

news update



**We've been
keeping
busy...**

*See inside for
all the details*

Moving Govan Forward

Chief Executive Update

Welcome to the Summer Edition of our Newsletter.



The start of the year has been busy as ever as we gather momentum with our new build development

'Water Row'. The 92 Mid-Market properties are due to come off-site in the summer of 2023 with completion around the end of the year. As part of working with the contractor CCG we will ensure that there is community benefit in offering apprenticeships and employment for local people in Govan. You can read more about this on page 6.

On page 7 you will see we are working with Cycling Scotland and GYIP to develop our Bike Hub. We want to promote cycling in our community and storage for cycling as we know can be an issue for health and safety reasons in closes, so we are currently consulting with our customers to apply for further funding for safe and secure storage. We will keep you updated on this on the weeks to come.

The article on page 7 also informs you about the Mural for 636 Govan Road, There has been a lot of preparation and consultation for this and we would like to thank everyone who participated including local groups, schools, residents living within the vicinity to the gable end, we hope you all like the end design. There is a launch arranged for Friday 5th August

between 12 and 2 and we hope to see you all there. Information about the launch will be on our website and various social media pages.

We have been really busy with Our Community Engagement Programme and a full overview of this is on page 8 for you to see. We have already had a rolling programme of engagement with our resident from Street Visits, community groups, working with TIS. We will be holding a Tenant Engagement Forum in August to share what we have learned when engaging with our customer and to get your ideas about what the needs of our customer are to continually improve and shapes our services in the future.

I am delighted to announce that projects within our Govan community area have been successful in receiving a Community Award fund of up to £500.00 to support their project. These projects meet the criteria for the Associations aims to engage with the local community and we are delighted that our Community Fund has assisted projects and people within our community.

This year our organisation supported funding for the Governments Kick-start programme and our subsidiary Govan Home Team carried out a full programme of training to give 5 young people between the ages of 18-24 to take part in a 6 month placement that ended in May 2022. These youngster gained training in different areas working and training with specialised trades and estate management. The skills these 5 youngster gained will take them onto full time employment. We are happy to announce that this project has been nominated for an award for its achievement and want to thank Govan Home Team for the

investment they made in training and developing these 5 young people to help them into full time employment.

As you can see on page 21 that in partnership with Elderpark and Linthouse Housing Associations we are providing assistance for people struggling with energy bills. The project was awarded **£69,324.73** which was passed onto people in Govan to assist them with paying bills and covering the increase in costs making a remarkable financial difference to them at this difficult time with increased costs for energy and the cost of living.

We are proud to announce that our Money Advice Service has achieved an accreditation award in the Scottish National Standards for Information & Advice Provider. The Money Advice Service has been working towards this accreditation for a number of years and this award assures our customers that they are receiving a high quality service. As you can see on page 22 the Money Advice Service has assisted our customer in various ways with benefits and to manage debt to the value of **£1,145,650.14**, this has made a massive financial difference and assisted to improving the lives of our customers. If you need to access this service you can contact us in various ways.

Again I want to thank all our Management Committee members for their time and commitment to Govan Housing Association for last year as it has been through some trying time through Covid and I know it will still be a busy year ahead.

Fiona McTaggart
Chief Executive Officer

Contents

Corporate & Finance Services

| | |
|--|---|
| You said "Thank you" | 3 |
| You said, we did..... | 3 |
| Have you considered becoming a Committee Member? | 4 |
| AGM – Save the date! | 5 |
| Staff Update | 5 |

Development

| | |
|------------------------|---|
| Water Row Update | 6 |
|------------------------|---|

Community Engagement

| | |
|--------------------------------|---|
| On your bike! | 7 |
| Mural for 636 Govan Road | 7 |

| | |
|-------------------------------------|----|
| Community Engagement Overview | 8 |
| Govan Volunteer Bank | 10 |
| Howat Street Litter Pick | 12 |
| My Garden in Howat Street | 12 |
| Refugee Festival Scotland | 12 |

IT & Business Services

| | |
|--|----|
| 8 nifty Amazon Echo features you need to try | 13 |
|--|----|

Property Services

| | |
|-------------------------------------|----|
| Report a Repair Online..... | 14 |
| Smoke Alarm Upgrades..... | 14 |
| Gas Safety..... | 14 |
| Access for Repairs..... | 14 |
| Our Investment Programme Update ... | 15 |

| | |
|------------------------------|----|
| What is Condensation?..... | 15 |
| Estates Update | |
| Bins – Pacific Gardens | 16 |
| Bag it and bin it! | 16 |
| Estates Team..... | 16 |
| Bins & Recycling | 17 |

Factoring Services

| | |
|--|----|
| Fire Risks | 18 |
| What is a Factor? | 18 |
| Payment of your Factoring Account | 19 |
| How to contact us..... | 19 |

Customer Services

| | |
|--|----|
| Scottish National Standards for Information & Advice Providers | 20 |
|--|----|

You said

Thank You!

Govan Housing are actually amazing. You all couldn't do enough for me. Very random but, credit where credit is due.

Can't thank you enough for all the work and hours you have put in helping us over the years. You are worth your weight in gold.

Nicest man to deal with and always helps with any issue even when it doesn't relate to his department.

Thank you for being my housing officer and the help that you give, you all go above and beyond to help.

Thanks so much for all of the hard work that you put into the project on this property.

I don't know how we would have got to where we are without you, you have done brilliantly.

You said, we did...

You reported an outstanding repair that we investigated.



We had a delay due to the type of repair, but immediately resolved this until complete and you were fully satisfied.



You reported that you have a neighbour who is dumping rubbish and asked for assistance for this to be dealt with.



We addressed the dumping of rubbish with the appropriate tenant and will continue to monitor this moving forward.



You had a Kitchen and Bathroom installation and had outstanding works for various reasons which you wanted resolved.



We arranged around your schedule for any outstanding work to completion to a high standard.



| | |
|--|----|
| Govan Pantry | 20 |
| Clutter/Hoarding Support | 20 |
| When do we get the cost of living payment? | 21 |
| Funding Obtained | 21 |
| Financial Advice | 21 |
| EU Settlement Scheme | 22 |
| About Best Start Foods | 22 |
| What is Adult Disability Payment? | 22 |
| Energy Saving Tips | 23 |
| Energy Advice Service Performance | 23 |
| Government Cost of Living | |
| Energy Assistance | 23 |
| Money Advice Team Performance | 24 |
| Migration to Universal Credit | 26 |

| | |
|--|----|
| Pay your Rent by Direct Debit | 26 |
| Telephone Service Options | 27 |
| Reporting Anti Social Behaviour and when to call the Police | 27 |
| Mixed Age Couple and Benefit Entitlement | 28 |
| Paying your rent | 28 |
| Changes to Covid Legislation | 29 |
| Discretionary Housing Payment | 29 |
| Disability Living Allowance (DLA) for children changing to Child Disability Payments | 29 |
| Avoid Court action – Speak to us | 30 |
| Universal Credit | 30 |

Community News Board

| | |
|---------------------------------------|----|
| Community Councils | 31 |
| Chilli Stop | 31 |
| Get The Message Across | |
| Football Tournament | 31 |
| There's so much going on in Govan... | 32 |
| Govan Thriving Places Update | 34 |
| The Loop @ Thriving Places | 35 |
| Fancy a Walk? | 35 |
| A Budding Community in Elder Park ... | 36 |
| Office Opening & Appointments | 36 |
| Holiday Closures | 36 |

Have you thought about becoming a committee member?

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

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

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

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



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

Benefits for you:

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

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

Benefits for the association and the wider community:

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



GOVAN
HOUSING
ASSOCIATION

AGM

**Thursday 8th
September 2022
at 6.30pm**

Save the date!

After the main business of the AGM, there will also be:

Free Prize Draw

Free Refreshments

Free/ Buffet Snacks

Free Prize Bingo

On Thursday 8 September 2022 the Association will hold its 51st Annual General Meeting at Govan HOME Team's offices at 246 Edmiston Drive, Glasgow. We will run a free bus from Govan C and Central Govan to the HOME Team offices. More details on the bus and the AGM will be sent out to Members nearer the time.

There will also be the option to attend the AGM virtually if you do not wish to or are unable to attend in person. Letters will be distributed to shareholders with all the relevant information.

Our AGM is a chance to hear from our Chairperson and Chief Executive on the Association's activities, performance and achievements over the last year and also for our share holder members to have their say on the nominations for our Management Committee.

Our external Accountants will also tell you about their assessment of the Association's accounts and finances.

Not a Member? Join Now

If you are not yet a share member, and would like to attend and be part of the ongoing success of the Association, please either call the office on 0141 440 0308 or email corporate.services@govanha.org.uk to request a membership application form. It only costs £1 to join. By becoming a shareholder, you will receive lifetime membership of the Association, be able to vote at our AGM and you can also seek election to join our Management Committee.



Staff Update

We celebrated Violet Marshall's retirement at the end of March 2022.

Violet worked for the Association for 13½ years mainly in our Corporate Services Department. Many of you may have met her at Fun Days and Govan Loves Christmas events where she regularly looked after the Association's tombola stall. We wish Violet all the very best in her well-earned retirement.





Water Row *Update*

Govan HA's current new build development, Water Row phase 1, is well underway. The past year has been spent preparing the ground for the main building contract. Significant work was required to achieve this as the site previously housed a ship yard with large crane bases left in the ground and covered over.

We are currently making good progress with laying the foundations at the site. The buildings will start to really take shape through July when the steel frame for the block nearest the Clyde will be erected.

As a reminder to readers, the development will produce 92 mid-market rental flats (all two-bedroom) and six ground floor commercial units. The blocks will start to come off-site from summer 2023 through to Christmas 2023, all going to plan.

We are working with the main contractor, CCG, to ensure that there is a programme of community benefits achieved by their presence in Govan. This will encompass access to the apprenticeship application process, work experience and engagement with schools.

As the development on Water Row progresses we have had an increase in calls querying how to apply to be rehoused in these properties once they are complete.

There is no waiting list for these properties as of yet and a separate application form will be made available to interested applicants nearer to the time of the properties being ready to let.

In the meantime if you want to be kept up to date on applications for the Water Row development, you can call us to add your name to the mailing list on **0141 440 0308**, selecting option 3 or email **general@govanha.org.uk**

Some key contacts for you:

Site issues:

John Connolly, Site Manager at CCG
07766 546 164 • johnconnolly@c-c-g.co.uk

Any other matters:

Laura Edwards, Development Consultant at Govan HA,
07817 208 747 • laura.edwards@govanha.org.uk

On Your Bike!

