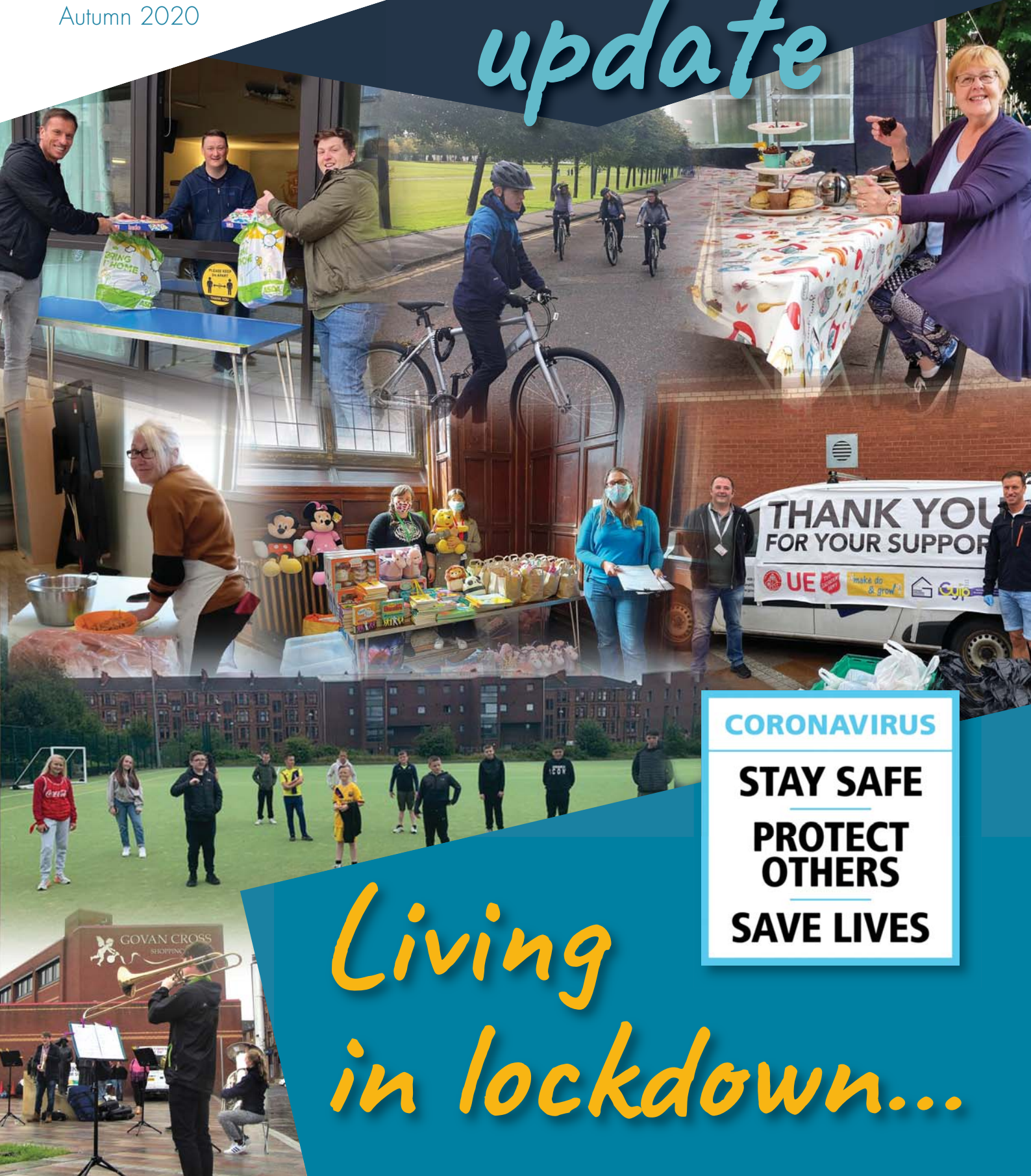


news update



CORONAVIRUS

STAY SAFE

**PROTECT
OTHERS**

SAVE LIVES

Living in lockdown...

Moving Govan Forward

Chief Executive Update

Welcome to the Winter Edition of our Newsletter, I would like to firstly say that I know that we are currently living in strange times due to Covid-19. I hope everyone is still coping okay, staying safe and protecting others. Living and working in lockdown as you can see from some of our pictures has changed for everyone.

As you will see from the contents, the Association is busy providing our front line services in Govan. Our Kitchen, Bathroom and Window Replacement Programme have all resumed and are well under way and you can read more about this on pages 10 & 11.

We are delighted to announce that through joint partnership working with, Linthouse Housing, Elderpark Housing and Govan Thriving Place we have successfully received funding from the Supporting Communities Fund to work on digital inclusion. The funding is essential for getting people of



Govan connected online and to improve on digital skills. As this is a challenging time it has never been more important having digital access online. You can read more about how you can access our Digital Lending Library and digital support services on page 21.

The Association has just successfully gained further funding from the Scottish Government Levy Fund to expand our Financial Inclusion Service to include an Energy Advice Service. As fuel poverty is on the rise, these funds will employ an Energy Adviser for 6 months to assist and support our tenants suffering from fuel poverty.

As the Furlough Scheme comes to an end on the 31st October 2020, we understand that this may be a worrying time for people that may be affected by possible unemployment, due to the challenges businesses are facing at this time. Our Financial Inclusion Service is here to provide Benefit and Money Advice for anyone who is affected by unemployment. If this is something you have been affected by, our Financial Inclusion Service is here to help. Another enhanced service we provide is Govan Jobs Match and if you have been affected by unemployment this service is available in our community hub, details for these services are on page 12 & 20.

An exciting project is underway for our new Cycling Hub, during this time when it is important for the people of Govan to access ways of improving your health & wellbeing safely.

More images of "Living in lockdown"



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The project will run community cycles, a way for people to cycle together safely. It will also be available for local youth groups and for tenants to access. We will keep you updated on the launch of this new and exciting project soon.

Our staff will ask you a series of questions when accessing our services in order to pass on information to our contractors. We ask that if you are self-isolating or have symptoms of COVID-19, please let us know so that we can visit your home within the guidelines whilst keeping your family and our staff safe.

I would again like to express my gratitude to all the dedicated partners working with Govan Housing Association during this challenging time as their support is critical for the people of Govan.

I would also like to thank our Committee and Home Team Board members and our dedicated staff team for continuing to work through these challenging times to ensure that we are here to help you in any way we can.

Fiona McTaggart Chief Executive Officer



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Congratulations!

We are delighted to announce that Danielle Symon-Smith, Housing Assistant for Area 1 in the Community Engagement Team, and her husband welcomed a beautiful healthy baby girl called Eden on the 6th August 2020. Congratulations to you both.



Well done!

We are delighted to announce that both Jennifer Morrison and Kelly Ferguson, our Customer Services Assistants, have been successful in gaining opportunities of temporary Housing Assistants within the Housing & Community Engagement Team. Well done girls.



Jim Cosgrove, our Tenant Liaison Officer from Property Services Department, celebrated a special 60th birthday in June 2020. We just wanted to wish Jim a very Happy Birthday and hope he had a great time with his family.



Jennifer Morrison
Community Engagement Team
Temporary Housing Assistant Area 1

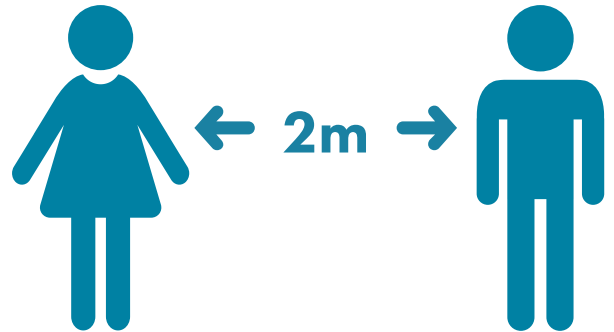


Kelly Ferguson
Income Team
Temporary Housing Assistant Area 1

COVID-19 Business Update

Due to the ongoing restrictions set by the Scottish Government our offices remain closed to the public. All our staff are still available to assist you with any issues you may have so please continue to call our main phone number on 0141 440 0308 where a member of staff will direct you to the relevant person.

We also have a small number of frontline staff who are available in the office if you are unable to call by phone. If you ring the doorbell at the main entrance of our office, someone will deal with your enquiry then. Please remember to always stand 2 metres from the doorway.



Digital Surveys

Over the past 6 months, COVID-19 has changed the way we interact with our tenants. We realise that there is a huge uplift in the digital abilities of our tenants, spurred on by the way the Pandemic has forced us to be more open to connecting with our friends and family digitally.

As your Landlord, we want to begin to be more digitally connected with you, to make every interaction we have with you easier and faster for you. That's why, over the next few months and continuously, we're going to be sending you a series of surveys about your experiences with the Association across a range of services.

The first survey we are in the process of sending out relates to your digital access and capabilities. There are less than 20 questions, and it should only take around 6 minutes to complete. The following two surveys will be delivered to you via SMS/email over the coming weeks. They will relate to your experiences with us as your landlord during the Pandemic, and also to the resources we offer to you both during and outside of the Pandemic. They will be even shorter and will take even less time to complete.

By responding to the surveys, you can help us to help you. We will be taking the information we receive from you and all of our tenants and using it to inform how we improve and develop our services, not only as a landlord but as an organisation who greatly cares about Govan and its communities. So please, take a couple of minutes to answer honestly and you can be part of making Govan a more Thriving Community.



Govan HOME Team

Update October 2020

Govan HOME Team is now delivering the majority of the Association's contracts. Along with the Kitchen and Bathroom renewals, the Home Team are now delivering smoke and heat detector upgrades, Timber Window replacement, gutter cleaning and close painting.

The smoke detection upgrades are required for all domestic properties in Scotland and will become law in February 2021. It is crucial that we gain access to your home to upgrade your system to ensure you and your family's safety. If you receive a letter from the Association regards the installation please let us know at the HOME Team.

Govan HOME Team are carrying out close painting works for the Association and are currently working in the Govan "C" areas of Burndyke, Elphinstone and Merryland. To assist the contract the HOME Team are currently looking to recruit 2nd or 3rd Year apprentices who have recently

been made redundant elsewhere. If you know of any individuals who meet the criteria, give us a call.

The HOME team have now been officially recognised by the CITB as a property and Maintenance business which sees the HOME Team qualify for funding opportunities for any apprentice recruitments. This means that we can access funding to assist apprentices in their college placements.

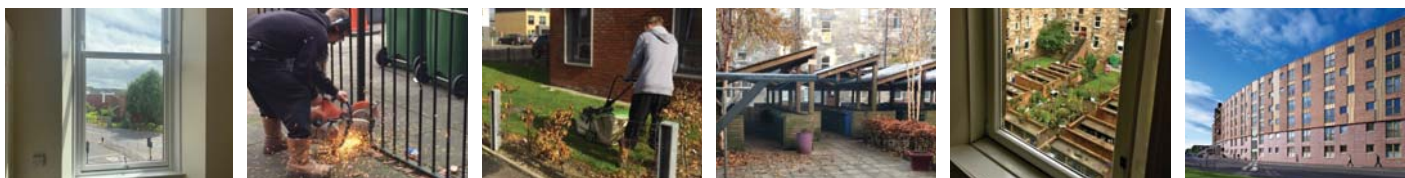
These are exciting times for the HOME Team. To assist us in our reactive repairs contract we have acquired a new technology called "Big Change". This will allow the business to appoint and track repairs more efficiently using a fully automated appointments system. Training is under way with the new system and we hope to have it up and running in the next 2-3 months.

The HOME Team continues to deliver the Association's planned works

contracts of the 194 properties identified in the Kitchen and Bathroom Contract phase 3, only 18 properties were not completed due to access issues.

As part of our growth plan the HOME Team have invested in a truck mounted elevated working platform. This will assist us in repair works that would have required scaffold in the past, allowing repairs to be carried out quicker and reducing the cost for scaffold.

There have been significant changes to the HOME Team over the last year; one in particular is the operating hours for our Operations Teams that now sees an 8.00am-4.30pm, Mon-Fri working pattern being introduced. Our office staff are here to assist you from 8.00am-5.00pm Mon-Fri. These changes will ensure a more flexible service is available to all our customers and tenants.



Factoring Administrator

The Association advertised for the post of Factoring Administrator via Glasgow Guarantee in August 2020.

The post is an 18 month modern apprentice with a permanent contract at the end for the right candidate. The interviews were held on 11th September and the successful candidate was local girl Cara McFadden. Cara joins us from Govan High School and has shown great enthusiasm to learn all that is required to excel in this post. Joining the Association just now will be difficult for Cara as she will mostly working from home in line with Government guidelines. This means Cara will need to wait a while to meet the majority of staff and the Factoring team will have to find innovative ways for training both in the office while maintaining social distancing and while working from home. We would like to welcome Cara to the Association and hopefully it won't be too long before she is able to meet the rest of the Association.



You said

Thank You!

Thanks a million for all the food and other things, I am so grateful to you.

Thanks very much for all the assistance received from the Association over the last 4 months, I don't know what I would have done without the wonderful help I have received from you.

Huge thank you to the two joiners that visited my property yesterday in regards to my flooring. I want to say that I really appreciate the fantastic workmanship and service that I received from all involved.

"Over the moon" with my new windows. The operatives were all very pleasant, cleaned up after themselves and put my blinds back up for me. I just want to express my appreciation and say thank you.

I am delighted with the close redecoration work. The close is looking lovely and I am really happy with it.

You said,
we did...

You raised concerns over issues with the parking of our GHT vans.



We apologised and issued toolbox talks to our GHT drivers.



You complained about the lack of action being taken to deal with a sewage issue.



We acknowledged delay and apologised.
Improved our communication with contractors.



You complained about the rubbish lying about the bin area and the condition of the bin store.



We cleared the rubbish and repaired the bin store.



Gas Safety

The Association has a legal responsibility to ensure that all properties it owns that contain gas pipe work or a gas appliance are serviced on an annual basis. This Annual Gas Safety Check is required by law and is for your own and your neighbours' safety. Most tenants are very helpful and allow us access when requested, to carry out this essential check. Unfortunately, there are a few who do not comply.

