



Window Wanderland
page 13



Govan Pantry
page 14



*Christmas Day
Food Distribution*
page 43



Stories of Govan
page 20-23



*Shop Front
Improvements*
page 42



Chief Executive Update

Welcome to our Spring Edition of our Newsletter.

I would like to say that I know we are still living in strange times and I know that Covid-19 has had an effect on everyone in different ways.



I am delighted to see that there is light at the end of the tunnel for us all now. I hope everyone is still coping okay, staying safe and protecting others.

Living in lockdown has meant that a lot of our tenants have been left feeling very isolated and we have had some tenants financially affected, and this is the reason our Management Committee had taken the decision to hand deliver and gift our tenants & owners with a £20 Asda gift voucher at Christmas. We hope it helped during this difficult time and we enjoyed face to face contact with you while doing our rounds.

I would also like to say a big thank you to the Salvation Army, Govan Youth Project and Govan Help and all our dedicated staff that volunteered on Christmas Day to provide over 300 Christmas meals for anyone that could not attend the food trucks. Lots of toys, selection boxes and clothing had been handed out to the Govan Community. You can read more about this on page 43, the remarkable gesture of goodwill from people who wanted to be part of making a difference after a difficult year for the people of Govan.

As you know with the restrictions due to the pandemic the Association had to cancel our very popular and well attended Govan Loves Christmas event.

This event usually has over 2000 people with lots of attractions including, stalls, live music, shows, pipe band, with local schools and partnering organisation and of course our tremendous firework display. We know this is a yearly event the people of Govan all look forward to and we are hoping that this will go ahead next year. We did however manage to work collaboratively along with other local organisations to create a 'Window Wanderland' to provide a trail throughout Govan with live entertainment, light shows handing out activity packs, selection boxes and some food so I hope this was an event under the restrictions that local people could enjoy outside.

As you will see from the contents the Association is still busy providing our front line services in Govan. We were delighted to get the news from the Scottish Government yesterday (16th March) to restart our reactive repairs service and progress our planned maintenance programme from the 26th April. We will shortly be in contact with tenants who are due to get new windows, kitchen and bathrooms, rewires and heat and smoke detectors fitted.

You will also see on page 12 the opening of a fantastic project "The Govan Pantry" that Govan Help along with the Scottish Pantry Network have managed to sign more than 709 members of our local community, providing high quality food at low and affordable prices and this will make a massive financial difference for local people.

We are also delighted to announce our exciting news regarding our Water Row development Phase 1, a planning application has been submitted to Glasgow City Council regarding the regeneration project. We are proposing to build 92 Mid Market rent homes and 6 commercial units. The initial work at the site will begin in April 2021 for the ground work with the main building work

commencing in January 2022, the first properties should be complete by the end of 2023 early 2024. You can read more about this development and how to keep updated on Page 3.

On Page 32, you can read more about the £200,000 Energy Boost for the Govan Community. I am delighted to announce a joint partnership along with Elderpark & Linthouse Housing Association's that has secured funding to provide the newly formed "Govan Energy Service Project". This will assist the tenants of Govan to access available grants and tackle fuel debts and help people switch to cheaper utility suppliers.

It has been a busy year with our Digital Participation and we have successfully securing funding to provide 6 months of data to almost 300 devices that have already been given to our local community partners across Govan. We look forward to continuing this work in a joined up approach to ensure that the people of Govan receive the digital support and help to allow our tenants to get online. If you need more information on this you can contact our Community Inclusion Staff. Details of this project can be found on page 10.

On contacting the office will still need to 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 follow all the necessary guidance to ensure our staff and you and your family staff and you are kept safe and healthy.

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

Contents

Corporate & Finance Services

92 new homes for Water Row	3
You said "Thank you"	4
You said, we did.....	4
Welcome Kerry Ann	4
Have you thought about becoming a Committee Member?	5
A Guide to working from home	6

Property Services

Environmental Issues	8
Gas Servicing.....	8
Enhanced Estate Service	8
Planned Renewal Works	8
Repairs and handy tips to try	9

Housing and Community Engagement Team

Covid-19 Update	10
Our Housing & Community Engagement Team	10
Glasgow City Council Bulk Uplifts Update	12
Govan Pantry	12
Window Wanderland	13
Tenant Participation Calendar	14
Tenant Service Improvement Group	14
Govan Jobs Match Update	15
Social Work Service Update	15
Rehousing during Covid-19	15
Community Police Update	16
Food Support in Govan	16

Being Respectful	16
Want help with your device?	17
Digital Participation Update	17
Anti-Social Behaviour/Crimestoppers ..	18
Look out for the new Govan Directory ..	19
NSPCC – All of us Campaign	19
Important Tenancy Information	19
Stories of Govan	20

Income Team

Our Income Team – Covid-19 Update ..	24
Reporting changes in circumstance to Housing Benefit	25
Rent Increase Consultation Results	26
Changes to benefit claims for severely disabled people	26
Hardship Fund	26

92 new homes for Water Row



The Association is delighted to confirm that a planning application has been submitted to Glasgow City Council for the development of Phase 1 of the regeneration of Water Row. The project already has outline approval from the Council. We are proposing to build 92 mid-market rent flats and 6 ground floor commercial units at the site which is currently used as an informal car park. The Association will purchase the site later in the year from Glasgow City Council.

The project will be funded by a combination of private borrowings undertaken by Govan Housing Association along with public funding support including grants from the Scottish Government/ Glasgow City Council's Affordable Housing

Investment Programme, City Deal and Clyde Mission Fund. The project, taking account of associated public realm work, is expected to cost in the region of £20m.

Initial work at the site will begin in April 2021 with an 'enabling contract' which will see various underground works such as drainage diversions being undertaken. This will continue over the summer with the intention of commencing with the main building work in January 2022. We expect tenants to start moving in towards the end of 2023/ early 2024.

The project is being designed to meet the local Council's 'Glasgow Standard' for new build housing – providing affordable, warm, safe and highly energy efficient homes, many of which will offer fantastic views over the Clyde

to the Riverside Museum and beyond.

All 92 flats will have two bedrooms, with 10% being designed to 'wheelchair adaptable' standards. The development will be between four and six storeys high, built over three blocks.

As part of the Association's commitment to the regeneration of the local area and providing employment and training opportunities at the site, the project will require the building contractor, CCG, to offer training, work experience and apprenticeship opportunities.

Keep up to date with progress on our website, future newsletters and our social media accounts. We will be advertising how to apply for one of the new flats in due course – and also looking for commercial tenants for the ground floor units.

Ways to pay your rent	27
Rent Payments	27
Simple tips for better finances in 2021	28
New Scottish Child Payment	29
The importance of Home Insurance ...	29
Universal Credit – reporting a change in circumstances	30
Rent Increase Reminder	30
Support for Taxi Drivers	31
Universal Credit Advances	31
Financial Inclusion Service	31
£200,000 Energy Boost for Govan	32
Switching Made Easy	33
Glasgow City Council	
New Online Chat	33
Energy Redress Voucher Scheme	33

Extra £20 Universal Credit	34
Child Winter Heating Assistance	34
Are you an EU National living in the UK?	34

Factoring Services

Payment of your Factoring Account	35
Investing in our people	36
A Warm Welcome	36
Factoring Invoices	37
Communal Close Fires	37
Update from the Scottish Government .	38
Direct Debit and Standing Order	
Payments	39
External Wall Systems and Form EWS1	40
Covid-19 Service Update	41
Management Fee Consultation	41

Community News Board

Govan Shop Front Improvements	42
Govan Community Project	42
Christmas Vouchers	43
Christmas Day Food Distribution	43
Friends of Elder Park	44
Glasgow Life – help with Universal Credit Claims	45
The Preshal Trust	45
The Portal Seniors Film Club	46
Creative Communities:	
Artist in Residence	46
24hr Advice & Information Line	47
Make Do & Grow	48
Holiday Closures	48
Contact us during Covid 19 – Emergency and Out of Hours Contact Numbers ...	48

You said, we did...

We received a complaint regarding a new bath panel that was fitted poorly with gaps and sharp edges along the bottom.



We apologised and returned to fit the bath panel correctly.



You contacted us with regards to the poor lighting in your close during the day which is a result of no natural light.



We acknowledged your concerns and adjusted the lighting to remain on 24 hours a day.



You said Thank You!

Thank you for clearing the mess in the back gardens, a great job and made such a difference.

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.

Thank you to the Association staff for the level of care and support that I have received during lockdown. I do not see you as Housing staff, but as my family.

Your professional approach has been greatly received.

I would like to say thank you to the whole Team at Govan Housing Association for the lovely Christmas card, your warm wishes and the gift card. Thank you for the support and work which you have been doing during this difficult time.

Welcome Kerry Ann!

The Housing & Community Engagement Team would like to welcome Kerry Ann Wallace our new Housing & Community Engagement Manager.

Kerry Ann brings a wealth of knowledge and experience to the role and we are looking forward to her new ideas of how to improve our processes and shape our services to ensure we are providing a first class service to our customers. Kerry Ann will be responsible for our Community Engagement Team in which our service provides an allocations, void, estate and anti social behaviour services.

Have you thought about becoming a committee member?

It's a great way to volunteer in your community and help change it for the better.

Local housing associations provide affordable rented housing for a wide range of people who need it. They provide quick, efficient repairs and other services, and some are also involved in building new homes.

Community based housing associations often provide all kinds of other services to support local people – such as benefits and fuel advice, help with getting into employment, and places for people to hold meetings and community activities.

Housing association staff members are paid professionals, but associations are run by voluntary committee members, and usually the majority live in the local area.



Here are some of the benefits of serving on the committee...

Benefits for you:

- Gain confidence, build a sense of achievement, improve your self esteem and have a new sense of purpose.
- Develop your understanding, skills and knowledge, add to your CV, and potentially open new career paths.
- Be involved in a stimulating and mutually supportive environment where your views are heard.
- Meet new people, develop friendships, and socialise with others with a shared commitment.
- Attend social & networking events, as well as training courses, to build up your skills.
- Open up opportunities to apply to serve on important national/regional bodies in the housing sector.
- Become a part of one of the most important and effective movements for physical and social improvement that has happened in Scotland over the last 40 years.

- Get personal satisfaction from giving something back to the local community whilst making a real difference.
- Broaden your horizons and have fun along the way!

Benefits for the association and the wider community:

- You'll help to raise awareness of the Association's work both within the local community and beyond.
- The time and energy you commit to the Association will directly contribute to its work in improving the quality of life for tenants and the wider community.
- You can help to ensure good quality housing and services.
- As a voluntary committee member you'll join hundreds of local people and other volunteers who play such a crucial role in taking forward the work of community controlled housing associations in Scotland.

A Guide to Working from home

Since last year Coronavirus (COVID-19) has changed

everything and many more of us are now adjusting to new ways of living and working including working from home.

While there are some perks to working from home such as no daily commute feeling stress, boredom, anxiety and uncertainty is also completely normal. As well as this many of us are worried about future job prospects, finances, child care, pet care and home schooling.

These tips can help you while working from home to feel more productive and take care of your mental health at this difficult time.



Routine

It is best, where possible, to stick to a routine to avoid work and personal/family time becoming blurred and this can be very stressful to get right.

Stay consistent and follow your normal sleep and work patterns if you can.

Get up at the same time, eat breakfast, get washed/showered and dressed as normal.

Use your normal "commute time" positively by exercising, walking the dog, doing household chores, reading or listening to music before logging in to work.

Most importantly it is important to stop working when your workday ends. Shut down the laptop, stop checking emails and focus on family/home life. It is also important to try and get to bed at your usual time.

This will stand you in good stead when working routines return to normal.

Your Workspace

If you can find a quiet space away from people and distractions, like the TV or fridge.

Get everything you need in one place before you start work – laptop, phone, paper, pens, chargers etc. – and shut the door if you can. Even if you live in a small flat, try to set aside an area for work.

Finally get comfortable, don't sit on the sofa. It is much better to sit at a desk/table as much as you can.

If you do not have office furniture such as an adjustable chair use things like cushions to support you in your chair or use a box as a footrest.



Breaks

Working from home can make us feel we have to be available all the time. But just being present is no use to anyone if your mental health is suffering.

Making time for breaks is important to help manage feelings of stress – make sure you take a lunch break and regular screen breaks, just as you would when 'at work'.

Give yourself time to concentrate on something else so you are more focused when you return. Even just 5 or 10 minutes of short breaks each hour can really help productivity as well.

Set time aside for a walk, run or bike ride for some fresh air, or a coffee – just make sure you stick to social distancing rules when outside your home.

Working from home means you might be spending a lot more time without moving your body. If you are feeling stiff or tense, try doing some light stretching or exercise.



Stay in touch

Working from home can leave us feeling isolated but here are lots of ways to stay in touch with those who matter – boosting their mental health as well as your own.

Human interaction matters, so schedule video/zoom calls and speak to colleagues rather than emailing.

If you're struggling working from home, raise your concerns with managers/colleagues.

Remember, your colleagues probably feel the same as you and try to support each other. Make time to socialise virtually such as a digital coffee break or Friday online get together.

Boundaries

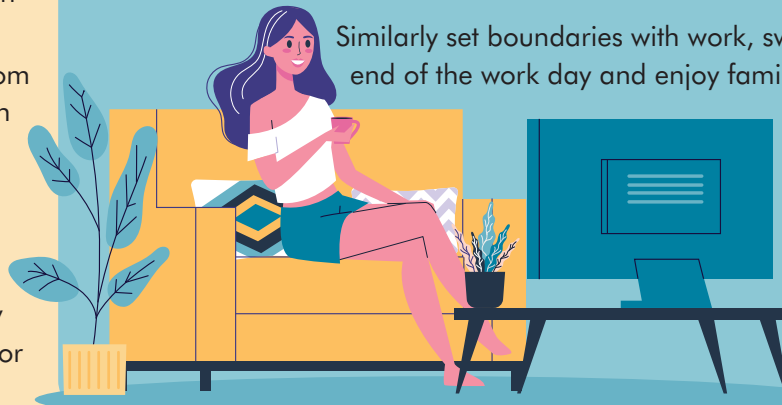
Setting boundaries with other household members is key to mental wellbeing while home working.

