



Getting started...Govan Housing Association Interim Chair Gary Maguire MBE with (left to right) David Wylie of CCG (Scotland); Laura Edwards, Development Consultant at Govan Housing Association and Housing Association Chief Executive Fiona McTaggart.

Govan gets 92 new homes under way

*See page 4 for
the full story*

Moving Govan Forward

Chief Executive Update

Welcome to the Summer Edition of our Newsletter.

Since our last Edition we are still living in strange times with the effects

of Covid-19, although I think it's safe to say there is light at the end of the tunnel.

We are patiently waiting to open our office doors to the public to enjoy face to face contact with our residents and partners to provide essential contact enabling us once again to provide a service in our community for our customers.

On page 4 we have an article informing residents of the new build of 92 flats costing 17 million, in what will be a striking waterfront development in the heart of Govan that will transform Govan Cross. This exciting development will also have an additional six commercial units beneath them to assist in the River Clyde regeneration. We will continue to update you over the coming year of the construction development and progress.



Page 8 has an update on our Investment Programme, due to the pandemic there has been a delay in some of the programme but we are confident that going forward we will meet our targets for installation of kitchen, bathrooms, windows, rewires and close painting for this year.

The Association has a legal requirement to fit hard wired smoke detectors in all of our properties by February 2022, we have been having issues gaining access to properties to complete this essential work. Please contact the Association's office to arrange an appointment if you have not had your new smoke alarm fitted yet. If we cannot gain access we will have to force entry to your home to ensure we meet our legal requirement.

As you can see on page 14, our Financial Inclusion Service performance for 2020/21, and I am delighted to announce that the financial gain to our residents/owners was £1,152,208.59 in all different areas of benefits and Money Advice. In particular, one tenant from our case studies assisted with benefit advice and assistance had received a backdate of £2000. We are delighted that this service provided to our customers assists with advice and increases financial capacity.

Page 17 of this newsletter provides information on The Govan Pantry, an

essential service within our community providing food at low cost, this is a fantastic organisation for the community of Govan that offers high quality food that is affordable, see more details for opening days and times.

Page 31 provides photographs and information on the shop front improvement programme. The Association is working in partnership with CGAP and the Townscape Heritage Initiative Fund to reinstating shops back to their original style and former glory. I am, sure you will agree that this work is improving the visual perception of Central Govan.

Our organisation is delighted to announce the recruitment of our new Volunteering & Training Co-ordinator. This role has been funded by a grant from Glasgow Communities Fund, this role will support local people to get into free volunteering and training opportunities, see more details on page 33.

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

Fiona McTaggart
Chief Executive Officer

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You said

Thank You!

Govan Housing were actually amazing. You all couldn't do enough for me.

Thanks to all at Govan Housing for the little things that's helped us feel 'human' throughout this last difficult year. Stay safe n keep up the good work.

Thank you for always helping, your professionalism and understanding in equal measures has been amazing.

Extremely pleased with the work Govan Home Team plasterer did in my property and dedication to getting the job done in a quick, efficient and professional manner.

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

Govan Home Team tradesmen are helpful and pleasant, it was a pleasure to have caring people in my home. People are quick to complain but not quick to give thanks and praise when it is due.

You said, we did...

You contacted Govan Housing Association and Govan Home Team over the lack of communication and updates on repairs within your home. Your main frustration, I believe, was the draft coming through your bedroom window, which has resulted in you having to sleep in your living room, which is not ideal for you given your circumstances.

We apologised and attended to carry out a temporary repair to your bedroom window and we will carry out a permanent fix when restrictions allow.

You contacted us in regard to dampness in your home

We apologised and arranged for our Maintenance Officer to attend and carry out an inspection to allow us to ascertain exactly what works need to be carried out.

You contacted us regarding the persistent damp and condensation in your home.

We apologised and carried out a thorough inspection. We then issued you with a detailed scope of works that would be carried out in your home.

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Govan gets 92 new homes under way

Huge £17m boost from Govan Housing Association as work begins at Water Row

Work is under way on delivering a multi-million pound housing boost in the heart of Govan.

Govan Housing Association is building 92 flats costing £17 million in a striking waterfront development which will transform the look of Govan Cross.

The new homes for rent – with an additional six commercial units beneath them – will be created at Water Row close to the River Clyde as part of a wider multi-million masterplan to help regenerate the community.

Over the next five months, work will take place preparing the initial ground work at a recently-closed car park where the flats will be constructed. Building will get under way in January next year and is expected to take two years.

It follows significant community consultation and the new homes are

being widely welcomed by local residents.

Fiona McTaggart, Chief Executive of Govan Housing Association, said this week's launch was an *"important day for the community and signalled another step forward in regenerating Govan."*

Fiona said: *"These new homes are the first phase of a bigger multi million pound masterplan which will breathe new life into the Govan community. The delivery of much-needed affordable homes in the heart of our community remains a number one priority for Govan Housing Association."*

"We acknowledge the efforts of many partners and agencies in working together and look forward to delivering new housing and further regeneration for our community."

The construction will be carried out by CCG (Scotland) and the project is

being designed to meet Glasgow City Council's 'Glasgow Standard' for new build housing - providing affordable, warm, safe and highly energy-efficient homes.

Many of the properties will offer stunning views over to the north bank of the Clyde to the Riverside Museum and beyond and become a new Central Govan landmark.

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 and comprise of three blocks.

And in a further boost to the community, there will be a training and employment benefit for the local area. This will be delivered by CCG (Scotland) with particular emphasis on work experience and apprenticeship opportunities.

Staff Update

The Association would like to welcome Jim McKinlay, our new Maintenance Officer. Jim brings years of knowledge and experience to the role and we are looking forward to his new ideas of how to improve and shape our services



Jim McKinlay



Alayne Hosie

A warm welcome to our new Finance Assistant Alayne Hosie. Alayne has over 6 years experience in finance and will be a great addition to our already existing team.

Lastly a huge welcome to Carol Kearns our new temporary Volunteer and Training Coordinator. Carol has worked in her field for over 20 years. We look forward to Carol assisting in helping to grow and develop our community.



Carol Kearns

Complaints

Complaints 2021	January	February	March	April
Complaints Received	9	14	14	8
Responded to in full	9	11	13	6
Upheld	3	9	10	3

Some of our learning outcomes:

- Improve attention to detail when actioning void paperwork.
- Ensure we are recording items being held in or mailed to the office.
- Remind contractors of importance of PPE and social distancing requirements when visiting tenants' properties.



CCG (Scotland) Managing Director David Wylie said: *"The Water Row Masterplan is a significant development for the city of Glasgow and the community of Govan. Alongside the creation of the new Govan/Partick Bridge and commercial premises, this first phase of housing will be a positive addition to the local economy."*

"CCG are delighted to be involved with our partner Govan Housing Association. We look forward to commencing these enabling works this summer in advance of a formal site start in early 2022."

The work is being funded by a combination of loans taken out by Govan Housing Association – normal practice when a housing provider undertakes large scale development work - along with important public funding.

This includes grants from the Scottish Government and Glasgow City Council's Affordable Housing Supply Programme, the Glasgow City Region City Deal and Clyde Mission Fund.

Improvements to the appearance of the area surrounding the new homes and commercial units – known as "public realm works" – will also be carried out.

Govan Housing Association's development is the first stage of a bigger Water Row Masterplan first revealed in 2018-19 which focuses on the rejuvenation of the Govan waterfront. It will include a new bridge linking the area with Partick, up to 200 homes and new businesses at an estimated cost of nearly £57 million.

Councillor Kenny McLean, City Convenor for Neighbourhoods, Housing and Public Realm at Glasgow City Council said: *"The beginning of work on these new homes and commercial units at Water Row is a very exciting first step on the way to the redevelopment of this historic part of Glasgow's waterfront. These homes will be in a fantastic location – one undergoing tremendous change. The wider plans for Water Row will see Central Govan reconnected to communities on both sides of the river, with greatly improved opportunities for local people and organisations, as well as for businesses and investors looking to come into the area."*

A number of skilled professionals have been involved in the design team for the new homes. They are: Collective Architecture, Brown and Wallace, G3 Engineers, Rankin Fraser and Carbon Futures.

Gas Safety

The Association has a legal responsibility to ensure that all properties it owns that contain gas pipe work or a gas appliance are serviced on an annual basis.

This Annual Gas Safety Check is required by law and is for your own and your neighbours' safety. Most tenants are very helpful and allow us access when requested, to carry out this essential check. Unfortunately, there are a few who do not comply.

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

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

We ask everyone to ensure that when you receive notification that your Gas

Safety Check is due, that you contact us to arrange access at your earliest convenience. It doesn't take long and it could save lives.

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

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

CARBON MONOXIDE (CO) POISONING



Property Services Update

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

Our Home Team have been busy since the 26th April booking in reactive repairs works that were postponed due to the most recent lock down. If you reported a reactive repair between January 2021 and the 26th April 2021 and you have not heard from us please contact our offices on 0141 440 0308 and we can re-book this work.

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

In order to comply with the Scottish Government Guidance staff are continuing to split our time working from home and working in the office. We are still carrying out technical inspections where required so if you would like our Maintenance Officer Jim McKinley to visit your home please let us know.

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



2021/22 Rewiring Programme

Initial survey visits for our 2021/22 planned rewiring programme started during week commencing 26th April 2021 by Jim Cosgrove, Tenant Liaison Officer accompanied by Tony Lyons, Govan Home Team supervisor. Jim and Tony are continuing to survey 15 properties per week (5 per day) every Tuesday, Wednesday & Thursday morning from 9.30am onwards.

If you're a tenant at one of the following addresses, we are likely to have completed your rewiring survey by the time you receive this newsletter. If you failed to provide access, please contact Jim Cosgrove at the telephone number or email address shown below to re-arrange rewiring survey:

8/10/12 Burndyke Court

533 Govan Road

3 to 95 Burndyke Square

16/18/36/44 Merryland Street

We commenced rewiring programme at Burndyke Court during week commencing 3rd May 2021 and will continue to rewire all of the above properties in Central Govan during 2021/22 financial year.

Govan Home Team will write to confirm your rewiring date with at least one week's notice. Please call them upon

receipt of their letter to confirm the date is suitable, or to re-arrange if required. Please also try to be ready for the rewiring of your tenancy a couple of days before, in the unlikely event that Govan Home Team may contact you to ask if they can change your date if necessary.

As advised at our rewiring survey, please clear all surfaces and move your furniture away from the sides of each room so Govan Home Team operatives can safely access all sockets, switches & light fittings. Please let me know if you require any assistance to move large items of furniture, but please note that Govan Home Team accept no liability for any loss or damage to furniture, electrical appliances, or any other item.