Due to the potential seriousness of the situation and the fact that there is a Health & Safety risk to property and more importantly to people, we are taking a much firmer approach to gaining access. Where we have taken reasonable steps to gain access and have not been able to do so we will take steps to force entry to properties. **If we require to force entry to your property, you will be liable for all costs associated with this.**

If you have a gas supply but no gas meter in your property, access is still required. If an appointment is not kept by the contractor, please let us know as soon as possible. If this is due to debt on your meter that you cannot clear, please contact our Financial Inclusion Team on 0141 440 0308.

We ask everyone to ensure that when you receive notification that your Gas Safety Check is due, that

you contact us to arrange access at your earliest convenience. It doesn't take long and it could save lives.

If you do not have a working Carbon Monoxide Detector in place, please contact the **Property Services Team on 0141 440 0308** and we can arrange the fitting of this free of charge to you. Please also contact us if you do not have a working mains smoke alarm and we can arrange this to be fitted free of charge to you.

Our gas contractor is James Frew and can be contacted on 01294 468 113.

CARBON MONOXIDE (CO) POISONING



Property Services Update – Covid 19

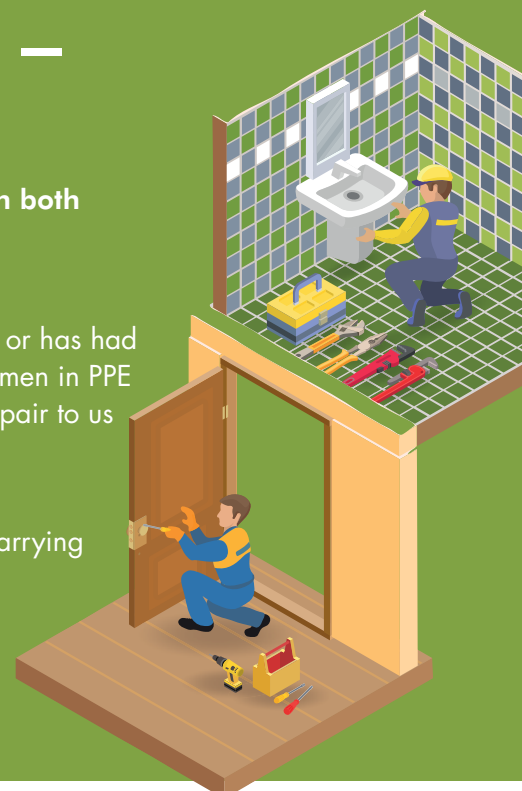
We are pleased to report that our repairs service is up and running with both emergency and non emergency works being carried out.

Planned Maintenance march ins and fittings have also resumed.

When you report a repair, we will ask if you or anyone in your household has or has had COVID, if anyone is shielding or vulnerable and that you are happy for tradesmen in PPE to attend your home. If you do develop symptoms after you have reported a repair to us please let us know as soon as possible.

Many of our team are currently based at home as per the most recent Scottish Government Guidance, but we do have a presence in the office and are still carrying out emergency inspections where required.

If you need to speak with a member of the Property Services Team or need to report a repair or arrange a gas servicing appointment please contact us by telephone on 0141 440 0308 in the first instance and we will deal with your query accordingly.



Winter Plumbing Advice

Leaks and how we can work together to prevent them

If you live in a flat, you may have problems with leaks or flooding from neighbouring flats. We find the most common source of water ingress into the flat below is when someone leaves a tap on at the bath, wash hand basin or kitchen sink which results in it overflowing. We would ask that you double check all taps are off before you leave your home, even if you are only popping to the shop for a loaf of bread or going on the school run.

Washing Machines can also be a common cause of leaks so ensure that you regularly check connections and always ensure new machines are plumbed in correctly.

For top floor flats and main door properties storm damage and heavy rain can lead to water ingress into your home. During spells of incessant rain gutters and downpipes can become overwhelmed which may cause water to find its way under the roof tiles and into your home.

Please report all incidents of leaks and water ingress to the Association as soon as you become aware so that we can quickly diagnose and rectify the issue to avoid further damage to your home and the fabric of the building.



Frozen Pipes

As winter approaches it is important to be aware of the risk of burst pipes in cold weather. When temperatures remain below 0°C freezing for 2-3 days there is a possibility that pipes will freeze and burst which will cause leaks as the temperature starts to rise again.



To help with the prevention of frozen pipes we ask were possible that you keep your home as warm as you can as warmth offers the best protection against frozen pipes. Keeping your heating on at low can help with this.

In the event of a burst pipe, carrying out the following can minimise damage to your home:

1. Turn off the main stopcock, if you are able to,
2. Switch off any water heaters or boilers,
3. Turn on all taps to drain your storage tank,
4. Contact the Housing Association ASAP or if out of hours call the emergency contact number,
5. Warn any neighbours who may be affected,
6. Use buckets, containers etc. to collect as much water as you can. This water can be used to flush your toilet at a later stage if necessary. Please note that any water collected from a burst pipe is NOT suitable to drink or cook with.



Going away or on holiday over the winter months?

If you are going away from home over the winter months you may wish to consider leaving your heating on at low to help prevent your pipes freezing while you are away. If you intend being away from your home for an extended period during the winter months we ask that you please contact us on **0141 440 0308** to advise of this and to leave a contact number or access arrangements in the event of an emergency.

Condensation & Dampness

Problems of dampness in a home are usually caused by **condensation**. Condensation happens when the air gets colder and it cannot hold all the moisture. Tiny drops of water then appear. If this is allowed to happen on a regular basis, black or green mould can form on walls and furniture, while on clothes and other fabrics mildew appears.

Tips to avoid condensation

- Produce less moisture.
- Cover boiling pans and open a window if you are cooking.
- Don't allow steam from cooking to enter other rooms in the house.
- Dry your clothes outside if possible, or in the bathroom with the door closed and window open.
- If you use a tumble drier, make sure it is vented to the outside unless it is the self condensing type.
- Use extractor fans if they are fitted.
- Wipe up water lying on window sills in the morning.
- Don't use paraffin and portable bottle gas heaters without a flue.

Ventilate your home

- Open a small window (or the door a little) when you are using a room.
- Open windows in your kitchen and bathroom when you are cooking and washing, or use an extractor fan if you have one.
- Close the kitchen and bathroom doors when these rooms are in use to stop moisture reaching other rooms.
- Keep air vents unblocked - these are fitted to reduce condensation.
- Keep window trickle ventilators open if fitted.
- Don't over pack your wardrobe.
- Open your wardrobe doors occasionally or cut breather holes in the backs of wardrobes or cupboards.
- Leave space between wardrobe backs and walls.
- Position furniture against internal walls.



Heat your home

Heat your home, keeping your home a little warmer throughout helps prevent condensation. During cold weather, ensure there is background heat throughout the day and make sure you don't over ventilate. If you do not have heating in every room, you could keep the doors of unheated rooms open this will allow some heat into them.

Cleaning mould growth

If you do experience mould growth on walls, it can be cleaned with a fungicidal wash solution. Look out for one which carries a Health & Safety Executive "approval number", available from DIY stores or good paint decorators' shops. Once treated with this solution, walls can be painted with a good quality fungicidal paint.

Replacement Kitchen & Bathroom Programme

Despite unprecedented COVID-19 lockdown restrictions being placed upon our tenants, contractors and staff, we're proud to report that since we were able to re-commence our replacement kitchen & bathroom programme on Monday 13th July 2020, Govan Home Team have successfully completed 24 kitchens and 24 bathrooms during this financial year, as at time of going to print.

We're currently nearing completion of **Phase 4.2 Rathlin Street** even numbers kitchens & bathrooms where required and have also started surveying **Phase 4.3** of our programme, which includes **845 to 903 Govan Road**. We hope to survey **Phase 4.4** during October 2020, which includes **9 to 23 Rosneath Street** further planned for this 2020/21 financial year.

We hope all our tenants who've received a replacement kitchen and/or bathroom and vinyl flooring in their tenancy are enjoying them and will continue to do so for many more years to come.

We thank you for your continued patience if your replacement kitchen and/or bathroom survey or installation was or may be delayed due to COVID-19 lockdown restrictions and apologise for any inconvenience or delay caused and thank you for your kind understanding and ongoing support.

If you failed to provide previous access for your replacement kitchen and/or bathroom survey and you're tenancy is in either of the Phase 4.2 or 4.3 addresses highlighted above, please call **Jim Cosgrove, Tenant Liaison Officer** on **0141 440 0308** or email jim.cosgrove@govanha.org.uk as

Our Investment Programme *Update*

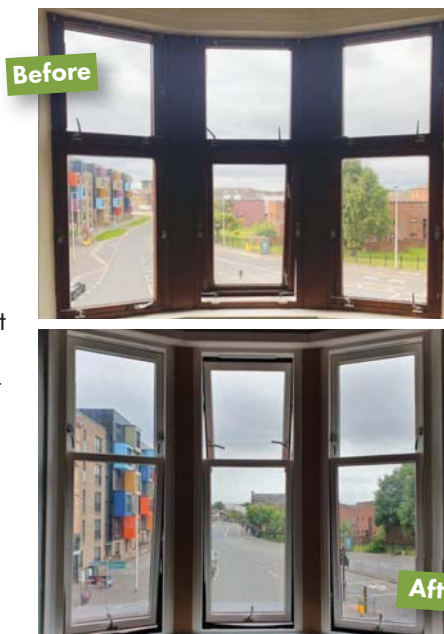
Window Upgrades

Over the last year we have been working hard to progress with the window upgrades to our stock. Due to the current COVID-19 pandemic we had to postpone surveys and installations for a few months during lockdown however we were able to re start installations in July and we have installed new windows in 80 properties and 6 communal areas between February 2020 and September 2020. Window surveys are still-on going with over 270 window surveys carried out. Our hope is to recommence with window surveys from October 2020, completing the remainder of properties in phase one which includes, Elder Street, Howat Street, Taransay Street, Luath Street and part of Govan Road before moving on to phase 2 which includes Rathlin Street and Govan Road. All our surveys and installations will be dependant on COVID-19 guidance.

Please ensure that when we do contact you, to either carry out your survey or to install your new windows, that you contact us to

provide access as failure to give access will cause a delay in your new windows being installed. We also ask that you advise ahead of our visit if anyone in your household is showing any symptoms or has tested positive for COVID-19.

Thank you to all our tenants for your patience and co-operation with us during what has been a very challenging time for us all.



Upgrade of Smoke & Heat Detection System

As you may be aware we are currently undertaking a programme to upgrade the smoke and heat detectors in your home. In conjunction with new regulations that come into force in February 2021 we want to ensure your home remains at a high safety standard especially when it comes to fire safety, therefore we must complete these upgrades as soon as possible.

We are renewing all smoke detectors in your property, adding additional detectors if required and adding a heat detector in your kitchen. All detectors in your home will be interlinked.

In order to carry out these works, Govan Home Team will require access to your home for approximately 1 hour and you should have received a letter from us advising of this.

If you have not already done so can you call Govan Home Team on 0141 406 6631 to make a suitable appointment for this work to be carried out.

Thank you to all who have contacted us and made arrangement for your upgrade, as always your co-operation in these matters is greatly appreciated.

soon as you can to arrange a survey before we move onto Phase 4.4 - Please note that surveys are only available on Tuesday, Wednesday and Thursday mornings from 9:30am onwards.

Please also note that if you are due a disturbance payment of £40 for a replacement kitchen and/or £45 for a replacement bathroom, the full amount can only be transferred by BACS to your bank account if your rent account is clear with no arrears. We are no longer able to create credit balances by transferring disturbance payments to tenants rent

accounts, unless it's to reduce or clear any rent arrears. We are also currently unable to issue cheque requests during this unprecedented period.

I trust this information is helpful, but if you have any questions or would like to know where your tenancy address is in our planned programme, please contact me and I'll do all I can to help and advise.

Kind regards,

Jim Cosgrove

Tenant Liaison Officer

jim.cosgrove@govanha.org.uk



Housing & Community Engagement Team

Covid-19 Update

The Association is aware that we are in uncertain times due to the Coronavirus (Covid-19) outbreak. In line with Scottish Government, the Association has made some changes to our Team in order to minimise the risk to our customers and staff.

We are currently operating a rota system where by some staff remain working from home and some staff are based at our office. Our offices may be closed are still but our front line services has not changed.

Our Housing & Community Engagement Team is a large team that has different specific teams within it. The Team include a Community Engagement Service, Community Inclusion Service, Income/Rent Management Service and a Financial Inclusion Service.

We have provided within this Newsletter on pages 13 & 14 (Housing & Community Engagement Team) and pages 23 & 24 (Income Team) details of what services each staff member provides and their contact details.



Currently we are temporarily holding all appointments at our Community Hub @ 903 Govan Road, Glasgow, G51 3DN. Our Community Hub has had all the necessary screens and safety measures put in place. If you require an appointment with any member of our staff team do not hesitate to contact us and an arranged appointment can be made. We are still carrying out home visits where we can. Our staff will ask you the relevant screening questions prior to any arranged visits, or appointments and our staff will wear PPE for safety measures.

The Housing & Community Engagement Team has adapted the ways that our tenants can access our services, to make things easier. The ways you can make contact in order for any member of our team to help and support you are shown below. Staff members can contact you using the same methods. If this is something you want to try just let us know and we can arrange this:

- Website – www.govanha.org.uk
- Email – Income/Rent Management Income@govanha.org.uk
- Email – Financial Inclusion Service Financial.inclusion@govanha.org.uk
- Email – All staff members' direct emails are available on pages 13 & 14 (Housing & Community Engagement Team) and pages 23 & 24 (Income Team)
- Telephone – Office **0141 440 0308**
- Telephone – Direct staff members contact details are available on pages 13 & 14 (Housing & Community Engagement Team) and pages 23 & 24 (Income Team)
- Appointments – Can be requested
- WhatsApp Meeting – On request
- Zoom Meetings – On request
- Home Visit – On request
- Facetime Meetings – On request



We are here to help and support our residents in any way we can at this difficult time and if you require any support or assistance from the Housing & Community Engagement Team, do not hesitate to get in contact with us.