We are pleased to be working with Cycling Scotland, Govan Community Project and GYIP to develop a community bike project and have signed up for cycling friendly recognition.

We will have bikes which are available to loan within the local community, once you have signed up. We have 2 custom built containers and a smart shed which has a small meeting space for cycle groups to use. We are delighted that GYIP already use the space for their weekend trips.

Cycling is a great way to get about and there are good cycle paths around Govan. Next year sees the World Cycling Championships come to Scotland, so we are getting ahead of the game.

Hot off the press! We are delighted to have been awarded funding from Cycling Scotland's Cycling Friendly and Social Housing development fund for 3 bread bin style secure cycle storage containers, for a pilot project at Golspie/Shaw Street Handy, secure storage keeps bikes safe and away from landings and shared spaces, eliminating fire hazards. If you are interested in finding out more please contact community@govanha.org.uk or phone **0141 406 6638**



Mural for 636 Govan Road

We are excited to see our anniversary mural for 636 Govan Road finally completed this summer and we celebrated with a launch and lunch in the Riverside Hall. Thanks to our friends at the Riverside Hall for their support and patience while this project was completed.

The mural was designed following consultation with the community. You can read our full consultation report on our website at www.govanha.org.uk

We will keep you posted in our next newsletter, but in the meantime if you would like to know more, please contact community@govanha.org.uk

Community Engagement Overview

"We are looking to find, wherever that may be, that person who has a commitment to their community."

This year we have continued foundation work to support tenants to be at the heart of all we do.

We will hold our first Tenants' Engagement Forum in August to share with you what we learned and work with you to shape opportunities to become more involved in our work, for example through a service improvement group, an event planning group, contributing to the newsletter, supporting or participating in a social group.

The foundation work has been a combination of a rolling programme of street visits; meeting and speaking with residents' associations and community groups; working with TIS (Tenant Information Service), to benefit from their expertise and our work through the launch of the Community Fund.

Street Visits

We have a rolling programme of weekly street visits across all our properties which started in March and will run through until October. These visits are a chance for us just to say hello, for you to get to know your community team and Customer Services Officer and for us to listen to feedback and follow up with any enquiries. We have already visited 19 streets and in the summer we will visit Harley Street, Middleton Street, Burndyke Square, Dunsmuir Street, Taransay Street and Rosneath Street so look out for us. Please get in touch if you would like to know more, or if you would like to request a visit to your close/street.

So far as a result of these visits we have worked alongside tenants to organise a Howat Street residents monthly litter pick; supported a community gardening initiative; shared information on reporting fly tipping via the MyGlasgow App; provided digital support by lending a tablet; answered questions on the landscaping schedule and the window replacement programme; begun engagement with tenants willing to be more involved in our work, recruited tenants onto our Community Fund Awards Panel.

Armchair Groups

We know that not everyone will be in when we visit, so we offer a weekly "armchair group" for anyone who wants to get involved, ask questions or hear what's happening. We hope this will develop into an informative social space. You can join online or by phone, or we can dial you in. Please get in touch if you would like to find out more about this.

Tenant Information Service (TIS)

We are one of 4 Housing Associations in Glasgow to have been successful in achieving additional support through a pilot project with the Educate, Influence and Change programme of the Tenant Information Service. Working with the TIS Development Team, we are looking at our pathways for involvement, our Community Engagement Strategy and embedding good practice to ensure tenants are at the heart of our work.

Their message is **"Tenants are at the heart of everything and engagement is everybody's job"**.

TIS talks about tenant engagement as the "reality of slow progress". Building sustainable foundations takes time, perseverance and a commitment to asset based community development, focusing on the existing strengths of our communities. However, they also know the benefit of quick wins to strengthen those relationships and launching a Community Fund has really helped us with this.

TIS are also keen to pilot work with Owners and we will be working with them as we develop our Owners' Forum, the first meeting of this took place on June 22nd in Clyde Community Hall and we were delighted to welcome 40 owners to the meeting.

Our thanks to the owners in Govan C who trailed a small owners' focus group and decided it would be worth expanding. From this work we want to establish an Owners' Service Improvement Group. If you were not included in the initial pilot, but would like to find out more please get in touch.



Govan C walkabout



Owners' Focus Group



Tenants and Residents Groups

We are grateful to be invited to the Govan C Tenants and Residents Association meetings and to work alongside them. The Govan C TARA is now back meeting and they were delighted to hold their first AGM since 2019, face to face in the Grace Baptist Church in April earlier this year. This Group welcomes all Govan C residents, tenants and owners and is a real force for positive change in the community.

Although the Central Govan tenants and residents group is not back meeting, we have been working with its chair, John Foster, for advice and support on encouraging tenants to influence service and effect change. In particular for residents of Shaw Street who continue to live in a challenging environment. We held a Shaw Street residents meeting in July in the Salvation Army hall, to listen to the people who live there and find ways of working together to make life better.

We would love to hear from other streets or areas who want to work together for their community. Please get in touch if you would like to be part of this.

Working in partnership

Alongside our tenants, throughout the year we also work with our external partners wherever we can to share resources and increase access to opportunities. We link in with our Community Regeneration and Empowerment colleagues at Elder Park and Linthouse Housing Association, with the Thriving Places theme groups, with police, councillors, schools, community spaces, and the whole host of service providers. Thanks to them all for sharing their knowledge, time and understanding.

We have our community engagement leaflet available in the main community languages, and thanks to our friends at the conversation café on Monday afternoons at Glasgow Community Project, we were able to take 2 of those leaflets along to try out in person. Thank you Barbara and Ali for your positive feedback.

Community Fund

This is a new fund for 2022, to which individuals or groups can apply for up to £500 for any community-led project, which will fit within our 5 community engagement priority areas for this year. The Community Fund Awards panel is made up of residents and staff and meet 3 times a year to consider applications with deadlines of 31st March, 31st May and 30th September. Details of successful projects to date are in the Community Board section.

Our key priority areas this year are:

- Digital Inclusion
- Children, young people and families
- Volunteering and Employability
- Sustainability/Making Govan Your Home
- Quality of life

To find out more or apply please contact community@govanha.org.uk

Digital Inclusion

Under the umbrella of the Thriving Places Learning Group, we have participated in 3 digital inclusion sessions with a view to re-establishing the Govan Digital Forum, a space to share knowledge and resources. We were grateful to receive 100 free sim cards with data and calls for 6 months from Vodafone and we continue to look for resources to which we can signpost our tenants.

Moving Forward

We are looking forward to working alongside you all. We want to hear from you. Please do get in touch if you would like more information on anything you have read or you want to get involved. Contact Susan on **0141 406 6638** or by text on **07521 054411** or email community@govanha.org.uk



The Govan Volunteer Bank

“Give Back and Grow Govan”

The Govan Volunteer Bank offers a diverse and wide range of volunteering and training opportunities for the people of Govan, alongside promoting community events, activities and services. It is a local approach amongst multiple local Third Sector Organisations.

To date the Govan Volunteer Bank has supported over 250 people to access and take part in volunteering and training opportunities within Govan. Currently there are over 60 volunteering opportunities which you can register for, including: gardening, befriending, driving, cooks, museum guides, handy person, sports coaches and mentors, marshals for the Elder Park Run, shop assistants and translators.

As well as individuals accessing The Bank, organisations and projects register their volunteer and training opportunities, and their activities and events directly onto the volunteer bank website, keeping the Govan community up to date with what’s going on in their community and what services are available.

To find out more about how you can become involved in volunteering or access training, visit the website at www.govanvolunteerbank.org or contact our Volunteer and Training Co-ordinator **Carol Kearns** on govanvolunteerbank@gmail.com or phone **0141 440 0308 extension 874**.

Training Update

Kickstart Programme

Govan Housing Association and Govan Home Team supported the Government’s Kickstart programme this year, providing the opportunity for 5 young people aged between 18-24 to take part in a paid 6 month work placement from November 2021 – May 2022, within the Estates Team. During this time, the young people worked with the Home Team and with our Volunteer and Training Co-ordinator, to learn new skills and gain qualifications in Health and Safety, First Aid and attain their CSCS Labourer’s Card, as well as taking part in CV workshops helping them to improve their skillset and employment opportunities.

It was a positive experience for all, with 2 Kickstart employees being nominated for an award for their progression and achievements during the programme.

Community Volunteers and Staff Training

The Govan Volunteer Bank has worked in partnership with a wide range of services and training providers and has supported and coordinated both online and face to face training, providing over 140 places for volunteers and staff delivering community services within Govan, upskilling individuals to help deliver services and be better equipped to respond to and support our communities.

Some of the training provided has included: first aid, domestic abuse, food hygiene, ASIST suicide prevention, digital skills, children and families focused training, walk leader, employability, mental health awareness, drugs and alcohol awareness, sports and wellbeing programmes.





Volunteer Week: Thanks to our Volunteers

Volunteers really are the backbone of our communities and organisations and without our volunteers many projects would not be able to deliver such great services.

On 1st June, Govan Volunteer Bank & Partners celebrated Volunteers' Week and thanked 77 volunteers from across 15 local projects at a Volunteer Thank You Lunch at the Pearce Institute.

The day was a great success and an opportunity for us show our appreciation for the work that our volunteers do and give something back.

On the day, the volunteers came together to share their experiences over a hot lunch, meet others and kick back and enjoy themselves for the afternoon. We were entertained by our fabulous volunteers at Sunny Govan Radio and afterwards volunteers were given a tour of the Govan Stones.

Govan Housing Community Clean Up Hub

Govan Housing Association launched its Community Clean Up Hub on 30th September, as part of Keep Scotland Beautiful's commitment to supporting local communities to tackle litter issues.

There are Helping Hands litter kits available, provided by BAE Systems and Keep Scotland Beautiful, for individuals and groups to borrow to host their very own Community Clean Ups.

The Govan Volunteer Bank has facilitated a number of community Clean Up sessions since the launch, bringing together a range of community projects, local schools and businesses within Govan, as well as local residents and staff of local projects to Get Govan Gleaming. Our thanks to Govan Housing Association, BAE Systems, GYIP, Govan Help, Rangers Charity Foundation, Govan Stones, Govan Community Project, Make Do & Grow, St Constantine's School and residents of Howat Street, who have all volunteered their time to help make a difference in our community and Get Govan Gleaming.



What's happening in Govan

Govan Volunteer Bank plays a key role in centralising and promoting community opportunities for the benefit of the local community. As well as promoting volunteering and training opportunities, the Govan Volunteer Bank promotes community events, weekly programmes and group activities on the website, on our social media and through Sunny Govan Radio. For the most up to date information visit our website www.govanvolunteerbank.org or follow us on Facebook.



