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**Making
great
progress...
...in lots of ways!**

Chief Executive Farewell



Welcome to the Summer Edition of our Newsletter.

This is a reflective time and whilst writing this, my last newsletter article, many memories of my time at Govan Housing Association have come flooding back.

I have spent many hours over the years writing articles for our newsletter, reflecting on achievements the organisation has made, but nothing has made me more proud than our achievements and team work demonstrated during the most troubling of times for our customers.....Covid. Govan Housing Association and partnering agencies came together and demonstrated what community spirit meant. We delivered food and essentials to those in need, we organised hot meals and food vans and checked daily/weekly on our most vulnerable customers. This experience really resonated with me and was a contributing factor to my decision to retire and spend more time with my own family and friends.

Over the years we have achieved many great things, however most importantly we have recognised that the needs of our customers have changed, it is no longer enough for us for us to provide homes that we maintain and manage, and we must try to meet the other needs of the community in these troubling times. Due to the cost of living crisis there has never been a greater need for our Money, Debt & Energy Advice Service. This provides much needed assistance and advice, benefiting our tenants at a time when they need it most, we took the decision to grow this service out with core business

function and still we struggle to meet the demands of the service. We have participated and led in numerous fabulous community events such as Govan Loves Xmas, Summer Fun Days, Community Gala events creating memories in the community that will last a lifetime.

The incorporation of Govan Home Team has provided so many local employment opportunities and created savings for the Association that enable us to re-invest in our properties.

We have redeveloped Jim Stephen House to accommodate approximately 11 students, which will contribute to a balanced community working in partnership with Glasgow University.

We have and will continue to pro-actively invest in our tenemental stock over the next 10 years, through planned programmes of works, replacing windows, kitchens and bathrooms. Over the last 5 years, the Association has invested an estimated £6 million in your homes. Our ambitious programme has included kitchen and bathroom installations, central heating and boiler replacements, window replacements, close remedial works, close painting, gutter and roof works, smoke detectors, rewires and electrical checks. This investment is imperative to the continuing rehabilitation of these of properties.

We recognise the need to have customers at the centre of everything we do, we need them to act as our 'critical friend'. We have therefore been really busy with Our Community Engagement Programme which will continue in 2023 and beyond. Participation has been encouraging with events including street visits, community groups, tenant forums, digital forums and many more.

Finally we made the decision to redevelop land within the Govan Water Row area

that had been dormant for many years. The biggest influencing factor to move forward with our Water Row development was to contribute to the continuous regeneration of Govan. Our new build development 'Water Row' is taking shape and the 92 mid-market rent flats and 6 commercial units will come off site in the summer of 2023, through to Christmas 2023 all going to plan.

As part of our factoring service review, we have increased the resources within our team to ensure we are providing a service suitable for the business and our owner occupier requirements, as we anticipate a growth in this area of the business.

Finally it is with mixed emotions that I bid my final farewell to our customers, I am sad to leave Govan not as an organisation but as a community, however I am confident and delighted to hand over the reins to our new CEO Caron Quinn. I would like to offer a warm welcome to Caron in her new role and have full confidence she will deliver on all the Association's objectives with rigour and determination.

Caron comes with many years' experience of leading at an executive level within the social housing sector and beyond. As well as entrepreneurial achievements, she can also draw upon the experience and knowledge gained from working, for several years, overseas.

Caron said: "I am delighted to have been appointed as the new group CEO. There are exciting times ahead and I intend to continue to build on the progressive legacy left by our retiring CEO. I look forward to working with our professional staff team, our dedicated governing body members, our valued tenants and the wider community to fulfil our Group's vision, ambitions, purpose and values."

Fiona McTaggart
Chief Executive Officer

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Save the date!

Thursday 7th September 2023 at 6pm

We will be holding our 52nd Annual General Meeting at 6pm on Thursday 7th September 2023 in the Conference Room at Govan Home Team, 246 Edmiston Drive, Glasgow, G51 2YU.

Transport will be available for people with mobility issues, if required, by telephoning **0141 440 0308**.

There will also be the facility to attend the meeting virtually if you do not wish to attend in person. Letters will be issued to Shareholders with the relevant details in due course.



You said, we did...

You informed the Association that you were not happy with various issues surrounding the proposed renewal of the common doors and window at Merryland Place.



We acknowledged all of your concerns and advised that we would offer owner meetings in advance of planned works consultations.



You said you wanted more opportunities to have your say and be involved in our decision making.



Through consultation with you, we have worked on offering a number of ways you can do this comfortably:



- Coming to a tenants forum
- Joining the scrutiny panel
- Joining Govan C tenants and residents association
- Coming to an owners forum
- Taking part in our customer engagement strategy consultation
- Coming along to a community walkabout
- Coming to our walk and talk group
- Signing up to our monthly community newsletter

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Have you thought about becoming a Board 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 board members, and usually the majority live in the local area.



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

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 50 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 board 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.



Water Row Update

Our new build development, Water Row Phase 1, has now been on site for over one year and everything is going to plan. The five blocks are progressing in line with the programme – with all 92 flats due to be completed between October and December 2023.

We are working with the main contractor, CCG, to ensure that there is a programme of community benefits achieved by their presence in Govan.

One pupil at Govan High School is currently getting some 'shadowing' experience which will help him on his career path for civil engineering. Further, a local young person from the G51 postcode has secured a place on CCG's apprenticeship programme, commencing in August. All 92 flats are for mid-market rent. Mid-market rent is a tenure aimed at providing quality, affordable rented homes for people on low to moderate incomes. This tenure type is designed to help people who have difficulty accessing social rented housing, buying their own home or renting privately. Tenants generally pay a lower rent than market rent level, but more than local social housing tenants.

The following criteria must be met by all mid-market rent applicants:

All applicants interested in applying for a property must be 16 years and above.

Applicants' affordability will be assessed taking account of their full circumstances, income and expenditure. As a guide, applicants' income levels are expected to be a minimum of £26,000 per annum and a maximum of £45,000 per annum, although overall affordability rather than just income level will be considered.



The following information will be required from applicants:

- Proof of income i.e. three consecutive wage slips or student loan documentation dated within three months of the tenancy start date;
- If applicable, proof of income or award notice dated within the past three months for any benefit payments including Universal Credit, Working Tax Credit and Disability Payments;
- If relevant, employment details including contact person for reference purposes;
- Details of current address including contact details of any current or previous landlords so we can seek tenancy references;
- Bank statements at current address for the past consecutive three months;
- Photographic ID – passport or driving licence;

The team that are dealing with the letting of the 92 flats are planning to have consultation and open days in August and September to be held at the old 'Digital Hub' on Govan Road, to show flat layouts and plans for the development. Keep an eye on our website for more details: www.govanha.org.uk

Some key contacts for you:

Site issues: Alsadair McNiven, Site Manager at CCG
07920 546082 • AMacNiven@c-c-g.co.uk

Application to mid market rent mailing list:
mmrproperties@govanha.org.uk

Interest in commercial letting of ground floor non-residential units: mmrproperties@govanha.org.uk

Any other matters:

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



Getting out in the Community

Govan Housing Association is a community litter pick hub, which means you can book out our litter picking equipment if you want to do a clean-up of your own area. Recently the equipment was used by the Govan Gaelic School, Govan and Linthouse Parish Church and the Govan Community Project.

In early June, we worked in partnership with BAE Systems, Mitie and Linthouse Housing Association for a Govan and Linthouse clean up ending at Elder Park.

We also have our own monthly community walkabout and litter pick on the last Friday of the month from 2.30pm to 3.30pm with refreshments provided. On 30th June we were litter picking at Ibrox.

Our next outing will be on Friday 28th July, meeting at the Housing Office at McKechnie Street at 2.30pm. Please come along to help out if you have a free hour. Thank you.



Bike Containers

We recently trialled secure bike storage in Golspie Street car park, which proved very popular. We were lucky enough to secure more funding earlier this year from Cycling Scotland for a further 8 bike containers. These are now in place in some back courts at Luath Street, Howat Street and Govan Road and on the road at Wanlock Street. A few spaces are still available, so please get in touch if you live nearby. Storage is free and we can also provide an individual D-lock for your bike.

We hope to apply again for funding in the future as we know space for bikes is a priority. Please let us know if this would be useful for you so we know where the next containers should go.

If you do have a bike but are in need of a D-lock please get in touch as we have a few available.

Tenant and Resident Community Engagement Summer Calendar

Some details may be subject to change, so please get in touch to confirm attendance at community@govanha.org.uk or phone 0141 406 6638.

Month	Event	Date and Time	Venue
August	Weekly Walk	Tuesdays, 12.30pm – 1.30pm	Meet at Water Row
	TIS members event	Thursday 17th August, 10am – 4pm	Pearce Institute
	Community walkabout and litter pick	Friday 25th August, 2.30pm -3.30pm	Meet at Housing Office
	Customer Engagement Strategy feedback meeting	Tuesday 22nd August, 1pm – 2.30pm	Housing Office, 35 McKechnie Street
	Customer Engagement Strategy feedback meeting	Tuesday 22nd August, 4.30pm – 6pm	Riverside Hall, 29-31, Clydebrae Street, Govan
	Customer Engagement Strategy feedback meeting	Thursday 24th August, 6pm – 7pm	via Teams
	Community walkabout and litter pick	Friday 25th August, 2.30pm -3.30pm	Meet at Housing Office
September	Weekly Walk	Tuesdays, 12.30pm – 1.30pm	Meet at Water Row
	Govan C Estate Walkabout	Friday 1st September, 2pm – 3pm	Meet at Grace Baptist Church, 425 Govan Road
	Golspie Street Back Court Litter Pick	Saturday 2nd September, 12pm – 1pm	Golspie Street Car Park
	Govan Tenant Services Scrutiny Group	Tuesday 5th September, 5.30pm – 8pm	Housing Office, 35 McKechnie Street
	Owners' Forum	Wednesday 6th September, 6.30pm – 7.30pm	Clyde Community Hall, 41 Whitefield Road
	Tenants' Forum – in person	Thursday 7th September, 1pm – 2.30pm	Riverside Hall
	Tenants' Forum – online	Tuesday 12th September, 6pm	Online via Teams
Community walkabout and litter pick	Friday 29th September, 2.30pm -3.30pm	Meet at Housing Office	

Scrutiny in Action: Govan Tenant Services Scrutiny Group

“Putting tenants in the driving seat, so they can scrutinise the services offered by their landlords and hold them to account” Scottish Social Housing Charter.

