

# Nomination Form

## Lifetime Achievement: Housing Staff



### TIS National Excellence Awards 2024

The **TIS National Excellence awards** recognise and celebrate housing organisations, staff, volunteers, tenants, residents, and community groups **who are leading the way and making positive change in the Scottish social housing sector.**

Categories honour excellence in everything **from partnership working, tenant participation and scrutiny practice, to digital creativity and innovation.** Hotly anticipated, the awards offer a seal of approval for the most outstanding work.

Finalists are selected by an expert and independent judging panel, and **winners announced at an awards ceremony on Thursday 7th November 2024 at the Grand Central Hotel in Glasgow.**

**The closing date for applications is 5:00pm on Thursday 11th July 2024.** TIS accepts submissions in more than one award category.

#### Category Overview

The **Lifetime Achievement** award recognises an extraordinary, individual member of staff who has demonstrated **an exceptional commitment to effecting positive change** across the Scottish social housing sector, during their lifetime.

Submissions must evidence how the individual has made significant contributions, both in the organisation in which they have worked, and across the sector as a whole. **A real ambassador for building strong and resilient communities,** they have championed tenant participation, had a profound impact on the lives of many, empowered tenants, residents, and communities to influence housing policies, services, and standards, explored innovative new ways to get people involved, strengthened relationships and communication, **and inspired those that they have worked with.**

#### Who you can nominate

This award is open to an individual member of staff working within a housing organisation throughout the Scottish social rented sector.

## About you

Please note information about the individual, organisation, or group submitting the application:

<b>Name</b>	Gary Dalziel
<b>Position</b>	Chief Executive
<b>Organisation</b>	Elderpark Housing
<b>Email address</b>	gary.dalziel@elderpark.org
<b>Telephone number</b>	07917 671558

## About the nominee

Please note information about the individual you are nominating:

<b>Name</b>	Jim Fraser
<b>Position</b>	Estate Management Inspector
<b>Organisation</b>	Elderpark Housing
<b>Email address</b>	jim.fraser@elderpark.org
<b>Telephone number</b>	0141 440 2244

## Background

### Maximum 250 words

Please outline background information about the individual that you are nominating.

For example, detail:

- The background of the individual.
- The specific role they undertake.

Jim Fraser was Elderpark Housing's Estate Management Inspector until his retirement in July 2024 capping a remarkable 43 years of unbroken service with the one housing association. He joined as a 22 year old in 1981 and has spent almost his entire career serving the community that he has also lived within.

Originally hailing from Kinning Park, he joined the Association's then direct workforce as a painter working on decorating closes which was initially only intended to be for twelve weeks but he remained with the Association from that day onwards. In 2006 when the direct workforce was disbanded, he transitioned into the role of Estates Management Inspector responsible for ensuring that the communities were clean, safe and attractive. This is a role he has delivered with pride, commitment and passion for the last 18 years.

It is entirely possible that until his recent departure, he was the longest-serving estates staff member to have served the one housing association anywhere in Scotland. The fact that each day he has chosen to make a difference in the community going above and beyond is testament to his commitment to the residents of Elderpark Housing.

His role is defined as being typical of that held by other estates staff – keeping a watching brief on the appearance of the area and playing a vital role in the delivery of community wellbeing issues that figure strongly among tenants however he has delivered much more than that which will be touched upon later in this submission.

## Actions

### Maximum 500 words

Please outline specific actions of the individual that demonstrate an exceptional commitment to effecting positive change across the Scottish social housing sector, during their lifetime.

For example, outline:

- How the individual has had a profound impact on the lives of many.
- How the individual has become an ambassador for building strong and resilient communities.
- How the individual has gone above and beyond to champion tenant participation practices, and empowered tenants, residents, and communities to influence housing policies, services, and standards.
- How the individual has inspired those that they have worked with.
- The work involved and their overall aim.