Please also note that your electricity will be turned off during each day of rewiring works, apart from a temporary supply to your fridge/freezer to avoid defrosting frozen & refrigerated food. Please therefore charge all battery operated devices the night before and do any laundry required the day before rewiring. Your electricity will be reconnected at the end of each rewiring day so you can then use lights, sockets, TV and other electrical appliances each night.

For your safety, please try to keep away from our electricians, tools and materials during rewiring works. Please also try to keep your windows open to allow dust to escape. Govan Home Team operatives

will lay dust sheets & carpet protectors, but there will be some unavoidable dust etc.

Please also refer to pages 19, 42 & 43 of your tenant handbook (copy available upon request) concerning 'improvements to your home' such as laminate flooring, non-standard light fittings & artex, which can be impacted by our rewiring and for which we accept no liability for related damage.

I would like to take this opportunity to thank all tenants of properties to be rewired for their full and continued co-operation during the survey and rewiring stages of our planned programme and please accept our sincere apologies for any unavoidable disruption or inconvenience caused.

If you require any further information, or would like to discuss the rewiring of your tenancy, you're welcome to call me on **0141 440 0308** or **jim.cosgrove@govanha.org.uk** and I'll be happy to help.

Jim Cosgrove, Tenant Liaison



Access for Repairs

We would all like to have the reassurance that someone will attend to carry out repairs when something goes wrong in our homes.

Many of us get frustrated that someone cannot attend until the next day or a few days, dependant on the repair. Despite this, every week money and time is wasted on sending gas engineers, plumbers, joiners, plasterers, maintenance officers to appointments which have no access to the property, this is a wasted appointment which could be avoided by contacting the Association either in person, on the phone, or by email to rearrange. This would mean more repairs could be carried out sooner.

Help the Association and Home Team cut down on the cost and burden of missed appointments, by arranging suitable appointments for you, such as asking us to avoid school times, AM between 9am-12.30pm or PM access between 1.30pm - Phone: 0141 440 0308/ 0141 406 6630. Email: repairs@govanha.org.uk

Our Investment Programme *Update*

Window Upgrades

Over the last year we have been working hard to progress with the window upgrades to our stock. However, due to COVID-19 and the restrictions that have been in place over the last year, our programme has not progressed as planned with many installations postponed and all surveys put on hold.

We apologise for the inconvenience the delay has caused as we know many of our tenants had been looking forward to their new windows being installed.

During restrictions between December 2020 and April 2021, we continued to renew many of the windows within the communal areas and will continue to replacing as the program progresses.

We were delighted that we were able to re start installations from 26th April 2021 and Govan Home Team is progressing as fast as they can with installations. Thank you to all tenants that have allowed access to your home for your new windows to be installed.

If your property has been surveyed for new windows you should be receiving a letter in the very near future with an installation date.

Our hope is to recommence with window surveys from mid June 2021, picking up from where we left off at Govan Road and moving on to Rathlin Street, Rosneath Street and Shaw Street.

There are many properties from phase 1 which includes Elder Street, Howat Street, Taransay Street and Luath Street that have failed to respond to us to have their survey carried out. Please ensure that when we do contact you to either carry out your survey or to install your new windows, that you contact us to arrange access as failure to give access will cause a delay in your new windows being installed.

We ask that prior to any appointment in your home that you advise if yourself or anyone in your household has tested positive, or showing symptoms of the coronavirus, self isolating or quarantining.

If you have any questions with regards to your new windows, please do not hesitate to contact your Tenant Liaison Officer, Michelle Donnelly on **0141 440 6876** or **michelle.donnelly@govanha.org**

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



Upgrade of Smoke & Heat Detection System

As you may be aware we are currently undertaking a programme to upgrade the smoke and heat detectors in your home. In conjunction with new regulations that come into force in February 2022 we want to ensure your home remains at a high safety standard especially when it comes to fire safety, therefore we must complete these upgrades as soon as possible. We are renewing all smoke detectors in your property, adding additional detectors if required and adding a heat detector in your kitchen. All detectors in your home will be interlinked.

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

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

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

Kitchen & Bathroom Upgrades

We thank you for your continued patience if your replacement kitchen and/or bathroom installation has been postponed due to government restrictions & apologise for any inconvenience this may have caused.

We have been working hard to try and progress with our kitchen and bathroom replacements within Govan Road, Rathlin Street & Rosneath Street since we recommenced on 26th April 2021 and Govan Home Team have been progressing well. Thank you to all our tenants that have given access to their homes to have their kitchen and bathroom upgraded. If your kitchen and/or bathroom have been surveyed, you should receive a letter from Govan Home Team within the next few months to advise of when your works will start. A wee reminder that a full Kitchen & Bathroom replacement should take approximately 5 days and all cupboards and work surfaces must be cleared / emptied for the day works start.

Kitchen and bathroom surveys have also recommenced, starting in Shaw Street and will move on to Langlands Road and 811 to 827 Govan Road over the coming months. Surveys are currently being carried out every Wednesday. Please ensure that when we do contact you with regards to your survey that you contact us to arrange access, as failure to give access will cause a delay in your kitchen & bathroom being upgraded. As part of the Kitchen & Bathroom replacement program you maybe contact by our asbestos contractor, Enviraz. If Enviraz do contact you please arrange a suitable appointment with them to have an asbestos survey carried out.

If you have any questions with regards to Kitchen & Bathroom upgrades, please do not hesitate to contact your Tenant Liaison Officer, Michelle Donnelly on **0141 440 6876** or **michelle.donnelly@govanha.org**

We ask that prior to any appointment in your home that you advise if yourself or anyone in your household has tested positive, or showing symptoms of the coronavirus, self isolating or quarantining.

Sky Signal Issues

The Property Services team have been receiving an increase in calls regarding Sky Q with Sky engineers advising customers that there are faults on common aerials and equipment.

The Association provides common equipment for the services of TV use. We are comfortable that the services we provide are fit for purpose.

We have, at the Association's expense, had our TV aerial contractor SCI check out the claims made by Sky and they have confirmed that there is no issue with our equipment. Sky have advised that they require a 100% reading when installing their service but this can be affected by minor things such as the weather on the day of install meaning new customers are being advised there is a fault.

We do not believe there to be any problem with our equipment and we have advised Sky of this. Sky has an internal policy that they adhere to before completing new installations. This Sky policy is not linked to the service we provide. In effect, Sky are asking for a service to be provided and paid for that meets the needs of **their own** internal policy. The Association should not be spending our tenants' rent money to cover such costs.

Should Sky insist on any further works to our head end receiver before installing then the tenant will be liable for any additional associated costs incurred from our contractor SCI.

If you are having Sky installed and the engineer insists on additional work, then the Sky engineer or the tenant/owner will be liable for any additional costs. We would also ask that tenants or owners **contact our TV aerial contractor SCI directly to undertake this work.**

Sky or the resident must in all cases seek permission from Govan Housing Association before contacting our contractor SCI.



Alexa is taking to the Sidewalk

Amazon's new Sidewalk network went live on 8th June.

Sidewalk is a mesh network that uses Bluetooth and radio signals to communicate between devices and makes it possible for SMART home devices to serve as a bridge between your Wi-Fi connection and one another. That way, if your Ring doorbell for example is not located close to your WiFi router but is near an Echo Dot it can use Sidewalk to stay connected.

The same is true if your internet connection is down. Your smart devices can connect to other smart devices, even if they aren't in your home.

While this may seem as a nice improvement there are also issues relating to privacy as other people's devices, like your neighbours, can also connect to your network

Amazon is pretty clear that Sidewalk uses three layers of encryption so that no data is shared between say, someone's Firestick and your network. The signal from the Firestick is encrypted all the way back to the app on your iPhone or Android smartphone.

Still, a feature like this seems like the type of thing you'd want some control over. If suddenly your devices are going to start connecting to your neighbour's WiFi, or theirs to yours, it seems like you'd have to opt-in, right? Nope.

That's because Amazon has enabled Sidewalk on **every capable device** by default.

Whether or not you want your device connecting to other devices, or want your neighbours connecting to your WiFi, Amazon went ahead and made Sidewalk opt-out.

To be fair, there's a good reason it did. A mesh network of devices requires, well, a mesh. That means Amazon needs as many devices as possible to have the feature turned on. If it required you to enable it on your own, Amazon knows that almost no one would.

That has nothing to do with whether people have privacy concerns, it's just that almost no one changes the default setting for anything. Make "on" the default option and suddenly Amazon has millions of devices that can connect to Sidewalk, creating a true mesh network.

Still, opt-out is a really bad way to operate, especially when it comes to things that connect all of the devices in your neighbourhood to a mesh network. What if you're just not comfortable with that?

The good news is you can turn it off.

Amazon doesn't make it easy, but if you have the Alexa app, you can tap on the More tab at the bottom, then select Settings > **Account Settings > Amazon Sidewalk**.

You'll see that it's set to "Enabled." Just tap the toggle and you can disable Sidewalk for all of the devices on your account. If you don't see the setting in your Alexa App, it's likely because you have older devices that aren't supported by Sidewalk.



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 misplaced 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.



Worried about paying your rent?

Govan Housing Association knows money is tight and it can be difficult to make ends meet, however making sure that your rent is paid should be your top priority.

Paying your rent not only protects the roof over your head but it helps us to keep improving our community and deliver important services including (but not exclusively);

- Essential Repairs and maintenance to your home.
- Improvement Programmes such as new kitchen, windows and bathrooms.

- Regenerating our community and surroundings
- Delivering welfare rights and debit advice by our Financial Inclusion Team
- Digital Support

If you have fallen behind with your rent payments and have built up arrears, it is important to act quickly and contact the Association.

You can contact the Association and speak with your housing

reprehensive and following this contact we can agree with you an action plan to move forward with your account and also establish if you need any financial support which can be provided by our dedicated Financial Inclusion Team.

You can contact the office by telephoning **0141 440 0308**, by email income@govanha.org.uk or by calling to the office in person.

We are here to help you during this difficult period.

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 to 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.



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.

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!



Good News Stories

A tenant's claim for Housing Benefit ended when they were struggling to provide evidence of their self-employed income for the year.

This resulted in the tenant having rent arrears of over £1000 which they were extremely worried about. The tenant had been trying to speak the Housing Benefit department to try and resolve the matter but as their offices and telephone lines remain closed as a result of Covid-19 restrictions, they were struggling to manage. The Financial Inclusion Service began liaising with the Housing Benefit office on behalf of the tenant and eventually the claim was reinstated and fully backdated.