Thanks to all the tenants who have got involved so far to shape the way forward for service improvement and to ensure their voices are heard. We now have a new Scrutiny Group in place and the group have opted to be called the Govan Tenant Services Scrutiny Group, (GTSSG).

Tenant Scrutiny is about tenants and service users being actively involved in the self-assessment process required of Housing Associations by the Scottish Housing Regulator; where they independently review how housing services are being delivered and even more importantly how they can be improved.

GTSSG have chosen Govan Housing Association’s repairs process as their first piece of scrutiny work over the next few months. We will ask the group to keep tenants updated in each Newsletter, however if you think you

would be interested in taking part in scrutiny work, please get in touch by emailing community@govanha.org.uk or phoning **0141 406 6638**. The group currently meets once a month, however there are lots of ways you can help them with their work, as they want to ensure that as many tenants as possible have the chance to influence their recommendations.



Govan Housing Association Tenants' Forum

You are invited to our tenants' forum in 2023, hosted jointly by tenants and staff.

Meeting Dates

In person Thursday 7th September
1pm – 2.30pm, Riverside Hall

Online Tuesday 12th September
6pm – 7pm, via Teams

In person Thursday 7th December
1pm – 2.30pm, Riverside Hall

Online Tuesday 12th December
6pm – 7pm, via Teams

Hear about community events, hear from our tenants' service improvement group, meet members of staff and invited speakers, give us your feedback.

Please get in touch if you require an interpreter so we can arrange this. A quiet room is also available on the day. Light refreshments provided.

Contact

Please contact Susan Burn on **0141 406 6638** or email community@govanha.org.uk if you are able to attend.

However, please do not wait until these meetings if you have any concerns or issues. Please continue to phone our main number on **0141 440 0308** to have your enquiry dealt with as quickly as possible.

Online meetings

We are trying out online evening meetings, so please get in touch if you would be willing to try these out with us and we will provide joining details.

Thank you.

We look forward to speaking to you



Our Community Engagement Priorities for 2023/24

From working with the tenant and residents groups and the wider community, we have agreed to focus on the following priority areas for the coming year:

1. Tenant and Resident Participation and Accessibility

For example: continue to ensure there are various routes for tenants and residents to get involved in our work a way that is comfortable for them, including online, but ensuring equal access to services and information, including digital.

2. Families, children and young people

For example: routes to influence our work and work in partnership with youth service providers including GYIP and Quarriers. Specific targeted engagement with young tenants. Tenants' Forum – ensuring families with young children can attend.

3. Environment, Community and Sustainability

For example: continue to promote community fund to improve local environment, zero waste standards for tenant meetings, contribute to positive communities thriving places group.

4. Partners and Stakeholders

For example: continue to support and work alongside our community partners and wider stakeholders, such as GEL, Thriving Places, community projects and other service providers.

Overall Aim

Our aim is to improve lives, sustain tenancies, empower our community and make Govan a better place to live.

We have circulated these priorities to all our stakeholders including local businesses for feedback, so we continue to work as part of the wider Govan community. Please get in touch if you would like to be part of a working group to help oversee this work.

Know your rights: using the Scottish Social Housing Charter as a framework for tenant participation

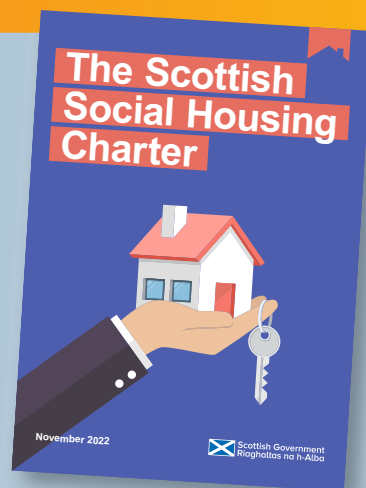
The Scottish Government's Social Housing Charter came into force in April 2012. As required by section 31 of the Housing (Scotland) Act 2010, the Scottish Ministers, in this Charter, set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

The Charter sets the standards and outcomes that:

- tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them
- homeless people can expect from social landlords in terms of access to help and advice, the quality of temporary accommodation, and continuing support to help homeless people access and keep a home
- owners can expect from the property management services they receive from social landlords
- Gypsy / Travellers can expect in terms of the maintenance and management of sites.

Govan Housing Association's Tenant Services Scrutiny Group will be using the Charter as a framework throughout their service improvement work, with independent support from TIS (the Tenant Information Service).

You can read more about the Charter by visiting <https://www.gov.scot/publications/scottish-social-housing-charter-november-2022/> or get in touch if you would like a copy sent out to you.



Get Involved Campaign

We launched our Get Involved Campaign at the Great Big Govan Gala in October last year to try to get more involvement from tenants and residents in our work. We are pleased to see more people kindly giving up their time to contribute through a working group, or coming along to an event. Thank you very much. These opportunities are a great chance to have your voice heard and to ensure you are receiving a good service.

If you are interested in getting involved please sign up to our monthly community engagement newsletter or printed newsletter by emailing community@govanha.org.uk or phoning **0141 406 6638**. This short newsletter keeps you informed of events happening in the G51 area, but also of our own Govan HA events and opportunities to have your say.

Since we reported in the last Spring newsletter we have held:

- Final meeting of Tenants' Focus Group as they move to become the Scrutiny Group
- Ibrox tenants meeting; we are still very keen to hear from our Ibrox tenants so please do get in touch



- Community Focus Group, with Glasgow City Council and Linthouse Housing Association
- Owners' Forum
- First meeting of our Tenants' Forum, supported by tenants and staff, including our Director of Customer Services, Property Services Manager and Customer Services Manager
- Two meetings of the Govan Tenant Services Scrutiny Group (GTSSG)
- Two meetings with the Chief Executive to provide input to the 5-year Corporate Strategy.

We have a busy year of meetings ahead and we look forward to hearing from you.

Equal access to digital information

Mobile phone bad signal?

by local resident, Derek

I suspect I am not alone being a Govan resident who has struggled for a long time to obtain a reasonable (any) signal on their phone; as witnessed by the number of neighbours I see at their windows or in the street!

I don't have all the answers but have been working with Govan Housing Association on a pilot project for short and longer term solutions. Here are a couple of suggestions, which helped me and may assist you too:

- If you regularly have a poor or no signal, visit your provider. Don't call or email, go to your provider's store if you can. Explain simply you are not receiving the service for which you are paying. Request they test your area and it's possible they might agree to providing wifi boosters. These can also be purchased online.
- If you have broadband/wifi at home check you have wifi connection on your phone switched ON, which means you can activate wifi calling, potentially giving you a better signal. I know that Govan HA are keen to be as supportive as possible and are working with partners to continue to seek solutions.

Digital Project

We continue to raise awareness of what our residents, as consumers, can do, to demand a better service.

This includes speaking to your provider initially, but also speaking to Ofcom to complain about the poor signal in your area. This allows Ofcom to use this evidence to negotiate with the main operators to look at service improvement. We have tried to speak to Ofcom on behalf of our tenants, however they can only deal with individual cases.

Check the service coverage in your postcode area by using the broadband and mobile coverage checker on Ofcom's website at <https://checker.ofcom.org.uk/>

You can check both voice and data coverage. This is a general guide and may vary within areas, but it is useful to see what expected coverage the different networks offer.

Each service provider has its pros and cons in terms of the quality of signal. Check which provider offers the best signal in your area. Different mobile providers could offer better coverage in your area, meaning you could get a better indoor signal.

We have a useful booklet of tips for improving service, put together through work with our tenants in the four streets of Luath, Taransay, Elder and Howat. Please get in touch if you would like a copy by phoning **0141 406 6638** or emailing community@govanha.org.uk

Social Tariffs: Cheaper broadband and phone packages

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband.

They are delivered in the same way as normal packages, just at a lower price. With rising living costs, Ofcom is encouraging companies to offer social tariffs to help customers on low incomes. • tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.

How a social tariff could help you

- **It is available to those on a variety of benefits.**

If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available.

- **It is cheaper than a regular package.**

Current prices range from £10 to £20.

- **Fast, unlimited broadband.**

Most tariffs offer superfast broadband at speeds over 30 Mbit/s – fast enough for you to keep in touch with friends and family, stream HD films or shop online.

- **You will pay next-to-nothing to get set up.**

If you do have to pay any setup costs, these should only be small. Your provider should tell you before you sign up.

- **It could cost nothing to switch.**

If your provider offers a social tariff, you can switch to it at any time, free of charge.

- **The price will not go up mid-contract.**

You will not pay any more than what you agree at the start of the contract.

- **It costs nothing to leave.**

You will not pay a fee to leave the tariff before the end of your contract.

Some providers offer cheaper broadband packages that are only available to customers on certain benefits.

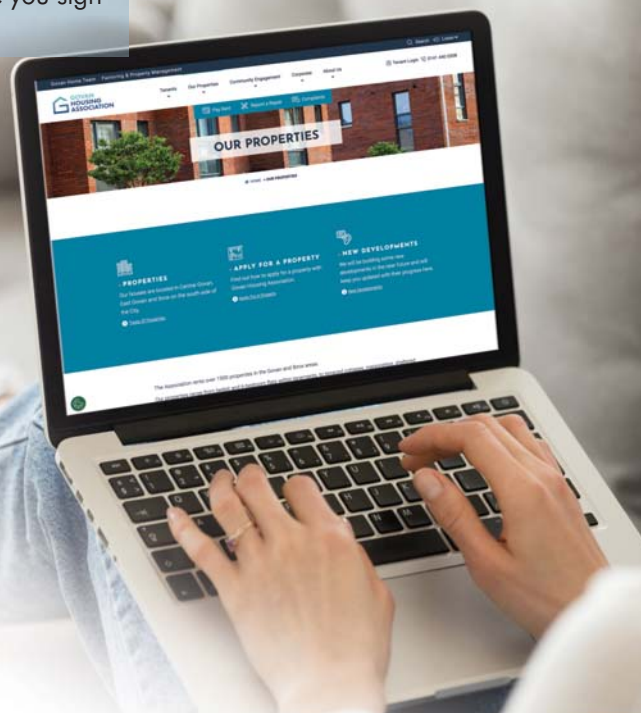
BT and KCOM also provide cheaper voice-only landline tariffs to eligible households.