Community Engagement & Community Inclusion Service

The Community Engagement Service within the business deals with all areas of tenancy support and management other than income or rent. The Community Inclusion Service is part of this team that deals with tenant participation and all community and digital projects.

Community Engagement Staff

The Community Engagement Service within the business deals with all areas of tenancy support and management other than income or rent. The Community Inclusion Service is part of this team that deals with tenant participation and all community and digital projects.

The specific service provided by the Community Engagement Service deals with the allocation of empty properties, sign-up and starts of tenancy appointments with new tenants. The Team also deals with anti-social behaviour, reviewing and actioning any tenancy changes (e.g. changes to household, succession applications, mutual exchange requests), referrals to partner or statutory agencies.

The Community Engagement staff is split into Area 1 & Area 2 and the area streets are listed below in each area team for address specific matters. All the relevant staff contact details are shown below for your information.

If you have any queries or require any support in your tenancy please don't hesitate to contact your staff area team member. Anti-social behaviour complaints can be reported to any team member and you will receive a response directly from the allocated member of staff who will investigate your complaint.

Area 1 is overseen by **Paula McCann** who is assisted by **Jennifer Morrison** temporarily whilst Danielle Symon-Smith is currently on maternity leave.

Area 1

Govan Road	Middleton Street
Rathlin Street	Elizabeth Street
Summertown Road	Luath Street
Golspie Street	Elder Street
Ibrox Street	Vicarfield Street
Harley Street	Vicarfield Place
Brand Street	Broomloan Crescent
Midlock Street	Wanlock Street



Paula McCann

Housing Officer

Telephone: **0141 440 6877**

Email:

paula.mccann@govanha.org.uk



Jennifer Morrison

Temporary Housing Assistant

Telephone: **0141 440 6891**

Email:

jennifer.morrison@govanha.org.uk



Danielle Symon-Smith

*Housing Assistant
(Currently on Maternity Leave)*

Telephone: **0141 440 6877**

Email: **danielle.symon-smith@govanha.org.uk**

Area 2 is overseen by **Marion McIntyre** who is assisted by **Denise Coyle**.

Gordon Anderson is our Housing Officer who specialises in anti-social behaviour complaints but also covers tenancy support issues across both areas.

Area 2

Howat Street	Burndyke Square
Southcroft Street	Burndyke Court
Shaw Street	Merryland Street
Rosneath Street	Merryland Place
Wardrop Street	Langlands Road
McKechnie Street	Taransay Street
Elphinstone Place	Dunsmuir Street



Marion McIntyre

Housing Officer

Telephone: **0141 440 6884**

Email:

marion.mcintyre@govanha.org.uk



Denise Coyle

Housing Assistant

Telephone: **0141 440 6891**

Email:

denise.coyle@govanha.org.uk



Gordon Anderson

Housing Officer

Telephone: **0141 440 6894**

Email:

gordon.anderson@govanha.org.uk



Community Inclusion Service Staff

In addition to the above, our Community Inclusion Service is overseen by **Ryan Davidson**, assisted by **Rory Brown** who manage the association's community involvement with our tenants and residents. The Community Inclusion Service provides our Digital Hub and Community Hub programme services along with our re-use and furniture initiatives.

Our Digital Hub offers a full digital programme including a drop-in service (not operating at present due to Covid-19 restrictions), digital lending library, printing and scanning services (due to Covid-19 restrictions, please call the office on **0141 440 0308** if you require assistance with these services at present). Our staff can provide one-to-one support (over the telephone at present) as well as structured classes/programmes in partnership with other organisations.

At present our Community Hub is closed to residents other than for appointments, however ordinarily it hosts our social inclusion programme and is delivered by both the Association and other local third sector and statutory organisations. The Hub has been used as a safe place for people to socialise, learn and create, providing some fantastic outcomes.



Ryan Davidson
Community Inclusion Officer
Telephone: **0141 440 6248**
Email: ryan.davidson@govanha.org.uk



Rory Brown
Community Inclusion Assistant
Telephone: **0141 440 6872**
Email: rory.brown@govanha.org.uk



Bulk uplifts & rubbish disposal

Land and Environmental Services are not currently uplifting bulk items during this time. The Association provide a pavement uplift of bulk items for tenement properties on a weekly basis. Below is an update on the exact collection days for our different areas in Govan.

Please don't dump it!

It is important that residents only put out Bulk Items such as Furniture etc. on designated mornings of the collection days below.

Govan Weekly Bulk Collection Days

Monday	Govan C Area
Wednesday	Ibrox Area
Thursday	Central Govan Area

Not Collection Days

If you have bulk items that you need to dispose of, on any other day, please leave them at the side of the communal bin shelter in your back court neat and tidy, and the Association will arrange to have these items put out onto the pavement for collection on the required day.

Please note furniture placed on the street on non collection days will be regarded as fly tipping and can be reported to environmental officers who may impose a fixed penalty of £50.00.

We must remind all residents that ALL household rubbish must be placed in the correct allocated bins to the rear or side of your building. We have noticed an increased number of rubbish bags being left in common areas causing a severe risk to environmental health. If any resident is aware of a neighbour disposing of rubbish incorrectly, we urge you to contact the Association to allow us to deal with the offenders.

Community Inclusion Service Update

Our Community Inclusion Team has been working hard to continue to deliver some of our key objectives, despite the current restrictions.

The team have supported individuals to safely access digital support and training opportunities to learn how to use their own device or lending device. This has included remote support and socially distanced, face-to-face support.

We have assisted tenants in the shielding categories that required some support to access food and essentials, including prescriptions and medicine and dropping off food parcels and fresh cooked meals. We have recently signed up to FareShare, which will allow us to continue our food support in a dignified way and engage with tenants and provide further support if required.

Anyone requiring further support is encouraged to contact the office and one of the team will get back to you.

The team have also been working behind the scenes to develop new partnerships, looking at mental health and addiction support for local people and increasing accessibility to services within the local area.

Keep up to date with our project development on our social media pages.



Digital Inclusion Outcomes During Covid-19

The pandemic has shown all of us that digital are an important aspect in keeping in touch with friends and family, informed on latest news and entertained through lockdown. However it has also shown us that digital inequality still exists; there are people who cannot afford devices or data to get online or who aren't confident in their digital skills.

Our Community Inclusion Team has been working to try and reduce some of these barriers alongside some amazing partners. The outcomes for this work so far are...

- **28 PCs gifted to individuals in families through Glasgow Clyde Colleges Gift Tech Programme**
- **30 Tenants given devices through Scottish Government's Connecting Scotland Programme**
- **250 Tablets given to local third sector organisations so that they can continue to support people online.**

We would like to thank all the amazing staff, volunteers and tenants who've been involved in supporting this work as we help to get people online and supported during this difficult time.

Digital Support

Do you know your Zoom from your Skype? Your Whatsapp from your iMessage??

Don't worry if you don't!

Our Community Inclusion Team are partnering with the Mhor Collective to offer tenants support to learn how to get online, use devices and learn new skills during the Covid-19 Pandemic. Our Digital Learning Co-ordinator can support you with basic digital skills, link you in with local classes and help you every step of the way.

For more information; contact Rory on **0141 440 0308**.



Fire Safety...

Over recent months we have seen an increase in fires in the home as a result of people spending more time indoors. This is extremely concerning as this can cause severe injury and threat to life and we want to ensure tenants are protected and taking necessary precautions in relation to fire safety.

In the home...

You will soon hear from the Association (if you haven't already) about upgrading heat and smoke detectors in line with new legislation. This is non-optional and we ask for all tenant's co-operation in completing these visits to ensure the safety of yourself, your household and your neighbours.

Particular risks inside the home include appliances, cooking, smoking, candles and property condition.

General advice to follow is:

- Keep your oven, cooker and grill clean and make sure there's no fat on it.
- Keep tea towels, cloths and kitchen paper away from the cooker.
- Keep fats and oils away from the cooker.
- Cook with handles turned to the side to avoid them spilling.
- Use a flameless lighter on gas cookers instead of matches or a lighter.
- Make sure all electric equipment is switched off at the wall when you leave the house or go to bed.
- Think about changing older chairs or having them re-covered with modern material that doesn't burn as easily. Furniture made before 1988 is unlikely to be fire resistant – If you have a low income, our Financial Inclusion Team can assist with this.
- Keep candles out of winds and draughts.
- Keep candles clear of clothes, curtains, cushions, papers and other things that burn easily.
- Always put them out properly before leaving the room – use a metal snuffer or wet your fingers and pinch the wick where the flame starts.
- Although there's no flame, the burning embers of incense sticks or cones get very hot and can start fires. Treat them the same way you would a lit candle. Never leave lit incense alone and always use a proper holder that catches the ash.
- Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays and smoking in bed is definitely not recommended.
- Stub out cigarettes properly – make sure there's no smoke.
- Remember to test all your smoke alarms every week.
- Make sure your bedroom door is kept shut at night – it'll help stop the spread of smoke and flames if fire does start.
- Any electrical appliance that's left plugged in to the mains could cause a fire. Some, like fridges and freezers, are designed to be left on but even these can cause fires if they're not used properly - Keep the area around plug sockets and the mains switch clear and always use the right fuses.
- Keep your home tidy and clutter free. If you have a large accumulation of items in your home we can offer support in relation to storage solutions, advice and assistance if you are struggling to keep on top of general cleanliness.

You should never:

- Hang or dry clothing and towels on or near the cooker.
- Leave your cooker, grill or oven on when you go out – even on a timer.
- Leave your cooker unattended.
- Leave electrical wires or cords near the cooker.
- Keep anything on top of an eye-level grill.
- Put anything metal in your microwave – even tin foil.
- Leave a lit candle alone – even for a few seconds.
- Lean across a lit candle – you could set your hair or clothes on fire.
- Place candles on soft furnishings (like cushions) or plastic (like TVs, baths that are made of plastic (acrylic). Even acrylic toilets can melt and cause a fire.
- Put candles on shelves – they can heat up the shelf above and cause a fire.
- Put candles on top of heaters or in the middle of the mantelpiece. An unlit candle can melt in the heat below and catch fire.
- Allow children to play with candles, lighters or matches.
- Leave children or pets unattended with candles, lighters or matches.
- Use candles if you've been drinking alcohol or feel sleepy.
- Use anything electrical with a torn or damaged wire or plug.
- Use anything electric that's broken or not working properly.
- Put electric cables under carpets.
- Put too many plugs in sockets.
- Block escape routes with bags, furniture or other household items



Fire safety in a close...

All residents will be aware of the consequences of poor fire safety awareness within a close or high rise setting, particularly due to the tragic events we have seen in the UK over recent years. We recently had an independent Fire Risk Assessment carried out within a sample of some of our closes and the report we have received back has raised three main concerns.

- 1 Items stored in communal stairways or on landing areas.** This includes children's toys/bikes/scooters, decorative items such as plants, mobility scooters etc. These pose a risk for a number of reasons. In some instances these were actually interfering or blocking fire safety measures such as the dry riser units used to assist fire fighters bring water inside the building in the event of a fire. Additionally items are often placed or hung on automatic opening ventilation a system (slatted windows) which compromises their effectiveness. These items also serve as combustible material and would worsen the effects of any fire that did occur. Additionally they serve as serious hazards by blocking potential escape routes which could place both residents and firemen and women in the event of a fire. Please note it is a breach of tenancy agreement to store these items on communal areas and we would ask that **residents remove these immediately**. We are carrying out close inspections regularly, and should residents fail to remove items in the close/on landings we will remove and dispose of them.
- 2 Smoking within the landing or communal stairway areas.** It is apparent that several residents are smoking in these areas and disposing of their cigarette ends in these areas also. This practice is not permitted and causes increased risk of fire. We would ask all residents to go completely outside of the building if they do not wish to smoke in their own homes.
- 3 Rubbish/bulky items being left in communal stairways or on landing areas.** Bin bags, cardboard and large bulky items have been left out and as above this raises a number of concerns. We would ask that residents arrange appropriate uplift of these items immediately – this can be done by placing items at designated bin areas or bulky uplift areas or contacting Glasgow City Council (either via telephone **0141 287 9700**, their website **www.glasgow.gov.uk** or the My Glasgow App which can be downloaded to Apple and Android smartphones). Should residents fail to dispose of these items it could result in further tenancy action. If you have any difficulty in arranging disposal of such items, please get in touch with ourselves and we will try to assist.

Vulnerable Tenants

Ordinarily Scottish Fire and Rescue Service offer a free Home Fire Safety visit to anyone who requests it or is referred for one. However at present due to the Coronavirus (COVID-19) outbreak, they have taken the decision to temporarily stop most Home Fire Safety Visits except for those where the occupiers are identified as being at very high risk.

If you, or someone you know is over 50 years old and smokes and either lives alone, has mobility issues or uses medical oxygen, we need your help to identify them. Ask them to get in touch with Scottish Fire and Rescue Service or if you are a family member or a carer, refer them by:

- calling **0800 0731 999**
- texting "FIRE" to **80800** from your mobile phone
- completing the online form on **www.firescotland.gov.uk**
- calling your local fire station

They will undertake a Home Fire Safety Visit where possible and help sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.





Working together to
make Govan a safer
and better place

Anti-Social Complaints

The Association will endeavour to deal with complaints of anti-social behaviour as soon as possible.

We will make every effort to advise and assist you if you are experiencing problems with an antisocial neighbour.

All complaints received will be dealt with in a confidential manner and your details will not be disclosed to the householder in question.

If you are experiencing problems with an antisocial neighbour you can contact the Association by telephone on **0141 440 0308** or by email to **Engagement@govanha.org.uk**

Our office is currently closed to members of the public but the below agencies may also be able to assist you if you are experiencing any anti-social behaviour:

Police Scotland

Telephone **101**, in the event of an emergency or telephone **999** or email **www.scotland.police.uk**

Crime stoppers

To report crime information anonymously you can contact Crime stoppers by telephoning **0800 555 111** or going online at: **<https://crimestoppers-uk.org/>**. Crime stoppers are discouraging the public from contacting them about COVID-19 related offences, as they are focused on the potentially more serious crimes that are affecting communities at this time such as fraud, domestic abuse, doorstep crime, harm against vulnerable people and drug dealing.