The Financial Inclusion Service assisted a tenant by notifying Universal Credit that they had a health condition, meaning that they could not look for work or take part in any work related activity.

The service contacted the tenant's GP in order to obtain relevant supporting medical evidence which resulted in the tenant being awarded an extra £340 per month within their Universal Credit and a backdate of over £1700!

Another tenant's claim for Housing Benefit was stopped as the office believed that their claim for disability benefit had ended, when in actual fact it had not.

The tenant had continually informed the Housing Benefit office that the information they held was incorrect however the claim remained unpaid and the rent arrears reached over £2000 through no fault of the tenant. The Financial Inclusion Service then assisted the tenant in liaising with the DWP and Housing Benefit to ensure that relevant evidence was provided from one department to another. The Housing Benefit was eventually re-instated and the full £2000 was issued to cover the rent arrears.



Discretionary Housing Payment (DHP)

What is DHP?

Discretionary Housing Payment is a fund provided by the Scottish Government to local authorities. The fund is for people who receive Housing Benefit or Housing Costs through Universal Credit but are still having difficulty meeting the rent payments, this fund is to help "top-up" the amount you are receiving for your rental costs.

Did you know?

Discretionary Housing Payment can be applied for if you have a shortfall between your rent charge and the amount you receive for housing costs and this could be because:

- You are deemed to have a "spare bedroom", more commonly known as the "bedroom tax"
- You have a deduction from your housing costs entitlement due to living with a non-dependant.
- To help with ongoing rental costs for a disabled person in significantly adapted accommodation.

- To help with short term rental costs while the claimant seeks employment or secures alternative accommodation.

- To help with short-term rental costs where the claimant is at risk of losing their tenancy resulting from an unexpected financial crisis.

Information

DHP is not a guaranteed benefit and is not always awarded and paid. It is the decision of the local authority to award the benefit or not.

How to apply?

If you wish to be considered for a payment from the Discretionary Housing Payment Fund you need to complete the relevant form, which can be downloaded on Glasgow City Council's Website: www.glasgow.gov.uk and search for DHP. Alternatively you can contact the Association and we can provide the form. If you need any assistance in completing the form, please contact the income team on 0141 440 0308 and we can assist you with this.

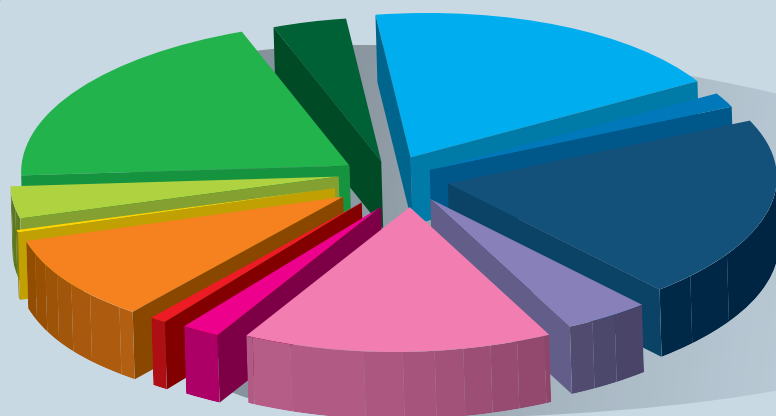
Financial Inclusion Service

Undoubtedly, this past year has been one like no other. The Covid-19 pandemic has brought unprecedented challenges for everyone including individuals, families, children and businesses. In true spirit of the Govan community, the Association staff have remained on hand throughout these uncertain times to ensure that residents received the help and support they needed to keep homes safe and warm with food on the table.

The Financial Inclusion Service have continued to assist in emergency situations where tenants have found themselves with no money due to delays with benefit payments or crisis situations outwith their control. We are pleased to announce that although this year has been extremely challenging and one which will not be forgotten, our service has been successful in achieving yet another year of fantastic results in terms of income maximisation and financial gains for our valued tenants.

The financial gains achieved by the service for 2020/21 is...

£1,152,208.59



Financial Inclusion Welfare Benefits Cases

The Financial Inclusion Service Financial Gains for Welfare Rights is **£541,618.89** for 2020/21.

■ Carers Allowance:	£10,433.80, 3 cases	■ Council Tax:	£55,312.41, 72 cases
■ Disability Benefits:	£113,694.51, 23 cases	■ Energy:	£2,178.00, 44 cases
■ Food Provision:	£2,410.00, 73 cases	■ Furniture Initiatives:	£19,613.56, 110 cases
■ Grant Applications:	£85,482.54, 109 cases	■ Housing Benefit:	£112,161.59, 64 cases
■ Pension Credit:	£11,041.87, 3 cases	■ Sickness Benefits/Payments:	£21,717.80, 3 cases
■ Tax Credits:	£4,215.00, 1 case	■ Universal Credit:	£103,357.81, 22 cases

As part of Welfare Benefits advice, the service has assisted tenants apply for disability benefits such as Personal Independence Payment (PIP), Disability Living Allowance (DLA) and Attendance Allowance with outcomes totalling the value of over **£100,000**.



We have also assisted tenants with furniture for their homes to the total value of over **£19,500.00**.



We have also assisted our tenants to apply for various grants including to the Scottish Welfare Fund for Crisis and/or Community Care Grants totalling over **£85,000.00**.

The Scottish WELFARE FUND



Over **£2400.00** worth of food vouchers have been provided to our tenants.

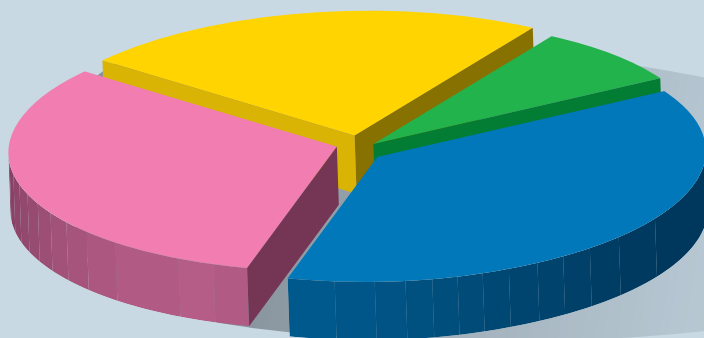
Performance 2020/21

OUR MISSION:

"To provide, manage and maintain affordable housing for people in housing need. To play a leading role in the regeneration of Govan and continuing to improve the quality of life for our residents".

As part of this commitment, the Association aims to help our tenants to obtain the relevant furniture and household items that they need to live comfortably.

If you require any assistance with any of these things, please do not hesitate to get in touch with our Financial Inclusion Service who can assist you.

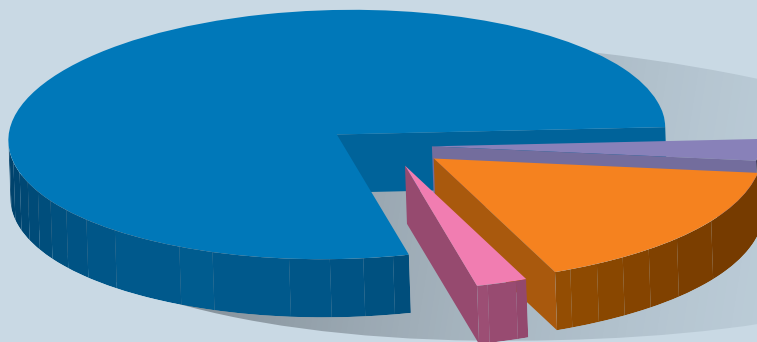


■ Council Tax Debt:	£20,668.37, 4 cases
■ Rent Arrears:	£17,350.05, 4 cases
■ Consumer Credit:	£12,693.00, 3 cases
■ Loans:	£4,200.00, 2 cases

Financial Inclusion Debt Cases

The Financial Inclusion Service Financial Gains for Debt is **£54,911.42** for 2020/21.

The Financial Inclusion Service has been successful in having over **£54,000** worth of debts written off for tenants this year. This is often achieved through formal debt relief options such as bankruptcy.



■ Housing:	£436,229.64, 120 cases	■ Standard Allowance:	£91,061.22, 18 cases
■ LC for Work Related Activity:	£15,977.38, 73 cases	■ Carer:	£0.00, 1 case
■ Disabled Child:	£0.00, 1 case	■ Child:	£12,410.04, 1 case

As a result of the Covid-19 pandemic, claims to Universal Credit increased dramatically as a result of our tenant's loss of income.

This year we have assisted our tenants in making claims to Universal Credit which resulted in over **£400,000.00** worth of rent payments being secured.



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

Benefits and Money Advice

Govan Housing Association's Financial Inclusion Service remains on hand to assist our tenants with all money and benefit related enquiries.



- I've lost my job, what can I do?
- My cooker has broken and I can't afford a new one?
- My hours have reduced at work & I'm struggling to pay my rent
- I have a health condition and am unable to look for work

Our services can assist you with...



- Benefit Checks
- Income Maximisation
- Assistance with claiming and managing all benefits such as Universal Credit, Housing Benefit and Personal Independence Payment
- Applications to the Scottish Welfare Fund and other charitable grants
- Appeals including first-tier tribunal representation
- Council Tax and Rent Arrears
- Debt advice including debt relief options such as bankruptcy
- Budgeting Advice

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

Moving Govan Forward



Your chance to benefit from a voucher to help with your gas and electricity!!

Govan Housing Association have been successful in obtaining funding from the Fuel Support Fund to help support our tenants who are struggling financially to top up their gas and/or electricity pre-payment meters.

If you are a single person you can benefit from a voucher worth £28 and if you are a couple or a family you could receive a £49 voucher. Vouchers can be used at the Post Office or at your local Pay Point.

This funding may only be available for the next 6-8 weeks dependent upon demand therefore if you are struggling, please do not miss out.

If you feel that you would benefit from this voucher scheme, please contact Govan Housing Association on 0141 440 0308 or alternatively you can email us at financial.inclusion@govanha.org.uk

DON'T MISS OUT!



Govan Energy Advice Service

Govan, Elderpark & Linthouse Housing Associations have been successful in securing funding for the new energy saving project for our local community. The aim of this project is to help and support our tenants to live in a warm home at the lowest possible cost.