Who could qualify?

If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available. All major providers also include people on Pension Credit, Employment and Support Allowance, Jobseeker's Allowance and Income Support. Some providers might include additional benefits, like Personal Independence Payment and Attendance Allowance. The person receiving the benefit needs to be the main person on the contract.

How to apply?

First, check if your current provider offers a social tariff. You can apply for most tariffs online, or call your provider and ask to switch. If your provider does not offer a social tariff, you can switch to one that does. Your provider might let you leave your current contract without paying a penalty fee. Find out more on the Ofcom website www.ofcom.org.uk





World Cultural Diversity Day Event

Community Fund 2023

Our Community Fund is open 3 times a year for community-led projects, which meet our community engagement priorities. Awards of up to £500 to improve the local area are available. Our panel is made up of tenants, residents and staff, but we are always looking for more people, so please get in touch if you would like to be on the panel.

Closing dates for applications each year are 31st March, 31st May and 30th September. Contact community@govanha.org.uk for an application form or phone 0141 406 6638.

This year the awards panel has met twice and were delighted to make the following awards towards:

- World Cultural Diversity Day Event at Govan and Linthouse Parish Church
- Howat Street garden improvement
- Govan Community Growers
- Clyde Community Hall Messy Toddlers group
- Elder Street garden improvement
- Golspie Street complex benches
- Cessnock Lane biodiversity project.

We were also able to make a donation towards the Riverside Gala in May and towards the Old Govan Fair in June.



Community Fund Panel



Riverside Gala



Riverside Gala



Riverside Gala

Smoke Alarm Safety

Testing your smoke alarm

Smoke alarms are an easy and affordable way to protect yourself and your family from fire but it's important to test the alarms regularly to make sure they're working properly.

All you need to do is locate the button labelled 'test' on your detector. Push it in and hold. If the smoke detector is working, the alarm will sound, along with any other smoke detectors in your property that are linked to it.

Smoke Alarm Maintenance

Do

Clean dust away from the smoke detector, with a vacuum cleaner or clean cloth, each time you test it. They get clogged up with dust and dirt over time.

Don't

Use cleaning sprays on or around your smoke detector. They could stop it working properly.

If you have an issues with your smoke alarms please contact our Property Service Department on **0141 440 0308 (Option 1)** or via our website, <https://www.govanha.org.uk/home-team/services/report-a-repair>

Specialised Smoke Alarms

Audio interlinked smoke alarms are installed in all our properties however there are specialised alarms available for customers with disabilities or other medical needs, like mains-powered smoke alarms with back-up batteries, and even vibrating pads and flashing lights that warn people who cannot hear well.

If you feel that an audio smoke alarm does not fit your needs, please contact us to discuss alternative smoke alarms.



Fire Safety

Internal fire safety

Smoke Alarms: Although Govan Housing Association ensure that flats are equipped with the correct fire safety equipment such as smoke alarms, residents should test their smoke alarms monthly. Testing monthly ensures that they are in working condition and is the best early detection for fire within your home.

Kitchen

Never leave cooking equipment turned on unattended, especially when using stove tops or open flames. Keep an eye on your cooker/air fryer when it is on. Always ensure you clear combustibles away from heat sources.

Electrical safety

Avoid overloading electrical outlets, inspect cords and plugs regularly to check for damage. If you need to use an extension cord, make sure it is surge protected. Keep electrical appliances away from water sources and turn off when not in use.



Candles

Make sure you always extinguish all candles before you go to bed or leave the room. Burning candles in bedroom unattended is one of the highest sources of house fires. Ensure that candles are kept out of reach of children, and they cannot be knocked over by children or pets. Make sure you keep lit candles on a heat proof surface or holder. Tea lights can become hot enough to melt plastic and or set fire to decorations. Make sure you place candles smartly, away from other objects and combustible items.

Common Stairwell safety

Keeping the stairwell clear and unobstructed:

We want to ensure that stairwells are clean, secure and safe environments. As part of this we would like to remind residents and owners that the stairwell is not an extension of you home and should not be treated as such.

It is important that residents keep the communal area free of items such as furniture, bicycles or personal belongings.

A stairwell obstructed by items stored in the close may:

Prevent safe exit from stairwell in case of emergency.

Become the source of the fire, especially items such as prams or other combustible items. Hinder the work of firefighters in your property.

Lighting:

Ensure that stairwells have adequate lighting. Proper lighting is crucial for quick evacuation during an emergency.

*This is to provide general fire safety related tips. For specific guidance and regulations please visit www.firescotland.gov.uk

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



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

Keep it clear

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

If fire does start

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

For free home fire safety advice
CALL 0800 0731 999

or visit our website at www.firescotland.gov.uk



CARBON MONOXIDE (CO) POISONING



**CAN'T BE
SEEN**

**CAN'T BE
SMELLED**

**CAN'T BE
HEARD**

**CAN BE
STOPPED**

Gas Safety

Govan Housing Association has a legal obligation to carry out an annual gas safety check in all properties it owns that contain gas pipe work or a gas appliance.

This Annual Gas Safety Check is required by law and is for your own and your neighbours' safety. In advance of the service you should receive a letter from our contractor Gas Sure notifying you of the date and time of the appointment. If the appointment is not suitable please contact Gas Sure (**01294468113**) or Govan Housing Association (**0141 440 0308**) and we will be happy to arrange an appointment that is suitable.

We will take reasonable steps to gain access, and if this is not granted Govan Housing Association will exercise the right to force entry. We take a firm approach to gaining access due to the potential Health & Safety risk to the property and more importantly to people. **If we require to force entry to your property, you will be liable for all costs associated with this.** This is outlined in our recharge policy.

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 Advise Service on 0141 440 0308.

Please do not ignore appointment letters when your Gas Safety Check is due, it is important 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.

Emergency Call Outs!

If you have an emergency (not Gas Central Heating) while our offices are closed, please call **City Building** on **0800 595 595**.

For any **Gas Central Heating Emergencies** or Repairs please contact **James Frew Ltd** on **01294 468113**.

For any **Lift Emergencies** please call **RJ Lifts** on **0800 999 1177**

Reporting your Repairs

You can report a repair via the telephone by calling us on 0141 440 0308 (Option 1), in person at our office or online, <https://www.govanha.org.uk/home-team/services/report-a-repair/>

When you are reporting a repair, we will ask you to confirm the following information:

- Your name
- Your address (including flat position if applicable)
- Your telephone number
- Details of the repair
- When you will be available for the repair to be carried out

We will try to accommodate a morning or afternoon appointment, where possible however this is not always possible, Emergencies can and do arise which will take precedence over standard repairs, and we ask for your understanding in this matter.

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, AM between 8am-12.30pm or PM access between 1.30pm -4:30pm.

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



Meet the Team...

We are pleased to confirm that our Property Services Team has made some changes to its staffing team.

The new team consists of the following staff members:



Emma Scott
Technical Project Manager



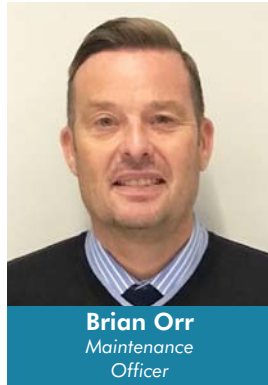
Michelle Donnelly
Property Services Manager



Sinaed Callaghan
Quality Assurance
Co-ordinator



Jamie Farmer
Maintenance
Officer



Brian Orr
Maintenance
Officer



Susan Lawless
Property Services
Administrator



Laura Borland
Maintenance
Assistant

Asbestos Surveys

When carrying out repairs in your homes Govan Housing Association has a duty of care not only to our tenant/owners but also to our contractors.

In order to carry out certain repairs and planned works we may require access to your property carry out an asbestos survey. A request for a survey does not mean that the property contains asbestos, however, it is important that we are able to identify the presence of asbestos in our properties to ensure a safe living and working environment. If this is the case you may be contacted by our asbestos contractor, Enviraz. If Enviraz do contact you, please arrange a suitable appointment with them to complete the asbestos survey.

If you have any questions with regards to works to your home, please contact the office on **0141 440 0308**.

Electrical Installation Condition Report (EICR)

You may have been contact recently by one of our electrical contractors with regards to Electrical Installation Condition Report (or EICR) in your home.

An EICR is an inspection and testing of electrical installations within you home to ensure that it's in a satisfactory condition and safe for continued use. We are required to carry this out every 5 years, to make sure that it is safe and up to the current standards. This test forms part of the Scottish Housing Quality Standard (SHQS), so it's really important that we can get access to your home to carry this out.

Govan Home Team or one of our electrical sub-contractors (Wright Kerr, BR Electrical or City Gate) may contact you for access by letter or telephone. It is essential that you give access for the inspection and you do not ignore. Failure to grant access is a breach of your tenancy agreement and we can exercise the right to force access.

If your appointment is not suitable please contact the number on the letter to make alternative arrangements. During the EICR we require clear access to your electrical cupboard and a percentage of the electrical sockets. The EICR should take approximately 2 hours to complete.

If we find any minor faults, our electrician will repair these at the time of the EICR. If we find more complex repairs such as replacing your consumer unit, we will arrange this as follow-on work at a date and time to suit you.

We appreciate your cooperation in allowing us to carry out this safety check and if you have any queries or concerns please do not hesitate to get in touch with our Property Services Department on **0141 440 0308 (Option 1)**.