Although you can be more flexible, it can be difficult if there are other distractions to deal with, such as children who may think you are on holiday and are able to spend more time with them.

Discuss your needs with the family and remind them you still have to work and need quiet time to do that. Share your schedule with them to help them understand.

Similarly set boundaries with work, switch off at the end of the work day and enjoy family time at home.

This will also help children understand that you have finished work and can spend time with them.



Think longer term

Working from home may be with us for a while longer so think about ways you can improve how you work while at home. Discuss how you are working with colleagues and share ideas to improve things, could be a warmer or brighter room will help your productivity. Are there new software packages that are being used? Or different ways to talk online?

Look after yourself

Remember this is an unusual situation and things will not feel normal but everybody is feeling the same.

Be kind to yourself and acknowledge that while you might not be as productive as usual you are doing well. Be realistic about what you can achieve given the circumstances and relax when your work is done.

Good luck working from home and seek help if you are feeling stressed. Talk to your employer who will be only too willing to support you and try to find solutions to assist you.

Environmental issues

Under the current restrictions external environmental services provide by Glasgow City Council continue to work on a reduced service provision. We would like to thank all our residents for their continued support ensuring that all rubbish is disposed of by bagging and binning.

The Association continues to work with our pest control contractors and will in all cases where internal environmental issues are reported continue to provide these services with all Covid 19 safety strictly adhered to.

Enhanced Estates Service

The Estates team on behalf of the Govan Home Team, have been working tirelessly across Govan carrying out works such as removing bulk uplift, sweeping back courts and assisting with general refuse collection, wherever possible during this coronavirus (Covid-19) outbreak and have also been carrying out additional lift cleaning service during this period.

Estates also continue to be proactive with waste disposal during lockdown as household waste has increased due to more people staying at home. We are aware that our usual service providers in this area are still under increasing pressure due to the current restrictions and it's for these reasons that the Association will maintain a duty of care to our residents ensuring that these services are not diminished during these unprecedented times.

Planned renewal works

Further to our previous notification, we regretfully advise that all scheduled window (within your home and not in a common area), kitchen & bathroom installations have been postponed until further notice due to coronavirus (Covid-19).



Please be re-assured that your replacement kitchen, bathroom or window install will be re-programmed as soon as we and our appointed contractors are able to return to normal working. Please also accept our sincere apologies for the delay & any inconvenience caused. We thank you for your continued patience during this unprecedented period.

Our tenant liaison team will be in touch just as soon as we're able to confirm a new installation date for any of the planned improvement work.

Gas Servicing

We have an obligation to ensure the boiler in your property is serviced each year in accordance with the gas regulations. Our tenants' safety is extremely important and as such we have continued our gas servicing programme during the current and previous restrictions.

If you receive an appointment and are self isolating, please advise us as soon as possible and we will note the dates of your isolation period. We will then contact you after this date to arrange a new appointment.

As the annual servicing of your boiler is a legal requirement the servicing date must be met in all homes. Again, we pass on our sincere thanks for your continued cooperation ensuring that the gas safety servicing of all gas appliances in your home is adhered to benefiting the safety of all within your home or building.



Repairs



While we take every repair seriously and try to resolve as soon as we can, our contractors can only access your property emergency repairs. It's for this reason that we may advise you that your repair where considered to be a routine repair has been recorded and put on hold until the restrictions have eased to at least Tier 3 of the current Scottish Government restrictions.

Emergency Repairs are works which we must carry out to prevent danger to life and limb and/or serious damage to the Association's property such as:

- Insecure property (front door; ground floor window)
- Total loss of water supply or electricity (where HA is responsible)
- Uncontrollable and significant water leak (e.g. from burst pipe) or water penetration (e.g. from roof failure)
- Blocked toilet, where only one in house
- Sparking or smoking electrical installations or bare wires where HA responsible (i.e. not tenant's appliances or electricity meter or supply before meter)
- Dangerous flooring or stairs

If you have an emergency repair during office hours please call us immediately on **0141 406 6630**.

For out of hours emergencies, please call City Building on **0800 595 595**.

(These calls are for emergency situations only and if found not to be an emergency may incur a rechargeable payment to cover the cost of such a call out.)

In the event of a gas leak, call Scottish Gas emergencies on **0800 111 999**.

For emergency repairs for any central heating or hot water issue, please call James Frew Ltd on **01294 468 113**.

Handy Tips for repairs to try before calling

Blocked Toilet/Sink

If the toilet pan is already full, remove some of the water into a bucket or container. If you have a plunger or a toilet brush wrapped in a plastic bag, would also work.

Push the plunger/toilet brush to the bottom of the pan and pump up and down vigorously about a dozen times. This creates a vacuum that may shift the blockage.

If the sink won't drain, try putting in the plug, or plunger and pull back out again about a dozen times, this may also create a vacuum which may shift the blockage.

If this doesn't work please call on **0141 406 6630** or, if out of hours, then call **0800 595 595**.



Smoke Detectors

Remember to test your smoke detector regularly by pressing and holding the button for a few seconds and the alarm should sound. Please report any suspected faults with your smoke alarm to the association on **0141 406 6630**.

Loss of Power

A total loss of power could also be due to a power cut so (while keeping a safe distance) check if your neighbour has also lost power, if they have then please call your supplier.

Any contractor attending your property will ensure they are wearing suitable identification & covid 19 specific personal protective equipment (PPE). Operatives will not attend before confirmation has been attained as to the current status with covid 19 within your. It's for this reason that you will be asked some questions before our operatives can attend. This is not to say we will not attend in emergency situations where covid 19 has been verified.

We thank you for your patience and understanding during this time.

Housing & Community Engagement Team

Covid-19 Update

The Association is aware that we are still in uncertain times due to the Coronavirus (Covid-19) outbreak. In line with Scottish Government, the Association has still had to make some changes to our team in order to minimise the risk to our customers and staff. We are currently still providing a full service although our office is closed. Essential appointments are available for our services with some staff working from home where possible.

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 and newly formed Energy Service. Currently, as our Community Hub is undergoing a new shop front improvement, we are no longer providing face to face appointments there as previously under Level 4 restrictions. All essential appointments are now in our offices, these will be arranged by our staff.

If you have any emergency circumstance you can contact relevant staff member directly to assist you. Our staff will ask you the relevant screening questions prior to any arranged visits, or appointments and when arranged our staff will wear PPE for safety measures.

Below are other options of ways that staff members can be contacted or to arrange safe appointments:

- Website – www.govanha.org.uk
- Email – Community Engagement Team: engagement@govanha.org.uk
- Email or Telephone – All staff members' direct contact detail are available here and on page 24 & 25 (Income Team)
- Telephone – Office Reception **0141 440 0308**
- Essential Appointments – Can be requested by customers
- Zoom Meetings – On request
- Facetime Meetings – On request
- WhatsApp Meeting – 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 our Community Engagement/Inclusion service, do not hesitate to get in contact with us.



Community Inclusion Service Staff

Our Community Inclusion Service has been working to continue to deliver on the Association's key objective despite the current restrictions. The service is providing access to digital support, training opportunities, including our very popular lending library. Below are the contact details for our Community Inclusion Officer **Ryan Davidson**, assisted by **Rory Brown**.

If you require any digital support or want any further information on our community projects you can contact our staff directly.



Ryan Davidson
Community Inclusion Officer
Telephone: **0141 406 1248**
Email: ryan.davidson@govanha.org.uk



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

Community Engagement Service

The Community Engagement Service within the business deals with all areas of letting management, tenancy support and anti-social behaviour. Our income management is dealt with our Income Team (more details on this on page 24).

The Community Inclusion Service is part of this team that deals with tenant participation and all community and digital projects. If you have any queries or require any support in your tenancy please don't hesitate to contact your staff area team members. Anti-social behaviour is dealt with by an allocated Housing Officer, anti-social complaints that are reported will receive a response once this is investigated within the allocated timescales. The staff is split into Area 1 & Area 2 and the Streets are listed below with the relevant staff contact details.



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 6899**
Email: denise.coyle@govanha.org.uk



Gordon Anderson
Housing Officer
Telephone: **0141 440 6894**
Email: gordon.anderson@govanha.org.uk

Glasgow City Council

Bulk Uplift Service

The bulky waste collection service provided by Glasgow City Council has changed due to Covid-19.

They will operate a by-request-only service for bulk uplifts from residents in flats and main door properties.

A request-only service means the council will no longer be collecting bulky waste from designated pick-up points on 'bulk day'.

Residents can place a request for a maximum of 10 items on **MyGlasgow** App or by using the online form which can be found at: <https://www.glasgow.gov.uk/bulkywaste>

You will receive an email acknowledgement and once your request has been processed you will receive a further email with your Collection Date. Please only present your bulky waste on the day before your Collection Date.

Place it within the grounds of your property (e.g. a backcourt or garden) and ensure it does not obstruct bins or common pathways. Just leaving items on the street or in a back lane will be regarded as fly-tipping and the people responsible will be open to enforcement action.

If you need to Cancel your request please do so using the online form which can also be found at <https://www.glasgow.gov.uk/bulkywaste>

Additionally, Govan Home Team will complement the Glasgow City Council service by continuing to try and collect Bulk in the area. However, the team is greatly reduced due to Covid-19 restrictions and we would ask that tenants follow the above guidance from Glasgow City Council where possible.

GOT BULKY WASTE?

PLEASE DO NOT PLACE BULKY ITEMS ON THE PAVEMENT OR LANE

TO REQUEST A BULKY WASTE COLLECTION
use the **MyGlasgow App** or visit our web page
www.glasgow.gov.uk/bulkywaste

RECYCLE IT – Your local household waste recycling centres are:

North West:	East:	South:	South West:
Dunshelm Recycling Centre 75 Dunshelm Road G20 0TB	East Queenslie Recycling Centre 90 East Queenslie Road G23 4UL	Polmadie Recycling Centre 425 Polmadie Road G42 0PJ	Shieldhall Recycling Centre Renfrew Road G51

OLD BULK INFORMATION – Please disregard any bulk posters that may still be placed inside the close entrance of your property.

BULKY WASTE LEFT ON THE PAVEMENT OR IN YOUR LANE CAN CAUSE DANGER TO THE PUBLIC AND MAY RESULT IN ENFORCEMENT ACTION BEING TAKEN AGAINST THE OWNERS.

December 2020

recycle for Scotland



The Govan Pantry

The Govan Pantry opened at the beginning of November 2020 following on from the foodbank project that Govan HELP set up in response to Covid.

So far, we have signed up 709 members from the local community. We are open Wednesday and Thursday 10.30am – 3pm. Pantry membership provides ten items of fresh, frozen and ambient food items alongside toiletries, cleaning products and baby items for £2.50. Multiple memberships can be purchased if families need more than ten items. We also provide cleaning packs of three items for £2 and baby packs which include nappies, wipes and baby bath for £3.50. Since we launched the foodbank, in April last year, we have distributed more than 45 tonnes of food within the Govan area; this is equivalent to 107,000 meal portions and £160,000 of food; 43 tonnes of CO2 saved by food being diverted from landfill. The Govan Pantry is part of the Scottish Pantry Network, a membership organisation to support the development and roll out of the Pantry model across Scotland and we are working in partnership with Community Transport Glasgow is available to bring people to and from the pantry if required on a booking system. Membership is open to everyone in the local community.



WindowWanderland

With the Covid restrictions in Tier 4 in December, we decided to cancel our annual Christmas event, Govan Loves Christmas which attracts over 2000 residents to Govan Cross to enjoy market stalls, the fun fair, Santa's Grotto, some live music on the stage from local primary schools as well as the Govan Pipe Band playing out the event with a huge firework display. Not to mention the appearance of a celebrity or two.

Along with some local organisations, we worked to create Govan Window Wanderland, a collaboration of art and live entertainment across the community. Local houses, businesses and organisations decorated their window to form a trail throughout central Govan. We had amazing projections on the back of Govan Old Parish Church and Govan & Linthouse Parish Church, The Glasgow Barons,

Govan's own orchestra, had several musicians placed across the trail playing a gorgeous soundtrack to accompany groups as they moved around the community. The Pearce Institute hosted a donut stall and live fire performer on the grass outside the entrance to Govan Old, where The Govan Stones team were giving out activity packs and hosting the fabulous projections and light show.

As ever, the wonderful team at Make Do & Grow had an interactive window with a live Elsa performing for passers by and the youth workers at GYIP were handing out selection boxes to local children.

A huge thank you to the organising committee; Kaytie Lilley, Jamie Goodwin, Brendon McIlroy, Paul Macalindin, Emma Semple, Kevin Burke and Govan HA's social and events committee.

Tenant Participation Calendar

We are committed to consulting, supporting and informing all tenants and residents on key matters and we strive to offer the highest level of service to our customers. In line with our tenant improvement group we have developed a Tenant Participation/Consultation Calendar.

We recognise that a Tenant Participation and Consultation Calendar is ongoing and open-ended. It needs to be flexible to the changing needs of our business, tenants and the local community; therefore we will regularly publish updates of this calendar when new events have been added.