We will have dedicated Fuel Advisers located in each Housing Association with the following aims:

- Help to understand your heating system, meters and billing
- Access best value tariffs
- Liaise with energy providers on your behalf
- Providing energy saving tips and supply low budget measures to help reduce bills
- Access available grants and tackle fuel debts
- Assist in switching utility suppliers
- Help plan household budgets and prevent fuel poverty
- Benefit Checks

If any residents wish to be referred to the new Govan Energy Service please contact Diane Miles on

☎ Phone: 0141 440 0308

📱 Mobile: 07547416379

✉ Email: energy@govanha.org.uk



"Govan, Elderpark and Linthouse in Partnership"



Govan H.E.L.P Food Pantry

Govan Housing Association are delighted to announce a new food provision partnership with Govan Home and Education Link Project (HELP).

Govan HELP offers a food pantry every Wednesday and Thursday between 10.30am and 3pm located within the Pearce Institute on Govan Road.

If you are struggling to buy food for you and your family, please contact Govan Housing Association's Financial Inclusion Service who can arrange a referral to the Pantry for you.



School Age Payment of £252.50

The Best Start Grant is made up of three possible payments and provides parents or carers who get certain benefits or tax credits with financial support during the key early years of a child's life.

One of these three payments is the School Age Payment which is worth a one off payment of £252.50 to help with the costs of preparing for school when a child is first old enough to start Primary School.

If your child was born between 1st March 2016 and 28th February 2017 then you will need to apply for the payment when applications open on 1st June 2021. The deadline for you to apply is 28th February 2022. You cannot apply outwith these dates!

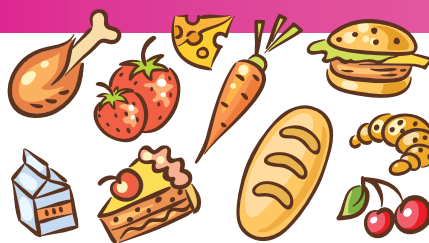
If you get the School Age Payment, you'll get £252.50 for each child you can get the payment for.

The School Age Payment has not replaced the School Clothing Grant. The School Age Payment is a new payment and does not affect in any way payments of the School Clothing Grant. If you want to apply for both, you can.

If you require assistance in applying for the School Age Payment or any Best Start Grant payment, please contact the Financial Inclusion Service who can assist you.



Clothing Grants and Free School Meals



Who is eligible for a clothing grant?

Families on low incomes may be eligible to receive a School Clothing Grant award of £110 for each qualifying child. The award is given annually to assist with the cost of purchasing essential school clothing for families who are on a qualifying benefits.

You may be eligible for a school clothing grant if you have a child that attends a Glasgow school and you receive any of the following benefits:

- Housing Benefit/ Council Tax Reduction (this is not Council Tax single person's discount or student discount)
- Universal Credit with a monthly earned income of not more than £610- please supply a copy of your most recent statement or screen print showing your 'pay for the period'.
- Income Support/Income based Job Seeker's Allowance (JSA) or any income related element of Employment and Support Allowance (ESA)
- Child Tax Credits only (CTC) with an annual income of less than £16,105
- Working Tax Credit and Child Tax Credit with an annual income of less than £15,050
- Support under Part VI of the Immigration and Asylum Act 1999

Applicants

New Applicants - If you have never applied for a school clothing grant before, and are not in receipt of Housing Benefit or Council Tax Reduction (from Glasgow City Council), you will need to complete the online application form which will be available early July 2021.

Automatic Renewals - You will receive an automatic award if you meet either of these conditions:

- You receive Housing Benefit (all children's details must be listed on the claim)
- You receive Council Tax Reduction (note, this is not Council Tax single person's discount or Student discount)

If your bank details have changed since the last payment please send updated details by completing the online enquiry form.

Free School Meal/ Breakfast Club

If your child does not currently receive a Free School Meal and you think you may be entitled, please check the qualifying benefits below and apply via the online application form.

Free School Meal: Eligible Benefits

- Income Support or Jobseekers Allowance - please enclose a copy of your award letter dated within the past 3 months.
- Both Working Tax Credit and Child Tax Credit with a household income of £7330 or less - please enclose a copy of your recent award letter showing your household income and detailing your children's names.
- Universal Credit with a monthly earned income of not more than £610- please supply a copy of your most recent statement or screen print showing your 'pay for the period'.
- Child Tax Credit only with an annual income of less than £16,105 - please provide a copy of your 2020/2021 child tax credit award letter detailing your child(ren)'s names and your annual income.
- Income related Employment and Support Allowance - please provide a copy of your award letter dated within the past 3 months.
- Asylum Seeker, receiving support under part IV of the Immigration Act 1999. Please provide either your Application Registration Card (ARC), BAIL201 Letter or Serco Tenancy Agreement.

If you require any assistance with your child's School Clothing Grant or Free School Meals, please do not hesitate to contact Govan Housing Association's Financial Inclusion Service who can assist you. Alternatively, Glasgow City Council have an online chat facility where you can contact them directly.

Face to Face Appointments

Due to Covid 19 restrictions the office has been closed and we have been unable to carry out face to face appointments with tenants. With new rules in place we can now resume appointments.

If you would like an appointment with a member of staff please call us on **0141 330 0308** and we can arrange for this.



Transitional Payment of the SDP within Universal Credit



What is the SDP?

A Severe Disability Premium (SDP) is an extra amount that is included in some means-tested benefits to help with the cost of disability. To get a Severe Disability Premium you have to be getting an income related benefit. This could be Income Support, income-related Employment and Support Allowance, income-based Jobseeker's Allowance, Guarantee Pension Credit, or Housing Benefit.

You also must be getting one of these benefits:

- Attendance Allowance
- Disability Living Allowance care component at the middle or highest rate
- Personal Independence Payment daily living component
- Armed Forces Independence Payment

You must also live alone where nobody is claiming Carers Allowance for looking after you. If someone else lives with you and they also receive a disability benefit, you may still qualify for the SDP. The rules for the SDP are complex and you should seek advice from our Financial Inclusion Service.

Severe Disability Premium and Universal Credit

The Severe Disability Premium does not exist in Universal Credit.

If you were entitled to a Severe Disability Premium on your legacy benefit (within the list above) at the time you claimed Universal Credit, you are entitled to compensation payments. These are sometimes called transitional payments. If you think you are entitled to it and it does not appear on your Universal Credit statement, you can write a note in your Universal Credit journal.

If you were entitled to a Severe Disability Premium on Housing Benefit, you won't get any compensation payment in Universal Credit.

Please contact the Financial Inclusion Service to discuss SDP payments or transitional payments within Universal Credit.

Rent Increase 2021/22

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 was implemented from the **28th April 2021** and each resident and shared owner received written confirmation of the new rental liability for their property.

If you are claiming Universal Credit, you should have received a 'To Do' request in your journal asking for your new housing costs from April 2021. If you haven't received the 'To Do' request or if you require assistance to update your journal then please contact the office and we can assist you. **It is very important that you update your housing costs to prevent any rent arrears.**

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 pay by Direct Debit you will see that these have all been updated by the Association. However, if you notice your Direct Debit hasn't been increased from 28th April 2021 then please contact the office and we can amend this.

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.



Students and Universal Credit during the Summer Period

Warning...

Students on Child Tax Credit – summer vacation

During the summer vacation some students with children will see a drop in their income ie as this is a period not normally covered by student finance. If you are in this situation and feel that Child Tax Credit and Child Benefit is not enough to manage on, you might be tempted to claim Universal Credit instead.

But you might actually end up worse off over the whole year if you do this. Most student income is disregarded for Tax Credits, whereas most student income is counted for Universal Credit.

This is a complex area to advise on and every case is different. Therefore, you should get a benefit check before claiming UC – as it is not possible to return to Tax Credits once a UC claim has been made.

Full time students who can claim Universal Credit – summer vacation

Student income is taken into account for UC over the academic year but not the summer vacation. This is because student finance is not intended to cover the summer vacation period.

For those students who are eligible to claim Universal Credit (most are not) whose term time income is too high to receive an award, this may present a window of opportunity where they can claim during the summer period.



Students – who can claim Universal Credit?

A student who is single will not normally be able to receive UC because they are generally excluded from it. However, there are some students who can claim if;

- They are under 21, or 21 but started the course before reaching this age, they are undertaking a full-time, non-advanced course and they are without parental support;
- They have a limited capability for work (ie been found to have or can be treated as having) and are receiving Personal Independence Payment, Daily Living Allowance, or Attendance Allowance (the rules around disabled students are complicated – seek advice);
- They are responsible for a child or qualifying young person (including a foster child) as a lone parent or with a partner;
- They live with their partner who is not a student (and who is eligible to claim Universal Credit);
- They live with their partner who is also a student and at least one of them falls into one of the above categories or they have a child.



Scottish Child Payment



Social Security Scotland
Tearainteachd Shòisealta Alba

The Scottish Government has introduced a new Scottish Child Payment for low income families with children under 6 years old with payments already started from February 2021.

The Scottish Child Payment helps towards the costs of supporting your family. It's a weekly payment of £10 that you can get for every child you look after who's under 6 years of age. You'll get the payment every 4 weeks if your application is successful.

There are no limits on the number of eligible children supported by the Scottish Child Payment.

Summary

- Payment level: £10 per week, per eligible child
- Eligibility: households with children and in receipt of a qualifying benefit (Universal Credit, Child/Working Tax Credit, Income Support, income based JSA or ESA or Pension Credit)
- Timescales: 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.

Pay your Rent by Direct Debit

You can pay your rent in a number of ways, but one of the easiest is by Direct Debit. Depending on your rent agreement, weekly, fortnightly and monthly payments are taken straight from your bank account. The payment is automatic, so you don't have to worry about missing it.

Why choose Direct Debit?

- Easy to set up – you don't even need to fill out a form
- Your monthly payments are spread equally throughout the year (if you pay your rent weekly, we can set up your payments to be collected every Monday)
- If your rent changes, we will write to you and let you know that we are adjusting the Direct Debit for you – you don't need to do anything
- Direct Debit is safe and secure – your payments are protected by the Direct Debit Guarantee
- You can cancel your direct debit at any time it's as easy as 1, 2, and 3. Have your bank account details to hand and you can call us on **0141 440 0308**. We'll do the rest.

Switch to Direct Debit today!

It's as easy as 1,2,3:

1. Get your bank account details handy
2. Call us on **0141 440 0308**
3. We'll do the rest!



Rent in Advance

Did you know that your rent is due from the date your tenancy commences? This is known as the advanced month's rent. This means, your full month's rent is due the day your tenancy starts and then again on the 28th of the month. On-going payments are due in full on the 28th of each month thereafter. This means that your rent balance should be nil at all times.