Factoring – ways to pay

To help ensure we provide an effective factoring service, it is important that homeowners settle their Factoring Common Charge Account on or before the payment due date. Failure to settle your account may hinder our ability to maintain, repair and insure the common parts of your property.

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 HA Factoring
- Account Number: 00181498
- Sort code: 83-21-16

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

2 Cheque Payment by Post

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

3 At the Office

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

4 Bank Giro Slip

You can make payment at any branch of the Royal Bank of Scotland or the Post Office using a bank giro slip. If you wish to use this method please call the factoring department on **0141 440 030** to request a giro slip.

5 Standing Order

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

6 Using your allpay swipe card

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

7 Direct Debit

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

8 Online

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

9 By Telephone

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

10 By Text

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

Block Building Insurance Policy for Factored Owners

As homeowners who benefit from the block building insurance policy through Govan Housing Association will be aware, the current policy is due to expire in October 2023. Although we have yet to receive the precise information in relation to the renewal, we have been informed that insurance premiums will undoubtedly increase. Home owners will be provided with further information in regards to the policy and costs in the coming months.

In addition, within the covering letter that accompanied your most recent common charge account, we advised that we planned to arrange reinstatement valuation surveys for all buildings that benefit from the block building insurance policy. For a number of reasons, the valuation surveys will instead be carried out during 2024. Naturally we will update homeowners with further information on this scheme, nearer the time.

Revised Written Statement of Service

The Property Factors Code of Conduct states that a property factor must provide each homeowner with a written statement of service setting out the terms and service delivery standards of the arrangement in place between the factor and homeowner.

Govan Housing Association's Factoring Service are in the process of reviewing our written statement of service. Once finalised, the revised document will be provided to all customers along with a 'summary changes' document setting out the changes we have made.



What is a Factor's Float?

The vast majority of Property Factors will request owners to pay a Float. The Float should reflect the current cost of repairs and maintenance and therefore may increase from time to time.

Providing your Factor with a Float puts the Factor in funds to undertake general repairs quickly. The float covers the gap between contractors being paid and owners paying their Common Charge Account. The float will be refunded to a client at the time of sale, less any outstanding sums due.

If you are a Factoring customer and have not yet been requested to pay a float, it's likely that we will contact you directly in the near future to arrange this.

Common Grounds Maintenance Service

Over recent months we have received queries from homeowners in relation to the grounds maintenance service.

At present, this service is undertaken by the Govan Home Team and details of their schedule can be found on page 26 of this newsletter.

If however you have specific concerns with the service or would like further information, please do not hesitate to contact our office.



Front and Rear Door Close Keys

Over recent months we have received reports that front and rear close doors have been vandalised due to residents losing their keys.

Naturally when a door lock is damaged, a contractor is required in order to carry out the required repairs, which will incur a cost to homeowners and ultimately tenants. In an effort to avoid any unnecessary cost being allocated against residents, if you have misplaced your key and you need a new copy, please contact the office. Rear close door keys may be provided free of charge.



Factoring Common Charge Invoices can now be sent electronically

We can happily advise that we are now in a position to send clients their Common Charge Factoring Invoices via email. Therefore, from your next issued Common Charge Account, the Factoring service are transitioning from traditional mail delivery to email for invoicing.

For any client account we hold an email address for, we will send your September 2023 common charge account electronically. Further correspondence will be sent to homeowners in the coming months to confirm.

By switching to email delivery, we're bringing you convenience, speed, and environmental benefits.

To update your email address or if you would like to provide us with your email address, please contact our office or email us at factoring@govanha.org.uk.

Although general letters will continue to be sent by post, we are hoping we will be in a position to send all correspondence by email in future.



Looking to sell your home?

Talk to us!

Govan Housing Association, in partnership with Glasgow City Council, are looking into the possibility of acquiring a number of properties in the Govan, Ibrox & Cessnock area with 3 or more bedrooms, to assist with the wider regeneration and as part of a strategy for enhancing the community.

We are keen to hear from any home owners who are interested, *in principle*, in selling their property to the Association. At this stage, we can make no commitments and we appreciate that property valuation and timescales will be of prime importance to all parties concerned.

Once the Association has received notes of interests we may contact you to discuss having a valuation carried out at your property by an independent surveyor. There is no cost to you for this survey.



GOVAN HOUSING ASSOCIATION

If this is something that may be of interest to you, please contact a member of our Factoring Team in the first instance, either by phoning on **0141 440 0308** or by emailing on **factoring@govanha.org.uk**

Govan Housing Association working in partnership with Glasgow City Council



Owners' Forum

As many homeowners will already be aware, during the course of last year, Govan Housing Association piloted an owners' forum, inviting Factored owners to attend a meeting on a quarterly basis.



The owners' forum provides a platform for homeowners to hear from the Factoring team, ask questions about the service being provided and discuss common area issues, ideas and suggestions with your neighbours.

Due to its success, meetings have continued with dates of the remaining 2023 forums listed below. Please note that these dates are provisional and subject to change. If you would like to attend any of the forthcoming Owners Forums, please contact the Factoring Service for further information.

Wednesday 6 September 2023 • Clyde Community Hall, 6.30pm – 7.30pm

Wednesday 13 December 2023 (venue & time TBC)

Process when selling your property

When selling your property your solicitor should inform us, in writing. As much notice as possible should be provided, ideally 14 days, as this will help our office compile the necessary information your solicitor requires in a timely manner.

In conjunction with the Law Society of Scotland, The Property Standardisation Group have produced the standardised letter to be issued to Factors which is an 11 point request for information. When a property is being sold, the sellers' solicitor will request this information from the Property Factor with the Factor responding to each point.

Applying for Housing with us

The process we have at Govan Housing Association is set up to enable every applicant to feel confident, secure and supported when completing an application for rehousing.

The process for returning an application is as follows:

1 Requesting an application form:

You can request an application form from ourselves in the following ways:

- Collection from reception in our office
- Requesting an application form to be sent out via email
- Requesting an application form to be sent out via post
- Downloading a pdf version from our website www.govanha.org.uk

2 Completion of application form:

Once complete, application forms can be handed into our office alongside required supporting documents to be copied. They can also be sent into us via post or email: csa@govanha.org.uk

Applications will be returned to the applicant if they are sent in without all relevant supporting documents so please ensure all necessary documents are submitted with the application form.

3 Invitation to complete housing application interview:

When receiving a completed application, we will carry out a face to face or telephone interview. This is a brief chat to discuss your application (additional information, street choices etc) as well as providing information on how our pointing system works.

4 Application processing timescales:

Your application will take five working days to be uploaded and a further five working days to be verified and processed onto our waiting list. When it is live we will post out a letter to the address given on the application, confirming its status and the points total you have received along with additional information regarding rehousing.

Unfortunately we cannot provide a timeframe for receiving an offer of housing as this is dependent on numerous factors.



Are your contact details up to date?

Do you regularly change your phone number or email address? If so, do you know how important it is to always keep us up to date with any changes?

Having your correct contact information means that we can always keep you up to date with local news, activities and also any support that is available.

We now send regular surveys to all tenants via text as we value your opinions. You won't have the chance to have your say if we don't have a current mobile telephone number for you.

It also allows us to contact you to make appointments for repairs or planned maintenance. For example, we need your details to contact you for your annual gas safety inspection and if we have the correct contact details for you then this can prevent us forcing access to your property following no contact.

Very often we have extra assistance available such as food or energy vouchers and we usually notify tenants of this by text.

As well as this, if you have a live housing application with ourselves then you could potentially miss out on an offer of housing if we cannot contact you.

Whenever you contact us, please remember to update us with your contact preferences eg. telephone or email, and make sure your details are up to date.

You can update your details by doing any of the following:

- Telephone – call the office on **0141 440 0308** and press option 3 and the reception staff can take your new details. Please note that you will need to answer some security questions to verify your identity.
- Email – general@govanha.org.uk
- Website – www.govanha.org.uk



Customer Service Team Policy Updates:

Rechargeable Repairs Policy

Our new recharge repairs policy was approved by our Board in March of this year. This covers the areas for which tenants may be recharged for repairs such as if there has been accidental or deliberate damage to a property or failure to allow access for a pre-arranged repair appointment.

Additionally, if there are persistent recharge repair issues within common areas – such as a requirement to clear stairways of items or clear up back court areas – this could result in all residents within a block being charged a share of the cost of the repair.

This will be raised as a debt on our system and will usually be required to be paid in full at the time of the repair, however there may be instances where a payment plan can be put in place.

If a recharge repair charge is outstanding, this could have an impact on tenancy references and applications for rehousing so it is important tenants engage with us if they are notified of a rechargeable repair.

Decant Policy

In some circumstances the Association may require to temporarily move our customers in order to permit a repair or carry out an improvement as it may not be suitable for the customer to continue to live in the flat while this work is being done. The Association refer to this as a decant.

We have recently reviewed our policy on decants to ensure that we have a transparent process for identifying, documenting and handling any decant that arises.

The policy was approved by our Board in March 2023.

The policy details the Association's responsibilities during this process and highlights the assistance and support which is provided before and during being decanted. The policy also details the legal requirements of the Association.

Estate Management Policy

Keeping our community clean, tidy and safe for residents is a shared responsibility between Govan Housing Association, tenants and residents and other local agencies and we have recently updated our Estate Management policy to set out these responsibilities.

This policy was approved in March 2023.

Our Customer Service Team will carry out regular inspections to identify estate management concerns, but residents should continue to report these in the appropriate manner.

The policy sets out how we will approach estate management across individual properties (both internally and externally), shared spaces and the wider community.

Anti Social Behaviour Policy

Govan Housing Association aims to provide a service, which is effective in dealing with anti-social behaviour and neighbour nuisance issues being experienced by our customers.

To achieve this Govan Housing Association will work in partnership with various agencies such as Police Scotland, Glasgow City Council and also tenants and residents to ensure that any issues of anti-social behaviour are resolved and/or eradicated.

To ensure we are complying with the guidelines set by legislation we have updated our anti-social behaviour policy and this was approved by our Board in April 2023.

All policies can be found on the 'Corporate' section of our website and hard copies are available on request.