Anyone working in estate management in a housing provider by virtue of the job itself gets out and about more often than most. It is no surprise therefore that Jim Fraser has spent many years “walking the streets” keeping a watching brief over how to ensure the housing stock and the wider estate was kept on top form.

The longevity of his role and his easy demeanour means he was a well-known face around the Elderpark community – always available and happy to stop and discuss concerns or issues with tenants and other residents as and when they arose.

Stopping Jim in the street when out and about was a much-favoured method for residents as a way to bring issues to the attention of the Association in an informal and sometimes confidential way.

This level of deep engagement with tenants and residents undoubtedly enhances the connection between the housing association and those it serves.

His natural friendliness endeared him to many – certainly his colleagues who have unlimited respect for the diligent way he has quietly gone about his roles with Elderpark over four decades.

Jim was a great ambassador for Elderpark in dealing with partner organisations with a notable example being the giant tenement “gable end” murals which have sprung up around the community on housing association stock.

Jim masterminded the planning and completion of these eye-catching art works which enliven and enhance the built heritage of Govan. Such is their popularity they became part of a mural trail around Govan for tourists and locals alike!

When you have been part of the community for 43 years often watching children grow into adults with their own families you create a bond and a relationship which has been evidenced day in, day out by the respect Jim is held in by local residents.

The role he does is not just focused on the estates, its being a presence in the community and having that connection and relationship to support them through challenging times and on a day by day basis he has went above and beyond dropping groceries to elderly residents before starting work, attending events and activities at night and weekends and putting his heart and soul into the community with a depth of feeling that most employees can only aspire to within their career.

Paying tribute to his dedication to Elderpark over the 43 years, Chief Executive Gary Dalziel said: “We are sorry to see Jim go and everyone in the organisation, those within the community and the many partner organisations he has worked with over the years all hold Jim in high esteem.

The contribution he has made to Elderpark Housing and the lives of people in and around our community is something none of us can fully capture.

“As a colleague he has been kind, considerate, caring and a real ‘quiet’ driver of Elderpark throughout the years he has been with us and the hole that his retiring will create in the Association will not be filled easily.”

## Outcomes

### Maximum 700 words

Please outline positive outcomes the individual has achieved as a result of their commitment to effecting positive change across the Scottish social housing sector, during their lifetime.

For example, detail the impact on:

- The delivery of housing services.
- The improvement of satisfaction levels.
- The strategic approach of the organisation.
- The culture of the organisation and its core values.
- Communication, strengthening relationships, and partnership working.
- The inclusion and lasting benefits of tenants, residents, and communities.
- How others can learn from the individual's good practice now and in the future.

You can't really sum up someone's outcomes in a career that has spanned 43 years with the one association especially in a role where the biggest outcome is having the respect, trust and engagement with the local community.

Jim has taken on many aspects of the housing service over the years but perhaps his biggest success came around ten years ago when the local area was gripped by significant anti-social behaviour and gang related challenges. To solve this problem he was a pivotal and lead participant in setting up a task force to include local partner agencies, the police and the elected members. They came together to develop initiatives which could alleviate the instances of anti-social behaviour. To his credit what he brought to the table was a respect from the local community and the ability to engage with the youths to identify their issues. This resulted in focused actions which implemented intervention solutions including partnerships with local and national youth groups to provide opportunities for those who had become isolated and often in the midst of chaotic lives.

The delivery of affordable housing and operating an efficient repairs service which tenants have confidence in are only part of the story for housing associations, according to Jim Fraser.

In the true spirit of the housing association movement, the guiding light for Jim has been to help communities thrive and ultimately build neighbourhoods where people actually want to live.

Jim explained: “Community-based housing associations perform a vital role in neighbourhoods across Scotland and Elderpark is a shining example of that commitment.

“Housing associations and housing co-operatives do so much more than simply collecting the rent – reaching into communities to help people with a firm emphasis on community regeneration.

“Helping people to sustain their tenancies in difficult times such as the pandemic and latterly the cost-of-living crisis where financial worries are an ever-present challenge are two of the most important things we have done as an Association in recent times.”