If you have any balance outstanding at any time, this payment is known as an arrear balance.

It may be that you receive assistance towards your housing costs from Housing Benefit or Universal Credit. You should be aware that both Organisations pay us your housing costs one month in arrears leaving your rent account underpaid. This is why we ask you to pay us one month's housing costs. Once you have paid us one month's rent, we do not require you to pay any more unless there is a change in your circumstances.

The Association relies on rental income to provide our services and pay all management, repair and maintenance costs of your home.

If you do not pay your rent, you should know that you are putting your tenancy at risk. Whilst our staff focus 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 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.





Govan Housing Association's Re-Use Project

Govan Housing Association's Re-Use Project takes used furniture and white goods which are still in good condition where these can be donated and passed onto other tenants in need. Many of our tenants have already benefited from this initiative which has assisted them making their house a home.

All electrical items are PAT tested to ensure that they are safe and in good working order before they are supplied to new tenants who have no other means of accessing these items. If you have any items that you no longer have use for that are in good condition and can be donated to people in your community, we will collect these from your home hassle free! We will be happy to accept:

- | | |
|---------------------|--------------------|
| • Wardrobes | • Electric cookers |
| • Drawers | • Washing machines |
| • Tables | • Microwaves |
| • Chairs | • Televisions |
| • Fridge - freezers | |



Underpayments of State Pension

Many Pensioners could be owed money!

The Pension Service has started checking thousands of State Pension records, following the discovery of historic errors which have led to underpayments.

It is estimated that about 200,000 women could be owed on average £13,500 in back payments. In some cases, underpayments could date back to 1992! Some men could be owed backpay too.

Some pensioners have already received arrears payments of thousands of pounds.

Married women, plus widows, divorcees and the over 80s – whether married or not – could be due an underpayment and should check. This applies to those who hit state

pension age before April 2016 i.e come under the old system of state pension.

The Pension Service is checking the majority of affected cases and issuing back payments automatically (which will take several months to complete).

But many of those owed money will not get an automatic payment (nor automatic increase in their on-going pension where entitled) and will have to ask to have their case looked at.



Who could be missing out?

The following groups may have missed out – and these groups are being checked by the Pension Service:

- People who are married or in a civil partnership who reached State Pension age before 6th April 2016 and were not getting / have not been getting State Pension equal to 60% of their partner's basic state pension.
- People who have been widowed and their State Pension was not uplifted to include amounts they are entitled to inherit from their late husband, wife or civil partner.
- People age 80 or over who have not been paid Category D State Pension uplift.

The additional following groups (according to Lane Clark & Peacock LLP – the consultancy firm which first discovered and highlight these errors) may also have missed out – but these groups are not being checked by the Pension Service:

- Married women whose husband turned 65 before 17th March 2008 and who are being paid less than 60% of their late husband's basic state pension.
- Women who divorced after pension age and who haven't had their pension reassessed.

If you require any assistance, please do not hesitate to contact Govan Housing Association's Financial Inclusion Service on 0141 440 0308.

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.

RICS makes move to unlock market for flat-owners

Valuation of properties in multi-storey, multi occupancy residential buildings with cladding – RICS guidance note March 2021

The Royal Institution of Chartered Surveyors (RICS) announces a crucial step forward in unlocking the flat market for buyers and sellers. The new guidance *Valuation of properties in multi-storey, multi-occupancy residential buildings with cladding*, clarifies types of properties which will, and those which will not, require additional inspections, as a result of concerns about fire safety.

The guidance is the result of painstaking consultation with valuers, leaseholders, lenders fire safety experts and government. Dame Janet Paraskeva, chair of the RICS Standards & Regulation Board which approved the guidance last week, said:

"We recognise the significant distress caused to leaseholders struggling to sell flats in blocks with external cladding. This announcement is a crucial step in unlocking the market, by ensuring that only those buildings where there are risks of

costly remediation as a result of safety concerns from cladding are subject to additional checks. The guidance is anticipated to result in a reduction in the number of EWS1 requests which will therefore allow more focus on the assessments of higher risk buildings, which should speed up the overall process whilst ensuring appropriate protection for lenders and purchasers."

RICS will now work with UK government and other stakeholders to ensure the guidance is implemented by 5 April 2021. In order to assist consumers, RICS will shortly produce consumer guidance to inform buyers and sellers about the information that might be available to help them understand the risks of a property in a multi-story, multi occupancy building.

The guidance creates clarity and consistency about when a valuer is not required to request further investigation of cladding through an EWS1 form before valuing a property in a building of multiple occupation.

As a result of the consultation, the new guidance makes clear that where a valuer or lender can establish that the building owner has met the advice in the consolidated advice note, an EWS1 form should not be required, nor would an EWS1 form be required for a building that is over 18 metres that has a valid building control certificate in place*.

Safety requirements mean that, unfortunately, not all flat-owners can benefit from this measure. While originally not proposed in the initial document that went out for public consultation, but in the light of the evidence received during the consultation, buildings of any height that have high pressure laminate (HPL) cladding and those of five stories or higher with combustible cladding linking balconies, will still need an EWS1 form. This will provide appropriate protection for lenders and purchasers.



Ben Elder, RICS' Head of Valuation Standards, commented:

"This guidance provides a framework for consistency across the mortgage valuation sector as to when an EWS1 form is required. We are pleased to see, from the consultation responses, that many believe that the guidance will reduce the number of EWS1 forms requested. We have reached our final position following very careful consideration of the evidence to ensure that buildings at higher risk of remediation work are appropriately investigated in the valuation process, to support reliable advice by valuers to their lender clients."

With the majority of lenders in support of the guidance, we now call on all UK lenders to support the guidance and work with their valuation providers to implement."

The guidance itself is for valuers and is not a life safety risk assessment. It is for the mortgage valuation process to determine when a valuer needs more information about whether remediation work affecting value is required.

Criteria:

For buildings over six storeys an EWS1 form should be required where:

- There is cladding or curtain wall glazing on the building or
- there are balconies which stack vertically above each other and either both the balustrades and decking are constructed with combustible materials (e.g. timber) or the decking is constructed with combustible materials and the balconies are directly linked by combustible material.

For buildings of five or six storeys an EWS1 form should be required where:

- There is a significant amount of cladding on the building (for the purpose of this guidance, approximately one quarter of the whole elevation estimated from what is visible standing at ground level is a significant amount) or
- there are ACM, MCM or HPL panels on the building** or
- there are balconies which stack vertically above each other and either both the balustrades and decking are constructed with combustible materials (e.g. timber), or the decking is constructed with combustible materials and the balconies are directly linked by combustible materials.

For buildings of four storeys or fewer an EWS1 form should be required where:

- There are ACM, MCM or HPL panels on the building**.

*Building Control Certificates are valid if in accordance with The Building (Amendment) Regulations 2018

** Note: metal cladding and ACM/MCM/HPL are visually very similar, so if metal panel cladding is present, the valuer should confirm with the building owner or managing agent in writing that they are not ACM/MCM/HPL, or, if confirmation cannot be obtained, an EWS1 inspection should be requested.

www.govanha.org.uk



Building Works

After a long and difficult building guarantee claim both the Association and owners of the factored block are extremely happy to see the on site works begin.

The works will see a new roof being placed on the building as well as remedying the water damage to the top floor flats and common close. The works are due to complete before the winter month approach and I'm sure the owners are looking forward to a wind and water tight property this Winter.



A Warm Welcome!

The Association would like to welcome and thank the owners of 1-3 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.

Ministerial Working Group on Mortgage Lending and Cladding: questions answered

Answers to common questions following the Scottish Government's acceptance of recommendations from the Ministerial Working Group on Mortgage Lending and Cladding.



Scottish Government
Riaghaltas na h-Alba
gov.scot

Who are the Ministerial Working Group on Mortgage Lending and Cladding?

The Working Group was established in 2020 by Kevin Stewart MSP, Minister for Local Government, Housing and Planning. The Group's membership included representatives of affected homeowners and public, private, professional and commercial interests that could help develop solutions. External membership of the Group included representatives from:

- Association of British Insurers
- High Rise Scotland Action Group
- Homes for Scotland
- Law Society of Scotland
- Property Managers Association Scotland
- Royal Institution of Chartered Surveyors and surveying profession
- Scottish Fire and Rescue Service
- UK Finance and the mortgage lending industry

What was the problem the Group was trying to solve?

Since 2019 people across the UK, have experienced difficulties when trying to buy, sell, remortgage and in some cases, renewing insurance for domestic properties in buildings with external wall cladding. Some buyers, valuers and lenders have concerns about buying, valuing or providing finance for people to buy flats which could be unsafe or have potential remediation costs in the future. Even when not trying to buy or sell, people have been affected by concerns about the safety of their homes. In Scotland our system of property ownership

has made the challenges more complex. People have faced difficult circumstances, with some having had to change their life plans and deal with real concerns about safety, causing uncertainty and anxiety.

What is the Scottish Government's priority for this work?

From the start both the Minister and the members of the Group have been clear that mortgage valuation and lending issues have arisen as a result of real safety concerns arising from the tragic events at Grenfell Tower. Everyone involved in this work agrees that the approach must be to address these safety concerns. By addressing the safety of people and buildings, this in turn will lead to solutions which meet the needs of homeowners, borrowers, valuers and lenders for home buying and mortgage lending.

Fixing the valuation and lending issues therefore comes as a result of the safety first approach, which builds on previous work of Government through the Ministerial Working Group on Building and Fire Safety established after the Grenfell tragedy.

What did the Working Group say about the safety of buildings in Scotland?

The Group supported the need for affected buildings to be assessed against clear and robust criteria related to the fire safety of flatted buildings, including any cladding systems. They also said that the Scottish Government should consider on an ongoing basis any further changes to systems, processes or enforcement that might be needed following the Single Building Assessment programme.

What did the Working Group recommend?

The Group was clear in its recommendations that solutions to mortgage valuation, lending or indeed building insurance difficulties should not be developed in isolation from the wider need for confidence in the safety of people and buildings and a clear path to remediation for affected buildings.

The Group recommended that ultimately the aim should be that an EWS1 (External Wall Systems 1 form) is no longer required for buying, selling, or remortgaging property and that need should instead be met through a new approach of a Single Building Assessment launched with funding from the Scottish Government. This would help with some of the challenges homeowners and property managers have faced in securing agreement of co-owners, something that arises due to Scotland's system of property ownership.