Customer Services Officer

The Association are very excited to welcome Sima Moradi, who has joined the Customer Services Team as Customer Services Officer.

Sima has over 15 years' experience in the sector, working with other similar housing providers and will bring a variety of skills and experience to our team.

Sima started with us on 3rd July 2023 and I hope you will all join me in welcoming her into our team.



A new role for Diane Miles

From 3rd July Diane Miles, formerly Senior Energy Advisor within the GEL Energy Advice project, has joined Govan Housing



Association as a full time Customer Service Advisor within the Customer Service Team.

Diane has moved within 'Community Area 2' and will be working alongside Kelly Ferguson managing the following streets:

Govan Road (Even)

Luath Street

Summertown Road

Elder Street

Dunsmuir Street

Rosneath Street

Diane will assist tenants and residents with their rent account, rehousing queries, tenancy issues and all housing related matters.

Diane will no longer be providing energy advice but please see our article on this for additional ways we can help residents with energy advice queries.

Discretionary Housing Payment from Glasgow City Council



If you are in receipt of Housing Benefit or Universal Credit housing costs 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 in 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 a 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 please contact our office and ask to speak to your Customer Service Officer. You can also do this yourself online via the Glasgow City Council website.

We are carrying out a review of our Waiting List for Housing

In line with our Allocations Policy, we are currently completing a review of our housing waiting list.

If you are on our waiting list for housing (including a transfer) and have provided us with a mobile telephone number, we will send you a link to answer a few questions to check if your circumstances have changed. If you have not provided us with a mobile telephone number we will send the review questions to you via post or email.

It is important that you respond to our waiting list review. If you fail to respond your application will be cancelled.

Estate management

Looking after our community

We would like to continue to improve the overall cleanliness and maintenance of our community and require residents support in order to achieve this.

Please continue to report any issues of incorrectly disposing of waste, fly-tipping and littering to us – particularly if you are able to identify the perpetrator.

Where there are issues such as fly-tipping, litter, overflowing litter bins, dog fouling, etc. can be reported on the **MyGlasgow app**:

Where an issue exists within a public space – such as the street outside your

property or a main road – you should report this to Glasgow City Council.

The easiest way to do this is using the 'MyGlasgow' app which is available on Apple and Android smartphones. You can download the app from your app store.

You can use the MyGlasgow app for a whole range of services, from requesting a bulky waste collection to reporting overflowing bins, litter, fly tipping or graffiti. The "More Services" section also has handy links to useful information. Whether it's school holidays, paying your council tax or a quick link to our twitter announcements,



all the things you need are only a tap away.

If you do not have a smart phone, we will be happy to assist you to report any issues in your area. We can also assist if you are unsure of how to download or use the app.

Tenants' and residents' responsibilities:

Common areas

In many of the Association flats, we hire contractors to clean communal stairs.

However, all tenants are jointly responsible for keeping the gardens and/or common areas and back courts clean and tidy.

Anyone who witnesses vandalism to our Associations properties must report this to us and the police. We will repair any damage to common areas as quickly as possible.

Communal areas cannot be used to store any items such as bikes, prams, furniture or rubbish.

You must make sure that all landings are kept clear of any obstructions as this would be a fire hazard.

If you have any pets you are responsible for cleaning up any faeces from communal areas.

Security

If you live in a property with a buzzer entry system you must make sure all outside doors are kept locked to stop unauthorised visitors coming into the building.

Bins

We have had an increase in reports of residents dumping bags in common areas and not putting these within the bins provided – it is tenant's responsibility to put all waste in the bins provided and keep the bin area clean and tidy.

We have had to instruct cleans of these areas due to the risk of pest and vermin being attracted to the area. Going forward if we have to instruct works and cannot identify who is responsible, each resident within the relevant block will be recharged a share of the cost for clearing any common areas.

All bin issues can be reported to Glasgow City Council via MyGlasgow app which you can download from the App store and Google Play or via the Glasgow City Council website on glasgow.gov.uk.

Types of problems that can be reported:

- A damaged bin
- A bin that has not been emptied/overflowing
- A bin that has been vandalised
- Fly tipping

We have had a request from residents for one area of our stock to go on an accompanied estate walkabout monthly to identify any estate management issues and discuss appropriate reporting and so our team are setting this up. If you would like to set up something similar or bring together local residents from a particular street, block or locality to try to tackle estate management issues please get in touch and we can assist with this.

Residents will have seen our Govan Home Team operatives carrying out some estate management which includes collecting bulk uplift and landscaping across all of the areas we cover. The schedule can be found below:

GOVAN HOME TEAM



Bulk Uplift and Estate Maintenance Schedule

Residents should note the below arrangements in relation to bulk uplifts being carried out by Govan Home Team - this will be bulk items only such as furniture, flooring, etc.

As well as the collection points shown below, larger items will still be collected from back courts. Domestic waste such as litter or bin bags not placed inside the bins will NOT be lifted. Bulk should only be placed at the collection points the day before collection days, so as not to cause obstruction.

If waste is not disposed of appropriately (i.e bags left in close or left outside of bins) we will not remove them unless a health and safety issue or fire risk is identified. Should we require to carry out any type of clean up in a common area, the entire close will be recharged if we cannot identify who is responsible.

GOVAN HOME TEAM BULK UPLIFT AND ESTATE MAINTENANCE SCHEDULE

Monday AM	Monday PM	Tuesday AM	Tuesday PM	Wednesday AM	Wednesday PM	Thursday AM	Thursday PM	Friday AM	Friday PM
Ibrox/ Govan C	Ibrox	Ibrox	Govan C	Govan C	Central Govan	Central Govan	Central Govan	Central Govan	Central Govan
<i>Bulk</i>	<i>Estates</i>	<i>Estates</i>	<i>Estates</i>	<i>Estates</i>	<i>Estates</i>	<i>Bulk</i>	<i>Estates</i>	<i>Estates</i>	<i>Estates</i>

Street Breakdown Central Govan

- Elder Street
- Golspie Street
- Govan Road
- Howat Street
- Langlands Road
- Luath Street
- McKechnie Street
- Rathlin Street
- Rosneath Street
- Shaw Street
- Taransay Street
- Wanlock Street
- Wardrop Street

Bulk Uplift Points Central Govan

Description of Work

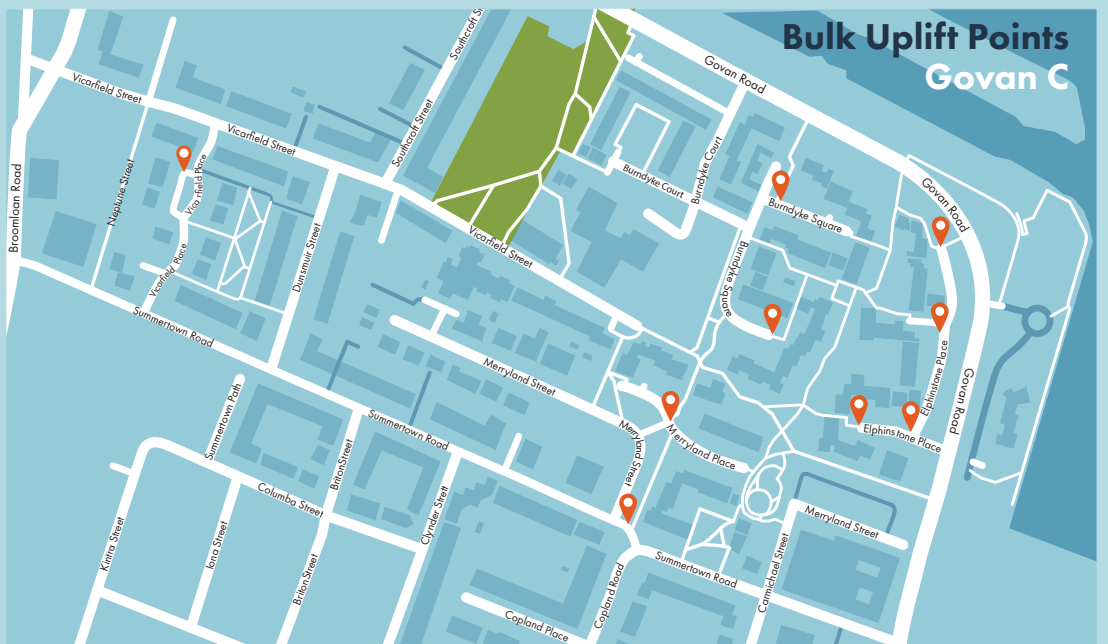
Bulk
Pull out all bulk items from back courts and bulk collection points then dispose of at GCC dump.

Estates
Clean and clear back court. Sweep back court (including leaves).