TENANT PARTICIPATION CALENDAR	PERSON RESPONSIBLE	TARGET COMPLETION TIMESCALE
Begin Rent Consultation Process	Housing Manager Income	1/12/2020 – 31/2/2021
Advise of Rent Review outcome		March 2021
Include a Tenant Participation Resource in the Annual Budget	Head of Finance & IT	January 2021
Publish an Annual Tenant Participation Calendar	Housing Manager - Community Engagement	March 2021
Consult with members of the Consultation Register on relevant policy review		Continuous
Consult with Stakeholders re: Review of Business Plan		April 2021
Draw up and publish a new Customer Services Charter	Director of Corporate Services	June 2021
Hold AGM		September 2021
Distribute copies of Annual Report to all tenants	Compliance Manager	October 2021
Distribute copies of Landlord's Report to all tenants		October 2021
Regularly provide feedback on the outcome of consultation events and decisions reached by the Association to the whole tenant base	Housing Manager - Community Engagement	Continuous
Conduct regular Satisfaction Monitoring Surveys	All staff	Continuous
Feedback to residents involved in Satisfaction Monitoring Surveys	All staff	Continuous
Regularly report on the Association's performance levels through the quarterly newsletter	All staff	Continuous
Hold quarterly meetings with Tenants' Improvement Group to scrutinise performance	Community Inclusion Officer	Quarterly
Publish regular quarterly newsletters	Corporate Services	Quarterly
Publish details of the Association's Major and Cyclical Repairs Programme and report on progress	Maintenance Manager	Continuous
Consult individual tenants regarding relevant Major Repair Contracts		Continuous

Tenant Service Improvement Group

Our Tenant Service Improvement Group meets several times every quarter to scrutinise service provision, policy documents and the overall performance of the Association. Tenants Scrutiny is a requirement for the Scottish Housing Regulator and offers tenants the opportunity to help us enhance and improve our services.

We have a newly established group that are eager to get their teeth into their first scrutiny exercise which is due to start later this month looking at Anti Social Behaviour. The group has agreed the format for reporting back to the Executive Management Team but also a tenant friendly version that will be published on our website.

We are always recruiting new members to join the group. If you are interested in getting involved or would like to find out more, please contact Ryan Davidson, our Community Inclusion Officer, on **0141 440 0308** or by email ryan.davidson@govcanha.org.uk



Govan Jobs Match Update

Govan Jobs Match has continued to support local residents throughout the Covid-19 lockdown. Gerry, the Jobs Match Coordinator has adapted employability services to meet strict Covid restrictions and helped people into work during the crisis.

With a sharp increase in unemployment, this has proved to be a vital service in Govan offering one-to-one advice and a range of digital support through a lending library model, funded through the Govan Emergency Funding Group and devices funded by Connecting Scotland. This has allowed people to job search at home, apply for jobs and update their CVs.

Throughout the pandemic, the Govan Jobs Match initiative has registered 145 new clients, supported over 200 people with advice; updating CVs, applying for jobs and seeking additional support and has helped over 78 people into much needed employment so far.

For more information or to get employment support please contact Gerry Keogh by email: g.keogh@unlockemployment.org



Social Work Services Update

Social Care and Health are still providing all safety support and protection services throughout the Covid 19 pandemic.

You can still access a range of services as normal. Some staff may be working from home but you can still be able to assist anyone with a query or concern. These are the main services which Social Work can provide assistance with:

- Children and Family Services
- Adults and Older People Services
- Services for Carers
- Criminal Justice Services
- Homelessness
- Drugs and Alcohol Services

During office hours you can contact Social Care Direct by:

Phone **0141 287 0555** or
(textphone **18001 0141 287 0555**)

Email socialcaredirect@glasgow.gov.uk

Apply online for a service at
www.glasgow.gov.uk

If you need a service outwith office hours, you can contact Glasgow and Partners Emergency Social Work Services on **0300 343 1505**.

Rehousing advice during Covid-19

We have recently had a lot of requests for more information on rehousing as people are unclear on how restrictions may impact them.

The Scottish Government's guidelines even within the most severe restrictions (i.e. national lockdown/tier 4) still allow house moves and any appointments associated with a home move to go ahead. As a result, we are still letting properties and assisting applicants and tenants with rehousing.

If you are at imminent threat of homelessness, you should contact the Local Community Homelessness Service.

The contact details for the team who serve Govan are:

Address

Rowanpark, Ardlaw Street, Govan, Glasgow G51 3RR

Telephone **0141 276 8201** or **0141 276 6180**

At present we are unable to offer face-to-face appointments to discuss Housing Applications or to assist with completing forms, however the Housing Community and Engagement Team are happy to help in any way they can over the telephone. Please call **0141 440 0308** if you have any questions regarding rehousing.

Food Support in Govan



GYIP

Hot Soup & Lunches (kids only)

9 Water Row, G51 3UU

Weekdays, Monday – Friday • 11am-3pm

The Pantry

Cheap Groceries (membership)

840 Govan Road, G51 3UU

Every Wednesday & Thursday • 10.30am-3pm

Salvation Army

Hot Food Van

Salvation Army Hall

44 Golspie Street, G51 3EW

Every Monday • 12 noon-1pm

Every Friday • 7pm-8pm

Govan Cross Every Thursday • 7pm-8pm

Moogety/ Urban Roots

Food bags and frozen meals to heat in a microwave.

Elderpark Community Centre

82 Elderpark Street

Every Wednesday • 6pm-7.30pm

Every Saturday • 2pm-4pm

Preshal Trust

Hot food - From 11th January 2021

8 Aboukir St, G51 4QX

Weekdays, Monday – Friday • 11am-2pm

Food Banks

Three of the four local food banks are operating on Monday, Wednesday and Friday. The Association can make a digital referral on behalf of tenants.

Monday 12-2pm at Ibrox Parish Church, Clifford Street, G51 1QH

Wednesday 12-2pm at Mossbank Baptist Church, 155 Corkerhill Road, G52 2PG

Friday 10am-12.45pm at Hillington Park Church, Berryknowes Road, G52 2UD

Community Police Update

2021 brought about some changes to the community policing team for the Govan area. Two officers are now dedicated to the area – PCs Callum MacLeod and Mark Thomson.

We have 12 years police service between us and have worked all of this in the Govan area. Our focus as we move forward into the springtime is to show a presence in the local area, and to encourage the public to maintain their compliance with COVID-19 regulations whilst the vaccination programme continues to be rolled out.

As the warmer weather starts to emerge, we anticipate anti-social behaviour will begin to increase. We would therefore encourage all residents to look out for one another and report any issues of anti-social behaviour to the police. A persistent issue of late has been the congregation of non-residents in common close areas who are using these spaces for anti-social behaviour such as drinking and drug use. Again, we would urge any residents experiencing this problem to report this to us, to enable us to appropriately deal with it. As we patrol the local area, we are utilising key fobs provided to us by the housing teams to check these closes and robustly police those we find loitering within.

As the local officers for your area, we want you to feel safe; and a key factor of that is having the confidence to report issues to us. We dedicate all of our time to Govan and we are responsible for putting in place long term-plans that will eradicate persistent problems. As such, we are more than happy to listen to the concerns of the local residents; irrespective as to how minor you may feel the matter is, as we will always endeavour to help where we can.

We have a strong relationship with Govan Housing and are dedicated to maintaining this level of communication so that we can work together to help you feel safe and happy at home and in and around the Govan area.

If you see us around, please do come and say hello. Getting to know residents is one of the best things about our job and it helps us develop a relationship with the people we are committed to looking out for. Stay safe and all the best for the year ahead,

Callum and Mark

Being Respectful

The Association knows that this is a difficult time for everyone and all of us are in unprecedented times. The Association has noticed a change in behaviour towards staff members. We have had a very small number of instances of unacceptable behaviour towards staff that can not be tolerated.

These have been one off incidents and we are aware that the restrictions of face to face contact is causing frustration to our customers.

We need to follow the guidelines set out by the Scottish Government and we are hopeful that we can return our business to somewhat normal circumstances in the future.

Want help using your device?

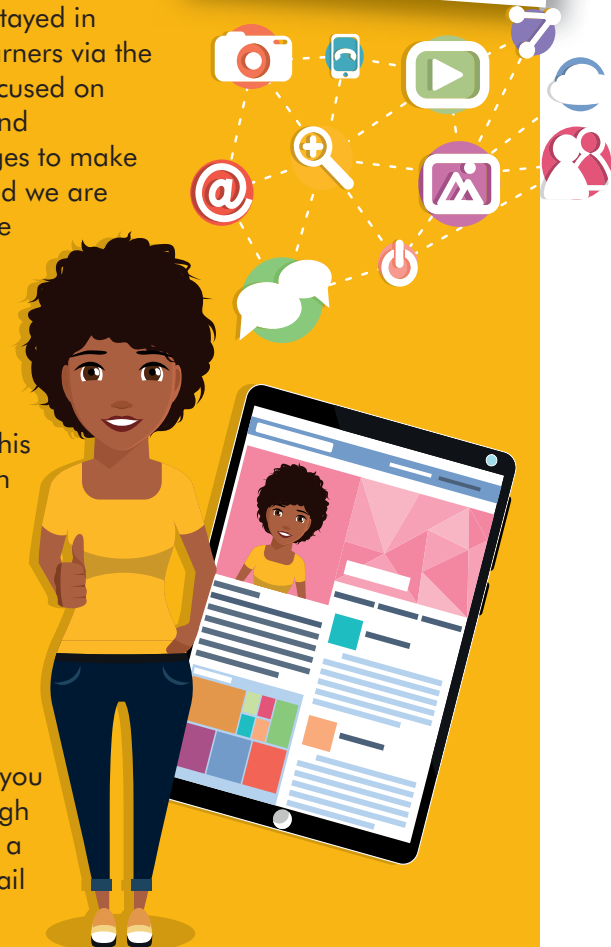
Hello Govan! My name is Tracey Hawkins, and I am the Digital Learning Coordinator for Govan Housing Association's Digital Lending Library. I started working alongside the team at GHA last September to help support the rollout of digital devices to residents and local partner projects during the Covid19 pandemic.

I have been working in digital participation for the last six years with my colleagues at Mhor Collective. I am based up in the Shetland Islands (although I stayed in Glasgow for more than a decade) and connect with colleagues and learners via the internet or over the telephone. For many years, Mhor Collective has focused on equipping everyone with basic digital skills through training, support, and community development. Our ambition is to empower people of all ages to make positive changes in their lives through developing basic digital skills, and we are delighted to be able to work with Govan Housing Association to achieve this in your community.

The pandemic has really highlighted how vital digital skills have become to everyone for staying in touch with friends and family, or school and work. Lockdown forced everyone to become much more reliant on digital tools to help with everyday tasks such as the shopping or accessing local services and we started to see that for some people this could be quite challenging. Digital technology is new to many, but even if you had used Facebook or the FirstBus app before, trying to fill out a form online or access home learning resources is a different kettle of fish!

I may be almost 400 miles away but for the next few months, I will be working remotely with GHA and other agencies within Govan to help anyone who is struggling with getting online or would like to build up their digital skills to make life a little bit easier just now.

I will be working on a part-time basis until the end of June 2021, so, if you need help with anything ranging from advice on a particular app through to how to attach an image to an email, or if you would just like to have a chat about how you can use the internet to help you more, you can email me at tracey@mhorcollective.com or telephone **07917 753975**.



Digital Participation Update

2020 has been a busy year for Digital Inclusion, we've been working hard to bring devices, connectivity and confidence to our tenants who can't get online.

We've been successful in our application for Scottish Government's Community Recovery Fund which will see 6 months of data to almost 300 devices that have been given to local community partners across Govan. We're also working hard to bring these partners together so we can create a joined up approach to tackling digital inequality locally through training and networking sessions called **#DigiMeets**.

In addition we are working with an amazing team at the Mhor Collective to bring remote digital support to any tenants who need it and to work with the wider partnership to build our capacity to help others online. You can find out more info on this in Tracey's article above.

Anti social behaviour

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

While we are operating within the restrictions due to the current pandemic, we will make every effort to advise and assist you if you are experiencing problems with an antisocial neighbour.

Please be assured that all complaints received will be dealt with in a confidential manner.

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

Alternatively, you can report this by going to our website at: **www.govanha.org.uk/contact-us/**

Crimestoppers

You can report information about crime anonymously to Crimestoppers.

They do not ask for your details.

If you want to report information about crime you can telephone Crimestoppers at **0800 555 111**.

Also, you can go online to their website at **www.https://crimestoppers-uk.org/**

Crimestoppers are an independent charity.

English not your first language?

If you don't speak English or if English is not your first language, you can still give Crimestoppers information anonymously

using a translation service.

Your call to Crimestoppers will be answered by someone who speaks English and you will need to tell them which language you speak.

The Crimestoppers guarantee

In all the years that Crimestoppers have been running, no one has ever been identified after giving information.

Crimestoppers guarantee:

- You **will not** be asked to reveal your name or any personal details.
- We will listen to any information you have on a crime.
- Your call **will not** be recorded.
- We have **no caller line display, no 1471 facility and have never traced a call**.
- Online reports have the **same level of anonymity** as phone calls.
- Our specially trained call agents will support you through the process and make sure your report **contains no information that could identify you**.
- We **do not** make a note of gender, accents, apparent age or ethnicity of any caller.
- Even if you give personal details, they **will not be recorded**, and we will pass information to the relevant authority without revealing your identity.

The **only** person who knows you contacted us with information is **you**. And your information can make a real difference. Around **10 people** are arrested and charged every day as a result of information given to Crimestoppers. Since Crimestoppers were founded, they have been responsible for **more than 149,000** people being arrested and charged with a crime, for **over £138 million worth** of stolen goods being recovered, and for **over £351 million worth** of illegal drugs being seized.



Look out for the new Govan Directory!

Over the next two weeks you will receive a copy of the new Govan Support Directory through your door.

The directory has been produced as part of the Thriving Places programme with funding from the NHS and the Scottish Government via the Govan Covid 19 Temporary Emergency Funding Group. The directory provides the contact details of over 100 local organisations, groups and community representatives serving Govan residents. We hope you find the directory helpful, particularly during this challenging time.



You can also access the directory online
<https://getintogovan.com/opportunities/govan-thriving-place-support-directory/>

NSPCC - All of Us Campaign

A new campaign called 'All of Us' launched in Govan on 28 January. All of Us is being delivered as part of Together for Childhood and partners include, but aren't limited to, Glasgow HSCP, Govan Housing Association, Thriving Places, NSPCC Scotland, Make Do & Grow, Govan Community Project and Govan and Linthouse Parish Church.

The campaign aims to encourage parents who need some extra help to speak out. Being a parent isn't always easy and we all need help from time to time. For parenting advice and support, call the NSPCC Helpline on **0808 800 5000**.

As Govanites we believe in taking care of one another so if you know a family that needs some extra support please speak out. You can call the NSPCC Helpline on **0808 800 5000** and remain anonymous if you wish.