Howat Street Litter Pick

Inspired by Marta, Howat Street residents and Govan Housing staff joined up for a litter pick on Friday 24th June.

We will continue to do this on the last Thursday of each month at 3.30pm, from 28th July. Please get in touch if you would like to help, or just turn up. If you would like to chat about having a regular litter pick in your street, please get in touch. We would love to hear from you.

My garden in Howat Street

by Marta, Howat Street resident

I would like to tell you about my garden. I love all plants so even having a small square and being able to look after it every day, makes me really happy.

As well as my garden bringing me joy – I hope that it can inspire my neighbours to also have a go at refreshing their gardens in time for summer. Together we can show others that Govan can look clean and pretty, by doing something that isn't too laborious and is lovely to look at.

Everyone has the opportunity to look after the front of their building, and these small patches of green are an easy way to start as well as getting into a new hobby.

I think it's really nice to see our street being noticed by others for its greenery and nature, rather than rubbish and mess. Whilst being in the garden, I have many people passing by and complimenting its looks, so it's made me believe that it's not just me that likes the new addition to our street!

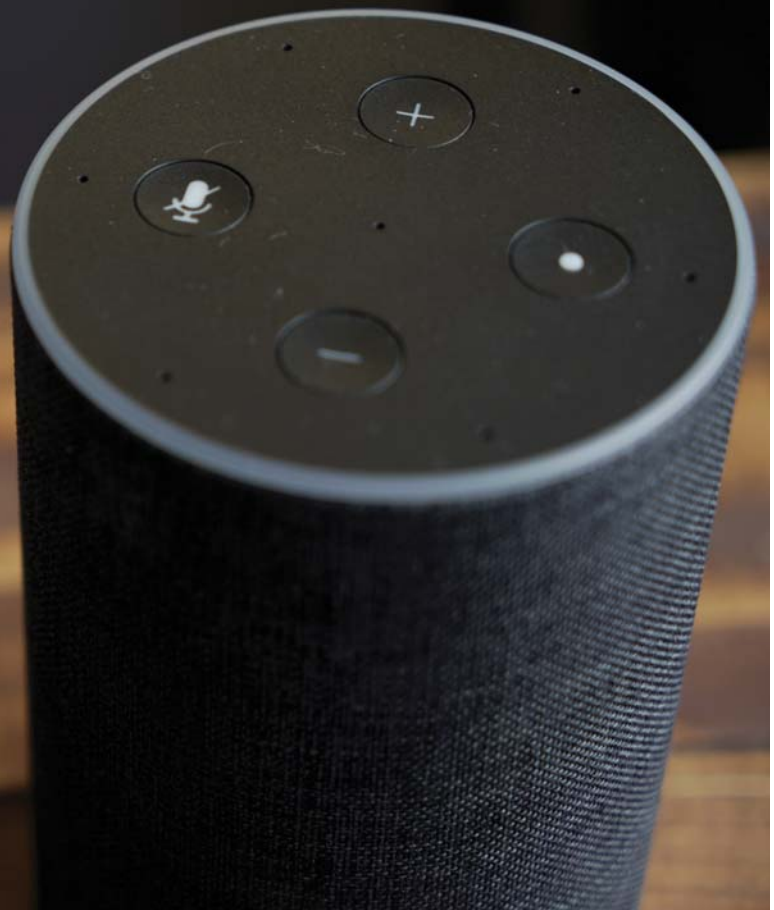
I hope my garden will be inspiration for anyone who always wanted to change the look of the front of their buildings - if we all have a go it can collectively be very beautiful. Good luck everyone I know that we can do it together! *Marta*



Refugee Festival Scotland

We were glad to join our friends at the Govan Community Project for their Celebration of Cultural Diversity in Govan as part of Refugee Festival Scotland on Friday 24th June, for an evening of food, music and chat.

8 Nifty Amazon Echo features you need to try



Your Amazon smart device such as Echo can do a lot more than tell you the weather, give you a recipe, play music or the answer to today's homework.

Alexa has the answer to so much more. The next time you're bored ask Alexa to tell you a joke, you might not laugh but you will at least smile or cringe.

Alexa supports tens of thousands of third-party skills that can help you control smart home devices, stay on top of your to-do list, order food, relax, and much more.

If you need some fresh ideas here are some of the more novel lesser known features you should try.

Test your trivia knowledge with Jeopardy –

Just say "Alexa Open Jeopardy" to test your knowledge across various subjects like sport, pop culture, travel, world history and more.

Schedule an Uber – No need to grab your phone while you are trying to get ready just say "Alexa ask Uber to request a ride" and she will schedule you an Uber.

Flip a Coin – struggling to make a decision e.g. Chinese or Pizza? Just say "Alexa flip a coin" to make your decision.

Have a laugh with Big Fart – if you find toilet sounds funny just enable the Big Fart skill to hear the best fart sounds

Order a Pizza – set up an account with your favourite pizza company, link it to Alexa and let her take care of your order if not the bill.

Play brown noise for better sleep – ask Alexa to play white noise or brown noise if the deafening silence is keeping you awake at night.

Keep the kids busy with Hide and Seek – Alexa will ask the kids to find a hiding place in the same room as the speaker and if she can't guess where within three guesses they win. Just say "Alexa launch hide and seek".

Find your phone – your missing phone is probably under a cushion but before you rip the house apart just say "Alexa find my phone" and she will call your phone. You have to link your phone number before seeking help – enter your phone and respond to the link sent from Alexa.

Give them a try and have fun exploring what your smart speaker can do.



Report a Repair Online

Please remember that in addition to reporting a repair via the telephone or in person, you can report a non-emergency repair online at:

<https://www.govanha.org.uk/home-team/services/report-a-repair/>

Smoke alarm upgrade

As you may be aware the law changed in Scotland and from February 2022, every home is now required to have interlinked smoke and heat alarms. We are happy to report that Govan Housing Association is 100% compliant on this new legislation, and we would like to take this time to thank all of our tenants for being so accommodating while we worked our way through this programme.

CARBON MONOXIDE (CO) POISONING



CAN'T BE SEEN

CAN'T BE SMELLED

CAN'T BE HEARD

CAN BE STOPPED

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 Money Advice Service 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**.

Access for Repairs

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

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, mornings between 8am and 12.30pm or afternoon access between 1.30pm and 4.30pm.

Phone: **0141 440 0308** • Email: maintenance@govanha.org.uk



Our Investment Programme *Update*

Window Upgrades

Window installations have been progressing well within Shaw Street, Langlands Road, Rosneath Street and Govan Road.

However, window installations are likely to start to decrease from mid July 2022 and will be put on hold from August 22 for approximately 6 months.

Unfortunately due to a supply issue out with our control our window replacement program will be put on hold for approximately 6 months. Tenants that have had their properties surveyed for new windows that are now on hold should have received a letter notifying of this and explaining that we will have to revisit your property in approximately 6 months to re-measure your windows. Please be assured the window replacements are only on hold and will recommence.

If you have any questions with regards to windows, please do not hesitate to contact our Property Services Department on **0141 440 0308**.



Before



After

Kitchen & Bathroom Upgrades

We have been working hard to try and progress with our kitchen and bathroom replacements within Govan Road, Shaw Street and Langlands Road 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.

Kitchen and bathroom surveys have also recommenced, starting in Govan Road and will move on to Southcroft Street over the coming months. Please ensure that when Govan Home Team contact you with regards to your survey that you contact them 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, if we do not hold a relevant asbestos survey for your home, we will arrange for this to be carried out, therefore you may be contacted 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 our Property Services Department on **0141 440 0308**.

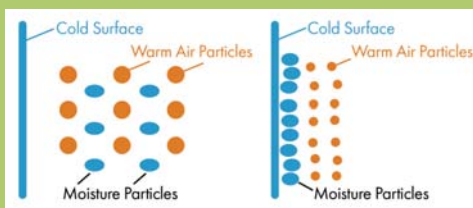
What is condensation?

Condensation is moisture that is created by everyday living: cooking, showering and even breathing.

It is present in the air all the time but only becomes visible when it comes into contact with a cold surface and you see the water droplets as in the photo above.



This is known as the dew point, warm air carries more moisture than cold air because when the air is heated the molecules move further apart, when these particles come into



contact with a cold surface they contract again and then can't carry the same amount of moisture and it gathers on the surface in the form of water. Once the water is deposited on the surface it provides an environment where mould spores and other things like Dust Mites which are also always present in the environment thrive on, this is the black mould you see in corners and around windows.

What can you do to prevent this?

Heat and ventilate: Try to use your heating when you are at home and open a window for about 15-20 minutes every 3-4 hours, this will replace the warm moist air with fresh cold air which, as its heated, will gather moisture particles and carry them away.

Keep doors closed: This will prevent warm moist air travelling through the house and finding the colder surfaces.

Keep lids on pots while cooking: This will also help reduce the amount of water dispersed into the atmosphere.

Open bathroom windows and use the fan: If you have a bathroom window, keep it open while showering and bathing and keep the fan vent clean to ensure it runs efficiently.

Drying clothes: Try not to dry clothes on radiators as this is a major cause of condensation, if you are using clothes horses try to keep them in a room with the door closed and the window open.

If you need further advice just contact the office and we will be happy to help.

Bins – Pacific Gardens

What we heard

The Association were receiving various complaints in relation to the lack of litter bins and also an overflowing bin located at Pacific Gardens. This was not only an unsightly scene this was also a bio-hazard.



What we did

Following the complaints received and being aware of the lack of bins within the area, Govan Housing Association contacted Glasgow City Council to discuss the issue with public bins throughout the area surrounding Pacific Gardens.

Outcome

After much discussion, Glasgow City Council have agreed to supply and install a large litter bin within the area. The bin will have a capacity of approx. 110 litres. Various refuse can be placed in these bins and will be collected in line with Glasgow City Councils uplift programme.

Bag it & bin it!

A number of residents have contacted us regarding an increase in dog fouling in the area which is an eyesore and a health risk.

If you have a dog it is important to ensure that the dog is never allowed out on its own, and when you take your dog out you must bag any mess and dispose of it properly. Additionally, you should not allow your dog to use common areas as this is a space for all tenants to use and enjoy.

It is also important to note that dog fouling is a source of food for vermin so could contribute to increased numbers of rats in the area.

If you see anyone allowing their dog to foul and not disposing of it properly you can report it to Glasgow City online at www.glasgow.gov.uk or by using the MyGlasgow mobile app.