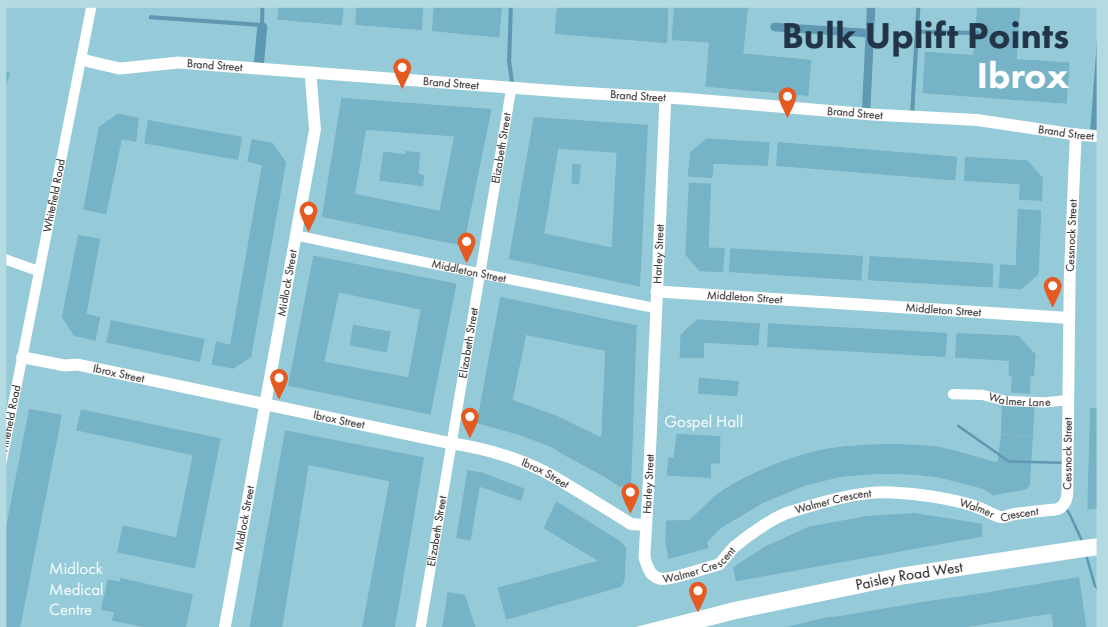


Street Breakdown Ibrox and Govan C

- Brand Street (189, 191, 193)
- Broomloan Crescent
- Burndyke Court
- Burndyke Square
- Cessnock Street (1, 3, 5)
- Copland Road (202)
- Dunsmuir Street
- Elizabeth Street (20, 25, 26, 27, 28, 29, 31, 33, 35, 37)
- Elphinstone Place
- Harley Street (11)
- Ibrox Street (5, 7, 24, 40, 50, 62)
- Merryland Place
- Merryland Street
- Middleton Street (96, 97, 98, 99, 100, 101, 102, 103, 104)
- Midlock Street (18, 26, 28, 30, 32, 34)
- Paisley Road West (407)
- Southcroft Street
- Summertown Road
- Vicarfield Street
- Vicarfield Place
- Walmer Crescent (1, 2, 3, 4-6, 11, 14, 16-18)



Bulk Uplift Points Govan C



Bulk Uplift Points Ibrox



GOVAN HOME TEAM



Landscaping Programme

Residents should note the schedule for landscaping maintenance work which will be carried out in communal green space and backcourts by Govan HOME Team.

This shows when and where the Team will be working, so residents are aware of when their local area is due to be attended to.

No main door front gardens grass will be cut, as this is the tenant's own responsibility. All work is weather dependent and adjustments may need to be made in adverse weather conditions.

Description of work:

Season	Task	Months Covered	Frequency Ibrox	Frequency Govan C	Frequency Central Govan	Frequency Total
All Year	Strimming	All Year	8	8	9	25
	Hedge/Shrub trimming	All Year	8	8	9	25
	Edging Paths	All Year	8	8	9	25
Summer	Grass cutting	March - October	6	5	6	17
	Weed Spraying	March - October	5	5	5	15
	Planting Hanging Baskets	April - October	Acquire them in April. Plant them in May. Hang them the last week in May and water where required until October.			
Winter	Clearing Leaves	October - January	2	2	2	6
	Paths/backcourts - powerwash moss	October - March	3	3	4	10
	Tree Pruning	October - March	3	3	4	10
	Grit salt - when required	November - February	Where necessary.			

Street Breakdown

Central Govan	Closes per Street
Golspie Street	7
Govan Road (including shops with shared backcourts)	38
Howat Street	14
McKechnie Street	3
Rathlin Street	11
Rosneath Street (including 2 shops with shared backcourts)	8
Wanlock Street	All main doors, communal areas only
Wardrop Street	

Ibrox and Govan C	Closes per Street
Broomloan Crescent	1
Burndyke Court	4
Burndyke Square	12
Dunsmuir Street	2
Elizabeth Street (20, 25, 26, 27, 28, 29, 31, 33, 35, 37)	10
Elphinstone Place	10
Merryland Place	4
Merryland Street	3
Southcroft Street	16
Summertown Road	13
Vicarfield Street	17
Vicarfield Place	1

Ibrox	Closes per Street
Cessnock Street (1, 3, 5)	3
Copland Road (202)	14
Harley Street (11)	1
Midlock Street (18, 26, 28, 30, 32, 34)	6
Paisley Road West (407)	1
Walmer Crescent (1, 2, 3, 4-6, 11, 14, 16-18)	7

Schedule

As you can see in the table below, the HOME Team will operate in each area in 2 week blocks.

Week beginning	Mon	Tue	Wed	Thu	Fri
24/07/23 & 31/07/23	Central Govan				
07/08/23 & 14/08/23	Govan C				
21/08/23 & 28/08/23	Ibrox				
04/09/23 & 11/09/23	Central Govan				
18/09/23 & 25/09/23	Govan C				
02/10/23 & 09/10/23	Ibrox				
16/10/23 & 23/10/23	Central Govan				

Local housing organisations have been working together along with community partners Police Scotland, Glasgow City Council, Govan Youth Information Project, Aberlour and Glasgow Life to try to tackle the recent increase in antisocial behaviour in the Govan area.

We are dedicated to working together to take action and improve our local community but we require the support of local residents to achieve this.

If you witness antisocial behaviour or have any concerns, there are a number of ways in which you can report this. Reporting is our number one tool for achieving results as we can look to identify perpetrators and work alongside each other to take appropriate action. Please see below for useful numbers for reporting antisocial or criminal behaviour.



To report a crime to Police Scotland which is not an emergency call **101**. You can decline to provide your name and address if you wish to remain anonymous.

There is also an online reporting form - <https://www.scotland.police.uk/secureforms/contact/> - put full details of the incident and ensure you put 'FAO Community Police Officer' in the notes.

There is a separate form for domestic abuse, hate crime, stalking and harassment - <https://www.scotland.police.uk/secureforms/c3/>

Continue to call **999** for emergencies.

An entirely confidential method of reporting is to Crimestoppers on **0800 555 111** or on their online form – www.crimestoppers-uk.org

You may also be aware there are CCTV cameras located in various locations around Govan. If you would like them focussed on a particular area due to a concern for safety or fears that a crime may be committed you can call **0141 287 9999** to request this.

You should contact your Housing Association to report any incidents of antisocial behaviour and/or to make them aware of any reports you've made to other agencies:

Govan Housing Association: 0141 440 0308 • general@govanha.org.uk

Elderpark Housing Association: 0141 440 2244 • admin@elderpark.org

Linthouse Housing Association: 0141 445 4418 • enquiries@linthouseha.com

Wheatley Homes: 0800 479 7979 • talk@wheatleyhomes-glasgow.com

Southside Housing Association: 0141 422 1112 • csd@southside-ha.co.uk

Home Group Housing Association:
0345 141 4663 • contactus@homegroup.org.uk

If you are a private owner, you can report to Glasgow City Council's Antisocial behaviour team by calling 0800 0273 901 or completing the online form on their website: <https://www.glasgow.gov.uk/reportasb>

To report environmental issues (such as fly tipping, dog fouling or littering) to Glasgow City Council, download the MyGlasgow app to your smart phone or their website www.glasgow.gov.uk

To report noise from neighbours from 5pm-3am you can contact Glasgow City Council – the noise team deal with amplified noise such as loud music, dogs barking or DIY equipment. You can report this type of noise by calling 0141 287 6688 or reporting online –

<https://www.glasgow.gov.uk/reportnoise>

Everyday noise such as children playing or footsteps cannot be addressed as antisocial behaviour and mediation is a more appropriate solution for this type of noise – please contact us for more information on this.

To report noise from commercial properties from 5pm-3am you can contact Glasgow City Council by calling 0141 287 1060 or reporting online – <https://www.glasgow.gov.uk/reportnoise>

Govan Community Advice Project



Govan Housing Association, working in partnership with Govan Help are delighted to announce that we have been successful in obtaining grant funding from the Scottish Government, administered through Advice UK, for the provision of a Money Advice service for the entire Govan Community. The funding is initially until 31 March 2024 with the hope of it being extended until March 2025.

The funding will allow the Association, in partnership with Govan Help to employ one full time and one part time Money Adviser to strengthen our well established Money Advice Service and help to provide further support during the current cost of living crisis. We are hoping for new staff members to be in place by the end of August.

This exciting project will allow the service to reach more residents and strengthen the Association’s community partnership with Govan Help and allow us to work together to tackle poverty and deprivation in the area.

Viv Sawers, Chief Officer at Govan Help said:

“Govan HELP is delighted to be working in partnership with Govan Housing Association to host a new Money Advisor to work alongside our team supporting families to resolve financial challenges. Having this kind of resource to support families is invaluable in ensuring we can provide a holistic package of support to families in Govan. Often, not having this kind of support available is a real barrier to families and this resource will ensure that families are able to access support when they need it in their own community.”

Best Start School Age Payments

Parents, carers and guardians who get Universal Credit, tax credits or other qualifying benefits and who have a child born between 1 March 2018 and 28 February 2019 are being urged to check whether they should apply for Best Start Grant School Age Payment or if they now get the payment automatically.

Best Start Grant School Age Payment is a payment of £294.70 per child. It helps with the costs of preparing for school. Parents and carers are eligible at the point a child is first old enough to start primary school. It is part of the five family payments people may be able to get, along with Scottish Child Payment.

If someone is already getting Scottish Child Payment and they are eligible for Best Start Grant School Age Payment, this will be paid automatically when their child is first old enough to start primary school.

The move to automatic awards will mean less paperwork for tens of thousands of families and ensures that families receive the support they’re entitled to.

However, a small number of people who receive Housing Benefit are eligible for School Age Payment but not Scottish Child Payment. They must apply for School Age Payment from June 1 before the window closes on 29 February 2024.

Similarly, those who have chosen not to apply for Scottish Child Payment, and those who have opted out of automatic payments, should apply for School Age Payment from June 1.



Energy Advice Service

In 2021, Govan Housing Association worked jointly with our neighbouring Associations, Elderpark and Linthouse to obtain grant funding to create a Govan Energy Advice Service to tackle fuel poverty for our customers.

The funding allowed for a dedicated energy adviser to be located at each of the three Housing Association offices to offer support to prevent fuel poverty, tackle fuel debt, access best value tariffs and reduce household energy consumption through better energy usage.