Noise Nuisance

At present due to the Covid-19 situation Glasgow City Council, Noise Team can be contacted on **0141 287 6688**, who can only provide advice over the telephone but I must advise you that **No Officers** are currently available to carry out any visits to any property. You can also get further information regarding this on **www.glasgow.gov.uk/reportnoise**.

AT HOME
SHOULDN'T
MEAN
AT RISK



Key Message

- If you are experiencing domestic abuse, help is still available.
- During the current coronavirus situation, you are not alone.
- Don't delay in seeking help during the current situation.
- Call the 24-hour Domestic abuse Helpline in confidence on **0800 027 1234** or visit **Safer. Scot.**

Message for Friends, Family and Neighbours

If you know someone who is experiencing domestic abuse, don't delay in seeking help. Call the 24-hour Domestic Abuse Helpline in confidence on **0800 027 1234** or visit **Safer. Scot.**



If you are experiencing domestic abuse, help is available. To speak in confidence call Scotland's Domestic Abuse 24 hr helpline on **0800 027 1234** #Reportdomesticabuse

Cycling Hub

Last year, the Association was successful in gaining funds through Cycling Scotland to develop a Cycling Hub in our backcourt area. The project was subsequently put on hold due to issues with suppliers and then the Covid-19 lockdown.

As restrictions were being lifted the Association has begun to look at how we can offer a cycle lending service for local tenants to increase social mobility, health and wellbeing and safe travel across the city.

We hope to have a date for a soft launch of the project before the Cycling Hub build is complete.

The funding from Cycling Scotland has been topped up by our Management Committee who has matched the amount of money funded to purchase bikes. This will allow us to build a lending stock of 10 adult bikes and 10 children's bikes.

The project, when fully operational, will run community cycles, group work, access from local youth organisations and training as well as lending access for tenants to use. We will also be offering safe storage space for tenants to store their bikes to reduce the fire risks in closes.



Shop Front Improvements

The Association are one of the beneficiaries of the local Townscape Heritage Initiative to improve the townscape, to help regenerate Govan by repairing, restoring and preserving the area's exceptional heritage features and historic buildings.

This includes a shop front improvement programme that will see our Hub and Digital Hub get a full new shop front as well as our unit at 1008 Govan Rd currently occupied by Gilded Lily and the unit at 1020 Govan Rd, formally Hazel's Beauty.

The teams and tenants have been fully involved in the design and colour schemes and we are very excited to see the finished shop fronts.

You may have already seen the work done on the South Barbers and Govan Carpets on Govan Road. Already you can see the difference these new shop fronts make to the townscape.

The work has already started across multiple sites on Govan Rd with work scheduled to be complete by early 2021.

For further information, please visit <https://getintogovan.com/thi/>

Funding Update

During the Covid-19 lockdown, the Association delivered a variety of projects to mitigate the effects of lockdown and support tenants across a variety of themes.

We were successful in our bids to Foundation Scotland and Big Lottery to support our emergency food provision including the hot food van supported by Salvation Army and GYIP, emergency food parcels and food vouchers,

activity packs for families, digital support via data top ups and



access to entertainment accounts. This cost also covered PPE for our activities as well as any expenses incurred by volunteers.

The three local housing associations, Govan, Linthouse and Elderpark (GEL) partnered with Glasgow City Council and Community Links to form The Emergency Funding Group. This group secured two pots of £200k that was disseminated to local third sector organisations to meet the needs of the community and provide essential support for the most vulnerable community members.

Through this fund, the Association was asked to lead on the funding and delivering a digital inclusion service. This has seen more than 250 devices being distributed locally, each with a data package, to the value of over £60k. These devices had went out to local projects to be used as a digital lending service across multiple themes including employability, children and families, youth work, housing associations, social enterprise and health and social care.

Securing these funds was a massive contributing factor to the success of Govan's response to the crisis and has given local organisations the foundations to continue to provide support in the coming months.



New education centre arriving in Spring 2021

In March 2021, education charity IntoUniversity, will be opening a new learning centre in Govan to provide additional educational support to young people in the community aged 7-18.

They will be working closely with local schools, colleges and other organisations, to provide free after-school academic tuition, mentoring, and programmes supporting young people of all abilities to achieve their ambitions. The project is a collaboration with the Universities of Glasgow and Edinburgh.

They are continuing to develop our network within Govan, whilst finding a base for the centre and recruiting staff to work with them. Look out for an update in the next newsletter. To find out more now please see their website

(www.intouniversity.org) or contact Kirsty Wadsley –

kirsty.wadsley@intouniversity.org / **07523 513284**. We look forward to hopefully meeting in the future.

Reuse Project

Despite the recent lockdown, the Association's Reuse project has continued to support new tenancies using upcycled furniture and reused goods.



The project has been a vital part of supporting tenants to settle into their property and in some cases has provided essential items allowing people to move in to their property immediately.

Covid-19 has undoubtedly increased the difficulty of moving properties with limited delivery dates, limited access to support to move items and people being unable to seek help from family members due to Covid-19 restrictions and government guidelines.

Community Inclusion Team has used the project to provide a range of support to ensure that new tenants get as much support as possible and access to essential items such as a cooker and a bed.

As the restrictions eased, the team supported a family referred by the Financial Inclusion Assistant who has moved into a new property but had to wait several days for their personal items to be removed from their old property and delivered to the new one. The tenant has a severe disability and his wife was concerned that she might not be able to stay with him in the new property, as her bed had not been delivered yet. The team supported the tenants by providing a temporary inflatable bed to the family in the meantime. We collected and delivered this to allow her to move in at the same time and care for him. The family were incredibly grateful for the support as this eased their concerns for his welfare.

Govan Jobs Match

The Association has continued to support the Jobs Match Coordinator who is delivering employability support through our Digital Hub space on Govan Road.



Throughout the Covid-19 crisis many local people have lost their jobs or have had their income reduced. Gerry, the Jobs Match Coordinator has continued to support local people to update their CVs, apply for jobs or prepare for interviews. This service has been delivered both face-to-face under strict social distancing guideline in the Digital Hub or remotely using their new Digital Engagement worker Sam. This digital support has allowed them to engage with more people and provide enhanced support around employability. Despite the restrictions, the Jobs Match has supported 27 people into work since June and has supported 28 individuals through digital engagement.

Sam using FaceTime to engage with Ali on his application to the NHS.

NEWS FROM THE COVID-19 TEMPORARY EMERGENCY FUNDING GROUP IN GOVAN

A digital boost for Govan

Govan Housing Association leads the way with "unprecedented" help to combat coronavirus

Govan Housing Association is leading the way in helping deliver a digital future for one Glasgow community.

It is spearheading an unprecedented community effort to equip people with digital skills and even lend them devices to get online.

The effort is seen as a vital tool in the fight against Covid-19 which has, in many cases, left people isolated and in need of help.

Govan Housing Association has an impressive track record in helping its tenants access digital support with its hugely-successful Digital Lending Library.

This provides devices like tablets on a loan basis so people can learn to use them and embrace many of the services and opportunities that are often only accessible online.

Now as part of the Scottish Government's emergency Covid-19 funding, Govan Housing Association has been awarded two amounts of substantial cash to turbo-charge its work. The money has come from the **Supporting Communities Fund** which has contributed £400,000 in total to the Govan community in recent months.

The housing association has received **£24,200** to work with 10 community-based organisations supporting them to operate their own lending libraries and ensuring people considered most vulnerable can get online.

And in a second boost of **£17,100** its digital lending library has been extended to a further five organisations and community councils with the added bonus of two months free data thrown in for recipients of the devices. So far 175 tablets have been handed out.

The funding is also paying for "digital champions" to support the learning process for those using the devices.

Fiona McTaggart, Chief Executive of Govan Housing Association welcomed the funding. Fiona said:

"Undoubtedly, the past few months have been deeply worrying and challenging for most people and we have endeavoured with other local housing associations and organisations to do everything we can to offer a helping hand."

"We were delighted to receive two lots of funding which makes all the difference to our work on digital inclusion and to ensure more and more of our tenants and the wider community pick up digital skills."

"It has allowed us to extend the reach of our Digital Lending Library to get more people online with devices which helps defeat isolation and loneliness. It also helps people access training and for job seeking."

"We know all too well that the effects of the pandemic will be felt in Govan for some time to come and we are committed to working with others to always put our community first."

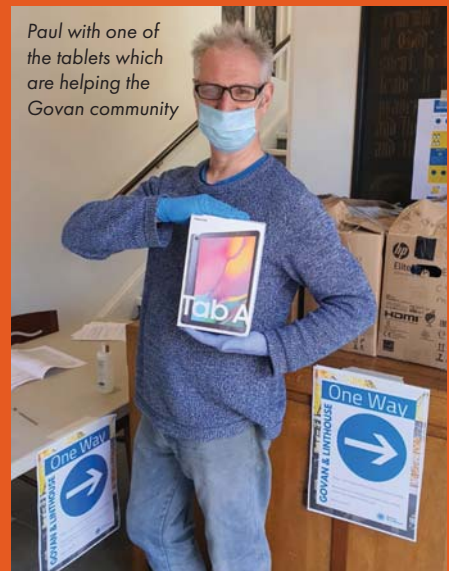
Distribution of the Scottish Government's Supporting Communities Funding has been undertaken by the **"Covid-19 temporary emergency funding group"** made up of Linthouse, Elderpark and Govan housing associations, the four local councillors from Govan ward and regeneration organisation Glasgow Thriving Place.

The digital library effort has had strong support from the community.

Paul MacAlindin who lives in Govan said: *"Whether I'm working for Govan as Artistic Director of our orchestra, The Glasgow Barons, or as a guy who chips in during lockdown, I completely get why we have to tackle digital*

and internet poverty head-on.

It was my pleasure to be on the front line for Govan Housing Association distributing free tablets and laptops so kids could do their homework and Govanites could connect."



Paul with one of the tablets which are helping the Govan community

GOVAN HOUSING ASSOCIATION

Linthouse Housing Association

ELDERPARK HOUSING

GOVAN THRIVING PLACE

Social Media Updates

Some tweets about some of the work that's been going on...

If you have any queries or are interested in any of the Community Inclusion Projects you can contact us on **0141 440 0308** or alternatively email us on **engament@govanha.org.uk**



Safety Awareness GL
@Safety_Aware_GL

Thanks to @NSI_AFS @comicroelief another batch of Bikeability lessons started today engaging our young- persons 4 the Oct wk hols, all Covid precautions dully followed. Good skills & progress made already
@ChrisStephens @ElderparkHA @MovingGovanFwd @LinthouseHA



G.Y.I.P.
@GYIP1994

Our newly qualified Cycle Ride Leaders & Lead Ride Assistants have made it from Govan to Balloch and back in one piece.

Well Done our 4 young people and 2 staff also.

Thanks to @MovingGovanFwd @LinthouseHA @ElderparkHA @GlasgowCC & Govan Thriving Places for funding the bikes



Getting The Message Across
@GTMALive

Bringing communities & Young People together 🙌🏻👓👓
@jmi_kane @Bell45 @ChrisStephens @ThrivingGovan @MovingGovanFwd @ElderparkHA @LinthouseHA @GlasgowCC



Govan HA
@MovingGovanFwd

Another awesome #Digimeet session!
😊

Work in Govan and want to join in? DM for more details!

#MovingGovanForward
#NeverMoreNeeded



Mhor Collective @MhorColl... - 24/09/2020

So today at our #GovanDigiMeet we were talking #safeguarding as part of our #DigitalInclusion work ... Looking at resources collated by @wethecatalysts & @ThirdSectorLab - thinkin...



Together for Childhood Govan
@GovanTfc

We are ready for a spooktacular wee govanites toy library tomorrow. We've got loads of Halloween treats and we will be giving out information on money advice and support as part of Challenge Poverty Week
#ChallengePoverty #togetherWeCan



UNLOCK EMPLOYMENT & EMPOWER...
@UnlockEmploy

A great start to a Friday
Two local Govan Young People walked in to Register for our Employment Support.

Both spoke to me about the feeling of being left behind in Education, Employment & Guidance

What will do for them?
What ever it takes
No Judgement

#NoOneLeftBehind ❤️



Mhor Collective
@MhorCollective

We are dead chuffed to be part of a local plan to make sure all our efforts to get folk on #Govan online with devices, connectivity and skills is properly sustainable. Bring it on! We're ready to be useful.

@movinggovanfwd
@justoryb
mhorcollective.com/news/govan-dig...



Tweet your reply

Income Team

The Income Team is a specialised team within the business that deals with Income/Rent Management and our Financial Inclusion Service providing a Welfare Rights, Money & Debt Advice.

Income/Rent Management Staff

The Association has designated staff members within this team that is pro-active in Income/Rent Management and this service is to support tenants who are in rent arrears, assist tenants to reduce and resolve rent arrears, help tenants to avoid serious court action against their tenancy. The team will also assist you to maximising your income with any income entitlements that are identified. If, for any reason, you are unable to pay your rent, please make contact with your Area team member below as soon as possible to avoid any rent arrears from accruing.

The Income/Rent Management staff is split into **Area 1** & **Area 2** and the area Streets are listed below in each area team for address Income/Rent Management matters. All the relevant staff contact details are below for your information.

Area 1 is overseen by **Sandra Sloan** who is assisted by **Cassie McGarry**. **Kelly Ferguson** has been assisting Area 1 on a temporary basis.

Area 1

Govan Road	Middleton Street
Rathlin Street	Elizabeth Street
Summertown Road	Luath Street
Golspie Street	Elder Street
Ibrox Street	Vicarfield Street
Harley Street	Vicarfield Place
Brand Street	Broomloan Crescent
Midlock Street	



Sandra Sloan
Housing Officer

Telephone: **0141 440 6874**

Email:
sandra.sloan@govanha.org.uk



Cassie McGarry
Housing Assistant

Telephone: **0141 440 6879**

Email:
cassie.mcgarry@govanha.org.uk



Kelly Ferguson
Temporary Housing Assistant

Telephone: **0141 406 1240**

Email:
kelly.ferguson@govanha.org.uk



Area 2 is overseen by **Kimberley Cowan** who is assisted by **Jude Purves**.