The outputs of the assessments should be used for multiple purposes including 'green lighting' buildings to release people from both safety and mortgage valuation and lending concerns allowing them to sell or remortgage. The assessments should be done against a common and robust set of criteria and also to achieve a reliable and comprehensive basis for understanding the remediation needed. Using this evidence, a remediation approach should address the identified need in Scotland and should come from a variety of sources, including public funds.

What is the Scottish Government's response to the recommendations?

The Scottish Government has accepted all the conclusions and recommendations for resolution from the Working Group and, subject to the views of an incoming Government after the Scottish Parliamentary elections, will deliver them urgently and in partnership with others. You can read what we have said in our news release.

What did the Working Group say about legislation being needed?

The Group recommended that although government-funded Single Building Assessments should be adopted as a practical way forward, they thought that ultimately the Scottish Parliament will need to consider primary legislation to address the challenges of multiple owner agreement through creating a responsible person or duty holder. The Group noted that this would not be straightforward with potential unforeseen consequences. There is related work underway on tenement reform and the Group recommended that this work was accelerated if the evidence from assessment and remediation shows that there is an urgent safety need that cannot be met through the existing framework.

The Scottish Government will closely monitor the uptake of the Single Building Assessment programme and any challenges that arise for people in securing the necessary agreement of others to take part. We will act quickly to bring forward resolution to any challenges.

Some of the legislative levers, such as intervention in financial services including insurance – are reserved to the UK Parliament and not the Scottish Parliament.

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.

Trailblazing a model for owner associations and private rented sector support

The **TIS Engage Influence Change project** will make a positive impact within the city of Glasgow by increasing opportunities to influence and shape housing and wider community services.

The **Tenants Information Service (TIS)** is delighted to have secured funding for a unique, two and a half year city wide project focussed in Glasgow.

As a National Membership Organisation, with over 200 tenants, community and housing organisation Members, TIS is committed to influencing change and strives for an active, inclusive, and just Scotland, with strong, equitable, and sustainable communities.

The grant, awarded by the **Glasgow Communities Fund** will concentrate on providing opportunities for individuals across the city to actively participate and engage within their local communities, and

empower people to identify and deliver solutions that meet their needs. The **Engage Influence Change (EIC) project** will make a positive impact within the city of Glasgow by increasing opportunities to influence and shape housing and wider community services.

The project will work in partnership with **Glasgow City Council** Neighbourhoods, Regeneration and Sustainability Services, **Govan Housing Association** and associated supporting agencies.

It will support the delivery of the Council's **Ibroy and Cessnock Housing Strategy** by enabling private rented sector tenants and owners to:

Create a **model for owner associations**, and develop an outreach programme to establish a platform for the Council and partner agencies to proactively engage.

Establish an **online Member community network** for residents to engage, share experience, and good practice.

Develop a **capacity building ELearning hub** for private rented sector tenants and owners, nurturing the growth of skills, knowledge, and confidence in order to participate and influence decisions within the community.

Support the **establishment of tenants and residents associations** to encourage sustainable communities within Ibroy and Cessnock.

Get involved, have your say, and support TIS to shape the EIC project. To find out more:



Call us on
07950 158 621



Email us at
info@tis.org.uk

www.tis.org.uk

Engage Influence **Change**

Project Outcomes

The **Engage Influence Change** (EIC) Project will build the capacity of communities living in Glasgow to influence and shape their housing and wider community services.

The programme aims to build the capacity of individuals and community groups by providing mentoring support, developing unique learning and e-learning opportunities, and sharing knowledge, experience, and good practice.



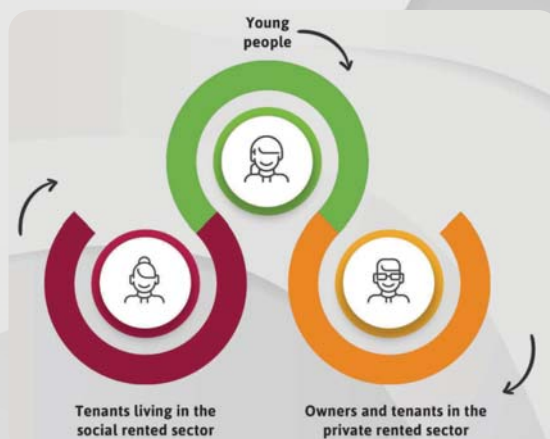
Engage Influence **Change**

Ibrox and Cessnock Housing Strategy key outcomes

- » Reduce area decline by safeguarding our pre-1919 tenement buildings, along with back court improvements.
- » Establish targets and KPIs measuring a range of issues including acquisitions, properties improved and brought up to standard, properties brought back into use, inspections carried out, environmental issues tackled etc.
- » Monitor timescales for the delivery of the Action Plan.
- » Monitor the level of engagement with residents to determine if this is effective and has changed the community's perception of the area.
- » Engage with landlords and tenants to raise management standards in the private sector.
- » Promote joint working and a coordinated approach by the various services to support provisions to tackle fuel poverty, energy inefficiency, social isolation, income deprivation and generally promote health and wellbeing.
- » Improve access to housing across all tenures.

Engage Influence **Change**

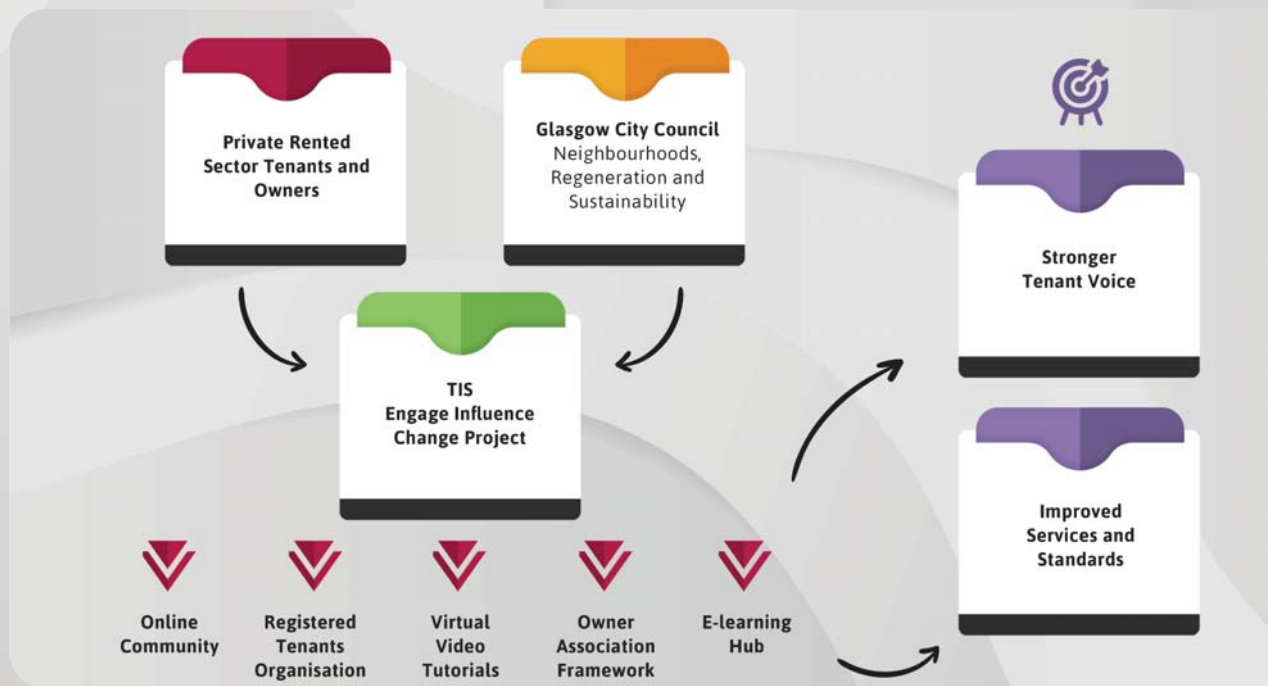
Communities



Engage Influence **Change**

Supporting owners and tenants in the private rented sector

- » Online member community
- » Owner association framework
- » E-learning hub
- » Pilot owner associations
- » Virtual video tutorials



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

Are your contact details all up to date?



You may have noticed that we are now verifying your personal details when you call the office so it is very important that you ensure all your contact details are up to date to allow us to verify them.

You will be asked the following when you call the office:

- Name & Address?
- Contact Telephone Number?
- Email Address?
- Have any of your Household Details Changed?
- Date of Birth?
- Brief description of your enquiry?

This is to ensure your details are kept private and that no one else can access your account details. It is also important that we have up to date contact details as we may have to contact you in the event of an emergency.

Domestic Waste

The Association has received many complaints over the past few months about residents throwing domestic waste from windows and the problems this causes. The complaints concern smells, rat infestations, bird faeces and interference of refuse bags by vermin.

The Association actively encourages residents to use the appropriate refuse bins and would ask all residents disposing of rubbish to be mindful of disposing it in an appropriate manner to discourage interference by seagulls, pigeons, rats and other vermin. This means that bins should be tied and sealed and placed in the bins rooms/areas provided.

The Association are currently executing a close painting contract and are working hard to improve conditions in communal areas. We would ask for everyone's co-operation in ensuring that no domestic waste is discarded in communal areas and would ask anyone without a key to the back court area to contact the Association.

Let's make Govan tidy!



Shop Front Improvement Programme

You might have noticed works being carried out on some of our commercial units on Govan Road, including The Hub and Digital Hub.

The shop front improvement programme is a partnership with CGAP and the Townscape Heritage Initiative fund, aiming to reinstate shops back to their original style.

We're delighted with the new signage at the Hubs and the difference the new shop fronts have made to the look and feel of Central Govan.

For more information visit: <https://getintogovan.com/thi/>



Govan Jobs Match Service Paused

The Govan Jobs Match initiative has seen key local partners work with Gerry at Unlock Employment to provide employability support and deliver local job outcomes for the past two years.

The initial funding period has come to an end and the Govan Jobs Match Group are in the process of evaluating the project and seeking future funding to continue to deliver strategic and operational employability outcomes in Govan.

The project has been paused for the interim and we will update partners, stakeholders and the wider community on the outcome of the evaluation and the next steps for Govan Jobs Match as soon as information becomes available. In the meantime, please direct any comments or queries to getintogovan@glasgow.gov.uk

Look after your garden...

We all enjoy the sunny weather in Govan and a chance to sit in our garden, if we're fortunate enough to have one.

However, we have noticed that many gardens are not being tended to and are encroaching on neighbour's gardens and communal areas.

We must remind residents that your garden is your responsibility and you must ensure that it is kept tidy and that grass is cut regularly. Unkempt gardens can also attract vermin.