The funding has unfortunately come to an end effective from 30 June 2023. However, all three Housing Associations are committed to continually seeking the opportunity to obtain further funding in order to continue to support our customers during these difficult times where fuel poverty remains a serious issue.

Over the past two years, the energy advisers have worked tirelessly to provide support and assistance to those who need it most. During this time, this project delivered the following outcomes:

- Assisted a total of **2387** customers with energy;
- Delivered customer financial gains totalling **£679,560.61**;
- Obtained funding totalling **£240,000** to provide fuel vouchers;
- Provided fuel vouchers totalling over **£15,000** via Energy Redress

The team of advisers delivered a vital service during the most challenging of times with customers providing some excellent feedback such as:

"These vouchers that I received for my gas and electricity were very much appreciated and this meant that I could use what little money I had to buy food."

"I would have struggled badly if it wasn't for the help from Diane at the housing, she was very approachable and kept me updated when there were vouchers available to help me top my meters up."

"I would like to thank Diane at Govan Housing Association for helping me with my gas and electricity bills, this really helped me through a tough time when I was unemployed."

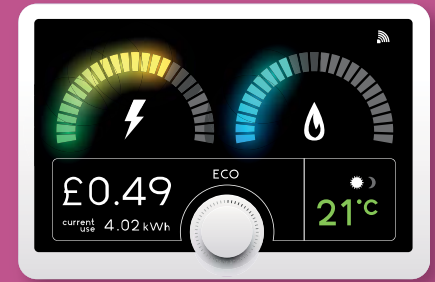
"This project has helped the community of Govan and has helped me personally with my bills when I felt there was no one else I could turn to for help to top up my meters."



We would like to take the opportunity to thank the energy advisers for their valued commitment and service to supporting the Govan community.

If you currently have an energy related issue and require support, please contact our Money Advice Service who can assist where possible or alternatively can facilitate an appropriate referral.

www.govanha.org.uk



Energy Price Cap Reduction

From 1st July 2023, the energy regulator OFGEM will reduce the energy price cap from on a typical annual dual-fuel tariff to £2,074 a year – down from the £2,500 a year level set by the government's energy price guarantee, which will reduce average energy bills by around 17%.

If you pay for your gas and electricity through a monthly or quarterly bill, or by direct debit then it is advisable for you to provide your energy provider with an up to date meter reading. This will mean you are not relying on your supplier to estimate your meter readings at the time of the price reduction and your bill is accurate - meaning you can take full advantage of the drop in prices. Those who pay using a prepayment meter don't need to take any action.

Although this is welcome news, this still leaves energy bills much higher on average than they have been over the past few years. Many fixed deals will start to begin to return to the market, meaning consumers can lock in the prices they are paying for set periods of time, it may be worth checking to see what is available and if this could benefit you. If you have issues with your gas and electricity you can contact our Money Advice Service.

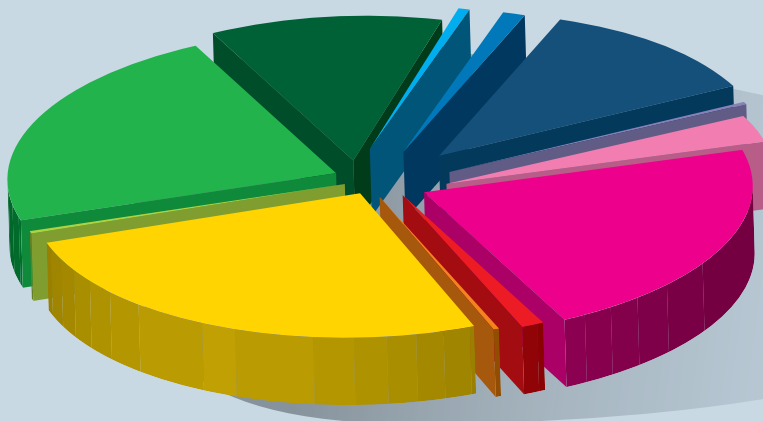
Money Advice Service

This past year we have witnessed some of our most challenging times in terms of the energy and cost of living crisis combined. Govan Housing Association's Money Advice Service has remained on hand to provide support and assistance to our customers who need it in relation to all benefit, money and debt related issues.



We are pleased to announce that our service has been successful in achieving yet another year of fantastic results in terms of income maximisation and financial gains for our valued customers. The total financial gains achieved by the service for our customers in 2022/23 was:

£1,183,792.47



Money Advice Service Welfare Benefit Cases

The Money Advice Service secured financial gains for our customers in relation to welfare benefits totalling **£652,112.71** during 2022/23.

■ Carers Allowance:	£7,248.80, 2 cases	■ Child Benefit:	£2,433.60, 2 cases
■ Council Tax:	£76,954.33, 107 cases	■ Disability Benefits:	£168,175.25, 39 cases
■ Energy:	£1,269.20, 35 cases	■ Food Provision:	£892.50, 81 cases
■ Furniture Initiatives:	£20,865.26, 69 cases	■ Grant Applications:	£146,503.92, 131 cases
■ Housing Benefit:	£142,685.13, 48 cases	■ Pension Credit:	£75,267.12, 11 cases
■ Sickness Benefits/Payments:	£7,217.60, 2 cases	■ Scottish Child Payment:	£2,600.00, 2 cases

As part of Welfare Benefits advice, the service has assisted customers to apply for disability benefits including Personal Independence Payment (PIP), Adult Disability Payment (ADP) and Attendance Allowance, with financial outcomes totalling over **£168,000**.



We also assisted 62 customers to secure new or used furniture for their property worth a combined total of **£17,799.89**.



We have also assisted our customers to apply for various grants including to the Scottish Welfare Fund for Crisis and/or Community Care Grants totalling over **£140,000.00**.

The Scottish WELFARE FUND

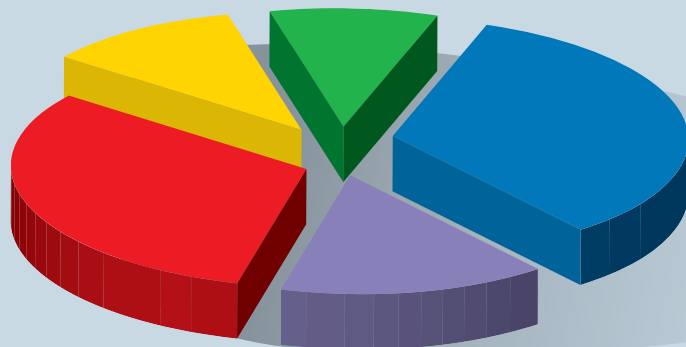
Performance 2022/23

OUR MISSION:

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

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

If you require any assistance with any of these things, please do not hesitate to get in touch with our Money Advice Team who can assist you.

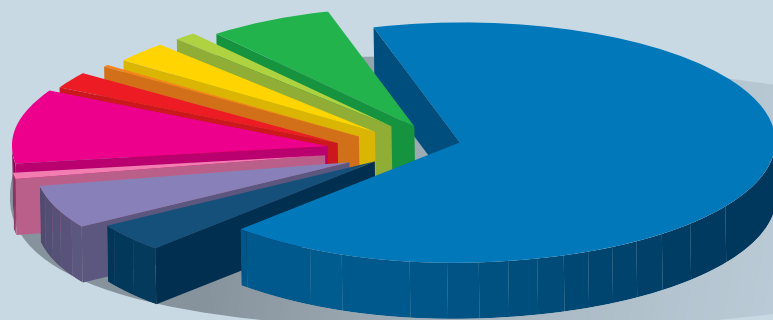


■ Council Tax Debt:	£17,197.84, 3 cases
■ Rent Arrears:	£7,568.47, 5 cases
■ Consumer Credit:	£15,910.54, 1 case
■ Loans:	£5,500.00, 2 cases
■ Benefit Overpayments:	£4,538.51, 3 cases

Money Advice Service Debt Cases

The Money Advice Service secured financial gains for our customers in relation to money and debt totalling **£50,715.36** in 2022/23.

In 2022/23, the Money Advice Service was successful in having over **£50,000** worth of debts written off for our customers. This is often achieved through formal debt relief options such as bankruptcy, which our experienced advisers can assist with.



■ Housing:	£321,453.72.64, 82 cases	■ Transitional SDP:	£1,440.00, 1 case
■ Limited Capability for Work:	£17,940.48, 4 cases	■ LC for Work Related Activity:	£12,754.08, 3 cases
■ Child:	£29,049.00, 5 cases	■ Disabled Child:	£5,315.48, 3 cases
■ Childcare Costs:	£3,480.00, 5 cases	■ Universal Credit:	£30,335.76, 5 cases
■ Standard Allowance:	£48,392.04, 10 cases		
■ Carer:	£10,803.84, 5 cases		

Universal Credit Cases

The Money Advice Service secured financial gains for our customers in relation to Universal Credit totalling **£480,964.40** in 2022/23.

This year, we have assisted in our customers in making claims in making claims for Universal Credit which has resulted in over **£300,000** worth of rent payments being secured as well as over **£320,000** of other allowances via Universal Credit.



Benefits and Money Advice

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



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

Our services can assist you with...



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

Please do not hesitate to get in touch with our Money Advice Service by telephoning 0141 440 0308 or by e-mailing them at moneyadvice@govanha.org.uk

Moving Govan Forward



Full time degree students who can claim Universal Credit during the summer vacation

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



For those students who are eligible to claim Universal Credit, whose term time income is too high to receive an award, this may present a window of opportunity. And this window may be larger than expected.

REMEMBER: If a student (or their partner) is in receipt of any legacy benefits, then they should take advice before making a claim for Universal Credit.

Full time degree students able to claim UC include those who:

- are responsible for a child or qualifying young person (including a foster child) as a lone parent or with a partner,
- are a 'qualifying disabled student' (the rules are complicated – contact a member of the Money Advice Team to learn more),
- live with their partner who is not a student (and who is eligible to claim Universal Credit).



Selling to Rent Opportunity



With rising house prices it has caused uncertain times for property owners wanting to sell and buy.

Govan Housing Association can give property owners a chance to sell your property to us and then rent the same property.