Area 2

Howat Street	Burndyke Square
Southcroft Street	Burndyke Court
Shaw Street	Merryland Street
Rosneath Street	Merryland Place
Wanlock Street	Langlands Road
Wardrop Street	Taransay Street
McKechnie Street	Dunsmuir Street
Elphinstone Place	



Kimberley Cowan
Housing Officer

Telephone: **0141 440 6898**

Email:
kimberley.cowan@govanha.org.uk



Jude Purves
Housing Assistant

Telephone: **0141 440 6893**

Email:
jude.purves@govanha.org.uk



Financial Inclusion Service Staff

The Financial Inclusion Service is a specialised service within the team that has been delivering Welfare Rights, Money & Debt Advice within the Association. The enhanced service is continuing to develop and grow in order to financially support our tenants in a variety of ways.

The enhanced service over the last two years has assisted our residents and local community to generate financial gains of just over 1.9 Million that has financially supported our tenants in improving their lives.

The Financial Inclusion Service consists of two Financial Inclusion Officers, **Pamela McLevy** and **Michael Fraser** and is assisted by **Kevin Gillespie**.



Pamela McLevy
Financial Inclusion Officer
Telephone: **0141 406 1246**
Email: **pamela.mclevy@govanha.org.uk**



Michael Fraser
Financial Inclusion Officer
Telephone: **0141 406 1243**
Email: **michael.fraser@govanha.org.uk**



Kevin Gillespie
Financial Inclusion Assistant
Telephone: **0141 406 1240**
Email: **kevin.gillespie@govanha.org.uk**

Do you know you should always report any change in your circumstances to your Housing Benefit office?

If there are any changes in your circumstances you **must** report them to your Housing Benefit office. Changes in your circumstances can affect the amount of Housing Benefit that you receive, meaning you may be underpaid or overpaid.

If you are overpaid this can lead to deductions in your Housing Benefit at a later date, meaning that you would be responsible for making up any shortfall between your Housing Benefit and housing costs. You must report any changes to Housing Benefit as soon as you can or you may miss out on additional benefit, this can also help prevent any overpayments.



What type of changes should you report?

You must tell Housing Benefit if you or your partner:

- Stop or start getting state benefits
- Start work or change jobs
- Have an increase or decrease in wages
- Have savings or investments where the value goes up or down
- Go into hospital

You must also let them know if:

- Any of your children leave school
- You change address
- The number of people living with you changes
- You have a child
- Other people come to live with you
- You foster a child or children
- Other people leave your house

How to report a change in your circumstances?

You can report a change online by going to **<https://youraccount.glasgow.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm>**

Here you can set up an account to access your Housing Benefit account. In here you can report any changes in your circumstances.

If you have access to a printer you can also download the form to complete here: **<https://www.glasgow.gov.uk/tellus>**



However, the Income Team at Govan Housing Association are here to help and we can do all of this for you.

If you have any changes or are unsure if, and how, it should be reported then contact the Income Team on **0141 440 0308** or email **income@govanha.org.uk**

Good News Stories

A new tenant moved into a Govan Housing Association property earlier this year. The Financial Inclusion Service was successful in obtaining furniture for the tenant from the Scottish Welfare Fund.

This allowed the person to settle in nicely to their new flat. Unfortunately the tenant's health quickly deteriorated and they had several visits to the hospital. Due to their poor health, it was then agreed that a move to another property would be more suitable to their needs and beneficial to the tenant's quality of life. As well as securing more appropriate accommodation, the Financial Inclusion Service was also able to obtain grant funding in order to cover the removal expenses. The tenant is now happily settled into their new home and is currently receiving assistance in relation to boosting their income which was identified via a quick benefit check carried out by our team. The tenant was delighted with the outcome and stated:

"Govan Housing Association is an incredible outfit and the staff are spot on".

Another good news story...

When signing a new tenancy with the Association following previously renting accommodation in a private let, this tenant accessed the Financial Inclusion Service for advice and assistance with the move.

At the first meeting, the Financial Inclusion Staff assisted the tenant in applying to the Scottish Welfare Fund for a Community Care Grant, set up the energy accounts, arranged for the Housing Benefit and Council Tax Reduction to be amended to their new address and arranged a Starter Pack with for all essentials for moving into the property.

Moreover, the tenant was referred onto the Community Inclusion Service who, through Connecting Scotland funding, provided a brand new laptop, internet dongle and 12 months free access internet.

The Financial Inclusion Service completed a benefit check for the tenant and identified that they had been underpaid benefit for the last three years. A further advice appointment was arranged for the tenant and with the assistance of the service team, they were subsequently backdated a payment in excess of **£8000** and an increase in their weekly benefit of **£66.95** per week.

The tenant is now happy in their new home and appreciated the help provided by the team to ease the stress of moving and for the positive impact the team have made in improving this tenant's life.

Coronavirus and your money

The coronavirus outbreak means this is going to be an incredibly stressful period, because although this is a health-based emergency, it's also a financial-based emergency too.

The more you can do now to plan ahead will save you time and energy and importantly, money. The financial implications of Coronavirus could affect the country for many years to come and have inherent impacts on our daily lives with financial decisions made during this time impacting people for years to come.

The Financial Inclusion Service are all qualified and certified Money Advisers and here for the tenant's of Govan during these challenging financial times. The team can look into:

- Budgeting if you have had a change of circumstances
- Talking to your creditors if you think you're going to miss payments
- Affordable credit
- Provide access formal forms of debt relief, including Bankruptcy and Debt Arrangement Scheme
- Income maximisation

If you require any help please do not hesitate to contact the Income Team for advice and assistance:

 **0141 440 0308**

 **Income@govanha.org.uk**

Why is it important to have Home Insurance?

Your home is one of your most valuable possessions. It contains all your belongings, memories and comforts. It makes sense then, that ensuring it is fully secure is one of the most important things you can do.

However, we know that despite the best security protection measures that are put in place, there is still the risk of fire, flood, theft and accidental damage occurring that can never be fully eliminated. These things can impact on lives in more ways than one and in order to protect your home should any of these issues occur we recommend you get home insurance.

Did you know you can be covered for as little as £1.20 per week to give you assurance that your valuables are protected?

If you need further information on Contents Insurance or are interested, you can contact the **Income Team, Financial Inclusion Service** on **0141 440 0308**.

Affordable Warmth Dividend



What is the Affordable Warmth Dividend?

The Affordable Warmth Dividend is a £100 payment made by the Council to Glasgow residents who are 80 years of age and older on or before 31 March 2021 to keep warm during winter.

Who is eligible?

All residents who are 80 years of age or over by 31 March 2020 and living in Glasgow.

Did you receive a payment last year?

If you received a payment last year then you will automatically receive this again. You will be sent a letter advising you when your payment will be made.

You do not need to re-apply.

If you did not receive a payment last year

If Glasgow City Council can identify from their records that you are eligible for the payment you will automatically be sent an application form which you should complete and submit.

If you **have not** received any correspondence from Glasgow City Council by **Friday 20 November 2020** then you will have to complete and submit an application form.

Where can I find out more information?

You can get more information from Glasgow City Council's website or by phoning them on **0141 287 7961**.



Financial Inclusion Service Advice Update

Govan Housing Association provides a wide range of advice service to our residents and local community in Welfare Rights, Money & Debt Advice. The advice is free, impartial and confidential.

If you require any further information regarding any Money advice contact the Financial Inclusion Service on:

☎ **0141 440 0308**

✉ **financial.incluision@govanha.org.uk**

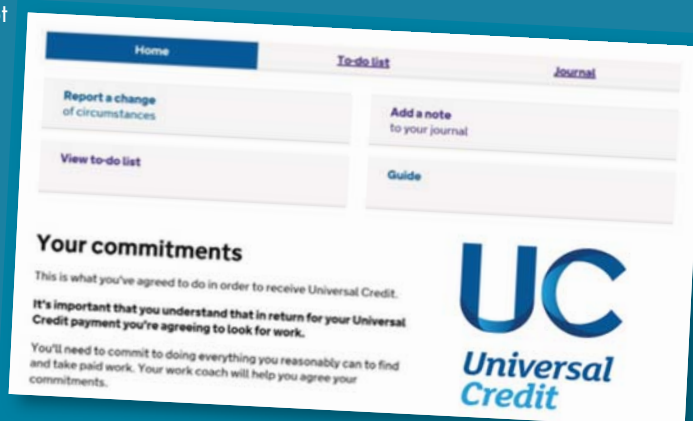
🌐 **www.govanha.org.uk**



Reminder – Rent Increase

Govan Housing Association rent increase commenced on the 28th July 2020, we have tried to contact all tenants in receipt of Universal Credit to update your claim.

If you are in receipt of Universal Credit Entitlement and access your claim online you will be responsible to update Department of Work & Pensions (DWP) directly of your rental increase by reporting a change.



Note that if you do not update DWP of any rent increase, this could result in not receiving the correct entitlement. All claimants are required to update DWP even if your housing cost are paid directly to your landlord. If you need support with this can you contact the Income Team on 0141 440 0308, email income@govanha.org.uk and a member of the team will assist you.

Ways to pay your Rent

Rent Payments

The importance of ensuring your rent payments are paid up to date and on time, ensure that the Association can continue to provide the vital services that include our **Property Maintenance Service, Planned Improvements, Financial and Community Inclusion Services.**

During Covid-19 pandemic the Income Team has continued to assist our tenants as early as possible to ensure that any financial support has been accessed as soon as possible.

The Association would like to remind you that it is a condition of your tenancy agreement that you are required to pay your rent on the 28th of each month or an agreed date by the Income Team staff. If you do not pay your rent, you are putting your tenancy at risk. Our Income Team is here to help and support tenants experiencing financial difficulty or struggling to keep up with rent payments. We would ask tenants to contact us as soon as possible in order to assist you or ensure you are referred to the right services to support you.

Tenants can access the Income Teams, Financial Inclusion Service who can provide advice, make benefit claims and provide Money Advice. The Income Team can also review your financial circumstances and make manageable arrangements that can help you repay your arrear balance.

If you require advice regarding your rent, please get in touch.

Payment Line:

Did you know the Association now has a dedicated payment line, meaning you call and pay your rent over the telephoning, you can do this by dialling **0141 440 0308** and choosing option 3. For this option you will require your tenancy number to make the payment, if you don't know this number, please contact the office and we can provide this for you.



Payment Card:

Everyone is issued with a unique rent payment card, you can use this card at any shop that have the pay point facility in the city. Your nearest outlet can be found on <http://allpay.net/outlet>. If you have miss placed your card or require a new one, you can order a replacement card at the office, free of charge, the cards usually take 14 days to arrive at your home.



Online:

You can make payments online at www.allpayments.net using your debit or credit card, you must have your Allpay card number. You can also download the Allpay APP and make payments by your phone, to do this contact **0844 255 5729** or www.allpay.net.

Also you can make payments through the Association's website www.govanha.org.uk



In Person:

You can make cash and card payments in the office, in person. The office is currently closed but if you require to make a payment could you contact a member of the **Income Team** on **0141 440 0308**.



Banking:

You can set up a direct debit with the Association for your payments to come directly from your bank into our account with no fuss or confusion, payments can be set up for a date and frequency of your preference.



Standing Order:

If you prefer to pay via standing order or BACS transfer, you can obtain the Association's bank details to set up a standing order with your own bank or make a BACS transfer, you will be required to put a unique reference number against the payments, therefore please contact the Association prior to making the payment.



Important Information about Employment & Support Allowance (ESA)

There has been a High Court ruling for ESA claimants who are found fit for work. In the past, if a claimant attended a work capability assessment and were later found to be 'fit for work', their ESA claim would end. If the claimant wanted to dispute or appeal the decision to end their claim, they would be forced to submit a 'Mandatory Reconsideration' request to the DWP firstly, before being able to appeal to an independent tribunal.

Often, a Mandatory Reconsideration request, which is asking the DWP to look at their decision again, would take several weeks or months with no specific timescale available. During the time of waiting for an outcome of the Mandatory Reconsideration request, the claimants receives no further payments from ESA and were often faced to make a new benefit claim pending the outcome. This would often mean claiming Universal Credit which would mean that later if the ESA appeal was successful, that claimant would still have to remain on Universal Credit anyway.

The new ruling now states that ESA claimants who are found fit for work, can proceed to appeal at first tier tribunal right away and be paid ESA at the appeal rate pending the outcome. This stops ESA claimants being forced to make a claim for Universal Credit if they are found fit for work but disagree with the decision and want to remain on ESA.

The rules surrounding this can be complex and we therefore strongly advise that you seek advice from our Financial Inclusion Service staff in regards to your benefit changes. If you would like a quick benefit check to be completed in order to ensure that your income is maximised, please also get in touch and a member of our team will be happy to assist you.

Are you an EU National living in the UK?

Have you applied to the EU Settlement Scheme yet?

The United Kingdom (UK) left the European Union (EU) on 31st January 2020. This means that EU Citizens, along with their eligible family members, who intend to remain living in the UK will need to have immigration permission (either through the EU Settlement Scheme or through another category of the immigration rules as they will be from January 2021). Those who enter the UK before 31st December 2020 will have until 30th June 2021 to apply under the scheme.

In order to apply under the settlement scheme, you do not have to be 'exercising a right to reside'. This means that if you are an EU citizen you will not have to be in the UK as a 'worker', 'student' or 'self-sufficient' person etc.

You can apply to the scheme even if you do not currently have a 'right to reside'.

You can complete an application to the EU Settlement Scheme online by visiting www.gov.uk/settled-status-eu-citizens-families

For help and assistance in completing your application, please contact our Financial Inclusion Team who can put you in touch with an immigration adviser.

Alternatively, you can contact the EU Citizens Advice Project by visiting citizensrightsproject.org/ who provide information, advice and support for EU Citizens living in Scotland.



Income hit by Coronavirus?



You may be able to claim Universal Credit!