Let's all enjoy sunny days in nice, clean surroundings.



Bulk Uplift

As residents may be aware, Glasgow City Council are not currently providing a pavement uplift of bulk items for tenement properties.

As a result, The Association have increased the number of bulk uplifts we've had to carry out.

On Collection Day – Put bulk directly onto the pavement. Bulk items such as furniture etc. must only be put out on the pavement outside your close, for uplift, on the morning of collection.

Not Collection Day – Put bulk in your back-court. If you have bulk items that you need to dispose of, on any other day, please leave them at the side of the communal bin shelter in your back court (neat and tidy) and the Association will arrange to have these items put out onto the pavement for collection on the required day.

Fly Tipping – Fine £50. Please note, any furniture placed on the street on non collection days will be regarded as fly tipping and reported to environmental officers who may impose a fixed penalty of £50.00.

It's important that all tenants and residents in tenement properties stick to the collection arrangements. Don't dump it!

When experiencing environmental problems such as missed bin collection, please contact Cleansing Enquiries on **0141 287 9700** or online through the MY Glasgow App www.glasgow.gov.uk.



Jim Stephen House

As residents may be aware, our Very Sheltered Complex – Jim Stephen House – has now closed its doors.

We are sorry to see this service end, but we have managed to secure suitable alternative accommodation for all residents.

We now have the task of deciding what to do with the empty building.

There will be a full consultation process with residents when discussing the future of the building and we will be looking for a use that complements and enhances our community.

Watch out for more details of the consultation in the near future!

Volunteer & Training Coordinator

The Association has finally recruited our new Volunteer & Training Coordinator.

Carol Kearns started her new role on 7th June and has already made a big impression with the team.

The role, funded by Glasgow Communities Fund, will support local people to get in to volunteering through the Govan Volunteer Bank and create a calendar of free and accessible local training opportunities.

Carol will also work alongside partner organisations to increase the number of volunteering opportunities available within the community.

Are you interested in volunteering and trying something new? Are you looking to build your confidence and develop new skills? Or are you ready to take your first steps on the pathway to further education or employment? Volunteering might be the option for you.

We are also looking to support volunteers who have a particular skill set or qualifications that want to give something back to the community.

If you are interested visit www.govanvolunteerbank.org or contact Carol by email or phone: carol.kearns@govanha.org.uk **0141 440 0308**



Tenant Service Improvement Group

Our new Tenant Service Improvement Group has been meeting over the past few months to begin work on scrutinising our current Anti Social Behaviour, Neighbour Nuisance and Hate Crime Policy.

Tenant scrutiny is a requirement from the Scottish Housing Regulator. We have updated our scrutiny approach and have a brilliant group of tenants working with us to input ideas, suggest policy amendments and recommendations to how the policy is implemented.

The group hope to publish their first scrutiny report, complete with recommendations, by the end of August 2021.

We are always on the look out for new members.

Interested?

Contact our Community Inclusion Officer on **0141 440 0308**, by email ryan.davidson@govanha.org.uk or pop in to the office to speak with a member of our team.

Back Court Feasibility Study

The Association has conducted a feasibility study into the development of the communal back court in Luath, Taransay, Howat and Luath.

The project was funded by the Community Recovery Fund and aimed to look at how organisations like Govan Housing Association can work with the community to make places that support positive wellbeing and give tenants a sense of ownership and responsibility.

The exercise aimed to engage with and consult residents about their current use of the back courts and ideas for what the back court might look like if we could design a new space.

The input from tenants was really valuable and at present, the feedback is with our architects at Assist Design who are drafting some visual boards and concept designs that we will take back to residents.

Some of the feedback also included some short term improvements that we are hoping to carry out over the coming months.

For more information on this project, please contact our Community Inclusion Team on **0141 440 0308**.



Glasgow Code Learning (GCL) is inspiring young people to kick start a career in digital.

Supported by tech company CGI and delivered in partnership with Glasgow Clyde College, GCL offers a pathway of flexible digital skills courses. Applications are open for fully-funded places on intermediate and top level courses in software development and cyber security (SCQF levels 5-7). Whether it's games development or coding, healthcare or tourism, there's a digital career for everyone.

Working in partnership with Glasgow City Council, GCL is welcoming applications from those who meet the criteria for the Scottish Government's Young Person's Guarantee fund. Applicants should be aged 16-24, live in Glasgow, have the right to work in the UK, and be facing barriers to work.

Courses are part-time and 6-12 weeks long. Clyde College deliver a blend of live lectures, practical discussion sessions, individual and group projects. All live, tutor-led sessions are recorded so learners can fit their studies around other commitments.

Learners will receive a student card to access Clyde College's facilities, have access to laptops, software and connectivity, and hear from industry experts on careers available in the Digital Technologies sector.

For more information visit our website -

<https://www.glasgowlife.org.uk/libraries/glasgow-code-learning> - or contact glasgowcodelearning@glasgowlife.org.uk.



FREE digital skills qualifications to turbocharge your career or business.



Govan Song Club

The Glasgow Barons spotlight three local musicians, David Tyma singing "Call out the Dead", Gus Abbot, beat poet and drummer doing "Something" and Sunny G presenter Lori Docherty singing "Up and Away".

David's song has already reached over 1200 Youtube hits, recorded on his local turf around Central Govan, with comments like "Gawn yersel David fantastic" and "Superb big man, it's a cross between Jim Morrison, Lynard Skinner and Sid Barrett.

Don't forget Govan when the record deal comes in!" Elder Park is Gus's favourite setting for his profound reflection on life, and how to survive it. Stewart Robertson at The Green Room recorded David and Gus. Lori's song, "Up and Away" is an upbeat anthem produced by Steg G at Sunny Govan FM. All are filmed by Derek Mackay.

Paul MacAlindin of The Glasgow Barons, who produced the videos for the Glasgow Artist Residency for Govan, said, "I hope this is a bit of encouragement for Govan's talented singer songwriters to bite the bullet and get more of their work out there. It takes real guts for David, Gus and Lori to do what they did on camera, and I hope everyone in Govan feels they have a voice worth sharing." Find the videos on The Glasgow Barons YouTube page.

For more information please visit www.theglasgowbarons.com



Cashback for Communities – Towards New Futures

The Cashback For Communities – Towards New Futures FREE programme run by Rangers Charity Foundation aims to re-engage young people with current or past convictions and help them move towards a more positive future including working, volunteering or further education.

The project is delivered within Ibrox Stadium and works in partnership with four Scottish prisons and Govan Thriving Place (as well as other referral routes) to target and support a variety of young people aged 16 - 24 from the local area and beyond.

Participants will improve their physical and mental health by taking part in accredited fitness and coaching sessions and a mental health first aid course. The initiative includes a variety of formal and industry recognised awards (including utilising the Foundation's SQA Centre status), vocational work experience and the development of core skills which will enhance employment prospects and CVs. Participants will also have continued support after completion of the course to help keep up motivation and stay on track.

The next course starts in August and will run four days per week for eight weeks. For more information email derekrhoddan@rangers.co.uk, referencing the Housing Association newsletter.



RANGERS
CHARITY
FOUNDATION

CASHBACK FOR COMMUNITIES – TOWARDS NEW FUTURES

Are you aged **16-24** with past or current convictions, or experience with the criminal justice system, holding you back from meaningful employment?

Could you benefit from free access to enhanced qualifications and work experience?

The Rangers Charity Foundation's employability programme, supported by CashBack, is here to help!

- Starting **AUGUST 2021**
- **FREE 8** week programme, **4** days per week
- Employability support to help you achieve a more positive destination
- Access to a host of qualifications including **SQAs**, **First Aid**, **SFA**, **Mental Health** and more
- Various opportunities via charity partners

To find out more, email DerekRhoddan@Rangers.co.uk



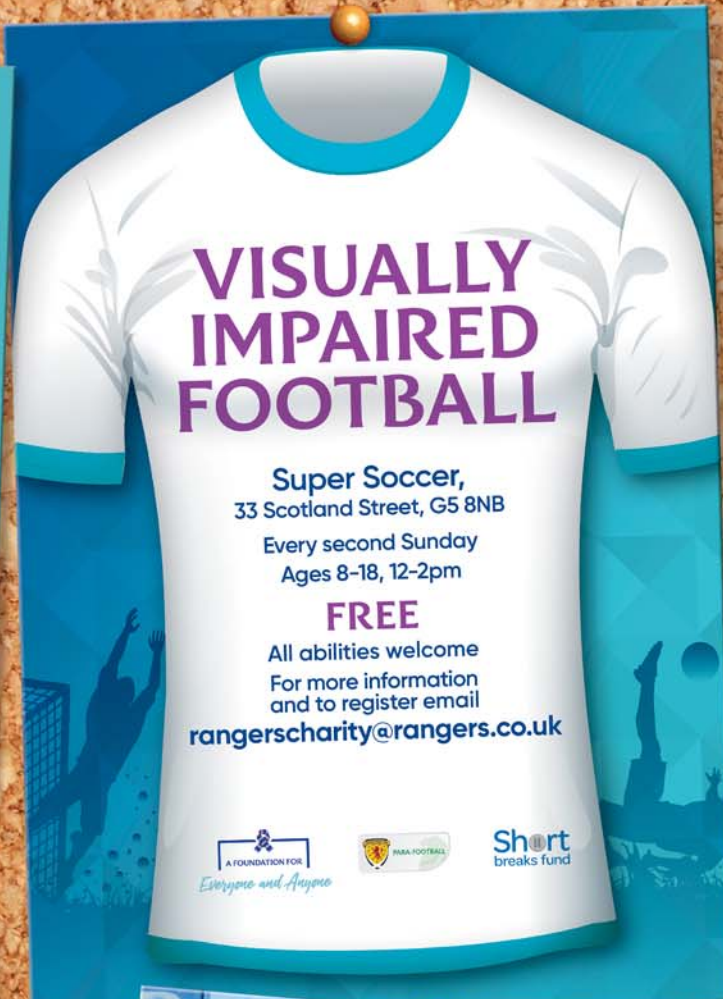
Visually Impaired Football

Rangers Charity Foundation is running **FREE Visually Impaired Football sessions** which are open to children of all abilities, aged between 8 and 18.

The programme uses specially designed footballs which can be heard during movement, and takes place at Super Soccer on Scotland Street every other Sunday from 12pm - 2pm.

For more information, or to register, call **0141 580 8775** or email

rangerscharity@rangers.co.uk referencing the Housing Association newsletter.