We have asked for increased patrols in the area to try and tackle the issue of dog fouling – if you receive a fine for allowing your dog to foul without disposing of it correctly, this is a breach of your tenancy agreement and we can take action in relation to this.

Following regular concerns from residents regarding dog fouling in and around the pavements and parks, PC Callum Smith ran a day of action in Elder Park, alongside a local dog warden and Glasgow City Council Officers on 14th July. Their approach was to engage with dog walkers/owners and educate them regarding legislation, raising awareness and chatting, but also enforcing the legislation where required.

The message is clear. Pick up after your dog or face an on the spot £80 fine.

They will be repeating the day of action in the summer to encourage all dog owners to keep Govan clean.

Please help to keep Govan clean by ensuring you

BAG IT AND BIN IT!



Estates Team

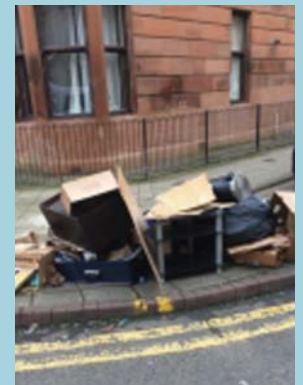
The Govan Home Team Estates Team continue their hard work and dedication on a daily basis to maintain the cleanliness of our streets and property communal areas. Their duties range from back court clear ups, graffiti removal and domestic cleaning.

In addition to this the Estate Team are assisting to clean up the estates. Glasgow City Council no longer pick up bulk. Please see below the days the team collect bulk uplifts in your area:

Monday – Vicarfield Street, Burndyke Square, Merryland Place, Elphinstone Place, Middleton Street, Ibrox Street, Elizabeth Street, Brand Street, Midlock Street, Burndyke Court and 591 Govan Road

Thursday – Summertown Road, Dunsmuir Street, Vicarfield Place, Southcroft Street, Govan Road, Mckechnie Street, Wardrop Street, Wanlock Street, Rathlin Street, Shaw Street, Rosneath Street, Langlands Road, Golspie Street, Howat Street, Luath Street, Taransay Street and Elder Street.

The team will also dispose of electrical equipment that has been dumped in communal areas. You can help by putting any bulk items to the uplift areas keeping our streets cleaner and putting black bags in the wheelie bins provided.



Bins & Recycling

Govan Housing Association are working closely with Glasgow City Council to improve bin areas amongst our housing stock.

One of the main issues causing overflow of waste and litter is the contamination of bins meant for recycling. We have come to the agreement that all grey food bins which are not being used correctly will be removed by Glasgow City Council and all blue dry mixed recycling bins which have been contaminated will be emptied as a one time gesture to allow residents to use them appropriately.

Once this has happened, Govan Housing Association will look at back courts where there is significant litter and waste and arrange one time clean ups of particularly problematic areas to allow the backcourt maintenance programme to be re-started which will see de-weeding and power washing start back up.

Ordinarily, as per your tenancy agreement, it is the responsibility of residents to keep the common areas clean and tidy and free from litter and Govan Housing Association will not carry out cleans of this nature on an ongoing basis. However we are a hub for 'Keep Scotland Beautiful' and so can issue litter picking equipment to any residents who require it.

Please see information below confirming how to correctly dispose of your waste:


Blue Bin

Dry Mixed Recycling



Paper, Cardboard, Tins, Cans, Plastic bottles

Collected every **16 days**

| Yes | No |
|---|---|
| <p>Paper</p> <ul style="list-style-type: none"> ✓ Newspapers, magazines, leaflets and envelopes ✓ Brochures, catalogues and junk mail <p>Tins and Cans</p> <ul style="list-style-type: none"> ✓ Drinks cans and food tins, aluminium cans and empty aerosol cans <p>Cardboard</p> <ul style="list-style-type: none"> ✓ Cereal boxes and cardboard packaging ✓ Brown corrugated cardboard, toilet and kitchen roll tubes <p>Plastic Bottles</p> <ul style="list-style-type: none"> ✓ Cleaning product bottles, toiletry bottles, drink and milk bottles, sauce bottles | <ul style="list-style-type: none"> ✗ Food ✗ Glass ✗ Plastic carrier bags ✗ Plastic film/polythene ✗ Polystyrene packaging ✗ Food and drinks cartons ✗ Plastic pots, tubs, trays including yoghurt pots and margarine tubs ✗ Books ✗ Packaging with food waste residues including takeaway pizza boxes and crisp packets <div style="text-align: center; margin-top: 10px;">  <p>No plastic carrier bags</p> </div> |

GOT BULKY WASTE?

 ELECTRICAL

 FURNITURE

 WOOD

 SCRAP METAL

 MATTRESSES

 CARDBOARD

 CARPETS

PLEASE DO NOT PLACE BULK ITEMS ON THE PAVEMENT OR LANE

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

RECYCLE IT – Your local household waste recycling centres are:

| | | | |
|--|--|--|--|
| North West: Dawsholm Recycling Centre 75 Dawsholm Road G20 0TB | East: Easter Queenslie Recycling Centre 90 Easter Queenslie Road G33 4UL | South: Polmadie Recycling Centre 425 Polmadie Road G42 0PJ | South West: Shieldhall Recycling Centre Renfrew Road G51 |
|--|--|--|--|

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

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

December 2020  

Green Bin

General/ Non-recyclable waste



Collected every **8 days**

The lid of your bin must be closed. Don't leave any bags on top or beside your green bin as they will not be collected.

| Yes | No |
|---|---|
| <p>Items that cannot be recycled</p> <ul style="list-style-type: none"> ✓ Polystyrene packaging ✓ Plastic carrier bags ✓ Plastic film/polythene ✓ Nappies ✓ Packaging with food waste residues including takeaway pizza boxes and crisp packets | <ul style="list-style-type: none"> ✗ Any item that can be recycled |

Too good to waste

If you have items at home that you no longer need and are still in good condition, please contact your local charity shops who may be able to take or collect your items for free. Items can also be taken to any of the household waste recycling centres listed above.

Fire Risks - Urgent Action

As you will be aware, it's everyone's responsibility to ensure your property and the common close is kept clear of hazards and obstructions, to ensure everyone can evacuate the building safely in the event of a fire.

No items should be stored in the communal areas. This includes children's toys/bikes/scooters, decorative items such as plants, mobility scooters etc. These pose a risk for a number of reasons. They can serve as combustible materials and could also potentially block a safe exit from the building.

We would encourage all of our customers to ensure that none of their belongings are stored on the communal area and are stored within their own property or at a designated area such as bike sheds or storage cupboards.

In addition, building insurers could arguably withhold cover in the event of a fire if owners/occupiers have not complied with fire safety legislation and their insurance requirements.

You can request a free Home Fire Safety Visit from Scottish Fire and Rescue Service via their website is:

<https://www.firescotland.gov.uk/your-safety/at-home/home-fire-safety-visit>

What is a Factor?

A factor is usually appointed by owners to manage and maintain common property that is owned by more than one person. For example roofs and gutters, close areas, door entry systems and common gardens or pathways.

A factor will follow the rules set out in each properties title deeds. Your title deeds will specify the difference between your property and common property and gives owners a list of rules (real burdens) in which they and the factor must follow. These range from what your share of a common repair will be, to how often your close must be redecorated.

Where there are gaps in the title deeds or contradicting rules, factors will rely on the Tenement Management Scheme to provide a standard set of rules to successfully manage your property.

In order for properties to be successfully maintained, factors follow the Property Factors (Scotland) Act 2011 and the Code of Conduct for Property Factors. These key pieces of legislation set out a minimum standard of practice that factors must adhere to.

As part of the code of conduct, a factor must provide you with a written statement of service. This is where you can find a detailed terms and services delivery standards, for example: repairs, communication, insurance etc. To request a copy of your written statement, please contact a member of the factoring team.

We provide a comprehensive and bespoke property management service to our customers at a competitive property management fee.

Our services include, but are not limited to:

Routine repairs to common areas that have been reported to us by a customer or identified by staff following an inspection will be arranged, providing the costs are below the delegated financial threshold for instructing repairs. The financial threshold will be detailed in the deeds or set and agreed by owners. Routine repairs include door entry repairs, locks, etc.

Cyclical maintenance programmes can be set up over a fixed period of time to protect the property from falling into a state of disrepair, for example gutter cleaning, roof inspections, painting of common areas, etc.

Some cyclical programmes (normally in newer build properties) are required to maintain health and safety within the building, for example fire safety equipment, water hygiene, lift servicing, etc.

Planned Maintenance is an asset management strategy to ensure buildings and their components function adequately and preserve the value of the building. Building components such as lifts, roofs, etc. deteriorate and wear out with time and use. We can work with owners to achieve a planned maintenance program.

Major repairs are likely to exceed financial thresholds, therefore prior to carrying out any major repairs, for example stone repairs or re-roofing, we will consult with the owners in detail regarding any proposed works. Following approval we will manage the major works on behalf of the owners. An additional administration fee may apply depending on the extent of the works and will be discussed at the consultation stage.

Common maintenance can also be managed on behalf of owners. We can arrange for communal areas to be cleaned on a regular basis, maintain landscaped areas or back courts and liaise with electricity suppliers in relation to the communal supply.

Invoicing and payment collection will be managed by us on behalf of the owners. We will issue common charges invoices and collect payments for works carried out. We will provide a variety of payment methods including monthly direct debits to assist owners with budgeting. If an owner falls into arrears we will follow our arrears procedure (a copy is available on request) and provide access to our qualified money advisors.

Paying your Factoring Account

Govan Housing Association are committed to ensuring that our factored customers have a variety of ways to make payments towards their account.

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.

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 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.

4 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.

5 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**.

6 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.

7 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.

8 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.

Payment options 3-6 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.

How to contact us – Factoring

The Factoring team are currently back working from the office full time and would like to remind owners of the best way to contact a member of staff:

Telephone:

Calling into the office on **0141 440 0308** and pressing option 6 for general enquires.

Email:

You can also email the factoring inbox which is factoring@govanha.org.uk

Face to Face

You can make an appointment with a member of the factoring team. To make the appointment you can use any contact methods to arrange this.

We also have drop in services on a Monday afternoon from 12.30 – 17.00 and Thursday morning 8.30 – 12.30 so owners will not need an appointment to speak to the factoring team during the drop in sessions.

Online:

Alternatively, you can contact us via our website

<https://www.govanha.org.uk/factoring-property-management/> by clicking on "Contact Us" at the top right of the page.

Clutter/ Hoarding Support

If you are feeling overwhelmed by the amount of stuff you have and you don't know where to start, you can contact the Glasgow "Clutter Chat" support group.