If you're unemployed, been made redundant, off work due to sickness, or on a low income, you could be eligible for universal credit, a means-tested benefit to help you meet your basic living costs. You could work for an employer, be self-employed, have been recently furloughed or made redundant, or have had a reduction in wages, and still apply.

Responding to the coronavirus crisis, the Government made changes to universal credit earlier this year, including upping the monthly standard rate – e.g., from £317.82 to £409.89 for single people aged 25 or over. It's also removed the 'minimum income floor' to help self-employed people whose income has fallen, and increased the allowance for private renters who need help with housing costs.

You can check if you're eligibility for Universal Credit by contacting our Financial Inclusion Service who can complete a quick benefit check for you over the telephone, by email or in person.

Carers on Universal Credit are missing out!

Many carers claiming Universal Credit are missing out on the addition of the 'Carer Element' in their UC award - worth up to £162.92 a month.

Where a UC claimant is a (non-paid) carer and is looking after a severely disabled person or child for 35 hours or more a week, then their UC award should include the 'Carer Element' regardless of whether they are getting Carers Allowance or, if working, any earnings.

But this Element is often missed altogether, or missed for a period when the claimant should have been entitled to it.

There are a number of reasons why this could be missed. If you think that you may be entitled to the Carer Element within your Universal Credit, please get in touch with our Financial Inclusion Service who can assist you.

Pension age set at 66!

State pension / pension credit age has been slowly increasing.

Due to the way it increased it was difficult to answer the question "What is state pension age?" But that is all about to change.

From 6th October 2020, state pension age/ pension credit age will be 66 and will remain 66 for the next 5½ years. It will not start to increase again until 2026 when it will then start to increase to reach 67 in 2028.

£2.5 Billion Pension Credit goes unclaimed!

The most recent statistics show that only around 61% of families who would be entitled to Pension Credit were claiming it.

Pension Credit is more generous than working age means-tested benefits. It guarantees a single pensioner a minimum income of £173.75 a week, there is no upper savings limit (although savings of £10,000 or more will be taken into account), and it includes help if the claimant is responsible for a child.

So it is always worth checking if you could qualify for it.

Single people of pension age and couples who are both pension age could be eligible to make a new claim and it can now be claimed online, in addition to by phone or by post.

Free Money Advice Service

Our Financial Inclusion Service offers FREE, confidential Money Advice and support to anyone who is worried about debt or struggling financially. Our Service takes a knowledgeable approach to all circumstances and works with our residents for the most positive outcomes.

Our advisers are accredited to provide advice in all debt related matters including:

- Budgeting support
- Prioritise your debts and review your finances
- Assist you with suitable options to assist you to make decisions
- Access to charitable grants and saving schemes
- Access to all formal forms of debt relief
- Assist you with Charitable grants

Our Financial Inclusion Service is registered and regulated by the Financial Conduct Authority (FCA).



Contact the Financial Inclusion Service on:

☎ 0141 440 0308

✉ financial.inclusion@govanha.org.uk

Warm home discount scheme – don't miss out

You could get £140 off your electricity bill under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity.

Eligibility

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit - known as the 'core group'
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'.

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

How to apply

You'll receive a letter between October and December 2020 telling you how to get the discount if you qualify. Your letter will say if you need to call a helpline by 26 February 2021 to confirm your details.

Your electricity supplier will apply the discount to your bill by the end of March 2021.

If you did not get a letter

Contact the Warm Home Discount Team if you did not get the letter and you think you're eligible for the 'core group'.



Warm Home Discount Team

Telephone: 0800 731 0214

Monday to Friday, 8:30am to 4:30pm

If you're on a low income

You may be able to apply directly to your electricity supplier for help if you do not get the Guarantee Credit element of Pension Credit but:

- your energy supplier is part of the scheme
- you're on a low income
- you get certain means-tested benefits

This is known as being in the 'broader group'.

To get the discount you'll need to stay with your supplier until it's paid.

Your electricity supplier decides who can get the discount - check with your supplier to see if you're eligible and how to apply. Check with your supplier as early as possible. The numbers of discounts that suppliers can give are limited.

Govan Housing Association Energy Grant Emergency Fuel top ups for Pre-Payment Meters

Govan Housing Association are pleased to announce that we have been allocated a grant fund from the Energy Redress Scheme to help tenants with a fuel top up voucher when they are struggling financially.

The vouchers are available only if you have a pre-payment meter.

Unfortunately we have been advised that the vouchers are not available for British Gas customers. Please note that our energy redress grant is only available to be spent between September and November 2020!

If you require any help or advice with your energy, please contact our **Financial Inclusion Service** on **0141 440 0308** or email **financial.inclusion@govanha.org.uk** who will assist you.

If you are a British Gas customer and you find yourself in a crisis situation whereby you have no money to top up your gas and/or electricity meter, please also contact the Financial Inclusion Service who will provide you with advice.



Get prepared for Christmas

7 WAYS TO SAVE ON YOUR CHRISTMAS SPEND

- 1 Plan ahead** It may seem obvious, but the sooner you start prepping, the less stressful December will be. Sort out everything you need to do before the big day, and break it down into manageable chunks that can fit in with your other commitments to avoid over spending and struggling in the New Year
- 2 Be crafty when decking the halls** Decorations don't have to cost a fortune – the pound shop really is your friend here. Homemade decorations can also offer a more authentic touch too, and little ones will get a thrill from contributing to the tree or a bit of wall-space with their own personal touches.
- 3 Drop the big shop** It's easy to get caught up in the supermarket frenzy, but your wallet will thank you if you tough it out and buy only what you need. Stock up on non-perishables like canned and frozen goods a little at a time in the run-up to December – you'll spread the cost over a period of weeks or even months, avoiding a massive over-spend on your food budget.
- 4 Trade materialism for memories** Email Christmas cards to save on postage. There are lots of free websites that let you create your own cards, with family photos and videos.
- 5 It really is the thought that counts** If you're watching your budget, set price limits, shop around, and don't be afraid to suggest a Secret Santa to friends and family – they might find it a blessed relief. Don't underestimate the value of a homemade gift which can show thought without over stretching your budget.
- 6 Keep warm and cosy with layers and wool** Fuel bills tend to skyrocket as the temperature plummets, and can be a source of stress for many at this time of year. Layering up with jumpers, socks and thick thermals is a good start. Also contact the Financial Inclusion Team to discuss their winter fuel campaign to see if you are entitled to any extra grants for assistance with gas/electric.
- 7 Shop smarter** Set a budget and stick to it: think of the total maximum spend then divide this up between the numbers of people you have to buy for, weighting up and down according to importance and expectations. If one or two gifts go over the individual budget, you can even it out quickly by making sure the next couple of buys are under-budget. Never over stretch will yourself as the bill only catch up with you in the New Year.

Local Bank & Post Office Covid-19 Health & Safety Provisions

Our local Post Office in Govan is designated an essential service, which has remained opened to provide vital everyday banking services, collecting benefits, bill payments and to enable letters and parcels to be sent.

The Post Office has confirmed that as a result the coronavirus pandemic, branch opening times can change at short notice.

The Post Office advises 'It's important for our customers to consider if their visit to their local Post Office is essential.

This helps us to ensure the safety and wellbeing of our Post Office teams and customers.

To help you follow the government's guidance on social distancing, we're using floor markers to ensure customers queue at a 2 metre distance.'



Opening Times

Monday	08:00 – 17:30
Tuesday	08:00 – 17:30
Wednesday	08:00 – 17:30
Thursday	08:00 – 17:30
Friday	08:00 – 17:30
Saturday	08:00 – 17:30
Sunday	Closed

Due to the coronavirus pandemic, our local bank in Govan (Bank of Scotland) states:

'To protect you and our colleagues, we've put social distancing measures in place in our branches so you can bank with us safely. You will also be asked to wear a face covering unless you're unable to do so.

When you visit, we may ask you to wait outside if it's busy and



things may take a little more time to complete, but we'll help you as quickly as we can, so please bear with us. Remember, you can still use our online services for your everyday banking'.

Opening Times

Monday	09:30 – 15:30
Tuesday	09:30 – 15:30
Wednesday	09:30 – 15:30
Thursday	09:30 – 15:30
Friday	09:30 – 15:30
Saturday	Closed
Sunday	Closed

Payment of your Factoring Account

The factoring invoice for the period 29th March 2020 – 28th September 2020, is due to be issued in October 2020.

If you do not understand, or wish to query any part of your invoice, please call our factoring team 0141 440 0308 as soon as possible after receiving your invoice. By doing this, we can update our systems to ensure that you are not pursued for any amounts that are disputed and not yet resolved. All non-disputed parts of the invoice should be paid, as normal, within the 28 day period.

You can pay your factoring account in the following ways:

1 Online Banking

You can go on-line and log into your own bank account and make payment to the following account:

- Account Name: Govan Housing Association Ltd
Factoring Payments
- Account Number: 00181498
- Sort code: 83-21-16

You must quote your account number as a reference in order that we can allocate your payment.

2 Cheque Payment by Post

If paying by cheque, please ensure that you write your account number on the back of your cheque to enable your payment to be allocated to your account. Cheques should be made payable to **Govan Housing Association Ltd** and posted to **Govan Housing Factoring Department, 35 McKechnie Street, Glasgow, G1 5PX**. Please do not send cash by post.

3 At the Office

You can pay your account by debit or credit card by visiting or calling the office and asking for the Factoring Department.

The Association has, on occasion, had to pursue owners who do not pay their factoring accounts on time. There may be valid reasons for non-payment and the Association is always willing to discuss methods of payment and reach agreements to clear accounts over a reasonable period of time.

Where, despite several reminders, owners have not contacted us to discuss their debts, the Association will pursue legal action to recover the sums due and will also seek to recover our costs in doing so.

In addition, owners who are on the Association's Block Buildings Insurance Policy may have their policy cancelled as a result of non-payment of factoring fees.

If you are in arrears and wish to agree an arrangement to clear your account please contact the Factoring Team on 0141 440 0308 or by email at factoring@govanha.org.uk

4 Bank Giro Slip

You can make payment at any branch of the Royal Bank of Scotland or the Post Office using a bank giro slip. If you wish to use this method please call the Factoring Department on **0141 440 0308** to request a giro slip.

5 Standing Order

This method allows you to spread the cost of your account by monthly payments. If you wish to instruct this form of payment, please call the Factoring Department on **0141 440 0308**.

6 Using your allpay swipe card

You can make payment at the post office or any pay point outlet using your allpay swipe card. If you have lost your card please contact the Association to request a duplicate.

7 Direct Debit

This method allows you to spread the cost of your account by monthly payments. If you wish to instruct this form of payment, please call the Factoring Department on **0141 440 0308**.

8 Online

You can pay your account online using the allpay portal **www.allpayments.net**. You will need your allpay card number to make your payment.

9 By Telephone

You can pay your account by telephone 24 hours a day, seven days a week using the allpay payment line by calling **0844 577 8321**. You will need your allpay card number to make your payment.

10 By Text

You can pay your account via text message, once you register online **www.allpayments.net/textpay**. You will need your allpay card number to register.

External Cladding

Following the Grenfell Tower fire in June 2017, the UK Government established both the building safety programme and the Independent Expert Panel on Fire Safety.

The expert panel published consolidated advice on 20 January 2020 dealing with the fire performance of cladding, fire doors and other construction details. The advice is intended to assist building owners in managing risk, but due to devolved powers has no legally established status in Scotland and does not take precedence over Scottish building and fire regulations, standards and guidance.

On 30 March 2020, via the Building and Fire Safety Ministerial Working Group, Scottish Ministers agreed to set up a Technical Working Group to develop a Scottish Advice Note to determine the fire risk posed by external wall systems in existing multi-storey residential buildings.

The Scottish Advice Note will bring clarity to the different legislative requirements and guidance in Scotland and take account of the key findings from large scale and intermediate scale fire testing of external wall cladding systems carried out by the UK Government.

The group have met three times and have produced a draft version of the guidance which is being used as the basis of a 3 month targeted consultation. The targeted consultation will be completed on 25 October 2020 and details of the consultation are on the Scottish Government's website.

The Advice Note

Part one of the advice note sets out the relevant legislation including fire safety legislation and building regulations, it provides details of fire statistics and external wall systems and provides information on competency levels of professionals carrying out an assessment of external wall systems on existing buildings.

The second part of the document provides guidance on external wall systems including buildings over 11m, buildings under 11m and balconies.

The final part of the advice note sets out the interim measures required where it has been confirmed that an external wall system (EWS) is unsafe and poses a risk to life.

A full copy of the draft advice note is available on the Scottish Governments website - <https://www.gov.scot/publications/draft-scottish-advice-note-external-wall-systems-version-3-0/pages/1/>

A Warm Welcome!

The Association would like to welcome and thank the owners of 407 Paisley Road West and 10-15 & 16-18 Walmer Crescent for appointing the Association as factors of their property.

Walmer Crescent is a beautiful iconic A-listed building in Cessnock. The Paisley Road West building is a traditional pre-1919 tenement blonde sandstone tenement. The Association is looking forward to working on behalf of the owners to manage their asset and protect their investment.



Direct Debit and Standing Order Payments

Many owners settle their accounts by either Direct Debit or Standing Order, which is a convenient way of spreading the cost of your factoring charges on an on-going basis.

The Factoring team will be carrying out a review of your Direct Debit and Standing Order payments over the next few months as, in some cases; the regular payment amount does not cover the on-going costs. If you do pay by Direct Debit or Standing Order, please have a look at your recent invoice to check that you don't have a debit balance. If you do, we would ask that you make a top up payment to clear any outstanding amounts. If you prefer, we can arrange to split any amount due over a longer period. **Please call the Factoring Team on 0141 440 0308 to make payment or discuss an arrangement.**

Once we have completed our review, we will let you know of any changes to your payment amount.

If you would like to start paying by Direct Debit, and spread the cost of your Factoring Charges, please call the Factoring Team on 0141 440 0308 and we will be happy to help.

A-Z of Factoring

Do you ever wonder what your factor does? Here is an A-Z of factoring, covering a sample of what we do for you, some terminology and other useful information.

A Asbestos Surveys – We have a duty of care to both owners and contractors to identify the presence of asbestos in common areas to ensure a safe living and working environment.