Don't Wait

Since the launch of the Don't Wait campaign in January, over 1,700 people have made a quit attempt with the support of the Quit Your Way (QYW) stop smoking services in NHS Greater Glasgow and Clyde.

Smoking is linked to many illnesses and long-term conditions, increasing the risk of heart disease, diabetes, emphysema, chronic bronchitis, stroke, and cancer.

NHS respiratory consultant, Dr Colin Church, the face of the Don't Wait campaign, emphasised: "It's never too late to see the benefits that come from quitting smoking."

Stephen, a recent client who received support from the QYW Service in the Southside of Glasgow, said: "The continuity of care which was provided, especially through Covid, has been fantastic. The weekly support made all the difference."

Heather, the local QYW service manager added: "We have adapted our services, in line with coronavirus restrictions, and have continued to provide support to those looking to quit."



"Don't wait, it's never too late to stop smoking" Dr Colin Church, NHS Respiratory Consultant

"Our services have been getting busier over the last few months and it is great to see so many people getting support to quit."

Quitting is not an easy thing to do, especially during such challenging times, however, the advisors are here to support you.

Quit Your Way is a free NHS stop smoking service, and operates Monday to Friday from 9am-5pm.

To find out more and find support to quit, call the Quit Your Way helpline service on 0800 916 8858 or visit NHSGCC : Quit Your Way - Smokefree Services.

Govan's Glorious Gift

With the upcoming renovation of the Library, Friends of Elder Park's fantastic community-led Rosegarden rejuvenation, and the completion of the improvement works to the Govan road entranceway, things are looking up for the green heart of Govan!

June 27th marks the 136th year since Isabella Elder gifted the park to the people of Govan. Why not take a walk around the park that weekend and enjoy your gift? You may be in for a few surprises.

One thing you'll be able to appreciate is the sensitive work that has gone into bringing the entranceway and K13 memorial back into a condition which both the park and the community deserve. Craftspeople have been working carefully to ensure that the restoration honours the design, skills and methods used in the Victorian era.

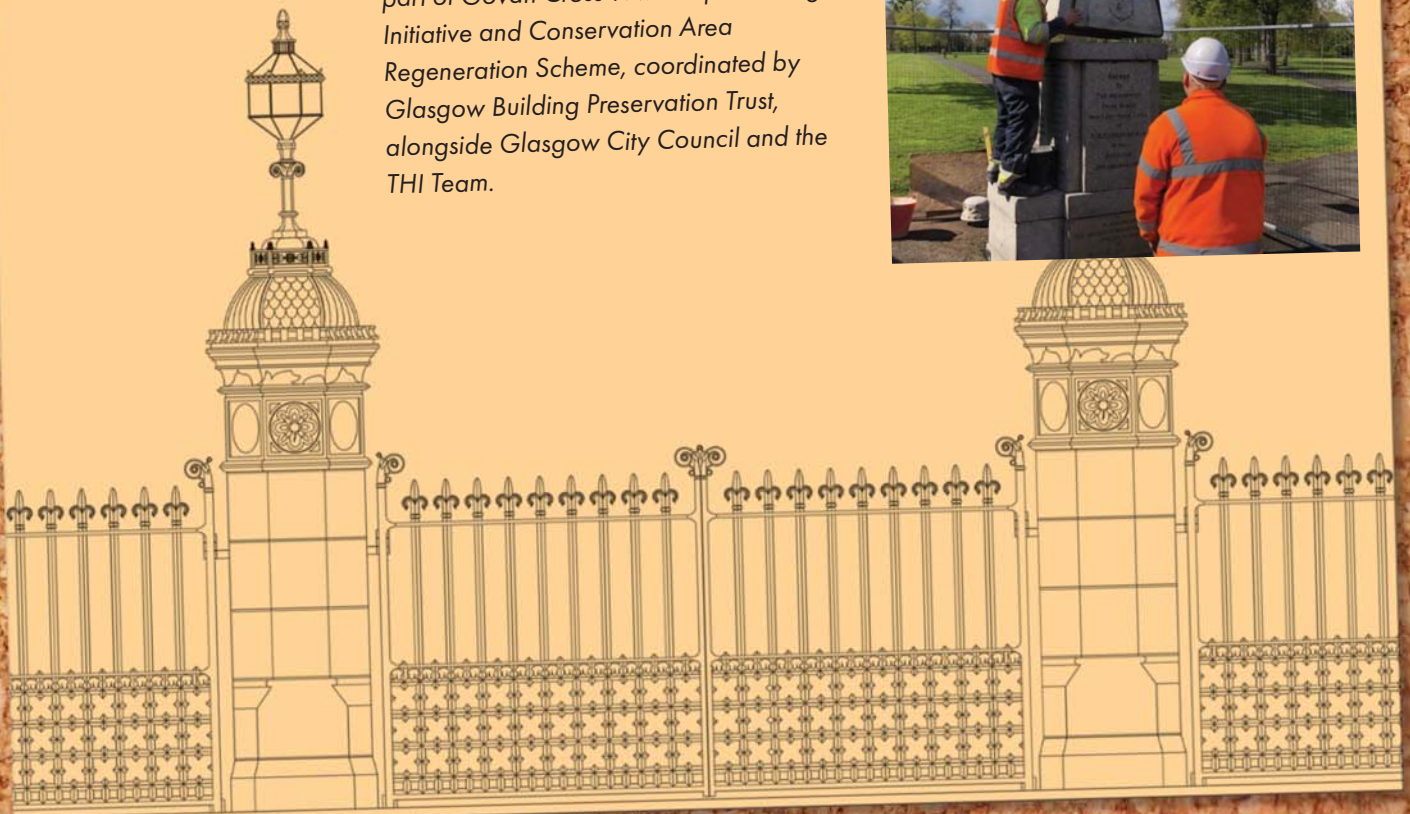
Keep an eye out for a film of the restoration project, and other opportunities to explore the park's heritage in the months ahead.

www.facebook.com/mrseldersgloriousgift

To find out more about the improvement works please see

www.getintogovan.com/projects/elder-park-entrance-restoration

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



Autism Friendly Football

Autistic children and teenagers are being invited to enjoy FREE football via the Rangers Charity Foundation.

The sessions are aimed at youngsters on the autistic spectrum, who might not otherwise be able to take part in mainstream football. Youngsters aged 5 – 16 can come along to the Pro Soccer Newton Mearns at Rouken Glen Park every Wednesday for enjoyable football sessions with the Foundation's specially trained coaches.

For more information, or to register a child, email rangerscharity@rangers.co.uk referencing the Housing Association newsletter.



AUTISM-FRIENDLY FOOTBALL



FREE WEEKLY SESSIONS FOR 5-16
YEAR OLDS
WEDNESDAYS 6-8PM
PRO SOCCER NEWTON MEARNES
AT ROUKEN GLEN PARK

FOR MORE INFO, EMAIL
RANGERSCHARITY@RANGERS.CO.UK



Everyone and Anyone

Short
breaks fund

HOW IT WORKS

Cooks



Sign up online
Creating a profile will take 5 minutes



Complete a background check
You will do a quick ID check and complete a PVG form



Introduce yourself
Call your Diner over the phone



Enjoy your first meal!

Diners



Call our friendly team
We will sign you up over the phone



We'll talk you through how it works
Then we'll find you a Cook suited to your dietary interests

**"I love my Cook.
I am eating more
food and different
foods and enjoying
all of it."**

Eleanor (Diner)

SIGN UP TO COOK

Create a short profile through our website:
www.mealmakers.org.uk

SIGN UP TO RECEIVE MEALS

Become a Diner by calling us on:
0800 783 7770

REFER A DINER

Simply contact us on the details below:
hello@mealmakers.org.uk
0800 783 7770



**Sharing food and
friendship with an
older neighbour**



ABOUT US

Meal Makers is a part of the award-winning Scottish charity **Food Train** that supports older people to eat well, age well and live well.

WHAT WE DO

We are a local neighbourhood food-sharing project that connects people who love cooking (Cooks) with an older neighbour (Diner). The Cook then creates an additional portion of home cooked food for the Diner and they share a nice meal together.

WHO CAN USE MEAL MAKERS?

Anyone over the age of 55. Call **0800 783 7770** today to be paired with a local Cook and start receiving delicious home cooked meals from a friendly neighbour.

Sign up as a Diner

Join **Meal Makers** as a Diner and have one of our friendly volunteer Cooks deliver you a regular home cooked meal and give you some company.

We'll match you with someone who has similar food tastes to you and is within your community. How often meals are shared is decided between you and your Cook.

All of our volunteer Cooks love cooking and have all been background checked and are suitable to volunteer. They also really want to share their food and get to know new people.

Sign up today by calling **0800 783 7770**.

**"Such a wonderful
experience! My Cook
prepares incredibly
thoughtful and
delicious home-made
meals."**

Jean (Diner)



Sign up as a Cook

By turning an everyday activity into a volunteering opportunity, **Meal Makers** strengthens connections within communities and provides a flexible way for people to volunteer their time and skills locally in a way which suits them.

We're aiming to tackle social isolation and the growing problem of malnutrition by helping older adults get access to home cooked food and company.

Signing up to be a volunteer Cook couldn't be easier. Go to www.mealmakers.org.uk complete a profile and we'll start looking to connect you with a Diner in your area.



**"The time I spent
chatting with Mary
made my day. Her
cheerfulness is
inspiring and I was
reminded of the
conversations I miss
having with my
granny."**

Jennifer (Cook)





OPEN FOR ELIGIBLE STUDENTS AGED 7-18



AT THE PEARCE INSTITUTE, GOVAN!

FREE

IntoUniversity iu

Academic Support

In partnership with THE UNIVERSITY of EDINBURGH and University of Glasgow



PRIMARY
Tuesdays or Wednesdays
3.30pm-5pm



SECONDARY
Mondays or Thursdays
4pm-5.30pm

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What is Academic Support?

Academic Support is a **free**, weekly after school club for eligible students.

Primary students take part in our **tailored curriculum** and study topics like History of Art, Coding and Chemistry. Students are supported by staff to improve their literacy and numeracy skills.

Secondary students receive homework help, career advice, CV support and have access to **exclusive work experience** opportunities.

Students in P7-S6 have the opportunity to take part in our **Mentoring programme** where they receive 1:1 support from a current university student.

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To register your child, contact us on:

Tel: 0141 375 9151

Email: chloe.turner@intouniversity.org

The Pearce Institute,
840-860 Govan Road,
Glasgow, G51 3UU



THIS DOOR

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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

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

September Weekend: From Friday 24 to Monday 27 September 2021, reopening Tuesday 28 September 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