This is a friendly and confidential space, where they will walk alongside you on your clutter clearing journey.

To find out more about this peer led support group, share experiences or explore new options:

Email: clutterchat@gmail.com

Tel or text: 07880 730 254

(Wednesdays
and Fridays
12.30 - 4.30pm)

[https://
clutterchat.co.uk](https://clutterchat.co.uk)



Scottish National Standards for Information & Advice Providers

In December 2021, Govan Housing Association's Money Advice Service was successful in achieving accreditation of the Scottish National Standards for Information & Advice Providers (SNSIAP) at Type III in Welfare Benefits and Type II in Money & Debt.

The Money Advice Service had been working towards accreditation for a number of years and it was a fantastic achievement and credit to the Association in evidencing the quality of advice and services delivered. The Scottish Housing News acknowledged the achievement and published an article celebrating the achievement by the team.



The team, Kevin Gillespie, Marina McCall, Pamela Mcleavy and Michael Fraser

This accreditation will reaffirm to Govan Housing Association's customers that the highest standard of advice and service will be provided with it being one of the first housing associations to have received both welfare rights and debt advice accreditation in Scotland at type II/III.

Fiona McTaggart, Chief Executive, said: "The Accreditation recognises the hard work and effort that goes into continually providing a high standard of advice and support through our Money Advice Team. This service is vital to our residents and local community and can really support people through very difficult times. The Money Advice Service is truly committed to our customers, continuous improvement and providing an excellent customer service and this is a fantastic achievement."



THE GOVAN PANTRY

The Govan Pantry is a subsidised community shop that helps families to shop smarter and budget better, providing access to

food and other essential items at reduced cost.

How does the Pantry work?

Pantry membership costs £2.50 per week and allows each member to select ten items from the range of fresh, frozen, chilled and ambient food products and other essential items, helping families to make average savings of approximately £15 per shop. The pantry food supply comes from Fare Share

West of Scotland, supporting a surplus food redistribution model, diverting food away from landfill and promoting a sustainable, dignified approach to food insecurity.

Who can join the Pantry?

Anyone with a G51-G52 postcode can join The Govan Pantry. For Govan Housing Association tenants please contact the Financial Inclusion Team for a referral.

When?

We are open Wednesday and Thursday each week from 10.30am to 3pm.

Where?

The Govan Pantry is located within the Vestibule of The Pearce Institute (next to the monument) 840-860 Govan Road, G51 3UU.

When do we get the cost of living payment? Who can claim the one-off £650 payment and what date to expect it...

Millions of the UK's most vulnerable households are set to receive a one-off £650 payment to combat the cost of living crisis.

The Government announced that the payment will be issued directly to households on means-tested benefits in two lump sums, with **one paid in July and another in autumn.**

The first instalment of the £650 will automatically land in bank accounts from 14 July, continuing to the end of the month.

For those qualifying for the one-off payment through tax credit and working tax credit, the two instalments will be **paid in autumn and winter instead.**

If you eligible for the payment, **there is no need for you to apply** – the £650 will be submitted to you automatically.



Funding Obtained

Govan Energy Service were successful earlier this year in securing some funding to assist tenants with their rising energy costs.

We were able to secure funding of £40,000 from the SFHA Fund which allowed us to distribute fuel and cash vouchers to our tenants who were most in need and this would allow them to top their prepayment meters up or put the cash towards their energy bills. This was very beneficial for our tenants and gave them much needed help at a time when they were struggling financially due to the high energy price hikes.

We have also been able to get access to a small amount of funding from the Energy Redress Scheme and this has allowed us to further assist tenants with fuel vouchers especially now as tenants are finding they are spending much more on gas and electricity and their meters are running out of credit much more quickly.

Free, Impartial and Confidential

Our Welfare Benefit, Money, Debt & Energy Advice Service is free, impartial and confidential. Our Money Advice Team can assist you with the following:

- Mandatory reconsiderations, reviews, supersessions and appeals;
- Financial Health Check;
- Assistance to apply for all benefit claims;
- Liaising with benefit offices;
- Universal Credit/Housing Benefit claims and advice;
- Money & Debt Advice;
- Energy Advice; and
- Assistance to apply for all relevant grants

We provide an appointment-based service at our office, or home visits are available

Telephone Advice: 0141 440 0308

Appointment Availability: Monday to Thursday
8.30am – 5pm

Friday – 8.30am – 4.30pm

Email Advice: financial.inclusion@govanha.org.uk

Home visits: Phone office to discuss.

Digital Appointments: Zoom, Whatsapp video etc.





EU Settlement Scheme

The deadline has passed, but there is further help for EU citizens.

The EU Settlement Scheme deadline might have passed, but the issues with the scheme are far from over. The Scottish Government and the Home Office extended funding for the citizens advice bureau to work with EU citizens until March 2022.

They will help and assist with any queries, regarding your status, on-going applications and submitting late applications. They can be contacted directly using their online web form - translated into 10 EU languages at citizensrightsproject.org or alternatively directly using:

info@citizensrightsproject.org

About Best Start Foods

Best Start Foods is a prepaid card that can help you buy healthy foods like milk or fruit. You would qualify for this if one of the following applies to you. For example:

- you're pregnant
- you have a child under 3

The amount you get on your prepaid card will change depending on the age of your child. The Best Start Foods payments are:

- £18 every 4 weeks during pregnancy – the payment amount is per pregnancy. This means the payment amount is the same whether you're pregnant with one baby, or if you're having twins or triplets
- £36 every 4 weeks from your child being born up until they're one year old
- £18 every 4 weeks when your child is between the ages of one and 3 years old

The following table shows the payment dates for the next few months:

| Application approval date | First payment date |
|---------------------------|--------------------|
| 31 July 2022 | 15 August 2022 |
| 28 August 2022 | 12 September 2022 |

Best Start Foods card

Best Start Foods is a prepaid card that you can use to buy healthy foods for children under 3. You can use the card in shops and online.

What is Adult Disability Payment?

Adult Disability Payment is a benefit for disabled working-age adults who live in Scotland. It's to help with the extra costs of being disabled or having a long-term health condition.

It's paid by Social Security Scotland.

Adult Disability Payment is replacing Personal Independence Payment (PIP) in Scotland.

You can apply for this from 29 August 2022.

Who can get Adult Disability Payment?

To get Adult Disability Payment, you must have a long-term physical or mental health condition or disability, or be terminally ill.

In most cases, you must also:

- be between 16 years old and State Pension age, and
- live in Scotland.

A long-term condition or disability is one that:

- has lasted 13 weeks or more, and
- is expected to last a further 39 weeks or more.

You can also get Adult Disability Payment by moving over from PIP.

You cannot get Adult Disability Payment at the same time as:

- Armed Forces Independence Payment
- Attendance Allowance
- Child Disability Payment
- Disability Living Allowance (DLA)
- PIP.

How much is Adult Disability Payment?

Adult Disability Payment is made up of 2 parts called components - a daily living component and a mobility component. Each component is paid at a different rate.

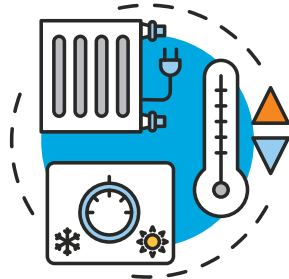
You can get 1 or both components, depending on your daily living and mobility needs. You only need to make 1 application.

| Daily living component | Weekly amount |
|------------------------|---------------|
| Standard rate | £61.85 |
| Enhanced rate | £92.40 |
| Mobility component | Weekly amount |
| Standard rate | £24.45 |
| Enhanced rate | £64.50 |

Energy Saving Tips

Know where your energy costs are coming from.

- 1 A smart meter shows how much energy you use in real time and how much it costs. This can be a useful tool when working out how much energy you are using each day and can allow you to see where you can make changes to save money.
- 2 Don't leave your gadgets on standby. There are limits on standby power consumption of more recent electronics, but take more care with older gadgets. Turning appliances off could save you £55 a year.
- 3 Dry your washing outside if you can, rather than using your tumble dryer, as this can be a very expensive.
- 4 Only run your washing machine and dishwasher when they're full, reduce your use by one run per week and wash clothes at 30°C where possible. These steps can cut bills by £28 a year.
- 5 Only boil as much water in the kettle as you need.
- 6 If you have your heating on then try to turn your thermostat down by a couple of degrees and this simple step will help to save you money.



Govan, Elderpark & Linthouse Energy Service Annual Performance 2021 / 22

Our dedicated Energy Adviser, Diane, has been working hard over the past year to ensure that those who need it most, are given emergency assistance with fuel. In 2021 / 22 we assisted Govan Housing Association tenants with fuel costs to the value of:

£69,324.73

Our Energy Adviser has also been assisting tenants with various other energy issues over the past year, including the following:

- Setting up Energy Accounts
- Assisting Tenants who are off supply
- Providing Energy Efficiency Advice
- Applying for Grants / Vouchers
- Liaising with Fuel Suppliers on behalf of Tenants

Government Cost of Living Energy Assistance

As part of the government plans to assist people with the rising energy costs they have devised a plan to award various payments to help towards the high energy bills that everyone is facing.

- 1 Every household will receive the amount of £400 which will be paid over several months as a credit towards people's energy bills in October and this payment won't have to be repaid. For people on prepayment meters, it has been suggested that the payment of £400 will be sent as a fuel voucher to allow them to put this directly onto their meter.
- 2 As well as the £400 grant, anyone in receipt of means tested benefits will also receive an additional amount of £650 cost of living payment from DWP which would bring the total amount of support to just over £1000. This will be paid in two instalments, the first payments of £326 will begin to be paid to people from 14th July with the second payment of £324 to follow a few months later.
- 3 If you are disabled and in receipt of non-means tested disability benefits then you will also receive a one off payment of £150
- 4 Finally if you normally qualify for the Winter Fuel Payment then these people will be given an extra one off sum of £300 which will be paid near the end of the year and this will help towards the winter fuel bills.