B Buildings Insurance – The Association provides buildings insurance for owners which covers both private areas and common areas, ensuring the building is insured to full reinstatement value.

C Common Parts / Areas – are parts of the property or development that are shared between two or more owners and are usually looked after by the factor.

D Drainpipes and drainage – we will look after your drainpipes as cracked, blocked and leaking drainpipes can saturate walls which can in turn lead to cold, damp and rot. We will also help with blocked common drains within the curtilage of the property. It is your responsibility to help ensure drains don't get blocked. Don't pour fat, oils, dairy products down the sink and remember only flush the three "P's" down your toilet (pee, poo and (toilet) paper).

E Environmental Services – some of the environmental services we can provide are landscaping, backcourt maintenance, graffiti removal, etc.

F Floats and Advance Payments – A float is a deposit which is used to make sure factor has enough money to pay for regular costs or small repairs in between invoicing periods. In addition to this you may be asked to make advance payments for specific repairs or improvements.

G Gutters, roofs and chimneys – we arrange annual (or more frequently if required) roof inspections and gutter maintenance to help limit water ingress from the roof.

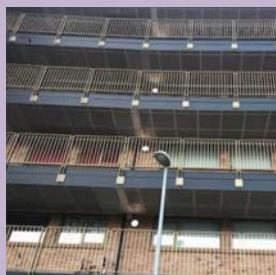
H Health and Safety – as factors we will look after the Health and Safety aspects for the building ensuring fire safety equipment is maintained e.g. dry risers and our insurance provides public liability cover.
REMEMBER you are responsible for Health and Safety in common areas and should keep the common areas and stairs clear.

I Inspections – we may carry out periodic property inspections to evaluate the overall condition of the communal areas to ensure everything is in good working order.

J Joint Partnership Working – the Association has close partnership working with Glasgow City Council and Environmental Health as well as other agencies. We can help owners access eligible funding and assist with environmental health issues.

K Knowledgeable and Experienced staff – we have knowledgeable and experienced colleagues in all our departments from our Factoring team to our Property Services Team, our Community Engagement Team to our Income and Financial Inclusions team. We also operate a repairs and maintenance subsidiary "Govan HOME Team" with numerous qualified trades.

L Legionella – where there are common cold water storage tanks we have a duty of care to carry out legionella testing to maintain a safe living environment.





M

Money, Debt and Benefit Advice – owners can access our confidential Financial Inclusion Service and receive free and impartial money, debt and benefit advice.

N

Neighbours – we take away the stress from owners, by working with you and your neighbours to organise repairs on your behalf and collect payments.

O

Out of Hours Service – owners have access to our out of hours emergency repairs service when the office is closed (see our website for more information).

P

Preservation – we help to preserve your building by arranging cyclical and planned maintenance to look after the components of your building e.g. roof, stonework, etc.

Q

Qualified Contractors – we operate a list of approved contractors and ensure that contractors on our list have the relevant qualifications, insurance, health and safety, etc.

R

Reactive Repairs – these types of repairs make up a large % of repairs that we carry out for owners. They are repairs that have not been planned and are carried out on a responsive basis when reported to the Association, for example, a broken close door lock.

S

Services – we arrange a number of services on behalf of owners such as close and window cleaning.

T

Title Deeds and Deed of Conditions – are legal documents that set out homeowners obligations and responsibilities for the upkeep and maintenance of common parts / areas.

U

Under One Roof – Under one roof website provides Impartial advice on repairs and maintenance for flat owners in Scotland <http://underoneroof.scot/>

V

Vandalism – if any part of the common areas are vandalised, we will arrange any repairs and insurance claim. Don't forget to report vandalism to common parts to the police and provide us with the crime reference number.

W

Water ingress – we can provide you with assistance to help you deal with water ingress. If the water ingress is resulting from a communal area we will arrange the repair and if it is resulting from another property we can help you contact the owner to ensure the cause is repaired.

X

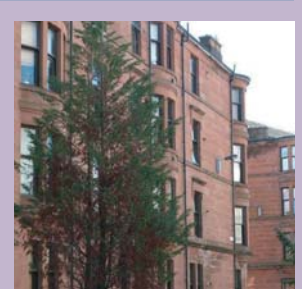
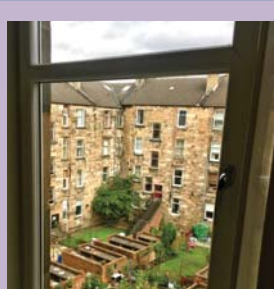
(e)Xperience – Govan Housing established in 1971 has 49 years experience in the Housing and Property Sector.

Y

You the Customer – remember we are your agent and are managing the property on your behalf, so please let us know when we are not meeting your expectations or when we get something wrong, this will help us resolve any issues. Equally let us know when we have got it right, as this will also help us maintain our standards.

Z

Zinc, Lead, Mortar Flashings – A Flashing is a sheet of thin, impervious material used to prevent water penetration or seepage into a building. They can be made from various materials with the most common being made from Zinc, Lead or Mortar. As part of our roofing contract we will check the flashings on the roof.



Ibrox and Cessnock Strategy

The Association have continued its partnership working with Glasgow City Council on our Ibrox and Cessnock strategy.

The purpose of the Strategy is to overcome the challenges of not just the physical regeneration of the Ibrox and Cessnock area but also the social and economic issues that are needed to revitalise the area and ensure its sustainability in the future.

Acquiring Stock for Social Rent

Acquiring stock for social rent is a team effort across all departments within the Association and requires close working to ensure as smooth a process as possible. Acquisition are strategic and we prioritise properties where an acquisition will facilitate tenement repairs or safeguard previous council investment in a building.

To date the Association has acquired 171 properties across Govan, Ibrox and Cessnock, with property sizes varying from bed sits to five apartment houses and requiring differing levels maintenance work from minor works to full re-wiring, new kitchen and bathroom, window replacement and even some restructuring of layout.

If you own a property in the Ibrox or Cessnock area and are interested in selling the property, please contact the factoring team.

Factoring Services

As part of our commitment to the Strategy and the greater regeneration of the wider Govan Community, the Association has commenced factoring services to 126 property owners, with 105 properties in Ibrox/Cessnock, since the strategy commenced, including a number of properties in the beautiful Grade A listed building at Walmer Crescent and Cessnock Street designed by Alexander Thompson. The Association have received notes of interest from a further 28 tenements in the area requiring factoring services and the factoring team will work closely with the owners over the coming months to propose a service to meet their requirements.

Financial Assistance

Our Financial Inclusion team have assisted tenants and owners with advice on benefits, welfare, etc. To date Financial Inclusion team has helped to secure over £150,000.00 in financial gains to assist owners and tenants in the newly acquired factoring and tenanted properties including universal credit, council tax reduction, Scottish welfare fund, factoring debt, utility debt and a whole lot more.

Compulsory Purchase Orders

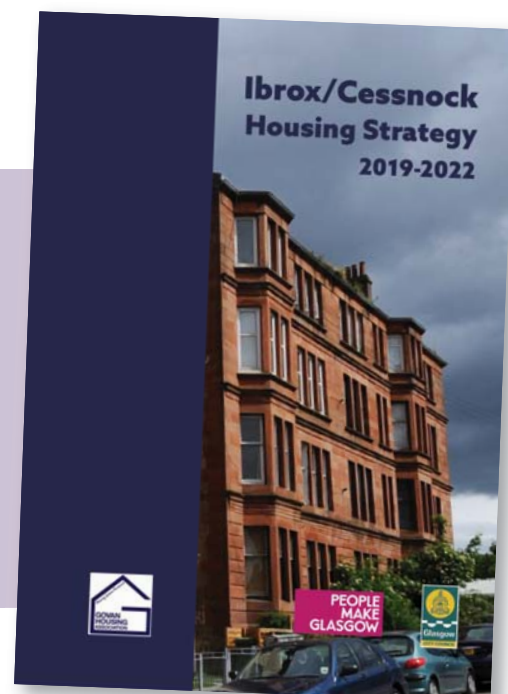
The council are working to acquire long term empty properties and shop units and ownership will be transferred to the Association to bring the properties back into use and improve the appearance of the area. If you are aware of any empty properties or shop units in the area you can contact the factoring department or the council directly.

Grant Funding

The factoring department have been working to help owners financially by securing small scale repairs grant funding to assist with the costs in maintaining and carrying out repairs to the building.

Just before lockdown restrictions we managed to secure 50% grant funding for owners of a tenement which will include roof repairs, replacement of communal windows, plastering and painting of the close and some other minor repair works.

Unfortunately, the restrictions from the coronavirus has delayed this project however we will provide an update in our future newsletters.



Flat to Flat leaks...

The Association are still experiencing a high number of flat to flat leaks between owners.

So what can I do if I am being flooded from above?

Contact the Association's Factoring Team. If we have contact details for the owner of the flat above, we can contact the owner on your behalf.

Environmental Health can assist owners with leaks from above, depending on the circumstances. They have powers to force owners to carry out repairs and ultimately force access and carry out the repairs, recharging the owner for the cost plus administrative costs.

Find out who owns or manages the flat above prior to any leaks occurring.

Get to know your neighbours. If the property is let out you can find the landlords details via Landlord Registration

<https://www.landlordregistrationscotland.gov.uk/search>

Finally, carry out regular checks on your property - check water seals, plumbing, washing machine etc., making sure that you do not cause any issues for your neighbours.



Preventing Freezing Pipes

Cold temperatures can cause water pipes to freeze. Freezing in a pipe creates a lot of pressure inside the pipe and can cause the pipe to burst and likely lead to serious flooding, especially when there's no one around to turn off the water.

The best prevention against frozen pipes is to keep them warm enough to stay above the freezing point. You can do this with any one of six simple steps or, better still, a combination of measures.



Fire Safety Advice

The Association has carried out a number of fire safety inspections at a number of properties and have noticed an alarming number of breaches of fire safety. It should be noted that these inspections are visual only and were carried by the factoring team and not a professional fire safety inspector.

The factoring department noted the following areas of concern:

Items in Close

Various items are being left in the common close area including prams, bikes and plants. Owners should remember that the common close is not an extension to your property and such items should not be left in the common close area.

While we understand that you may have limited storage in your property or in the case of plants wanting to make the common area nice, this is a serious hazard for all residents living within the building. The common stair is the means of escape for all the families who live in the close and a fire may trap people in

their homes. These items can cause a trip hazard to residents or firefighters should there be a fire in the close.

Please keep all bikes and personal belongings within your household at all times.

Additionally, a number of the items identified in the close pose a fire hazard. The Association has experienced a number of close fires in the past few years resulting from the deliberate setting on fire of prams and other belongings.

The Association will continue to carry out inspections and should items remain in the common close the Association may take steps to remove the items.



Dry Risers

A **dry riser** is a main vertical pipe intended to distribute water to multiple levels of a building or structure as a component of the fire suppression systems. The pipe is maintained empty of water.

Dry risers are used to supply water within buildings for fire-fighting purposes. The provision of a built-in water distribution system means that fire fighters do not need to create their own distribution system in order to fight a fire and it avoids the breaching of fire compartments by running hose lines between them.

Dry risers do not contain water when they are not being used, but are charged with water by fire service pumping appliances when necessary.

During the recent inspections staff noticed that access to some of the dry risers was impeded by items being left in the close.

Fire fighters require access to the dry risers to connect their hose pipes and the access must not be impeded under any circumstances.



Automatic Opening Vents (AOVs)

AOV is simply an abbreviation for "Automatic Opening Vent". An AOV system is a control system designed to vent air or smoke for use in natural & smoke ventilation.

AOV control systems are used mainly to control the ventilation of smoke in a fire. Changes to building regulations were made due to the results of investigations into smoke inhalation.

When a detector or call point is triggered an AOV control system will open actuators, windows or vents to create ventilation. This clears smoke for people leaving the building and vents smoke out of the area that has been triggered.

During the recent inspections it was noticed that a number of vents had been forced open. Forcing the vents open can break the AOV system which is a required firefighting apparatus in your building.

The vents should never be forced open and continual misuse will result in regular repairs and replacements, please refrain from opening the AOV vents.



Every flat owner should have a fire escape plan and know what to do in an emergency. You can also make sure your flat is as fire and smoke proof as it can be. Always ensure the close and stairs are kept clear of hazards and obstructions.

What to do in an emergency

There is excellent advice on the firescotland.gov.uk website:

- leave immediately if there is a fire, not stopping to gather up your possessions
- close doors as you leave
- call 999
- alert as many of your neighbours as you can safely manage

If you cannot get out safely:

- gather everyone in one safe room that can be accessed by the Fire Service, is not above a fire in a flat below and has a phone
- protect yourselves from smoke by putting wet towels or bedding across gaps below doors
- open windows for fresh air and to attract attention
- keep low to avoid smoke
- don't jump from high windows

Have an Escape Plan

Make a plan for what you will do if there is a fire. It should cover:

- how you will warn your own household and neighbours, particularly the vulnerable
- which rooms have suitable fire escape windows (opening area of 850 x 450mm)
- where your safe room could be, and
- your fire escape route.

You can get guidance on how to make an escape plan from the Fire Scotland website.

Fit smoke alarms and heat detectors

Check your smoke detector regularly and fit a heat detector in your kitchen.

Request a free Home Fire Safety Visit

Contact the fire service to arrange a free home safety visit and persuade your neighbours to have one at the same time.

Preventing fire spread in your block

The close and stair is your main route of escape in a fire. Make sure there are no fire risks there – such as rubbish left on the stairs. Make sure the close and stair is kept clear. Buggies and bicycles left on landings can prevent safe escape.

Make sure your flat front door is fire proof

Each flat door that opens into the close stairwell should be fire and smoke proof and designed to resist fire for at least one hour (medium duration). A 'solid core' door should achieve this.

The surrounding frame and gaps between the door and frame are also important. Older doors may have a deeper 25mm 'check' formed in the frame, this can work for short duration fire doors, but new fire doors and 60 minute medium duration fire doors should have intumescent seals set into the door or the door frame. The intumescent material expands in the event of a fire and seals any gap. In addition the door should resist smoke, so a 'smoke seal' should also be fitted around the door or frame. This is normally a thin plastic fin or brush that closes any gap.