The campaign will signpost to local support and activities for families in Govan. There will be regular updates and events to get involved in and you can find these on Facebook **@Govan Together for Childhood**.

For more information about the campaign, please email glasgow.togetherforchildhood@nspcc.org.uk.

Important Tenancy Information

The Association understands that, during these difficult times, some tenants wish to visit family in other areas for comfort or care.

However, we have an increasing amount of recoveries of abandoned properties at the moment. We would like to remind tenants that if they are leaving their home for an extended period of time, they must inform the Association of this.

The Association does, on occasion, have reason to visit or inspect tenancies or must carry out essential works or services. Various attempts to contact tenants will take place and if we are unable to contact tenants or gain access to properties, we will start the process of recovering abandoned properties. It is, therefore, very important that tenants keep the Association informed of current or new contact details and to ensure that we have up-to-date details of next of kin.

If any tenants are intending to leave their home for a period of time, please contact the Association for a discussion on responsibilities and protocol for this. If you have to leave your tenancy at short notice, please contact us as soon as you're able and we will do all that we can to protect your tenancy.

Additionally, if you think a property looks empty or if you haven't seen a neighbour in a while please contact us in order for us to carry out welfare checks to ensure the tenant is safe and well.

We thank all tenants for their co-operation and remind you that we're here to help and support you in any way that we can.

Stories of Govan

2020 has been a year like no other. It has presented many difficult challenges that have affected us all at one time or another. Despite this, the community of Govan has shown great resilience and a strong community spirit; through partnership working, sharing resources and collaboration to overcome these challenges together and support those who are most vulnerable.

We commissioned local photographer Nicola Stead to engage with some of our community partners and some of our residents to give them an opportunity to share their stories, Stories of Govan.

Take Care, Keep Safe and see you in 2021!



Angaddeep Singh Vig and his family

Angaddeep Singh Vig and his family are residents of Govan. They are extremely grateful for the support they have received from local organisations during the pandemic and feel that Govan is a great community to be a part of. The family have a close relationship with the team from GYIP and believe that their support has been invaluable to them. Angaddeep has a diploma in music but sadly had no access to an instrument. On hearing this, the team from GYIP very kindly donated an electric guitar which has kept Angaddeep busy. The family have also been given a Lenovo tablet which has been great for vital digital connection as well as a means of entertainment. Angaddeep uses the tablet to access online music lessons while his mother watches her favourite TV shows. Govan Housing Association very kindly donated extra data for their tablet. Other organisations the family would like to highlight for their generous support include Unlock Employment, Govan Help and the Preshal Trust.

Rebecca Bangura

Rebecca Bangura and her family have lived in Govan for 12 years. Being a single mum with 3 kids, the pandemic has been a struggle. Understandably she has had a lot of fears and anxieties for the safety of her children which she has had to hide from them in order to be strong for the whole family. Rebecca has been using the Govan Help food bank throughout the pandemic which has been of enormous help. She describes the organisation as really going the extra mile to support residents, even delivering food to her door when she was too sick to make it along to the food bank. Annie and Katie have been especially supportive. Rebecca was also very thankful of the support from the housing association, who provided food in the initial stages of the lockdown as well as topping up gas and electricity for residents.



Lauren Coley

During lockdown Govan really came together with organisations creating partnerships to ensure the community's needs were heard and met. Whether it was a hot meal, toiletries, a craft pack for the young ones or standing out in the rain to get essential supplies to the locals, Govan had it all. Govan is and always has had community values at its core.

**Lauren,
lifelong
Govan
resident**





Daniel Athavan Balenthiran and his family

Daniel Athavan Balenthiran and his family have lived in Govan since 2017. Times have been tough for the family during the pandemic. Daniel works for Glasgow City Council as a school cleaner. His fulltime hours were cut down to 24 per week during the initial lockdown, with his wife losing her job altogether. With bills mounting up and a substantial reduction in money coming in, they were worried they wouldn't be able to feed their baby daughter Jemimah. A friend suggested they contact Govan Help, which they did, and the family have been using the service's food bank regularly since March. Daniel describes the food bank as being a 'life saver' for the family. They provide milk for baby Jemimah and using it has enabled the family to pay their bills and keep their heads above water. The regular support they have received from Annie from Govan Help has been especially helpful. Annie phones them every week to check in with them and they don't know how they would have survived without her support. The family have also had assistance from their neighbours. One neighbour Michael brings toys for Jemimah and has offered the family food and money on several occasions. Daniel believes the community of Govan have really pulled together during the pandemic with its residents looking out for one another.

Traci: Govan Community Project

Advice & Advocacy Support have continued to provide asylum support advice and advocacy 5 days per week via telephone and online support.

Community groups have held weekly meetings via zoom. Our food distribution service initially delivered food parcels to those self isolating and since April we have been distributing supermarket vouchers to individuals and families in need. Our ESOL classes have been running via zoom – two classes per week we had a short term mental health counselling service.

Digital poverty was a huge barrier to our community members in accessing support and staying connected with friends, family and services and in response to this we initiated a device lending scheme, lending smartphones and tablets to community members and we have also been supporting individuals with mobile phone top up vouchers.



Helen Turnbull

Helen Turnbull has been a Govan resident for 30 years and has been volunteering with Govan Help for the past 6 years. Since April she has been volunteering with the food bank every week without fail and is a well-loved member of the team. Helen feels that being able to support her community in this way has helped her get through the pandemic and given her a sense of purpose. Helen also volunteers with the NHS in the Queen Elizabeth Hospital. She has 3 daughters who live with her and they have really pulled together as a family during these difficult times. One unexpected positive to come out of the pandemic has been the increased family time spent together which Helen has really enjoyed. Helen also supports her mum, who is 74 and lives alone. She takes her mum to do her shopping every Saturday which her mum really looks forward to.



Kaytie, Make Do and Grow

Make Do and Grow have developed and distributed over 1800 creative activity packs to families since March. We have delivered almost 60 online sessions (Zoom and Facebook Live) as well as 14 outdoor art workshops. In addition, we have provided increasing numbers of clothing bundles to local families through partners and our Holiday clubs saw 12 children receive lunch packs, activity packs and online zoom sessions.

Stories of Govan ...continued

GYIP's response to COVID-19 Food Provision & Street Work

Govan Youth Information Project (GYIP) was formed in 1994 with the aim of delivering youth work to young people within the Glasgow Govan area.

Due to COVID-19 our Easter Holiday programme could not run.

Knowing many of our young people who would ordinarily attend our programme rely on the free lunch, we quickly adapted our plan to provide a food service and by Monday 23rd March we were on the street with Govan Housing Association and The Salvation Army. This provision would see the partnership visit 5 areas across Govan 5 days a week between 11-1pm. GYIP would provide free lunches to young people or family members collecting on their behalf while The Salvation Army provided hot food from their truck.

Initially we provided 100 lunches per day but had to increase this to 120 with demand.

The food provision ran for 16 weeks, during which we distributed 8400 lunches as well as essential hygiene products, Easter Eggs, surplus food and more.

Realising COVID-19 was going to be a prolonged affair, we engaged with young people by distributing arts & craft packs with our lunches, posted links to ZOOM sessions and hosted quizzes with Just Eat vouchers prizes, as well online challenges on social media.

We interviewed young people about their COVID-19 experience and shared online for others to view.

Feedback from the young people indicated they were bored of playing consoles, so we provided 300 family night packs, consisting of board game, pizza, juice, and snacks so families could spend quality time together.

We also purchased lots of outdoor toys and delivered to our members.

Recognising as the weeks progressed and the implications of lockdown on young people's mental health, we purchased 2 mountain bikes as a means to offering one to one support and distributed football bags with balls, water bottles and mental health information.

On 15th June we began our street work initiative after a successful grant application to Youthlink Cash Back Fund and the Temporary Emergency Fund Govan which been successful in making contact with a number of youths, building relationships, trust and mutual respect through regular contact. This has been an effective mechanism to engage with young people on their territory with the current restrictions and many pertinent themes have been identified that the staff will continue to tackle.

Being only a small voluntary organisation with 3 full time staff has allowed us to be innovative and agile, compared with many statutory organisations remaining furloughed.

One of the positives outcomes of COVID-19 has been partnership work which has been crucial to our success.

Govan Housing Association provided manpower to deliver lunches and tablets with data, Unlockemployment shadowed our service, offering job & benefit advice, Head Teachers identified pupils and families



needing support, Make do Grow made age specific Arts & Crafts packs, The Green Brigade provided Easter Eggs and many more.

Financially we have been fortunate with many funders contacting us after hearing about our food provision and by documenting our work on Social Media we gained praise from our elected members, MP Chris Stephens who mentioned our work in Parliament, MSP Humza Yousaf and Councillor Richard Bell as well as many residents and partners.

At a time when the essential needs of young people have been put at risk, we moved swiftly to adapt our services to meet their needs.

While COVID-19 has had negativity, community and partners have rallied together to offer support which has been tremendous and GYIP have been happy to play a part in this.

Paul – Director: The Glasgow Barons

Living in Central Govan, I saw many vulnerable people suffer. So, Govan Housing Association's vital action with The Salvation Army, Govan Youth Information Project and others provided free food, supplies, local information and essential human contact. Feeling it still needed a lift, I brought in live musicians to play whilst people waited in queues. In 2021, The Glasgow Barons are Glasgow Life's Artist in Residence for Govan, running The Linties and Musicians in Exile. We also do Recovery Rap, hip hop workshops for anyone recovering from addiction and Govan Song Club, supporting Govan's songwriters to write and perform. Drop me a line theglasgowbarons@gmail.com if you're interested.



Pandemonium, our online music festival weekly from 7th January, plays in the Pearce Institute, Govan & Linthouse Parish Church and SWG3. You can find out more at www.glasgowbarons.com I feel as if the past 10 months have turned Govan inside out. Making music helps keep us sane, mourn our losses and pick ourselves back off the floor. Why we need to state that the arts are good for our mental and physical wellbeing is beyond me. Since when were they not?

*"Govan has been a home to me,
since earlier on this year,
What struck me almost instantly was,
it's friendly atmosphere.
The citizens all welcomed me,
with open arms and hearts,
Settling in to pastures new,
I relished a brand new start.*

*But not too long into my stay,
The virus we know and hate,
Began to take control of us,
And tried to seal our fate.
It closed our bars and restaurants
our shops and cafes too.
Prisoners inside our homes
And nothing we could do.*

*Or so we thought at first until
we came together as one,
We stood to fight, through day and night
to help our town to run.
Deliveries from local pubs
would keep our spirits high,
Churches packed with meals and snacks
for the fighters stuck inside.*

*In quarantine to keep them safe
to stop the Covid spread,
The empty streets, the weather bleak
But homes alive instead.
Payment breaks from loans for those
struggling to make ends meet.
A little extra help all round
A strong Govan heartbeat.*

*So remember over Christmas,
Although it may be strange
Our town might look a little
different,
But it'll never, ever change.
We'll fight until it's over,
Till we can live our lives once more,
We'll keep our friends and family
safe,
And even 'er next door.*

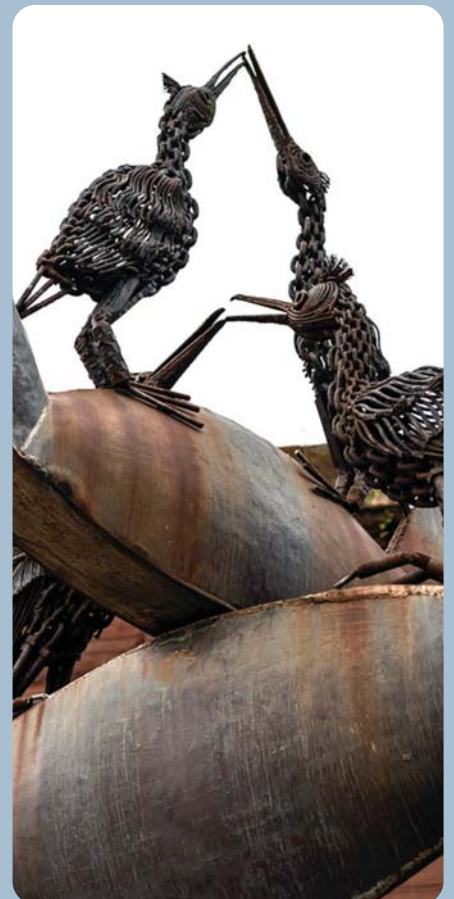
*Whatever happens from now till
then
Our Govan will always be
A place of kinship, warmth and
hope
And a home from home for me."*

Gerry and Sam – Unlock Employment

Unlock Employment has been working tirelessly to ensure that digitally excluded communities

continue to be supported.

We have trained a Community Digital Champion to meet these needs and tablets with internet access have been distributed to organisations in order to give a wide range of client's access to support services and the ability to apply to job vacancies when they would have not been able to otherwise.



Income Team *Covid-19 Update*

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 and our newly formed Govan Energy Service.

We are currently still providing a full service although our office is closed. Essential appointments are available for our services with some staff working from home where possible. Our staff will ask you the relevant screening questions prior to any arranged visits, or appointments and when arranged our staff will wear PPE for safety measures.

Income/Rent Management Staff

We have designated staff members within this team that is pro-active in Income/Rent Management and this service support tenants who are in rent arrears, assist tenants to reduce and resolve rent arrears, maximise your income and help tenants to avoid Legal action. The staff is split into **Area 1** & **Area 2** and the Streets are listed below with the relevant staff contact details.

Area 1 is overseen by **Sandra Sloan** who is assisted by **Cassie McGarry** and **Kelly Ferguson**.

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 (Job Share)
Telephone: **0141 440 6879**
Email: **cassie.mcgarry@govanha.org.uk**



Kelly Ferguson
Housing Assistant (Job Share)
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
McKechie 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 and delivers a Welfare Benefit and Money Advice Service. During Covid-19 we are still delivering our service if you require an appointment you can contact our staff directly.