Money Advice Service Pe

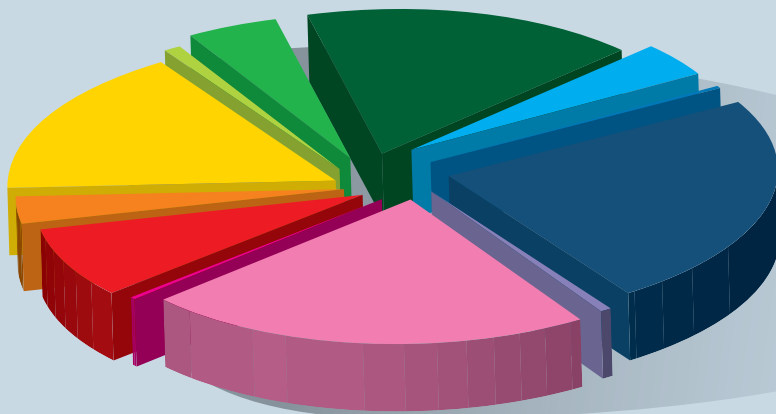
The Money Advice Service have had a hugely successful year after achieving accreditation at type II in the Scottish National Standards for Advice Providers level for Debt and Money Advice. The first housing association to achieve this accolade and it was the culmination of many years hard work for the service. The team are very proud of the achievement and want to use it as a platform to make the service even more successful and indispensable to the Association and tenants.

The Money Advice Service have continued to offer service users of Govan Housing Association a variety of different advice and assistance in all welfare, benefit and debt related

matters. The team even through all the different rules and restrictions have continued to operate a full and comprehensive service to tenants through different means including, face to face, over the phone, zoom and also home visits. We are pleased to announce that although this year has been extremely challenging like the previous 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 2021/22 is...

£1,145,650.14



Money Advice Service Welfare Rights Cases

The Money Advice Service Financial Gains for Welfare Rights for the Housing Association and Tenants is **£581,039.03** since April 2021.

| | | | |
|------------------------|------------------------|-------------------------------|-----------------------|
| ■ Child Benefit: | £1,899.32, 1 case | ■ Universal Credit: | £18,376.09, 4 cases |
| ■ Disability Benefits: | £138,018.67, 33 cases | ■ Council Tax: | £93,679.51, 119 cases |
| ■ Food Provision: | £2,835.00, 121 cases | ■ Energy: | £5,389.60, 132 cases |
| ■ Grant Applications: | £127,997.48, 116 cases | ■ Furniture Initiatives: | £25,782.92, 93 cases |
| ■ Income Support: | £2,864.80, 1 case | ■ Housing Benefit: | £96,116.40, 52 cases |
| ■ Pension Credit: | £45,505.34, 6 cases | ■ Sickness Benefits/Payments: | £21,663.90, 3 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 **£138,000**.



We have also assisted tenants with furniture for their homes to the total value of over **£25,000**.



Over **£2,800** worth of food vouchers have been provided to our tenants.

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 **£127,000**.

The Scottish WELFARE FUND

Performance 2021/22

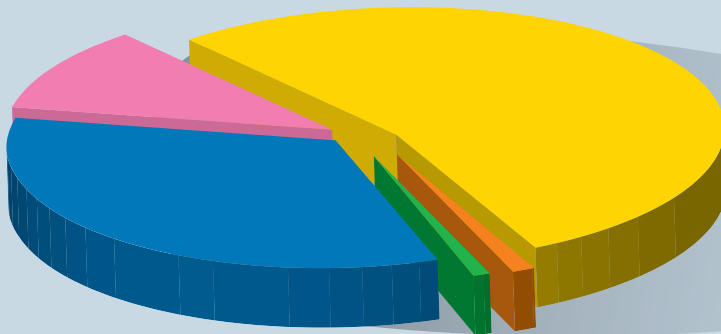


OUR MISSION PURPOSE:

“To preserve the history and pride of Govan and guarantee its future by providing good quality housing, enhancing aspirations and improving lives.”

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 Money Advice Service who can assist you.

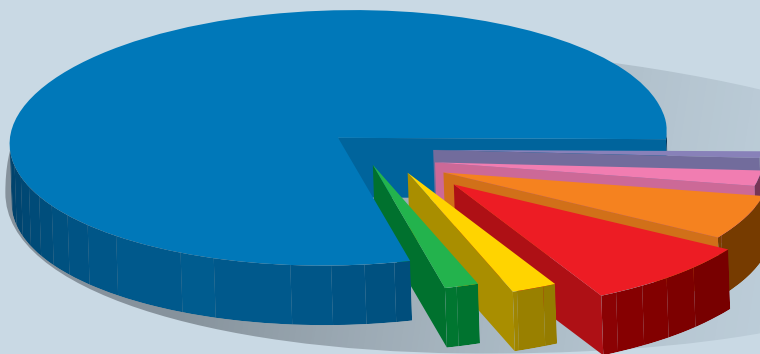


| | |
|-------------------------|---------------------|
| ■ Council Tax Debt: | £19,343.90, 7 cases |
| ■ Rent Arrears: | £5,996.79, 6 cases |
| ■ Consumer Credit: | £30,779.51, 5 cases |
| ■ HMRC Debt: | £500.00, 1 case |
| ■ Benefit Overpayments: | £600.00, 1 case |

Money Advice Service Debt Cases

The Money Advice Service income for Debt for the Housing Association and Tenants is **£57,220.20** from April 2021.

The Money Advice Service has been successful in having over **£57,000** worth of debts written off for tenants this year. This is often achieved through formal debt relief options such as bankruptcy.



| | | | |
|---------------------------------|------------------------|--------------------------------|---------------------|
| ■ Housing: | £407,476.29, 110 cases | ■ Standard Allowance: | £42,843.48, 9 cases |
| ■ LC for Work Related Activity: | £4,103.04, 1 case | ■ Limited Capability for Work: | £10,512.54, 2 cases |
| ■ Carer: | £9,814.08, 4 cases | ■ Disabled Child: | £8,218.92, 2 cases |
| ■ Child: | £28,329.84, 5 cases | | |

Universal Credit Cases

The Money Advice Service income for Universal Credit for the Housing Association and Tenants is **£511,298.19** from April 2021.

The natural migration of legacy benefit claimants to universal credit continues at a steady pace and with the forced migration beginning to roll out we anticipate there will be many more tenants making the move onto universal credit in the coming year.

This year we have assisted our tenants in making claims to Universal Credit which resulted in over **£511,000** worth of rent payments being secured.



Managed migration to Universal Credit



Universal Credit is a holistic benefit which will replace the legacy benefits, Job Seekers Allowance, Employment Support Allowance, Income Support, Tax Credits and Housing Benefit.

Managed migration

For those claimants who do not choose to migrate voluntarily nor have migrated naturally, will undergo managed migration to UC. Managed Migration is where people getting legacy benefits will have their claims transferred to Universal Credit.

The Department for Work and Pensions (DWP) will write to you when they want to move you to Universal Credit telling you what you need to do. If your Universal Credit entitlement is less than your

entitlement to legacy benefits you will receive a 'transitional amount' to top up your Universal Credit.

Glasgow's migration to Universal Credit will begin in Autumn 2022.

Transitional Protection

Parliament legislated to introduce UC and for the end of legacy benefits, including tax credits, Job seekers allowance, employment support allowance and housing benefit. When passing this legislation, Parliament also committed to providing transitional financial protection for those who are moved onto UC through the managed migration process.

Transitional protection does not apply to those who naturally or voluntarily migrate.

This means those eligible households with a lower calculated award in Universal

Credit than their legacy benefits awards will see no difference in their entitlement at the point they are moved to UC, provided there is no change in their circumstances during the migration process. The transitional protection element will erode over time with increases in UC elements - excluding the childcare costs element - and will stop with certain changes of circumstances.

The Government has also provided additional protection for those who had a change in circumstance and have been receiving Severe Disability Premium.

In addition, all new claimants and those migrating from tax credits who are gainfully self-employed will be eligible for a 12-month start-up grace period before the Minimum Income Floor applies, to help them grow their business.

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 or 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 set up 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!



Telephone Service Options

We have recently changed our telephone options; in order to ensure we can get you through to the right department, please choose from the following options.

Option 1

To make a rent payment using your Allpay card, you'll require your Allpay number for this option

Option 2

Report or discuss a repair

Option 3

To discuss our waiting list and applying for a house

Option 4

Money and Energy Advice

Option 5

Enquiries regarding your tenancy

Option 6

Any other enquiries



If you're experiencing no heating or hot water, please contact James Frew on **01294 468113**, they'll take your details and will have an engineer out to you within 3 hours.

For out of hours emergency repairs please call City Building on **0141 287 2200**.



Reporting Anti-Social Behaviour and when to call the Police

The Association will endeavour to deal with complaints of anti-social behaviour as soon as possible. You can contact the office on **0141 440 0308** to discuss this with your Customer Service Officer or Advisor. Alternatively you can report any anti-social issues on our website www.govanha.org.uk.

We can deal with the following: (list not exhaustive)

- Dog fouling (we can take action on dog fouling if a case has been identified by Glasgow City Council where a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act 2003 has been issued)
- Damage to communal areas
- Rubbish or items left in communal areas
- Breaches of tenancy following legal action or involvement from external agencies

We can arrange informal meetings and/or mediation when there are lifestyle differences between neighbours (e.g. everyday living noise) to assist you in resolving the issues and prevent further complaints.

Please understand our powers are limited when dealing with certain circumstances. You should **always** report any of following incidents directly to the police:

- Abuse or harassment or threats
- Any acts of violence
- Suspected drug dealing
- Noise at an unacceptable level
- Any other alleged illegal activity

If you are unsure then you can contact the office on **0141 440 0308** and we can advise on what action you should take.

Mixed Age Couples and Benefit Entitlement

The definition of mixed age couples includes a marriage where at least one party of the marriage has reached the Pension Credit qualifying age and at least one party has not.

The changes

From 15 May 2019, mixed age couples (where one party of the couple is over Pension Credit qualifying age and the other under that age) will no longer be able to choose whether they claim Universal Credit or Pension Credit or pension age Housing Benefit. Both parties of a couple will have to reach the Pension Credit qualifying age before they can be entitled to Pension Credit and/or pension age Housing Benefit. These changes are subject to certain savings provision.

Example 1 – New claim from a mixed age couple on or after 15 May 2019

The claimant and partner have been continuously entitled to Pension Credit and pension age Housing Benefit since December 2018. The claimant and their partner move to a new address in a new local authority (LA) area so their current

Housing Benefit claim closes. As they were entitled to Pension Credit on 14 May 2019 and continue to be entitled to it they are able to make a new claim for pension age Housing Benefit.

Example 2 – No longer entitled to either Pension Credit or pension age Housing Benefit as part of the same mixed age couple

The claimant and partner have been continuously entitled to pension age Housing Benefit and Pension Credit since November 2016. In March 2019 the partner starts a temporary job. Their total income takes them off both Pension Credit and pension age Housing Benefit. When the partner’s job ends they reapply for both benefits in August 2019. However, as they have not been continuously entitled to either benefit since 14 May 2019, they are not able to re-qualify and would need to make a claim for Universal Credit.