A fire door should be fitted with a door closer. This ensures the flat door is kept closed except when entering and exiting. These are usually fitted at the head of the door but hinge closers and sprung closers may also be used. They must all ensure the door actually closes shut against the side checks of the door frame. Be careful that you don't get locked out!

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
 or visit our website at
www.firescotland.gov.uk





The Scottish Parliament
Pàrlamaid na h-Alba

Humza Yousaf MSP, Member of the Scottish Parliament for Glasgow Pollok

Advice Surgeries:

- Every second Friday of the month in the Govan Pearce Institute, 840-860 Govan Road, G51 3UU
- Every final Friday of the month in the café of Sainsbury's, 10 Darnley Mains Road, G53 7RH (Except December)
- Or by appointment.



You can contact Humza Yousaf MSP on **0141 882 4647**, or email humza.yousaf.msp@parliament.scot

Councillor Richard Bell

Advice Surgeries:

- Second Tuesday of every month between 6pm-7pm in Ibrox Library, 1 Midlock Street and 7pm-8pm in the Riverside Hall, 29-31 Clydebrae Street, Glasgow, G51 2AJ
- Third Saturday of every month between 10am-11am in Pearce Institute, 840-860 Govan Road, G51 3UU
- No surgeries during school and public holidays
- Or by appointment.



You can contact Richard Bell on **0141 287 7046**, or email richard.bell@glasgow.gov.uk

Bailie John Kane, Councillor

Advice Surgeries:

- First Saturday of every month at 10.30am in Elderpark Library, 228a Langlands Road, Glasgow, G51 3TZ and 11.30am in the Pearce Institute, 840-860 Govan Road, G51 3UU
- First Tuesday of every month at 12pm in Clyde Community Hall, 41 Whitefield Road, Glasgow, G51 2YB and 1pm in Riverside Hall, 29-31 Clydebrae Street, Glasgow, G51 2AJ
- Or by appointment.



You can contact Bailie Kane on **0141 287 5623**, or email john.kane@glasgow.gov.uk

Volunteering With Aberlour



Have Fun,
Keep busy
& meet
new
people!



Build
Confidence
&
Experience
Set personal
goals!



Learn new
skills, take part
in on line
activities &
training.



Get
involved
with your
local Be
part of an
exciting
team!

Build positive,
supportive &
lasting
relationships.




Great for
mental
health and
physical
health!



Get Involved & Be
Part Of Something
Great!

Contact: Jo 07961698448
Email:
joanne.shields@aberlour.org.uk

 epilepsy-scotland.org.uk
Check-In Service

If you are struggling due to the
continued restrictions caused by
coronavirus, we are here to help.



Register for our check-in service to
receive a regular call from us to ask
questions relating to your epilepsy
and talk confidentially about any
concerns arising.

To register call 0808 800 2200 or email
contact@epilepsyscotland.org.uk.



**QUIT
YOUR
WAY**
with our
support

Quitting smoking isn't something you have to do on your own.

Your local advisors can still support you.

Call us on: 0800 916 8858

The local stop smoking service can help you quit right now. The Coronavirus outbreak has changed daily life for us all. Some of us may be smoking more as a result. However, smoking forces your heart to work much harder and stops your lungs from working properly, making you feel worse in the long term. It also increases hand-to-mouth contact which can spread the virus.

Also, at a time when money is tight stopping smoking saves the average smoker £270 a month!

Give us a call to see how we can help you.

Help is available!

Peter said recently "I could not have completed the course without your support and weekly check ins"

Quityourway.scot



GOVAN H.E.L.P.

Supporting children & families in Greater Govan

What can we do to HELP?

- A listening ear and support with parenting
- Support completing applications and grants
- Help you find a local network of specialist support
- Adult counselling
- Weekly foodbank
- Play therapy - Aileen 07765207155
- Befriending - Annie 0777 1950758
- Family support - Katie 07788907924
- Volunteer interpreters - Ken 07585312752

If you would like some HELP or for general enquiries call, text or Whatsapp
Katie on 07788907924
We will call you back as soon as we can.
Monday to Thursday
9am-3pm



[f](https://www.facebook.com/GovanHELP) [t](https://www.twitter.com/GovanHELP) @GovanHELP #GovanHELP

GOVAN H.E.L.P. FOODBANK

Supporting children & families in Greater Govan

Every Wednesday

When: 12.30pm-2pm

Where: Pearce Institute

840-860 Govan Rd, Govan, G51 3UU

Open to new and existing families. To request a food parcel please email with the following details by 6pm on Tuesdays:

Name of parent collecting

Address

Telephone number

Ages of those in the household

Email: foodbank@govanhelp.org



OPERATION PLAY A OUT DOORS

OUTDOOR GATHERINGS

Join us for outdoor activities including Foraging & discussions on Climate Change! There will be events on:

NOV 6TH DEC 11TH

To sign up for any of the above dates please email us at general@gilded-lily.org.uk or text Amanda on 07763894215. Due to social distancing guidelines there will be a limited number of spaces for these events.

Logos: Climate Change Fund, Gilded Lily, cem, Greener Scotland

get online week
19-25 Oct 2020
#GetOnlineWeek

Now's the time to

get online_

Get Friendly and free help to improve your digital skills

- iPad Photo Management
- Spot a Fake Website
- Use Money Comparison sites
- Internet Searching
- Set Up a Facebook Account -
- **Computer Device / Internet & Email required****
- Call 08001583974 to book a FREE place!

Call 0800 771 234
or visit www.getonlineweek.com

a campaign by
Good Things Foundation

Nicola Sturgeon MSP

Member of the Scottish Parliament
for Glasgow Southside



The Scottish Parliament
Pàrlamaid na h-Alba

LIST OF SURGERIES

1st FRIDAY EACH MONTH

Geoff Shaw Centre,
25 Kerrylamont Avenue,
Toryglen, G42 0DN
at 11 a.m.

2nd MONDAY EACH MONTH

Pollokshields Community Centre,
15 Kenmure Street, G41 2NT
at 6 p.m.

2nd FRIDAY EACH MONTH

Larkfield Centre,
39 Inglefield Street, Govanhill,
G42 7AY at 11 a.m.

2nd SATURDAY EACH MONTH

Gorbals Library,
180 Crown Street, G5 9XD
at 11.30 a.m.

3rd FRIDAY EACH MONTH

Riverside Hall,
29-31 Clydebrae Street,
Govan, G51 2AJ at 11 a.m.

4th FRIDAY EACH MONTH

Shawlands Kirk
5 Moss-side Road, Shawlands,
G41 3TP at 11 a.m.

Surgeries are for Glasgow Southside constituents only. No surgeries on public holidays.

If you cannot make it to a surgery please contact Nicola's constituency office
to make an appointment.

Constituency office address –

Unit 3, Govanhill Workspace, 69 Dixon Road, Glasgow G42 8AT.
Telephone 0141 424 1174. Email Nicola.Sturgeon.msp@parliament.scot

Councillor Stephen Dornan

Advice Surgeries:

- Third Wednesday of every month at 3pm in Riverside Hall, 29-31 Clydebrae Street, Glasgow, G51 2AJ and 4pm at Govan Youth Information Centre, 9 Water Row.
- Last Thursday of every month at 2pm in Pearce Institute, 840-860 Govan Road, G51 3UU and 3.30pm at Pirie Park Primary School, 337 Langlands Road.
- No surgeries during school and public holidays
- Or by appointment.

You can contact Stephen Dornan on
0141 287 7040, or email
stephen.dornan@glasgow.gov.uk



We'd love your donations

We accept donations of all children's toys, games, clothes, shoes and books for children aged 3-12.

Please ensure all items are washed, wiped down and bagged up before bringing to us.

YOUR DONATIONS HELP US TO:

- Provide free and cheap craft sessions to children aged 3 – 12 (Including all the materials & tools)
- In a welcoming, warm (most of the time) environment
- With plenty of tea and coffee for the parents
- And, as all good toy shops should, kids get to play with the toys
- Plus it's environmentally friendly, reduces landfill, and you get to feel all smug!

Make do and grow!

41 Burleigh Street,
Govan G51 3LB

Taking extra care
will help us all stop
the spread of Covid.

Thankyou for taking the extra
time to clean the your donations
carefully before bring in.

Councillor Allan Young

Advice Surgeries:

- First Wednesday of every month between 5pm-6pm in Lorne Street Primary School, 28 Lorne Street
- Fourth Wednesday of every month between 5pm-6pm in Riverside Hall, 29-31 Clydebrae Street, Glasgow, G51 2AJ
- Or by appointment.

You can contact Allan Young on **0141 287 5604**, or
email allan.young@glasgow.gov.uk



Introducing a Glasgow collaboration



Free Pre-Loved School Uniform Service

A new city wide service offering free packages of uniform to families in particular need. GPCG are working in partnership with Glasgow's Pre-Loved Uniforms and ApparelXchange to provide free packages of school uniform, which consist of the basic requirements for school.

To access this service, please contact Leanne on GCParentsGroup@gmail.com

We understand that the current situation will be difficult & lonely for many people. We hope that our Free Online Creative Workshops can help in some way to calm your mind & keep you connected to others during these uncertain times.



Free Online Creative Workshops for Women

Our diverse range of workshops include sewing, knitting, embroidery, arts & crafts, soap & bath bomb making, cupcake decorating, upcycling jewellery, origami & so much more!



We provide all materials needed in craft packs & workshops take place every week on:

- Wednesdays @ 12.30pm
- Thursdays @ 7pm
- Fridays @ 11.30am



Our online workshops are done via 'Zoom', which is an app you can use to take part on your tablet, phone or laptop/computer.



If you wish to take part & be notified about new workshops, please email us at general@gilded-lily.org.uk or call us on 0141 440 1109.



@Gilded.Lily.Cic



@gilded_lily_cic



@GildedLilyCic



UNIVERSAL CREDIT

Are you unsure about how to make a UC claim online?
Or do you need help with updating your UC account online?
We can help!

Call us on 0808 169 9901
Lines open: Monday to Friday, 9am until 5pm.
Calls are free.

glasgowlife.org.uk/universalcredit

Free Zoom cookalong, every Thursday afternoon, 1-2.30pm.

Cook online with our community chefs in the comfort of your own home.

You can pick up a free bag of ingredients for the weekly recipe from Dig In, 193 Crossloan Rd the day before.

Please book your place through Moogety Grub Hub on Facebook, or email anne@urbanroots.org.uk.

Weekly recipes will be on Facebook and you can choose whether to attend any or all sessions.

Food points are run from Elderpark Community Centre, Wednesdays 6-7.30pm and Saturdays 2-4pm for people in need. No referral needed.

MOOGETY GRUB HUB



GROWING, COOKING, EATING TOGETHER

Free Zoom Cookalong every Thursday

Cook in the comfort of your own kitchen, guided by our community chefs

The ingredients you will need for each session will be available free of charge from Dig In on Wednesday afternoons, if you have booked a space.

For more information, follow Moogety Grub Hub or Dig In on facebook, or contact anne@urbanroots.org.uk.

If you prefer, you can leave your contact details at Dig In and we will be in touch!

Dig In, Crossloan 193 Rd, Govan



Govan Home and Education Link Project (Govan HELP)

Family Worker

Hours: 35 per week Monday to Friday 8.30am – 4pm
Salary: £26,000

We are a small, locally based Family Support and Education Charity, established in 1996, that aims to improve the educational attainment, life chances and opportunities for vulnerable children and families living within the Govan area. Thanks to an award of funding from National Lottery Community Fund which will fund our Family Support project over the next three years. We are looking for a dynamic, solutions focused Family Worker to continue the delivery of our Family Support service. Due to the current crisis the postholder will require to be flexible in approach and able to manage the workload with a combination of community based and remote working practice.

Responsibilities

Families are referred to Govan HELP's Family Support Project via several partner agencies including schools, social work, and health, and you may work together to assess and support families' needs. Your role will vary depending on the needs of the family you are helping, and there is flexibility as to where we support families based on their needs e.g. in the home, service etc. You will hold a caseload of families who require intensive (weekly +) support, design and deliver group work and facilitate weekly "drop in" support sessions.

For full details and how to apply, visit: <https://www.govanhelp.org/resources/policies-leaflets>

Scottish Charity Number SC034834 • Company Limited by Guarantee SC256657



This post is funded thanks to a National Lottery Award from The National Lottery Community Fund.

Contact us during Covid-19

As our offices have been closed from lock down on the 23rd March 2020 and as we are working to maintain essential services, we can advise that we have the following contingencies in place to contact us:

- Our office, and Community Hub on Govan Road, are closed to the public, we would encourage you to contact us by telephone on **0141 440 0308** or you can email general@govanha.org.uk.
- We will carry out essential home visits only and we will ask a series of questions before any visits are agreed.

- If you are experiencing financial difficulty you can contact our Financial Inclusion Service on **0141 440 0308** or email financial.inclusion@govanha.org.uk.
- If you have any rent enquires you can contact us on **0141 440 0308** or email us on income.govanha.org.uk.
- If you have an emergency repair during office hours Monday-Friday 8:30am-5pm, you can contact us on **0141 406 6630**.
- If you require out of hour emergencies repairs, if you contact City Building on **0800 595 595**.
- If you require out of hours emergency repairs for any central heating or hot water issues contact James Frew Ltd on **01294 468 113**.

Closures for Govan Housing Association & Govan HOME Team

Please note that the offices will be closed on the following dates:

Christmas & New Year: From Thursday 24 December 2020, reopening Wednesday 6 January 2021.

Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: **0141 440 0308**

Option 1 - Reporting a Repair

Option 2 - Rent/Factoring Payment Line

Option 3 – General Enquiries

Email: general@govanha.org.uk • Website: www.govanha.org.uk

Register of Friendly Societies No. 1686 R (S) • Registered with Scottish Housing Regulator No. 87

A Registered Scottish Charity No. SC009055 • Property Factor Registered Number PF000200



facebook.com/govanhousingassociation



[@MovingGovanFwd](https://twitter.com/MovingGovanFwd)