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

Our staff can contact you in different ways, if you need any help or support from our services. We can arrange contact in a variety of ways below, just let us know and we can arrange this:

- Website – www.govanha.org.uk
- Email our Income/Rent Management Team: Income@govanha.org.uk
- Email our Financial Inclusion Service: Financial.inclusion@govanha.org.uk
- Email our Govan Energy Service: energy@govanha.org.uk
- Email or Telephone – All staff members' contact details are available here.
- Telephone – Office Reception **0141 440 0308**
- Essential Appointments – Can be requested by customers
- Zoom Meetings, Facetime Meetings, WhatsApp Meetings – On request

Housing Benefit – Reporting a change in your circumstances

What is housing benefit?

Housing Benefit can help you pay your rent if you're unemployed, on a low income or claiming benefits. It's being replaced by Universal Credit.



Why is it important?

You must report any changes to your circumstances that may affect your Housing Benefit or Council Tax Reduction. By reporting this, you will help keep your Housing Benefit and Council Tax Reduction at the correct award and avoid having to repay any overpaid amounts and ensure you are receiving your entitled amount.

What changes do I need to report?

You need to report changes such as:

- Stop or start getting state benefits
- Start work or change jobs
- Have an increase or decrease in wages
- Have savings or investments
- Go into hospital
- Any of your children leave school
- You change address
- The number of people living with you changes (family moving out or partners moving in)

You must report your change in circumstances straight away.

How do I report a change in circumstances?



You can report changes of circumstances online on Glasgow City Council's Website, www.glasgow.gov.uk. There you can register for online access to self service, this will only take a few steps and once you have registered you will be able to access a vast amount of information in relation to your claim and you can also use this to report any changes in circumstances. If you need help reporting the change, there is also a helpful guide on the website.

If you do not have access to online facilities you can report a change in circumstances by completing Glasgow City Council's "Tell Us" form and submit to them by post. If you need assistance to report a change, contact a staff member on our Income Team.

Also remember if you need any further assistance in the above, please contact the Income Team on **0141 440 0308**, where a member of staff can assist you.

Rent Consultation Results 2021/2022

We would like to thank all our residents and shared owners who took part in our Rent Review Consultation this year. Overall we had 95 overall returned results and of this 88.76% of our residents agreed to a 2% increase.

The 2% rent increase will be implemented from the 28th April 2021 and each resident and shared owner will receive written confirmation before March 2021 of your rental liability for your property.

If you are claiming Universal Credit, you may receive a 'To Do' request in your journal asking for your new housing costs from April 2021, you can't update your journal until your rent increase has happened. If you are entitled to Housing Benefit and this is directly paid to the Association our Association will update Glasgow City Council directly of your increase. If you are paid Housing Benefit directly and not to the Association you will be required to update them of your rent increase. You can do this by contacting them on **0141 287 2000** or online at <https://www.glasgow.gov.uk/tellus>.

If you are need to discuss your rent liability or require any advice regarding your rent you can contact us on **0141 440 0308** or email our Income Team on income@govanha.org.uk. For any Money Advice, Benefit Health Check and assistance to apply for any entitled benefits or income, contact our Financial Inclusion Service on **0141 440 0308** or email our team at financial.inclusion@govanha.org.uk.

Claimants with severe disability premium awards no longer exempt from the requirement to claim Universal Credit

The SDP gateway

Up until 27th January 2021, the SDP gateway was in place to prevent claims to UC by those who were entitled to the Severe Disability Premium (SDP) within their legacy benefits such as ESA, Jobseeker's Allowance (JSA) or Income Support (IS).

Claimants who normally qualify for the SDP within their legacy benefit are those who are in receipt of a qualifying disability benefit, live alone and where nobody is claiming Carers Allowance for looking after them. (The rules surrounding the SDP are complex and to gain an accurate understanding or check if you're entitled please seek advice from a benefits adviser).

The gateway has ended

Up until 27th January 2021, those in receipt of the SDP did not need to make a claim for UC and could continue to make new claims for legacy benefits such as Housing Benefit. However, now that the SDP gateway has ended, those in receipt of the SDP who have certain changes in circumstances such as moving home to another area will need to claim UC.

The SDP is not payable within UC however there is the opportunity to receive 'Transitional Protection' and therefore if you receive disability benefits and are moving onto UC, you should seek advice from a benefits adviser to ensure that your income is maximised.

Advice

This area is complex therefore please do not hesitate to get in touch with our Financial Inclusion Service who can provide advice and assistance.

Hardship Fund



During August 2020, the Scottish Government announced the creation of a £10 million Tenant Hardship Loan as a further support intervention in response to the Coronavirus crisis.

The loan was made available from December 2020 and is being managed by the Energy Savings Trust on behalf on the Scottish Government.

Why apply?

The Tenant Hardship Loan will provide short-term support for tenants who are having difficulty paying their rent because of the impacts of COVID-19.

To check your eligibility and apply, you can log on @

<https://www.gov.scot/news/increased-support-for-tenants/>



Scottish Government
Riaghaltas na h-Alba
gov.scot

www.govanha.org.uk

Rent Payments

We can all breathe a sigh of relief now that the expense of Christmas is over. It's time to get back to normal and for some that may mean catching up with any unpaid rent that may be outstanding.

You should be aware that if tenants don't pay their rent, this can have an impact upon the Association being able to carry out our services, day to day repairs and home improvements such as the double glazing, kitchen and bathroom works.

This is why the Income Team spends so much time trying to engage with our tenants. Our efforts include sending text messages and emails, making phone calls and visiting you

at home. This intervention is known as arrears prevention and ensures all rent is paid on time or arrangements made to recover any unpaid rent.

The Association would like to remind you that it is a condition of your tenancy that you pay your rent on the 28th of each month or on a date agreed by your Housing Officer. Your rent balance should be zero at all times.

If you do not pay your rent, you should know that you are putting your tenancy at risk. Whilst our staff focuses on arrears prevention and work proactively to recover rent arrears, we may take legal action as a last resort. We would ask all tenants

experiencing financial difficulty or struggling to keep up with rent payments, to contact us for advice as soon as possible.

Help and support will be made available to all tenants. Our Financial Inclusion staff can assist you with benefit claims and provide debt advice. Our Housing Officers can also review your financial circumstances and make manageable repayment arrangements. This is the first step towards resolving all arrears problems. We will be sympathetic to your circumstances and try to help out where we can.



Ways to pay your Rent

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.



Simple tips for better finances

Many people make improving their financial situation high on their list of new years resolution and here are some simple tips to make this happen.

1. Set Some Budget Goals

First, set out your goals. Think about the things you want to achieve and lay them out. This will help keep you motivated to keep on track.

These could be things like:

- Building a healthy emergency fund
- Saving enough for a holiday
- Paying off a specific debt

Budgeting well is what's going to help you achieve those goals sooner.

2. Check Your Spending Habits

The best way to get an idea of where you may be overspending and where your money is going is to record your spending by using a spending tracker.

Be completely honest with yourself and keep a record of everything you spend for a week or longer. This will give you a concise overview of exactly where your money is being spent. It can also give you an insight to whether you not you tend towards emotional spending.

Take a look at the results and consider if you are happy with your spending or is there anywhere you think your money would be better off going towards one of your goals?

3. Prioritise needs over wants

When you're working out your budget, separate your needs from your wants. Your rent is a need. Your sky TV subscription is a want.

Replacement clothes when yours have holes in – need. A new pair of sandals because they look cute – want. You absolutely can budget for both, but when it comes to budgeting, the essentials have to come first.

4. Budget for Saving

Another great budgeting tip is to make saving a part of your budget, so it just goes out like any other bill. Budgeting for saving, even if it's just a small amount, makes you much more likely to build better savings than just getting to the end of the month and hoping there's something left to save.

People often call this method 'paying yourself first'.

5. Try using cash instead of card (Cash Envelope Budgeting System)

Using cash instead of card where possible (for example grocery shopping, food shopping, coffees out etc) makes spending feel a lot more tangible.

Physically handing over your money helps you really think about your spending in a different way to simply waving your card in front of a machine.

The cash envelope system can be a great way to help stop overspending. Setting aside bills that come out of your bank electronically and automatically, think of other items in your budget that could be paid for in cash.

These could include:

- Food shopping
- Clothes shopping
- Eating out
- Cosmetics
- Nights out

This list won't necessarily be the same for everyone, but take a look at your own budget and see which areas might work.

Then, once you've established the amount you've budgeted for each category, each month take that amount and place it in an envelope and label it.

For example, perhaps you find yourself overspending on coffee while out and about. You may decide on a 'coffee' budget of £25 a month. So at the beginning of the month you'd place £25 in an envelope with 'Coffee' written on it. It's that simple.

Every time you spend money on coffee during the month, the money must come from your coffee envelope. Any change goes back in the envelope.

Once that money is gone, no more coffee. It might sound like a harsh way of budgeting, but it's a really effective way to keep control of your spending. And remember, you're keeping to the amount you budgeted was right for you – and working towards the goals you set.

If you have cash left over in any of your envelopes at the end of the month you can choose to roll it over into the next month or add to savings.

6. Budget For 'Extras'

Make room in your budget to allow for those little things that crop up unexpectedly, or that you might forget. The present you have to buy when your kid gets invited to a birthday party, or



in 2021

the contribution you have to make to a colleagues' leaving collection.

Having a miscellaneous section in your budget to allow for these kind of things can help with not getting caught without money in the budget to cover them.

7. Be Flexible

Don't think that once you've worked out a budget it's set in stone and you can never change it. You can always be flexible.

Whilst most expenses will probably stay consistent over the year, like utility bills, some expenses may vary from season to season, so your budget may need to adapt to any changes.

For example, if you have children, the school summer holidays may prove to be a more expensive time of year as you have more family outings, or you may find you need extra in your budget around Christmas time for travelling or gift giving.

These don't have to mess up your budget, you may just have to go through and make a few adjustments. You can always try and cut back in one area to make more money for another.

8. Be Content

Finally, be content with your own budget and make it right for you. It's so easy to compare yourself to other people and see how much they seem to have to spend on certain things that you don't, or think that you need to be doing the same kind of things.

Try not to do that. Your budget has to work for you and your financial situation: what works for someone else won't necessarily work for you and vice versa.

It takes time to get used to living on a budget, and you may need to adjust things as you go along until you find what works. Go easy on yourself, find things that work to keep you motivated, like little treats or rewards and keeping your bigger goals in mind.

If you need any help or assistance with managing your budget, contact the Financial Inclusion Service at Govan Housing Association for assistance.

New Scottish Child Payment First payments due now!

The Scottish Government has introduced a new Scottish Child Payment for low income families with children under 6 years old. The first payments will be made on 22nd February 2021.

This means that low-income families with a child under six will be able to apply for £10 per child, per week - equivalent to £520 per year. There are no limits on the number of eligible children supported by the Scottish Child Payment.

The Scottish Government remain committed to rolling out the benefit to families with children under 16, planned for the end 2022.

The Scottish Child Payment will be administered by Social Security Scotland through an application-based process, and will be paid on a four-weekly basis.

Summary

- Payment level: £10 per week, per eligible child
- Eligibility: households with children and in receipt of a qualifying benefit (Universal Credit, Legacy Benefits and/or Pension Credit)
- Timescales: early delivery to eligible families with children under 6 with first payments from end of February 2021. Full rollout to eligible families with children under 16 is planned for the end of 2022.

If you would like further information on this or would like assistance to apply, please do not hesitate to contact our Financial Inclusion Service on **0141 440 0308**.

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**.



Reporting a Change in your Circumstances...



You'll need to tell Universal Credit about changes to your work, money or family life.

Changes in your circumstances can affect how much money you are paid from Universal Credit. Some changes will result in your payments being increased and others may result in a reduction to your payments. Changes may also affect your claimant commitment and how much 'work related activity' you are expected to carry out.

If you manage your claim for Universal Credit online, you can log into your online journal and choose the option to 'report a change in circumstances'. You will then be taken through the process of reporting the specific change and this will show within your journal as 'completed'. If you do not have an

online account for your claim, you can telephone the Universal Credit helpline and report the change over the phone.

Universal Credit helpline

Telephone: **0800 328 5644**

Changes you need to report

Changes can include:

- finding or finishing a job
- having a child
- moving in with your partner
- starting to care for a child or disabled person
- changing your mobile number or email address
- moving to a new address
- changing your bank details
- your rent going up or down

- changes to your health condition
- becoming too ill to work or meet your work coach
- changes to your earnings (only if you're self-employed)

For Govan Housing Association tenants, your rent will normally increase on the 28th April each year, therefore should report this immediately to Universal Credit.

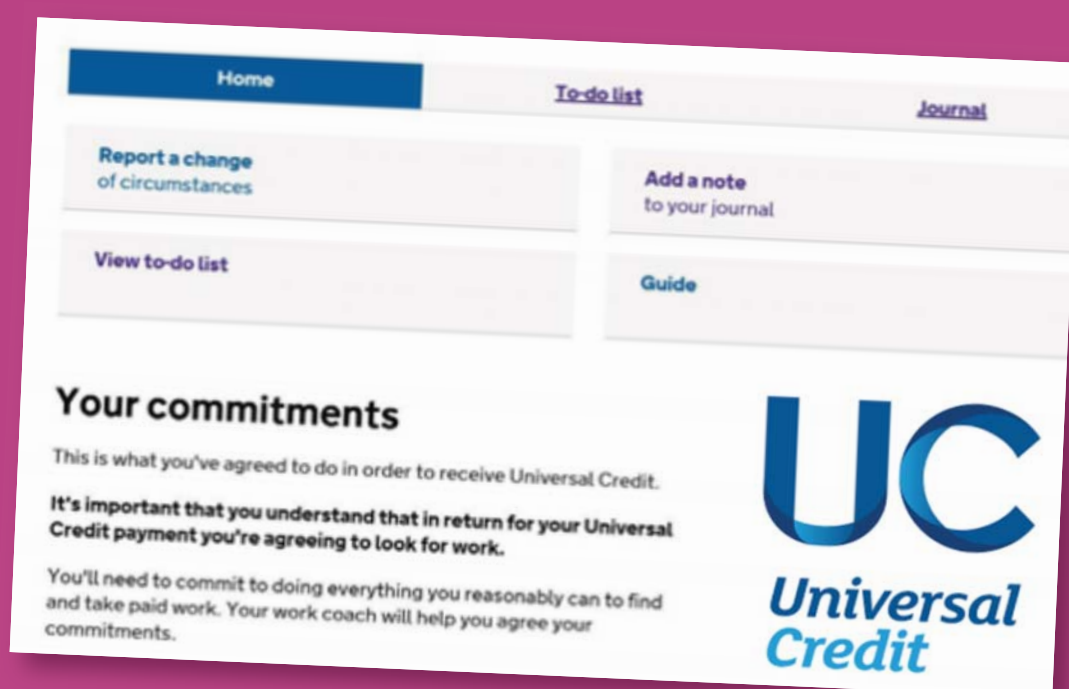
If you require assistance in reporting a change to Universal Credit (or any other benefit you are in receipt of) our Financial Inclusion Service can assist you with this therefore please do not hesitate to get in touch. We can also complete a 'what if' calculation or benefit check if you would like to find out how the expected change will affect your income.