With regard to the pandemic, Jim was part of a team of Elderpark Housing staff - together with partner organisations such as the charity Aberlour – who delivered meals to hundreds of isolated residents – many of whom were shielding and cut off from family members as the virus took hold and lockdowns were imposed.

Jim was also part of the team which won an environmental award some years ago for tackling dog fouling in the drive to educate and advise pet owners to clean up after their animals.

This has contributed to a sea change in attitudes among pet owners who now take a much more responsible approach to dog fouling.

Then there were improvements over the years to Elderpark’s back courts together with an ongoing commitment to preserve and improve the Association’s impressive tenement housing stock – constructed to last by precision Victorian and Edwardian builders and part of Govan’s rich built heritage.

Pest control, close cleaning, ground maintenance and anti-social behaviour issues have all come under his remit – making Jim an invaluable member of the Elderpark team

Jim added: “One of the reasons I never left was I loved worked for Elderpark Housing. There have been many changes over the years as staff have come and gone but I can honestly say I have really enjoyed my time here. But all

good things must come to an end. I will miss my colleagues a lot but a new chapter in life is beginning.”

“What Jim often plays down is his role in supporting and shaping the organisational culture, as CEO I have noticed the many little things he does daily including buying gifts for new colleagues, taking the time to recognise and provide support when someone is in difficulty, actively participating in staff events & training and having a positive attitude to go above and beyond at all times reflecting the values of the association.”

If there was one thing that colleagues could learn from Jim’s contribution over the years it’s that a job description is a guide to the tasks but what stands out and achieves success is the commitment to delivering the role to the best of your ability and with a passion, dedication, commitment and enjoyment that hasn’t waned throughout his 43 years with the association.

## What makes this nominee stand out from the rest?

### Maximum 100 words

**Please provide a short testimonial on why this individual deserves to win.**

Jim Fraser personifies and exemplifies the commitment to community-based housing that inspires others – not just colleagues but tenants and the wider neighbourhood served by Elderpark Housing.

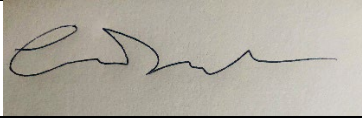
His “can do” approach and sheer hard work over more than four decades has endeared him to so many.

Widely regarded as the “friendly face” of Elderpark he has devoted 43 years of a working life to the one housing provider. And that selfless dedication undoubtedly speaks for itself.

The day he retires after his dedicated service he will be missed by all he works with and be a loss to the entire community.

## Declaration

As the proposer I have completed this nomination form to the best of my knowledge, and the information provided is a true representation of the nominee's achievements.

<b>Name</b>	Gary Dalziel
<b>Signature</b>	
<b>Date</b>	11 <sup>th</sup> July 2024

Thank you for taking the time to complete this nomination form.

Please submit your nomination by **5:00pm on Thursday 11th July 2024** to TIS by email at: [info@tis.org.uk](mailto:info@tis.org.uk) or by post to: **TIS – Clockwise Offices, 77 Renfrew Street, Glasgow, G2 3BZ.**

## Next steps

- **All applications will be acknowledged on receipt by TIS.** If you do not receive acknowledgement within 3 working days, please contact us to ensure your application has been received.
- An **independent judging panel** will rate your application against the award criteria. The panel will consist of representatives from organisations across the Scottish social rented sector.
- Your award submission will provide the basis for both the shortlist and final decision of the winning entry.
- **TIS welcomes applications in more than one award category.**
- Please ensure you answer all questions as fully as possible and keep the content of your nomination focused – avoid exceeding the suggested word count.
- **TIS will inform all proposers of the outcome of their application Thursday 29th August 2024.**
- Finalists will be invited to the **TIS National Excellence Awards Ceremony**, as part of the TIS National Housing Conference and Exhibition, on **Thursday 7th November 2024** at the Grand Central Hotel in Glasgow.