Example 3 – Existing mixed age couples who separate

The claimant and partner have been continuously entitled to pension age Housing

Benefit and Pension Credit since September 2017. Due to a change of circumstances in June 2019 they are no longer treated as a couple. The claimant’s Pension Credit and pension age Housing Benefit award continues as an award for a single person. The couple subsequently re-form and as the partner is still under pensionable age the claimant ceases to be entitled to Pension Credit and pension age Housing Benefit. This is because the exemption from the new rule excluding mixed age couples from entitlement to Pension Credit and pension age Housing Benefit only applies to claimants who have remained continuously entitled to either benefit since 14 May 2019 as part of the same couple. Therefore, they have to make a claim for Universal Credit.

Single pensioners who form a mixed age couple

If a single pensioner forms a couple with a person below the qualifying age on or after 15 May 2019, entitlement to pension age Housing Benefit and Pension Credit will end and trigger a claim for Universal Credit dependent on Circumstances.

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. We understand in today’s current climate this can be difficult and we are also here to support and assist you.

Paying your rent not only protects your tenancy but also ensures that we can deliver important services such as:

- 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

There are various methods available for paying your rent. These include:

- Direct Debit
- Standing Order
- Cash (in the office)
- Allpay Rent Card or App
- Chip & Pin (in the office)

- Automated telephone payment line (you must have your Allpay card)
- You can also call the office on 0141 440 0308 to make a payment over the telephone

If you have fallen behind with your rent payments and have built up arrears, it is important to act quickly. We are here to help so please contact the Association to speak to, or arrange an appointment with, your Customer Services Officer or our Money Advice Team.

Changes to Covid Legislation / Notice of Proceedings

Emergency legislation was introduced due to the Covid-19 pandemic which delayed/put restrictions on the legal action which landlords could raise against tenants for breaching their tenancy obligations.

These restrictions meant that when a Notice of Proceedings was served (Notice of Proceedings being the first stage of commencing court action) in respect of rent arrears court action could not be raised until 6 months had passed after serving this notice. After this initial six months the Notice of Proceedings was live for a further six months during which we could then raise court action.

The Coronavirus (Scotland) Acts (Early Expiry of Provisions) Regulations 2022 was passed in 2022 which resulted in the above periods being no longer a requirement of landlords.

From 30th March 2022 if you are served a Notice of Proceedings, the Association are now only required to give minimum 28 days notice before the case can be passed to our solicitors to lodge the case into court.

To avoid court action for rent arrears, it is imperative for you to speak with your Customer Services Officer as soon as possible to discuss your rent account.



Disability Living Allowance (DLA) for children changing to Child Disability Payments

You need to apply for Child Disability Payment instead of DLA for children.

If you currently get DLA for children, you'll be automatically switched to Child Disability Payment before the end of 2022.

When the switch begins, you'll get a letter from Social Security Scotland.

Social Security Scotland and the Department for Work and Pensions work together during the transfer process, which began in Autumn 2021 in certain Scottish Local Authorities.

Once Social Security Scotland has your details, they'll send you a letter to let you know that the transfer has begun. The transfer takes about three months to complete.

Social Security Scotland will then send you another letter letting you know:

- that the transfer has ended
- when your award begins
- when they'll start paying you

Discretionary Housing Payment from Glasgow City Council

If you are receiving housing benefit or housing costs within universal credit but are still having difficulty meeting your rent payments, you may be able to get extra help from the Discretionary Housing Payment (DHP) Fund.

Additionally, if you are under-occupying your current property (i.e. you have a 'spare' bedroom[s]) or have a bedroom for access to a child you do not have full custody of, your housing benefit/ Universal Credit housing costs will be reduced. In these cases you should apply for DHP to make up the shortfall.

Priority is given to applications:

- Where separated parents have a formal arrangement for shared care of a child, or children, and an additional bedroom is a requirement of the agreement.
- 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.

If you would like to apply for the above fund you can do this online via the Glasgow City Council website or contact us and we can assist.



Avoid Court Action – Speak To Us

At Govan Housing Association we recognise how difficult times are with the current cost of living crisis. We understand that it can be a struggle to keep up with all your payments and also keep on top of your rent. Although your rent may not seem like a 'priority bill' but paying your rent should be your top priority. Failure to keep up with your rent payments could result in court action and possible recovery of your home.

We are here to support you and have various assistance available such as our Money Advice Team and our Energy Advisor. Our Money Advice Team can advise you and also ensure that you are receiving all the benefits that you are entitled to.

Your Customer Service Officer can also assist you in completing an Income and Expenditure to help you to budget realistically.

If you have other debts or money worries then our Money Advice Team are here to help. If you feel that you would benefit from an appointment then please contact our office on 0141 440 0308 or visit our website www.govanha.org.uk and request an appointment. We also have an Energy Advisor if you are experiencing difficulties with your energy bills.

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

We are here to help and want to help you to avoid court action but can only do this if you engage and work with us. Please don't let your arrears build up until they are no longer manageable and the only option left is court action.



Universal Credit (UC) is a payment for people over 18 but under State Pension age who are on a low income or out of work.

It includes support for children and childcare, and financial support for people with disabilities, carers and people too ill to work.

Universal Credit can include help to pay your rent and Housing costs. This is called a **Housing Cost Element**. It can help with rent and some service charges if you are a tenant.

For tenants the housing element will be paid as a part of your Universal Credit payment and will go straight into your bank account. You can request your housing costs to be paid directly to Govan Housing Association after your first monthly payment.

If your Universal Credit is being paid directly to Govan Housing Association and you are finding it difficult and/or have a shortfall in the housing element, you can apply to Glasgow City Council for a **Discretionary Housing Payment**.

You can apply for Universal Credit online at www.gov.uk/universal-credit.

You need to create an account and then follow the steps to make a claim. You must complete your claim within 28 days of creating your account or you will have to start again.

Govan Housing Association offers a comprehensive Money Service to all of our tenants. Our Money Advice Team are based at the office five days a week and provide advice and guidance on a wide range of issues. If you feel you may struggle paying your rent, you can contact your Customer Services Officer or the Money Advice Team on

0141 440 0308 or email financial.inclusion@govanha.org.uk

Community Councils

Why not drop in to one of the local community councils? The council are there to ascertain, co-ordinate and express the wider views of the entire community. They are also included in the consultation process for all planning applications. Open to the public.

Govan East

Third Wednesday of the month at 5pm at Riverside Hall

Govan

First Monday of the month at 7pm at Elder Park Workspace

Ibrox and Cessnock

Third Wednesday of the month at 7pm at Clyde Community Hall

Chilli Stop

Hey, we are Sky and Hannah and we are starting on our project Chilli Stop!

Chilli Stop is a project we started earlier this year in the communal front garden at Wanlock Street. We are two beginners in gardening who have been inspired by friends, family and our love of cooking to grow our own fresh veggies!

We are hoping that with our project that we will be able to give back to the community by setting up a veggie box where anyone can help themselves. It's helped us mentally being outside, enjoying nature and trying out a new skill. We hope this inspires others to start growing their own vegetables and see the benefits of gardening. We are really excited to see where this project will take us and get to know the community.

Please feel free to say hello to us at Chilli Stop when you're passing.



Get The Message Across Football Tournament

by Ethan, from GTMA

Congratulations to the GTMA crew who held their football tournament in June. 254 young people and over 450 spectators enjoyed the event.

Charity Foundation around being healthy and active & Mental Health/ Positive Mental Health, with GTMA also doing a workshop on Dangers of Drugs and Alcohol misuse.

2008's

Harmony Row v Hampden FC - **WINNERS (Hampden FC) 2-1**

2006's

Benburb FC v Gleniffer Thistle - **WINNERS (Benburb FC) 2-1**

2005's

Pollak FC v Crosshouse CFC - **WINNERS (Crosshouse CFC) 5-0**

All the young people across the two weekends had a blast, really good positive feedback from the youth and coaches.

Many Thanks to Govan Housing Association and our other partners for making this event happen, through your donation and support.



There is so much happening in Govan, it can be a challenge to keep up.

There are lots of ways of keeping up-to-date, Websites, Facebook, Twitter, Instagram, Notice Boards, but if you just have a question or want to know what's happening, you can always call 0141 406 6638 to speak to the Community Engagement Team and we will do our best to help.

This year, to support community partnership work, we launched our **Community Fund**, to support and encourage projects within Govan which enhance quality of life and offer increased opportunities. Our final round of awards closes on 30th September. You can download an application form from www.govanha.org.uk/community

Or phone **0141 406 6638** for a paper copy.

Thanks to everyone who took the time to apply. We were sorry we could not fund them all. Here's a snapshot of the projects we contributed to:

Safety Awareness Glasgow, Summer African Food Bank

When we suggested to refer these families to the local foodbanks, they told us that they already use local foodbanks and are grateful for them, but that only a few household items from the contents like tissue and cereals were what they were able to use, the remaining other



contents do not have culturally sensitive items that meets that need. This is the gap that this project will be able to fill, to support the members of the community, in the meantime that their financial situation could hopefully improve in a sustainable way.

<https://safetyawarenessglasgow.org.uk/>



Govan Men's Shed, Summer Activities

The project will improve mental and physical health improvement for older people in the Govan area by expanding Men's shed Govan, an established group, creating more raised beds and growing areas for people to enjoy being outdoors, landscape a

community garden area and hold Tai Chi classes, petanque games, cycling, fishing and walking groups.

<https://www.mensshedgovan.online/>

Govan Youth Information Project, (GYIP), Cycle Sundays

Since COVID, GYIP have used the outdoors and cycling as a means to engage with young people throughout the pandemic. We were fortunate enough to secure funding from The Temporary Emergency Funding Govan to purchase 10 mountain bikes and subsequently Cycling Scotland



with an aim of increasing access to cycling, managed to use. Through this funding 8 people have been trained as Cycle Ride Leaders, Lead Ride Assistants and 5 people as Bikeability Instructors.

We have been offering cycling trips to young people and have cycled to Balloch and back on two occasions and many other local shorter cycles.

Working in partnership with Govan Housing Association we have secure storage for our bikes with the added bonus of facilities for cyclists to meet and prepare before departure. Using this cycling hub we recently took young people on two occasions to the Whitelee Windfarm to explore this vast area, reaching the furthest wind turbine on the map and clocking up over 30km.

Having the Cycling Hub to store and prepare for rides is a great asset to our cycling programme and will be using more as we enter the Summer Months.