Reminder – Rent Increase

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.

Govan Housing Association rent increase will commence on the **28th April 2021**, you will report this change on this date. All tenants have received confirmation of your new rent charge in writing.

Note that if you do not update DWP of any rent increase, 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.





Support for Taxi & Private Hire Drivers

Significant additional funding confirmed!

A new fund to support taxi and private hire drivers affected by the pandemic has been launched by the Scottish Government. Local authorities will directly approach private hire and taxi drivers inviting them to claim a £1,500 grant to assist with fixed costs, boosting the support from other funding for loss of income available through the Scottish and UK Governments.

A new total of £57 million has been allocated by the Scottish Government – three times more than the allocation announced in December.

Councils will be contacting eligible drivers to brief them on their potential entitlement and ask them to provide supporting information and bank account details. They do not need to apply or contact the local authority.

Financial Inclusion Service

Govan Housing Association's Financial Inclusion Service remains on hand to help our tenants with all money and benefit related issues. Throughout the Covid-19 pandemic, our service has continued to provide advice and assistance with emergency situations ensuring that none of our tenants go without food, heating or light.

Our service can assist you with the following:

- Benefits checks;
- Income Maximisation;
- Assistance with claiming and maintaining all benefits such as Universal Credit, Housing Benefit, Personal Independence Payment & Pension Credit;
- Applications to the Scottish Welfare Fund for Community Care Grants and Crisis Grants;
- Appeals including First-Tier Tribunal Representation;
- Council Tax & Rent Arrears;
- Money and Debt Advice;
- Access to Formal Debt Relief Options;
- Arrangements with Creditors;
- Budgeting Advice;
- Access to charitable grants.

Please do not hesitate to get in touch with our Financial Inclusion Service by telephoning **0141 440 0308** or by emailing them at financial.inclusion@govanha.org.uk

Advance Payments & Recovery

Universal Credit Advances

When you make a new claim for Universal Credit you will normally be paid your first payment within 5 weeks of the date that your claim is submitted.

You can apply for an advance payment of your Universal Credit if you are in financial hardship while you wait for your first payment, for example, if you can't afford to pay your rent or buy food.

You will need to pay back your advance a bit at a time from your future Universal Credit payments, or by other means if you no longer get Universal Credit, for example, from your wages or other benefit you may be getting.



How to apply for a Universal Credit advance

You can apply for a Universal Credit advance:

- before you get your first payment
- if you are already being paid Universal Credit and have told us of a change in your circumstances that means you will be paid more Universal Credit but have not yet been paid the increased amount

To apply for a Universal Credit advance you can:

- speak to your Jobcentre Plus work coach
- apply through your online account
- call the Universal Credit helpline

If you have already taken an advance payment of Universal Credit and you feel that the deductions to repay this are too high and you are struggling financially, Govan Housing Association's Financial Inclusion Service can assist you with applying to have these (or any other deductions) reduced.

We are delighted to announce a winter warmer with £200,000 energy boost for the Govan Community

Cash injection will see “energy advisors” helping people to slash fuels bills

Cash injection will see “energy advisors” helping people to slash fuels bills.

Families in Govan have been given a winter warmer with news of a £200,000 energy boost for the community.

The cash sum is to be used to employ energy advisors to help people slash their fuel bills.

Delighted housing association chiefs who secured the funding welcomed the news calling it “another step forward” in the fight against fuel poverty.

The money has come from the UK energy regulator OFGEM’s “Energy Redress Scheme” and is administered by the Energy Saving Trust. Elderpark Housing has been awarded this large sum of funding to work with Govan and Linthouse Housing Associations with each association having a dedicated Energy Advisor who can offer support and assistance. Elderpark Housing (in partnership with Govan and Linthouse Housing Association) are the only housing association recipients in a list of nine UK awards in this current round of funding.

Now three energy advisors will be hired to spend the next two years working with local people on helping to reduce fuel poverty – a major issue for people in Govan.

The aim of the “**Govan Energy Advice Project**” will be to offer support to prevent fuel poverty, tackle fuel debt, access best value tariffs and reduce household energy consumption through better energy usage.

Tenants from all three housing associations and new applicants identified as being “fuel poor” or “at risk of being in fuel poverty” will receive help with referrals coming from each organisation’s financial inclusion staff and housing officers.

The ambitious project has set a goal of making 750 home energy advice visits which initially will be delivered digitally due to restrictions imposed by the covid health emergency. Energy advice workshops will eventually be held as will drop-in community events.

Between them the three housing associations own and manage over 4000 homes and a high proportion of local residents are considered to be in fuel poverty.

The Scottish Government’s own figures which assess “Fuel Poverty and Extreme Fuel Poverty” revealed in 2019 that 28 per cent of Glaswegians are in fuel poverty with 13 per cent in “extreme fuel poverty.”

We are delighted to introduce our Govan Senior Energy Adviser

Diane Miles has over 15 years experience working within communities with a high level of poverty to deliver a holistic advice service including energy, benefit and housing advice.



Diane Miles

I understand the challenges and barriers that people who live on a low income face each day and I have extensive experience in providing people with the knowledge and

understanding of a sometimes complex benefit system to enable them to manage their money better and make informed choices.

More recently my main focus has been on the energy sector and assisting residents to ensure their energy accounts are set up correctly, they are with the cheapest supplier and on the correct tariff, and they find the most cost effective way of heating their home. This new and exciting GEL project will allow me to work with the two other housing associations to bring together all of our knowledge and experience and provide an Energy Service that works for the people of Govan.

The 3 advisers will be on hand to assist residents with any fuel issues they may have including tariff changes, switching suppliers, energy efficiency measures within the home, reducing energy debt and applying for voucher schemes and grants. We hope this new innovative project between the three housing associations will target the most vulnerable by offering not only Energy advice, but also by linking in to the respective Financial Inclusion Officers, Housing and Maintenance teams to ensure the best possible service for the residents of Govan.



If any residents wish to be referred to the new Govan Energy Service please call Diane on 07547 416379 or email energy@govanha.org.uk

Switching made easy

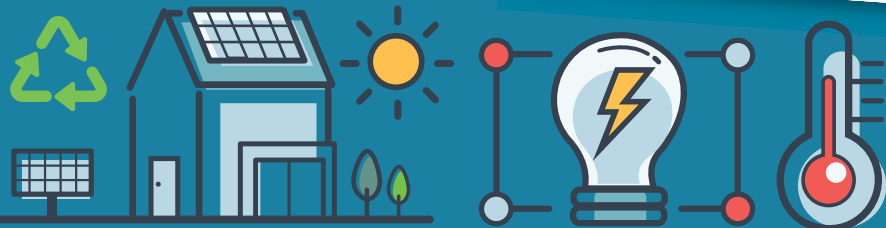
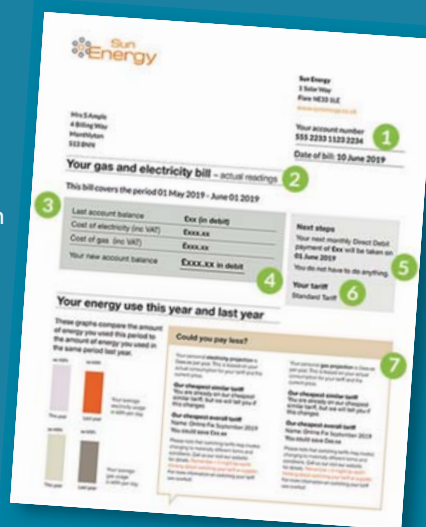
A lot of people don't know how to switch to a new supplier or think it's difficult to do so, that's the fault of the energy market in the UK. By using a comparison website it makes it much easier to compare energy prices and switch providers.

To switch suppliers all you need is your current energy bill, this contains the information that you need in order to make an accurate comparison. You will need to provide your gas and electric meter readings so your old supplier can send you a final bill and your new supplier knows what your opening meter readings will be.

Once you find the best deal, your new supplier will let your old supplier know and settle any balance or refund if you have a credit.

It takes up to 21 days to complete which includes the 14 day cooling off period. It really is a simple process from start to finish and you don't have any days where your supply is turned off.

If you are thinking of switching to get a better deal then the Energy Advice Service can help, just call Diane on **07547 416379**.



Energy Redress Voucher Scheme

We are pleased to announce that we have been successful in securing further Energy Redress Funding which will allow us to provide up to 3 energy vouchers per person for our residents. The vouchers will be to the value of:

£28 for a single person

£49 for a family voucher

These vouchers are sent to the resident by email and they simply take the email with the redemption code to their local Paypoint or Post Office and they will get the value of the voucher put onto their card/key.

This scheme is open to all of our residents who have a prepayment meter and can be used for any fuel supplier. This scheme will hopefully allow us to reach out to vulnerable residents who are facing hard times and those who are struggling during this cold weather period to top their electric or gas meters up and keep their homes warm.

For residents wishing to apply for a voucher, please call our Energy Adviser, Diane, on **07547 416379**.

Glasgow City Council's New Online Chat Facility



As a result of Covid-19 restrictions in place, the Council have made the decision to close their telephone lines for Housing Benefit and Council Tax. Face to face appointments have also been cancelled.

Council Tax

The Council's online facilities are still available and these allow you to:

- Report a change of address
- Apply for Council Tax exemption or Discount
- Access and manage your Council Tax account
- Submit a query
- Make contact using the Web Chat - to use this, go to our Council Tax page and click on the **Live Chat** button at the bottom-right.

The Live Chat button appears in a bright yellow box and this will allow you to chat with a Council Tax adviser.

Housing Benefits and Council Tax Reduction

You can make an application for Housing Benefit or Council Tax reduction online using the online application form.

If you need to send documents to support your Council Tax Reduction or Housing Benefit application you can do this:

- Online through the Housing Benefit/Council Tax Reduction contact form
- By email as an attachment to **Hben.Central@glasgow.gov.uk**
- By post to: Council Tax and Housing Benefit Service, PO Box 36, Glasgow, G1 1JE

What's happening with the extra £20 per week for Universal Credit and Tax Credits?

Due to the Coronavirus, last March, the Government made the decision to increase the standard allowance in Universal Credit and the basic element in Working Tax Credit by £20 a week - but this was limited to just one tax year.

Some good news! It was announced within the Chancellor's budget on 3rd March 2021 that millions of Universal Credit claimants will continue to receive the £20 per week uplift to their payments for a further six months. This means that it will last until the end of September 2021. You don't need to do anything, these payments will continue automatically.

Other changes... **Working tax credit claimants will get a one-off £500 payment by mid-April.** Due to the nature of working tax credit, these claimants won't get a weekly payment but the equivalent, which is a one-off payment of £500. This applies to all claimants across the UK who were in receipt of working tax credit as of 2 March 2021.

Working tax credit claimants' 'normal' working hours will continue to be taken into account. Anyone who has been furloughed, or experienced a temporary reduction in their working hours as a result of Covid-19, will continue to have their normal hours used to calculate their working tax credit payments.

EU Nationals living in the UK

The United Kingdom officially left the European Union on 31st January 2020, and we have been in a 'transition period' which ended on 31st December 2020.

Official advice is that European (EU, EEA or Swiss) nationals living in the UK before 31 December 2020 who wish to continue to live in the UK after that date will need to apply to the **European Union Settlement Scheme (EUSS)** to retain their rights under UK immigration law.

You must apply to the EU Settlement Scheme by 30th June 2021 otherwise, you risk losing your entitlement to benefits, as well as being able to access certain services within the UK for free.

(You do not have to apply if you have already been granted 'indefinite leave to remain' or another permanent residence document, or if you have become a British Citizen. Family members who do not hold UK citizenship or permanent residence documents should register for the EUSS.)

For further information and how to apply to the EUSS in your native language, please go to:

<https://www.gov.uk/guidance/settled-status-for-eu-citizens-and-their-families-translations>

This is a free service, and you can apply through the website above. You can also download the 'EU Exit: ID Document Check' app on a smartphone to speed up your application.

If you have any difficulties applying to the EUSS, you can contact the **EU Settlement Resolution Centre** on 0300 123 7379

If you do not apply to the EUSS by the deadline of 30th June 2021, there is a risk you lose your rights as an EU national living in the UK.



Child Winter Heating Assistance

The Child Winter Heating Assistance is a new benefit introduced by the Scottish Government. It's a payment of £200 for children and young people up to the age of 18.

To get the payment the child/young person must meet the two criteria on at least one day in the "qualifying week". On that day they must get the:

- 1. The highest rate care component of Disability Living Allowance for children.**
- 2. Be resident in Scotland.**

If there is more than one child or young person in your household who qualifies, they will all get the payment. If the child/young person qualifies then they will be paid automatically into the bank account where they receive their Disability Living Allowance.



Payment of your Factoring Account

The Association has tried to ensure that our customers have a variety of payment methods available to suit their life styles and needs.

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 Calling the Office

You can pay your account by debit or credit card by calling the office and asking for the factoring department.

3 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 office and asking for the factoring department.

4 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 office and asking for the factoring department.

5 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.

6 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.

7 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 or during office hours by calling **0141 440 0308** and selecting option 3.

