17 January 2020 for a chance to **win a £50 shopping voucher.**



Welcome to the winter edition of Larkfield News. Inside you will find winter preparation

tips, an update on our holiday office hours, information on our rent consultation survey, a Christmas word search and much more!

Sheralee Miller
Chairperson

FESTIVE OFFICE CLOSURE

Our office will be closed from 4pm on Tuesday 24 December 2019 and re-open at 9am on Monday 6 January 2020.

Please note, we only operate an emergency repairs service during this period. Non-emergency repairs will be dealt with when the office re-opens on 6 January 2020.

If you have an emergency during this time, please refer to the **Be prepared this winter!** article on the next page.

Be prepared this winter!

- Keep your home reasonably warm. Even if there is no one in your home during the day, in the very cold weather, it is always better to leave your heating on at a low temperature.
- Never leave a tap dripping. If you have a dripping tap you should report it immediately.
- When it's cold it's always better, if possible, to open the hatch to the roof space. This allows warm air to circulate and help prevent frozen pipes in your roof space.
- Find out where your stop valve is located so you can turn off your water if a pipe bursts.
- Check the insulation around your pipes and water tank. If there is none, or a section is missing, report this to us immediately.

If you're going away:

- Do not turn the heating off. During the very cold weather it is always better to keep your heating on, even if it is only at a low temperature.
- Leave a key with a friend, relative or neighbour and, if you are a tenant, tell us who the key holder is. If you do not wish to tell us who the key holder is, leave the emergency telephone numbers with the person who has your key. Also ask them to visit your home regularly i.e. once a day, in order to check that everything is ok.



Frozen pipes

If you have frozen pipes, please let us know immediately and we will give you advice about what to do. Please remember, it is not always necessary for a tradesman to call. Frozen pipes can often thaw out naturally once the temperature rises.

Burst pipes

- Turn off the water supply at the main stop valve.
- If the water is near any electricity supply, turn off the electricity at the main fuse box. If you are unsure, turn your electricity off.
- Switch off any water heaters, immersers or boilers.

- Turn off your central heating boiler.
- Turn on the cold taps. **NOT THE HOT TAPS.**
- Inform us immediately. If it is outwith normal working hours, please phone the tenant emergency call-out number.
- Warn neighbours, especially if you live in a flat.

Tenant emergency telephone numbers

General emergency repairs –
0800 783 7937
Emergency gas repairs –
01294 468 113

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**Do you have a business idea you would like to take forward but don't know where to start?
Do you need a helping hand with your business plan?**

We've teamed up with Royal Bank of Scotland (RBS) to offer you the chance to join an exciting (and free) programme to develop a business idea or improve business plans.

You don't need to have any experience, the RBS Pre-Accelerator programme is aimed to help people who are starting a business or could benefit from the transferable skills this involves.

You don't have to be an RBS customer. However, places are on a first come, first served basis so don't delay.

The eight-week programme involves:

- an introductory event;
- an online learning portal; and
- access to a Facebook support network.

To ensure this opportunity is available to all, we'll cover reasonable travel expenses to the introductory event.

For more information visit <https://rebrand.ly/LinkRBS>

Just remember to select "Link Group" when you are asked about which Hub you want to join.

Not sure or not quite ready? Then drop an email to info@larkfieldha.org.uk or call **01475 630 930**.



Paying rent is not a choice

Rent is our main source of income. We can't provide our services or maintain and improve our homes without it. It is a condition of your tenancy agreement rent is paid in advance on or before the first day of every month.

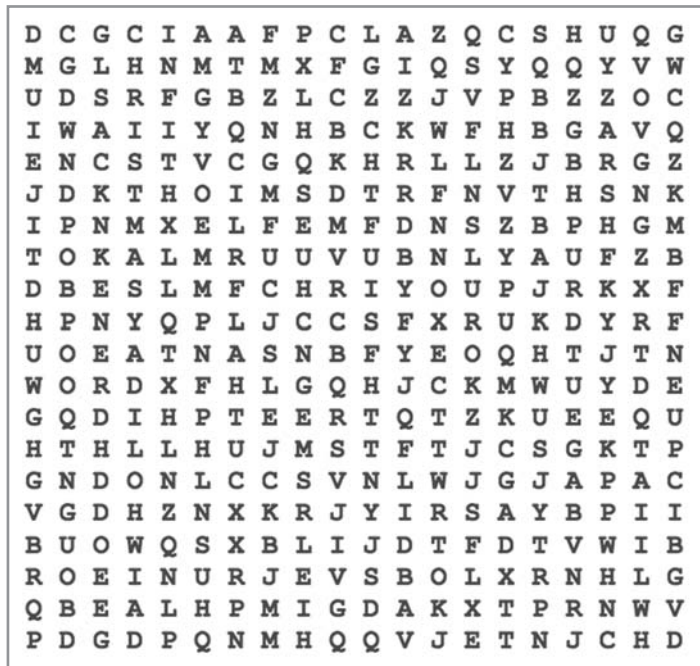
Although nearly two-thirds of tenants get help with their rent through Housing Benefit (or the housing element of Universal Credit), every tenant is responsible for making sure their rent is paid on time.

If you are struggling to pay your bills due to benefit cuts and rising household costs, we can help. Call us on **01475 630 930** or speak to your housing officer. If you don't pay, we may have to take legal action which could result in you losing your home.

CHRISTMAS WORDSEARCH

Complete and return your word search with your name, address and contact details to be in for a chance to **win a £25 shopping voucher!**

CHRISTMAS TREE LAPLAND DASHER
 RUDOLPH SACK ELF SANTA
 SLEIGH HOLIDAYS SNOW TINSEL



Name

Address

.....

Contact number.....

Ways to pay your rent

Phone Make sure you have your allpay reference number to hand. Call allpay free on **0330 041 6497** (24-hour automated service) or call us on **01474 630 930**. To download the allpay app, visit **www.allpay.net/app**

Direct Debit Payment is taken directly from your bank account. This is a paperless process and can be set up over the phone using your account number and sort code.

Online Pay online using either a debit or credit card by visiting the allpay website at **www.allpayments.net**. Make sure you have a note of your allpay reference number.

Cheque or postal order Please make the cheque payable to "Larkfield Housing Association", write your name and address on the back and then hand it in or post it to the office. If a cheque is dishonoured, we reserve the right to make a charge against your account to cover bank charges plus handling costs.

In person You can use your payment card to pay your rent at any shop or outlet where you see the "Paypoint" logo.

Post Office You can use payment card to pay your rent at any Post Office.

MyLarkfield app You can use the MyLarkfield app to make your rent payments too.



14 Lothian Road, Larkfield, Greenock PA16 0PG
 t: 01475 630930
 f: 01475 636111
 e: info@larkfieldha.org.uk
www.larkfieldha.org.uk

Office opening hours:

Monday, Tuesday, Thursday and Friday 9am – 4pm
 Wednesday 9am – 12.30pm. Closed Wednesday afternoon

Larkfield Housing Association will produce this information on request in Braille, Audio Tape, Large Print and Community Languages. Larkfield Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014, Registered Number: 2509 R(S), Registered Office: 14 Lothian Road, Greenock PA16 0PG. It is a Charity registered in Scotland, Charity Number: SC032418; a Registered Social Landlord with the Scottish Housing Regulator, Registration Number: HCB 293; and registered as a Property Factor Id: PF000279. Part of the Link group © Link Group Ltd 2019.