<http://gyip.org.uk/>

Park Villa Football Development, Summer Camp



We would like to provide summer camp for our children in the Govan Community to attend. This activity during the summer provides a safe environment for children to enjoy with friends, qualified

coaching staff, physical exercise, healthy lunch. Summer holidays can be challenging for our families on a low income and we would like the opportunity to extend our current service with the support of funding to offer this activity for a 2 week period during the summer.

<https://parkvilla.weebly.com/>

Govan HELP, parents' cuppa and cake session

Govan HELP will deliver engagement sessions for parents that support integration within the community and help parents to make connections with other families from the local area. We know that parents are struggling with isolation and loneliness and fear of accessing services within the local community post covid and would like to offer a session that is just about coming together over a 'Cuppa and Cake' to chat with other parents.

<https://www.govanhelpp.org/>

Clyde Community Hall, Messy Toddlers and Family Day

Clyde Community Hall introduced a free weekly Parent and Toddler session for up to 15 families in August 2019. The aim of the group was to provide high quality play sessions including messy, sensory and outdoor play for children age birth to school age and their parents. The sessions would provide opportunities for play experiences that parents may not be able to offer at home, for children to experience play and social interaction with a wider social circle and for parents to meet together and reduce social isolation. The group quickly proved popular but unfortunately had to close down in March 2020 due to the pandemic. The group was finally able to reopen in April 2021. All the children currently in the group are under 3 years of age and so have spent the majority of their life under lockdown conditions. This has impacted on the range of fun social experiences they have had outwith their family group. Clyde Hall would like to provide a toddler fun session to mark the end of our 21/22 session. We would also like to provide a family fun day during the school holiday for a wider age range from across the community This would include hiring a children's entertainer, bouncy castles and other inflatables. Food would also be provided.

[www.facebook.com > ClydeCommunityHall2020](https://www.facebook.com/ClydeCommunityHall2020)



The Old Govan Fair

This was the 266th annual procession of the Govan Fair. New members from the community have joined the organising committee to reflect the diversity of our community. There was a weekend of activity from the procession on Friday 3rd June to the showmen at the park.

<https://en-gb.facebook.com> The Old Govan Fair

Walmer Crescent Residents Association, Cessnock Lane Improvement

Cessnock Lane runs between Cessnock Street through to Harley Street. It is used as a thoroughfare by local residents and dog walkers. Walmer Crescent Residents Association would like to do a deeper tidy of the lane, in conjunction with Glasgow City Council Cleansing to make it a more attractive area. We would like to hire a mini digger to clear overgrown shrubbery and produce a boundary on both sides of the lane to plant flowers and plants that would create a biodiversity corridor to support insect life and pollinators. Glasgow City Council will provide a skip.

Chilli Stop, Wanlock Street Residents communal garden

Chilli Stop is in its early stages of creation. Having started planting fruit, vegetables and herbs in March this year we are eager to expand our knowledge and skills in this area and to share what we learn with others. In the future we hope this inspires neighbours and surrounding communities to grow their own food, look after the environment and promote healthy eating whilst making a pit stop where people can pick up any fruit, vegetables and herbs we have grown. With a love for cooking we would like to combine the two to show what meals can be made out of our produce to encourage others to cook from scratch and create their own dishes.

We continue to work in partnership with great people, groups and services across Govan, including Govan Thriving Places and we are delighted they have written a couple of articles for us for this newsletter. If you can follow twitter the hashtag #G51 will show you all the events taking place and there is a colourful poster too.

Govan Thriving Places

by Yvonne Reilly · Glasgow City Council · The Thriving Places Community Connector · yvonne.reilly2@gasgow.gov.uk



Many people who live, work, and volunteer in Govan share the desire to see this community thrive and in 2017 Glasgow City Council gave a ten-year commitment in 2017, to help improve the quality of life of those people.

Since 2017, **Govan Thriving Places** has been responding to the views gathered about what not only needs to improve, but what good things about Govan needs supporting, strengthening and celebrating!

Listening to what people have to say through our community events, conversations, discussions and door to door surveys, enabled us to identify those areas that need more focussed work to help **'Make Govan a Better Place to Live'**.

The top 3 priorities for actions for local people were:

1. Cleaner Streets
2. More Jobs
3. More for Young People to do

So what is Thriving Places doing to tackle these priorities?

Working Groups have been brought together involving community members, community groups and organisations from the public and third sector, to discuss the issues and come up with solutions that are specific to Govan.

What are the groups and what are they doing?

The groups below are ensuring that what partners are delivering in Govan is driven by **the needs and wants of local people** and working together to ensure that scarce resources are not wasted.

Govan Positive Communities Group

Dealing with the issues of cleaner and safer streets. Working with others to improve our green spaces, and tackle anti-social behaviour.

Learning for Life and Work Group

Focussing on more Jobs for people in Govan by better matching of individual needs with employment and training opportunities

Govan Youth Partnership Group

Concentrating on creating more opportunities for young people, ranging from diversionary activities, personal development programmes and ensuring young people are aware of their opportunities for training and employment.

Food For Good Group

Reducing food waste, supporting long term and sustainable food projects run by the community.

Arts, Heritage and Wellbeing Group

Creating a Govan Events, Festivals and Arts Programme and increasing opportunities for local people to participate in sport and physical activity, providing volunteering and training opportunities across the community

Children & Families Group

Creating a shared vision to support children and families in Govan to address: poverty and financial inclusion, pregnancy and early years, engaging with communities by working together and child mental health

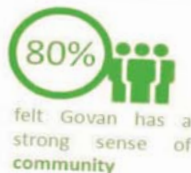
Building Connections Group

Creating and updating the Govan Support Directory, which was posted through every door in Govan in 2021, providing information on services and groups which operate in Govan, who your community representatives are, and how you can get in touch.

Providing a Thriving Places pop up stall at various community events and Govan Shopping Centre every month to make links and exchange information on what is happening in the local community.

Working on how local information is shared via @ThrivingGovan on twitter and @GoodaboutGovan on facebook, using #goodaboutgovan to highlight assets, good news, and success stories within the community, and #G51 events to share info on upcoming activities and events.

Living in Govan: Residents' Views



The Loop@Thriving Places – Govan, Positive Communities Group

by Jim Ellis, Neighbourhood Coordinator (Govan)
Neighbourhoods, Regeneration and Sustainability
Glasgow City Council

The Lanes & Streets Improvement Project, is a group of local residents who have come together to improve Clifford Lane in Kinning Park. With the support from Govan Neighbourhood Coordinator Jim Ellis and the GCC Private Lane Strategy the group have met regularly to discuss ongoing improvements to the lane and surrounding area.

Clifford Lane has had a number of issues over the years and has fallen into a state of disrepair. On Saturday the 28th of May a group of 20 residents got together to clean up the lane. GCC helped by providing a skip, link-tip and litter picking equipment.

The event was the first stage in the transformation of the lane, working together they are now looking to apply for funding through "The Support for Lanes Fund" this will allow the group to apply for between £1000 - £20,000 to make long term improvements to the lane.

As well as group regulars, the event encouraged other neighbours to get involved in the clean-up and boost the organisations numbers.

On the 4th of June a second group, The Clifford Lane Clean Up Group, held a day of action, cleaning another part of the lane. They also had support from GCC who supplied a skip and litter picking equipment.

Both groups had linked up at earlier meetings and supported each other on their day of action.

There are currently 4 different lane groups in the Ibrox/Cessnock area who are now looking to work together to enhance their lane and the surrounding area.

For more information, visit the self-help toolkit: Lane Strategy Toolkit <https://www.glasgow.gov.uk/lanetoolkit>



Fancy a walk?

There is a great walking network across Glasgow. Visit <https://www.glasgowlife.org.uk/communities/good-move/walking> to find out more or phone their Good Move walking team on 0141 287 0963.

You can join in a walk in Govan on Thursdays at 11.30am meeting at Isabella Elder Statue in Elder Park, or in Ibrox, outside Ibrox Library at Midlock Street also on Thursdays at 11.30am, telephone Kamila on 07485 377760.

Or join our Community Engagement Officer, Susan, in partnership with Gina from GYIP on Tuesdays at 12.30pm for a gentle walk and a chat, meeting at Water Row Fountain, phone 07521 054411. Everyone welcome.

Photo shows Gina and Lizzie having a seat during the Tuesday walks in the City Mission garden in Elder Park.



A Budding Community in Elder Park

by Friends of Elder Park

In a quiet corner of the park you will find Isabella Elder, impressive in her honorary graduate robes, keeping a watchful eye on the Shipyard she ran after John Elder's death. Or perhaps she is just keeping an eye on Elder Park, one of her most enduring gifts to the people of Govan. It is only fitting, given her wish that the park be for "healthful recreation", that the Rose Garden has become a place where community members are gathering to experience the health and social benefits of working together in our shared green space, to improve it for everyone.

The Rose Garden had fallen into a very poor state in recent years. With seriously diminished funding allocated to parks, it became likely that it would be lost forever. Fortunately Friends of Elder Park were able to secure funding from the Wee Green Grants scheme, to begin reviving this peaceful haven.

Over the last year, half of the rose beds have been transformed, by old and new Scots rolling up their sleeves, with plenty of chatting and cups of tea along the way.



Members of Phoenix Futures' 'Recovery through Nature' Programme have been important members of this committed team of volunteers, and St Constantine's Primary School pupils have been spending time learning about the nature on their doorstep and sharing in the responsibility of taking care of their park, under the supervision of our very own 'Granny Annie'!

Are you interested in being part of this joint effort to help Elder Park bloom? With enough people lending a hand, by next Summer the whole Rose Garden should be in blossom. For up to date information you can join the FOEP Rose Garden Volunteers on Facebook, or just head along on **Sundays from 1 - 4pm**.

Office opening times/Appointments/Drop-in

We are now operating a face to face appointment-based service within our offices.

We will ask for you to make an appointment for some of the reasons below to ensure the right staff member is able to answer any of your enquiries.

- Completed Housing applications
- Tenancy Issues
- Signing for a new tenancy

- Financial health Check
- Money and Energy Advice Service
- Discuss Complex repairs
- Factoring and Property Management enquiries

Please note that you do not need an appointment for the following services:

- Rent Payment
- Raise a repair
- Request an application for housing

There is also a drop-in service for customers every Monday afternoon 12:30-5:00pm and every Thursday morning from 8:30-12:30pm and we will be more than happy to assist.

Public Holidays for Govan Housing Association

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

September Weekend: From Friday 23 to Monday 26 September 2022, reopening Tuesday 27 September 2022

Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: **0141 440 0308**

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



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