8 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.

9 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.

10 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.

11 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.

During lockdown and level 4 & 3 restrictions we ask, where possible, to refrain from using payment options 9, 10 & 11 as office based staff will be limited and this may lead to a delay in processing your payment and debt recovery letters being issued in error. All other payment methods during this time are not restricted.

Payment options 5-8 require your allpay card, if you have not received an allpay card or you have lost your card please call the office and a replacement card can be issued to you.

Investing in Our People

The Association believes in the importance of investing in its assets and considers our staff as one of our key assets. We want to ensure that our staff are keep up to date with new or changes in legislation and are given every opportunity to develop and enhance their knowledge and skill set.

To maintain this ethos the factoring department regularly attend networks, seminars, conferences and keep up to date with sector changes by reading bulletins and updates from relevant professional bodies. This allows the team to make changes to the services we provide or the way we provide them and keep our factoring customers up to date with changes in the sector, for example the recent update on the code of conduct (see Code of Conduct Update article for more information).

In addition to the above staff training is also vital, as such, two members of the factoring team have recently began training to help enhance their skills and knowledge and gain relevant qualifications, which will contribute to the overall service provided to you, the customer.

Our newest member of staff, Factoring Administrator, Cara McFadden has begun her Modern Apprenticeship programme which is made up of three training elements Core Skills, SVQ Level II in Housing and CIH Certificate in Housing Practice (SCQF Level 5). To achieve SVQ in housing at level two Cara will need to complete six

modules including customer relationships, health and safety and dealing with requests for repairs. Being new to both office based working and the factoring sector Cara is looking forward to gaining the on the job skills and understanding that these courses will provide and will help her excel in her new role. On successful completion of the training Cara will gain three separate qualifications. Following more experience and training Cara will then set her sights on gaining a factoring qualification like Factoring Assistant, Peter Needham.

Peter began the fundamentals of factoring training programme in February, the course is due cover several months with the final exam set for May. The course consists of six modules which normally include classroom based training days, which have been moved to the online platform Teams, due to current restrictions. The training modules include the legal framework in factoring, customer service excellence and managing repairs in common property.

The fundamentals of factoring training programme, is endorsed by the Institute of Residential Property Management (IRPM), the UK's leading professional property management body offering qualifications and accreditation. Completion of this programme and exam will lead to Associate membership of the IRPM (AIRPM). Peter is looking forward to completing the course and exam, gaining membership of a professional body and utilising the knowledge gained in his day to day work.



A Warm Welcome!

The Association would like to welcome and thank the owners of 4-6 Walmer Crescent for appointing the Association as factors of their property.

Walmer Crescent is a beautiful iconic Grade A-listed building in Cessnock. The Association is looking forward to working on behalf of the owners to manage their asset and protect their investment.

Factoring Invoices

It is almost time for the factoring invoices to be issued. Your invoice for the period 29th September 2020 to 28th March 2021, is due to be issued in mid April.

If you do not understand, or wish to query any part of your invoice, please contact our factoring team 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. If you are disputing any part of your invoice you should ensure that any non-disputed parts are paid, as normal, within the 28 day period.

As the factoring invoices are charged in arrears it is important that you pay your account in full within the 28 day payment terms. If you make regular monthly payments towards your factoring account, please check your account balance upon receipt of your invoice & clear any shortfall amount due, or contact us to discuss your payment options.

If you have not paid or can't pay your account balance within 28 days it is important that you contact the factoring team straight away. The Association will pursue owners who do not pay their factoring accounts on time or contact us to discuss their debts. If you are experiencing financial difficulties please contact us and we can discuss payment methods and reach an agreement to clear your account over a reasonable period of time.

For contact details please see the article on the Factoring Service during Covid Restrictions "*Covid Service Update*" on page 41.

Communal Close Fires

Communal close fires hit the headlines again in January when a mother and 18 month old daughter awoke at 3am on New Year's Day to the frightening scene of a fire in their close. Trapped in their third floor flat the terrified mother stuffed bedding under doors to prevent the smoke from the close coming under the doors and covered her baby with a blanket while they waited to be rescued by the firefighters.

As firefighters extinguished the blaze they discovered the remains of her baby's burned out pram in the common close, which firefighters believe was set on fire as a deliberate act of willful fire-raising. Thankfully in this instant there were no fatalities or serious casualties, however it could have been a different story if the firefighter had not been in the area and acted so quickly.

To prevent such an incident occurring in your property we ask owners to 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, prams and personal belongings within your household at all times.



Update from the Scottish

Please see the latest property update from the Scottish Government for the following:

- Property Factor Code of Conduct
- Scottish Advice Note: 'Determining the fire risk posed by external wall systems in existing multi-storey residential buildings'
- EWS1 in Scotland and potential fraud



Scottish Government
Riaghaltas na h-Alba
gov.scot

Property Factor Code of Conduct

You will be aware that we have undertaken further engagement with stakeholders, sharing a near final draft Code, with a view to gathering final feedback, and engaging on timescales for implementation. Alongside this, we also undertook an informal consultation on whether changes are necessary to the definition of a property factor as a result of a recent judgement by the Inner House of the Court of Session in an appeal brought by Proven Properties (Scotland) Ltd.

Stakeholder and homeowner views gathered from the informal consultation were very mixed and this is a complex area. We have decided that no change should be made to the definition of a factor in the planned Property Factor Modification Order as a result of the judgement in the case of Proven Properties. Going forward we will build on the judgement to clarify the definitions of "in the course of business" and "manage common parts", initially in guidance, to improve consistency. This will be done with a view to testing the definition in practice and potentially including it in the Property Factors (Scotland) Act 2011 in the future.

Turning to the Code of Conduct for Property Factors, we have gathered final feedback on the draft Code of Conduct and final amendments are being made. We also used the informal consultation to seek views on the proposed timescales for implementation. Responses highlighted particularly the impact that Covid-19 has had with business practice disruption continuing.

The timetable for laying secondary legislation on property factors and implementing the necessary changes is now:

- a) the revised Code of Conduct will be laid before the Parliament and published in January 2021, as required by the Property Factors Act, before an Order is laid to bring it in to force;
- b) we think that, in response to points made in the consultation, a slightly longer timescale than was set out in the consultation, with a single date for implementation, is preferable to allow more time for planning to be undertaken to integrate the revisions into normal processes.

Scottish Advice Note (SAN): 'Determining the fire risk posed by external wall systems in existing multi-storey residential buildings'

The SAN has been subject to a targeted consultation exercise between July and October and is currently being revised in light of consultation feedback. The revised draft will then be considered by a Technical Working Group in order to finalise the text. It is expected that the final version will be published on the Scottish Government website in early 2021.

The SAN is risk-based guidance to assist in the determination of the fire risk posed by external wall systems on multi-storey residential building. It is concerned with life safety only. It therefore supplements existing risk-based fire safety guidance and must be considered in that context. To ensure a holistic, risk-based approach to fire safety, the reader should also refer to that existing fire safety guidance.

Although not a legal requirement in Scotland, a fire safety risk assessment for high rise domestic premises and specialised housing is already recommended as good practice. Scottish Government guidance encourages building owners, or individual flat owners where no single building owner exists, to take on a wider responsibility for their building's fire safety than is currently required under Scottish fire safety law. In terms of domestic premises, references in the Advice Note to "those responsible for fire safety" does not therefore imply any specific statutory obligations for fire safety beyond the existing duty to maintain common areas and existing firefighting facilities, as required under the Fire Safety (Scotland) Regulations 2006 and to keep common areas free from combustible material and obstructions under the Civic Government (Scotland) Act 1982.

Government...

EWS1 in Scotland and potential fraud

Background

A Ministerial Working Group (MWG) was established to tackle the specific issue on mortgage lending and cladding that arose post-Grenfell and to ensure people in Scotland are able to buy, sell and remortgage their properties with confidence and meet reasonable lending requirements.

This includes addressing a number of issues arising from the industry's rapid development and deployment of the EWS1 form. This form and process were designed to certify whether or not high rise properties (initially over 18 metres) are lendable for mortgage providers, and to meet insurance market reactions and lender deployment, all of which have moved the issue forward while raising new issues for people in affected properties. Since initial development of EWS1 there have been significant developments across the UK, including extension of the use of the form to properties of lower heights after updated MCHLG Expert Group guidance was issued in January 2020 and insurance issues in Scotland in particular, related to the form's presumption of leasehold/freehold models which do not exist in Scotland.

Action and developments

Recent developments include:

- Direct engagement of affected sectors, Scottish Ministers and officials with MHCLG Ministers;
- a RICS review of EWS1 developing a risk-based approach (on which we understand they will consult shortly);
- wider changes including developments regarding skill and professionals, with UK Government press release on Saturday 21 November announcing money to support training of more experts to undertake EWS1 assessments; and

- The Scottish Government is also currently consulting on a Scottish Advice Note on cladding, with MWG members contributing.

The Local Government & Communities Committee of the Scottish Parliament also took evidence on this issue with members of the Group, the Minister and others appearing.

Fraud concerns and further action

We have heard some concerns raised about fraudulent activity and have raised these with members of the Working Group, including the mortgage industry. While they consider there is some risk and they have seen very amateur attempts which have been caught immediately, their view is that there is little systemic evidence of fraud.

However the Minister for Local Government, Housing & Planning has made clear he is concerned about any scope for fraud, and has asked that all and any parties with evidence of this share this information with him so the Scottish Government is in a position to address this and take any action that might be required.

This has included extending this call in Parliament (at Local Government & Communities Committee) and he has also written within the last week to an MSP who has expressed concerns about fraud to ask for further details and shared information.

A further meeting of the MWG was scheduled for early December, and we expect to respond to any evidence of fraud and to the RICS consultation on a revised EWS1 process and guidance thereafter to ensure a clear and manageable process for homeowners is in place in Scotland.

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.

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

If you already have a direct debit or standing order in place you should always check the balance on your invoice when you receive it. In some cases, the regular monthly payment amount may not cover your actual factoring charges.

The reason for this is the factoring charges are invoiced in arrears, therefore when we set up your monthly payments it is based on an estimate.

It is important that you check your invoice balance when you receive it and clear any balance due within 28 days or contact the factoring team to discuss increasing your monthly payment. Equally, if you have credit balance on your account you should contact us to ensure you are not paying too much.

External Wall Systems and Form EWS1

Please note that the following article contains facts as understood by the Association and interpreted from the information we have, to the best of our ability. If you have any concerns, you should seek independent professional and legal guidance. If you are in the process of selling, please contact your solicitor for the most up to date advice

Following the Grenfell tower block fire in 2017 both the UK and Scottish Governments have set up working groups to ensure standards are raised to prevent a similar tragedy occurring. Fire safety and building regulations are a devolved issue in Scotland and as such there will be difference in legislation, however, changes to English Government advice can still have a knock on effect in Scotland.

The bodies who represent mortgage lenders (The Building Societies Association (BSA), and UK Finance) worked alongside the Royal Institute of Chartered Surveyors (RICS) to address concerns of combustible materials on buildings. Following advice notes issued by The Ministry of Housing, Communities & Local Government (MHCLG), UK Finance, BSA, and The Royal Institute of Chartered Surveyors (RICS), a standardised document called Form EWS1 was been produced to inform potential mortgage lenders of how the building has been constructed, and how the external walls could perform in the event of a fire. Initially, it was anticipated that the Form would only be required in flatted developments over 18m containing any form of external wall systems, however, further advice notes recommended the height be lowered to cover any flatted development of any height.

Although this advice has derived from English departmental government and is a devolved issue in Scotland, UK Finance and BSA have insisted that properties in Scotland should also be surveyed in line with the guidance issued in England, and as such, Form EWS1 is required to be completed by an appropriately qualified person.

This recommendation is regardless of whether your property currently meets Scottish building standards. It is likely that your property will have met Scottish building standards at the time of construction and will continue to meet these standards, as new building standards are not generally applied retrospectively.

This means that if you live in a flatted development with any external wall cladding or wall insulation your property the valuation surveyor may state that the owner is required to obtain Form EWS1 for the potential purchaser's mortgage purposes as part of the Home Report.

Form EWS1 can only be signed off by a suitably qualified fire safety expert who is a member of a professional body recognised by MHCLG. By signing the form, the qualified expert is certifying that in their opinion the wall system on a building has limited combustibility.

Due to issues with the professional indemnity (PI) insurance carried by the specialist surveyors who would

complete these forms, the surveyor will likely only sign the form in respect of the "owner" of the flat or building involved. This is because the amount of insurance cover available to the surveyor or fire engineer, is limited and it cannot cover multiple owners in the form of a block Form EWS1.

While this new process may sound relatively straightforward, it is made more complicated by the way flats are owned in Scotland compared with what happens in England and Wales.

In England, the system of leasehold allows an individual or organisation to be identified as the overall "owner" of a building containing many flats. In Scotland, individual flats are owned outright by the individual owners. There is therefore no single "owner" of a block of flats who can instruct the completion of Form EWS1 on behalf of ALL flats in the building.











































Therefore, in terms of the practicalities of instructing Form EWS1, and in part due to the limitations of the surveyor's PI insurance, in Scotland an owner wishing to sell or re-mortgage their property must personally appoint their own specialist fire safety expert to commission Form EWS1.

Once the form is completed it is up to individual lenders to decide their lending criteria.

The draft advice note for Scotland developed by the Building and Fire Safety Ministerial Working Group can be viewed here <https://www.gov.scot/publications/draft-scottish-advice-note-external-wall-systems-version-3-0/pages/1/>.

Covid Service Update

In light of the ever changing restriction levels please find below a summary of changes to the daily operations within the factoring department by tier.

Service	Tier 0	Tier 1	Tier 2	Tier 3	Tier 4	Lockdown
Office open to Public						
Communication with Staff by email or phone						
Emergency repairs						
Non- emergency repairs*						
Environmental Services (close cleaning and landscaping)						
Cyclical Health and Safety checks						
Planned Works (exc. Health and Safety works and limited communal works)						

- While the office is closed to the public we ask customers to contact staff via email or phone as staff will have limited access to the office which may result in a delay in replying to correspondence via letter. You can email the factoring team at **factoring@govanha.org.uk**
- During Tier 1 to Lockdown we ask customers to make payment of their account by bank transfer, over the phone by debit / credit card or by direct debit. Due to staff having limited access to the office there may be a delay in processing cheque payments; this could result in arrears actions being processed in error.
- Where staff have access to your email or telephone we will try to contact you by these means when possible. Please make sure that your account details are up to date and we have your most recent email and telephone number. To check, you can call Cara on **0141 440 0308 ext 241**, who will be happy to help.
- All administration services will continue as normal, however there may be delays in issuing correspondence if we do not have up to date contact details.
- As staff continue to adapt to working from home we ask you for your continued patience and understanding as some requests may take longer to process than normal.

You can contact the factoring team directly:

Cara McFadden Factoring Administrator; Telephone: 0141 440 0308 extension 241 Email: cara.mcfadden@govanha.org.uk

Peter Needham Factoring Assistant; Telephone: 0141 406 1249 Email: peter.needham@govanha.org.uk

Jacqueline Stirling Factoring Officer; Telephone: 0141 440 6887 Email: Jacqueline.stirling@govanha.org.uk

Management Fee Consultation

The Association carried out a consultation with owners to review the Factoring Management Fee between 18th January and 2nd February 2021. The Association proposed increasing the management fee charges by either 2% or 2.5% with effect from 29th March 2021.

The reason the Association must review fees annually is due to costs increasing each year, contractor's costs, materials and overheads. The Association must ensure that it is financially viable, in order to continue to provide effective services in the management of your property and repairs to it. The Association must also consider the longer term investment in properties including cyclical and planned maintenance as well as environmental works.

The response to the consultation was poor, with the Association receiving less than 10 replies from over 700 owners.

Following last year's price freeze, the Association had to make the difficult decision to increase the Management Fee by 2% this year. The Factoring Team will issue individual letter to owners advising what this increase means to you.

THI Govan Shop Front Improvements

Work is well underway on Govan Road on the current phase of shopfront improvements by the Govan Cross THI, in partnership with Govan Housing Association.

Six fully reinstated shopfronts are almost complete at Kemo Barbers, Govan Carpets, Kelly's Grooming Parlour, RGM Solicitors, Gilded Lily and L&L Hair and 4 more are to be finished before March this year, including both The Hub and Digital Hub. Why not take a walk down Govan Road and look at the newly finished shops – bright, shining and befitting of the architectural heritage of Govan as well a modern, bustling commercial street. L&L Hair at 958 Govan Road has proved to be a diamond of the project, where an original shopfront was revealed behind the modern frontage complete with original lobby tiling, stall riser and

fully formed timber shopfront.

Unfortunately, there were elements that were damaged or missing, but these have been returned to their former glory and brought up to modern standards for a fantastic end product.

Full details on the shopfront improvement scheme and upcoming second phase of improvements at Burleigh Street and Harmony Row can be found at getintogovan.com. While there, why not take a look at the Look Book which showcases great shopfront design and gives you an idea what the finished products on Govan Road will look like and the improved prospects they could bring for Govan. If you

wish to get in touch with the THI team about any aspect of the works you can contact them at getintogovan@glasgow.gov.uk. *The shop front works aren't complete yet.*



Govan Community Project

We have just moved our main number over to a freephone number for community members looking to access support:

Govan Community Project can give advice on applying for Home Office support and emergency accommodation for individuals in the asylum process.

We also have information on foodbanks, English classes and online social groups.

Please contact us on our free phone line: **0800 310 0054**

Our phone line is open:

Monday	9.30am-1pm
CLOSED in the afternoon	
Tuesday	9.30am-4pm
Wednesday	9.30am-4pm
Thursday	9.30am-4pm
Friday	9.30am-4pm



Christmas Vouchers

The Executive Management Team and our management committee decided to give a little something back to our residents at Christmas with a hand written Christmas card and a £20 voucher for Asda.

Although a small gesture, we received some very warm feedback from residents who got in touch to say thanks and tell us how the voucher helped them out throughout the Christmas period.

Christmas Day Food Distribution

The Association was very proud to work along side our amazing partners to provide some food and support for residents on Christmas Day.

We teamed up with The Salvation Army, Govan Youth Information Project and Govan HELP and set up base at Govan Cross to welcome people along for a Christmas meal.

Chief Executive Fiona McTaggart said:

"When staff advised me this was something they wanted to do I was hesitant at first, I felt that they should be at home with their families after the demanding year they have had as front line workers.

Fortunately the spirit at Govan is too strong to deny and staff were insistent that this was something they wanted to do. I will be on hand to assist and support staff and I feel very honoured to lead such a team. All of the staff have given more than could ever be expected of them in these trying times and this is rewarded by feedback from residents and staff knowing they are making a difference."

Over 300 Meals were given out at the food van or delivered to residents who couldn't get out.



Marina McCall, our Housing Income Manager added: *"I volunteered to work on Christmas Day, as I just think it's important we're there for our residents during this time and I wanted to be part of that. I will be happy to be there for them. I'll be finished by mid-afternoon, so I'll be home later to see my family and have an evening Christmas Dinner, complete with the feeling that I have made a difference in some small way."*



Friends of Elder Park

Opening the gates to Govan's past!

There's not long to wait before the works on the Govan road entranceway to Elder Park are completed! Restoration of the intricate cast-iron gates, beautifully carved stone columns and decorative lamps that once formed the striking entrance to Elder Park is now underway. Park visitors will be able to enjoy the results of this much needed work in time for the 136th anniversary of the gates first opening to the people of Govan, this coming June.

The gate restoration project, which is being undertaken as part of Govan Cross THI, will also repair the K13 Memorial. This was installed in the park in 1917 by workers at Fairfield Shipyard to commemorate their fellow workers and the naval seamen who were tragically killed when the K13 submarine sank during its sea trials on the Gareloch.

Alongside the physical restoration work there is an ongoing exploration of the various histories of Elder Park, from when it was first developed from farmland to the stories of generations who have grown up in Elder park, playing games, going fishing, and being chased by the parky. This part of the project is called *Mrs Elder's Glorious Gift*, and is being delivered in association with Friends of Elder Park.



For more on the improvement works see www.getintogovan.com/projects/elder-park-entrance-restoration

Check out the timeline of the park, family friendly heritage trail and more at www.friendsofelderpark.wordpress.com

For regular updates, and info on how you can share your own stories head to [@mrseldersgloriousgift](https://www.facebook.com/mrseldersgloriousgift) on facebook



This restoration project is being undertaken as part of Govan Cross Townscape Heritage Initiative and Conservation Area Regeneration Scheme, and is coordinated by Glasgow Building Preservation Trust working alongside Glasgow City Council and the THI Team.

Do you know someone who needs support with making a Universal Credit claim?

Throughout the pandemic, Glasgow Life has been finding new ways to support people to make and manage their Universal Credit claims. With our libraries temporarily closed and the ongoing impact of Covid-19 causing a surge in new Universal Credit applications, we moved our support programme to an emergency helpline in March last year and since then we have assisted more than 1,600 people.



GlasgowLife™

Our Financial Capability Project Manager, Steven McTaggart, said: "It's a difficult time for a lot of people just now and every person who needs to claim Universal Credit in Glasgow is in a different situation, which is why having this personalised support service is so important."

If you know someone who could benefit from our free helpline, the number to call is **0808 169 9901**. Lines are open Mon-Fri from 9am to 5pm.



The Preshal Trust

Scottish Charity No. SC033632

I will restore to you the years the locusts have eaten (Joel 2:25)

We have been busy reaching out and helping those in the local community who have been really affected by the effects of the COVID-19 virus. The effects can be seen by the many who need our assistance with hot food and parcels as well as the effects it is having on their mental health wellbeing.

To date we have given out over 19000 hot meals and 4500 food bags, serving many of the most needy in our community.

We also give out cleaning parcels and personal hygiene parcels as and when we have the goods in stock.

Hot Food is given out daily, Monday to Friday, between 11am and 2pm.

Food parcels are available on request by phoning **0141 445 3689** to arrange a pick up time.

We trust this gives a flavour of what we can offer to help and support those in need at this most difficult time.



The Portal Seniors Film Club – *Creative Steps to Lifelong Learning*

Since Lockdown last March we've all been working hard to find ways of supporting and connecting with each other to make these difficult times more bearable.

The Portal Seniors Film Club are no exception, in March 2020 we were just days away from filming the first scenes of "Saved by the Bells" – a comedy/ whodunit play set at a New Year's Eve party, developed and written by the group in the months before the Covid-19 pandemic. Like everything else the production came to an abrupt halt.

Through the Scottish Government Emergency Fund, Govan Housing Association set up a Digital Lending Library providing the community with tablets and data access to the internet. After a bit of a wobbly start the Seniors group eventually mastered their virtual meet ups, getting online every Thursday afternoon, catching up with each other, checking in on each other and having a bit of banter!

This year, after an online "Burns Turns" to celebrate the national bard, the group have dusted off their scripts and rehearsals have resumed - all from the comfort of our living rooms. It may be a while before we can get back together on a film set but that won't hold our Seniors back from doing what they do best, having fun and lots of laughter. Watch this space to find out how the Seniors were "Saved by the Bells" and whether they'll be able to have their premier film screening for Hogmanay 2021...



Creative Communities: Artist in Residence

The Glasgow Barons, Glasgow Life Artist in Residence for Govan, are delivering community music courses on Zoom, and hopefully face to face as restrictions ease.

The Linties

Come along and sing famous pop and show songs. No experience required. Every Monday at 2pm with Paul MacAlindin

Musicians in Exile

For asylum seeking and refugee musicians making our homelands' music every Tuesday 8pm with Jose Rojas, Calum Ingram and Aref Ghorbani.

Contact Paul at theglasgowbarons@gmail.com to find out how to join up.

Recovery Rap

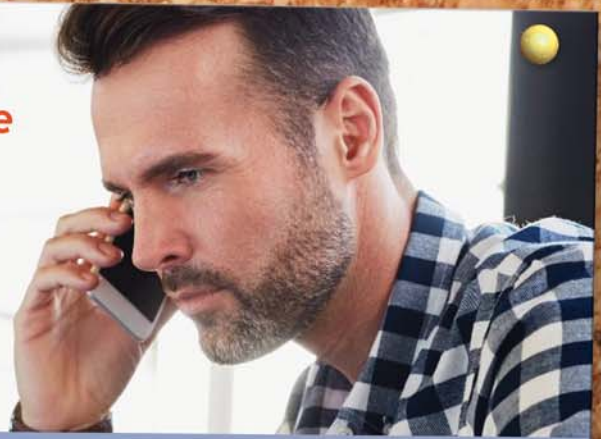
Rapping and hip hop workshops for anyone recovering from addiction. Write, perform and produce your own hip hop with legendary Sunny FM DJ Steg G.

Govan Song Club

Seeking Govan's songwriters! Do you want to write and perform your own songs? Composer and pianist, Kevan O'Reilly will help you along. Musicians and singers welcome.

24 Hour Advice and Information Line

Worried about something?
Need some expert advice?



It's good to talk

We've partnered with Westfield Health to give all our tenants and factored owners access to a 24-hour advice and information line to support you and your families' wellbeing and give you confidential guidance on medical, legal or domestic issues from experienced counsellors, lawyers and medical advisors.

This service gives you immediate access to confidential guidance on a whole range of issues, 24 hours a day, 365 days a year. Included in the telephone service is:

- **Unlimited use**
- **Support from a fully trained counsellor** on issue such as stress; anxiety; family problems; bereavement; money management; depression; relationships; problems at work; substance misuse
- **Telephone legal information** from an experienced legal professional on a wide range of issues e.g. consumer disputes; property; motoring; landlord/tenancy; debt; welfare benefits; matrimonial; family; wills and probate
- **Information from medical professionals** on a wide range of health and lifestyle issues including medical symptoms and conditions; medical and surgical treatments; hospital tests and procedures; childhood illness; caring for the elderly; diet and exercise; reducing alcohol consumption; stopping smoking
- **Access to wellbeing resources via the Health e-Hub** app and online health portal, to help overcome life's mental and financial wellbeing challenges. It's the UK's largest library of wellbeing resources, giving you access to videos, guides, webinars, factsheets, self-help programmes, interactive tools and educational resources.

How do I access this service?

Call **0800 092 0987** and quote your scheme number - **HA142909**. Available 24 hours a day, 365 days a year. Please note call charges may apply. This does not in any way identify you as an individual, and no personal information relating to your call will be released to your landlord/factor.

To access the online Health e-Hub

You will need to register to use this service. Please use **71718** as both your username and password.

Visit: www.healthassuredeap.co.uk

Download: Health e-Hub app available on the Apple App Store and Google Play



This is a confidential service and the content of your consultations will not be divulged unless there is a serious risk to you or someone else. Calls are not recorded. This is not an emergency service and will not provide diagnosis or prescribe treatments. This service cannot give advice on employment disputes. The 24hr Advice and Information Line is provided by Westfield Health in conjunction with Health Assured



Make Do and Grow are delighted to be offering our next block of creative kids classes to families in the local community. All classes are free to attend and open to all.

Our sessions currently take place on Zoom and are organised into age suitable activities. We have our Wednesday morning **'Toddlers'** class which is perfect for preschool age. This session involves a make-along craft activity using household materials and finishes with story time.

Our Thursday **'Art Club'** is for older kids 7+ yrs and is a weekly after school club where we learn new arts & crafts skills. Saturday **'Family Club'** is a session we run on Facebook and is perfect for the family to all join in and make items such as homemade games or puppets.

If you would love to join, but need some extra materials we have free materials packs available from our **Make Do & Grow Hub** at 41 Burleigh Street - just send us a message and we will prepare you one.

If you would like more information on any of our sessions or to sign-up, please message **Make Do & Grow CIC** on Facebook or send us an email at **makedogrow@gmail.com**.

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:

Easter: From Friday 2 April 2021 to Monday, 5 April 2021, reopening Wednesday, Tuesday, 6 April 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