Our organisation has a high rate of customer service and currently we have a planned improvement programme that has invested more than £6.1 million into our properties in Govan and Ibrox area.

Recent owners have sold their properties to us and we have invested in these properties with the installation of a new kitchen, bathroom and double glazed windows.

If you are interested in selling your property to Govan Housing Association and want to still live in this property by renting, you can contact us on the below details. The process is simple and straightforward and we are here to guide you through this.

Contact us on 0141 440 0308 or email us on factoring@govanha.org.uk

"I could not afford to carry out repairs and upgrades to my property, I sold to Govan Housing Association and now rent this property, I have had a new kitchen and bathroom, what a difference this has made to my life."

Property owner feedback

"I am a pensioner and can't move and can't afford my repairs. Govan Housing Association gave me a life line and I can still live in my home and they have carried out the repairs I could not do, I am happy renting now."

Govan Housing Association as your landlord can give you access to other services: Reactive Repair service, Planned improvements, Money & Energy Advice, Community Engagement and Volunteering & training opportunities. You can also get involved in your community by joining any of our groups or linking you with any of our partners.

Govan Housing Association working in partnership with Glasgow City Council



Transfer of Legacy Benefits onto Universal Credit: Tax Credits

The DWP have announced that Tax Credit only claimants living in the West of Scotland will start to receive Migration Notices from August 2023.

This will be claimants whose only 'legacy benefit' is Tax Credits. The legacy benefits include Housing Benefit, Income related ESA, Income related JSA, Income support, Working Tax Credit, Child Tax Credit.

Three month 'window'

The Migration Notice will give claimants a three month window within which to make their claim for Universal Credit.

For some, the timing of that claim will be important.

Anyone who receives a Migration Notice should speak to a Benefits Adviser before they make their claim for UC.

What if they aren't entitled to any Universal Credit?

Transitional Protection is in place for many claimants - so no-one should be put off claiming - even if an online calculator says their UC award is nil, or they have over £16,000 in savings.

Important to maximise Tax Credits before making claim for UC

Many worse off on UC, who make their claim after receiving a Migration Notice, will receive a Transitional Element in their UC award.

The DWP work out the amount of the Transitional Element by comparing the claimants 'total legacy amount' with their 'indicative UC amount'. If the claimant isn't receiving the correct amount of Tax Credits because it is missing an Element, then they may also miss out on this Transitional Element.

Elements often missed are: Disabled Child Element, Disabled Worker Element and the Severe Disability Element.

Please contact our Money Advice Service for assistance if this is something which you may affect you.



Charity

Govan HOME Team staff have chosen to raise money throughout the year for GYIP. In May we held a coffee morning and raised a massive £373.20!

A huge thank you to all staff who participated. The next event will be a football match between our operatives and some member of GYIP. Date to be confirmed.

Tanks

We are working in the loft spaces at various addresses over Govan to service the tanks that are stored there. This will require your water to be off for approx. 1 hour.

The plumber will be onsite and will attempt to get into your property to run the taps after the tank has been cleaned. However, if you are not in, this can be done by yourself.

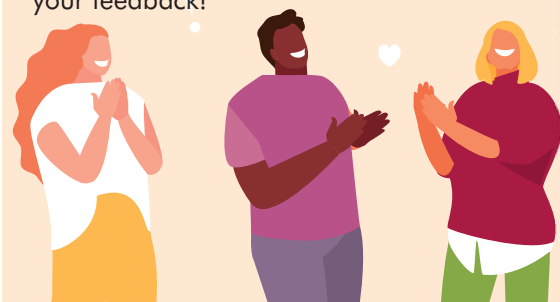
Run your taps for 5-10 mins until the water runs clear. This is due to the tank being flushed out as part of the clean. This is not dangerous. If you have any issues related to your taps etc. following the tank clean please contact us.



Tenant satisfaction

We have a new way of gathering your feedback after you have had a repair carried out in your property.

We are keen to hear about your experience and will be sending out a link via text or email for you to complete a short survey when the job is complete. When you have completed the survey you will be entered in to a prize draw to win a £50 voucher of your choice. Please make sure your contact details are up to date when you report your repair. We wouldn't want to miss out on your feedback!



Some recently recieved feedback:

"I received a phone call from Hannah the day before and the appointment was given to me so fast. Hannah also informed me of the information I needed as well as finding out how much space I had to create for the plasterer coming out this all make is so much easier for me to understand."

"The operative explained all throughout the job what he was doing and why it was going there. He was very respectful and explained in such a simple manner so I could keep up and understand."

"Adam was here for most of the day and was very thorough until he got to the bottom of the issue. He did all sorts of tests and even removed and replaced a pipe. At one point even checked in with Scottish Water but they didn't really want to know. Although there is still some water pressure problems that is down to Scottish Water as Adam explained I should definitely be getting more bar than what I am getting. Adam definitely kept me informed in everything that he was doing and I got a plumbing lesson along the way. Thanks Adam for all your help today."



Congratulations!

Massive congratulations to our apprentice painter, Mitchell McCarte, on the completion of his skills test. Mitchell has now achieved a SCQF Level 6 in Painting and Decorating and has been offered a permanent position as a Painter and Decorator. Well done Mitchell!

Window Team

UPVC Windows- Surveying has commenced in Southcroft Street with Vicarfield Street and Govan Road are also in this phase.

These streets are out-with the Govan conservation area and the Association are permitted to install UPVC windows rather than timber. The Association have specified a window that will maintain a traditional look and finish similar to a timber window. A portion of addresses have been surveyed by our supplier Sidey and we will contact those tenants by the end of July to arrange an install appointment.



Office Profile

Kris	Caitlin	Hannah	Abbie	Emma	Ryan M	Ryan A
Office Co-Ordinator	Window Installation Bulk Stage 3 Adaptions Facilities Reactive	Landscaping Acquisitions Close painting Estates Reactive	Roofing/ Guttering Kitchen and Bathroom Replacement Rewires Reactive	Voids EICRs Reactive	Reactive	Window Installation Kitchen and Bathroom replacement Rewires EICRs

Gilded Lily is a non-profit women's organisation based at 1008 Govan Road, Glasgow.

We provide free weekly workshops & training programs that help women to learn new skills, meet new people & integrate into the local community. Our programs aim to inspire and help women to gain more confidence, improving wellbeing that helps them to reach their full potential.

We do this through a range of creative workshops and training programs in a culturally safe and supportive space and we have a number of different programs and workshops every week as follows:



Positive Vibes Changes Lives (PVCL) Tuesday & Thursday

Weekly workshops ranging from arts & crafts, upcycling, jewellery making etc. as well as wellbeing-focused activities such as yoga, meditation, and life-coaching. These workshops are booked up quickly as spaces are limited so registering is essential and can be done by contacting our PVCL development officer Kam via email: [kamaljtkaur@gilded-lily.org.uk](mailto:kamaljitkaur@gilded-lily.org.uk) or tel: **07763 894241**.



Drop-in Yarn group with Heather Thursdays 10am-12pm

Crafting over a cuppa & a chat while working on some knitting/ crochet/ sewing projects or learn how to do these crafts from other participants. For more information please contact Heather via email: heather.d@gilded-lily.org.uk or tel: **07763 894258**.

We also have a wide range of other programs on at Gilded Lily which run over a set period time throughout the year such as:

- **Home Comforts** Cooking program (5-week course contact Heather D for more info heather.d@gilded-lily.org.uk **07763 894258**).

- **Women4Women** intergeneration skill sharing program (Contact Barah for more info barah.r@gilded-lily.org.uk **07889 707438**).

- **SHE** (Supporting Her Empowerment) empowerment and confidence program for young girls aged 12-18 (contact Kim for more info kimflower@gilded-lily.org.uk **07792 915343**).



To find out more about what we have on and what's coming up you can keep up to date with us by joining our WhatsApp group (contact general@gilded-lily.org.uk) or follow us on social media:

 <https://www.facebook.com/Gilded.Lily.Cic>
 [@gilded_lily_cic](https://www.instagram.com/gilded_lily_cic)
 [@GildedLilyCic](https://twitter.com/GildedLilyCic)

Govan Thriving Places

by Yvonne Reilly • Glasgow City Council • Community Connector
yvonne.reilly2@glasgow.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 to help improve the quality of life of those people.

Since then, **Govan Thriving Places** has been responding to the views gathered about what not only needs to improve, but what good things about Govan need supporting, strengthening and celebrating! To find out more go along to:

Thriving Places Pop up Stall in the Shopping Centre – second Friday morning of the month from 11am – 1pm

Providing information on what is happening across Govan and giving advice on where to get support. For many it is a good opportunity to have a friendly conversation about daily life and some of the struggles faced by families.

Thriving Places Networking Breakfast - taking place at the Clyde Hall on the first Friday of every month.

Providing an opportunity for community members, local volunteers and local workers to get together, make connections and work together.

For more information on Thriving Places, come along to the pop up stall or the community breakfast or contact Yvonne.Reilly2@glasgow.gov.uk

@GOODABOUTGOVAN

@THRIVINGGOVAN

COMMUNITY NETWORKING BREAKFAST

01/09, 06/10, 03/11, 08/12

Grab a cuppa & some toast and have a chat with others who live, work and volunteer in the greater Govan area. Make connections, share ideas and find out what's happening in G51.



To be able to continue these breakfasts, we're asking for a **£1 donation from paid workers.**

This is an informal networking breakfast. However if you have a short piece of information that you would like to share with everyone attending the breakfast, then please get in touch with Yvonne to request a slot: yvonne.reilly2@glasgow.gov.uk

**CLYDE COMMUNITY HALL
 41 WHITEFIELD RD, G51 2YB**

Estate Walkabouts

Govan C



First Friday of the month at 2pm starting

**Friday
 4th August**

Meet at Grace Baptist Church
 425 Govan Road



make do & grow

Make Do and Grow is a not for profit social enterprise for children and families based in central Govan.

Community Children's Shop - based at 41 Burleigh Street, families can find great quality, low cost, preloved clothing, toys and accessories from birth to teen. A local toy shop where children are encouraged to play! Donations are gratefully received and careful effort is made to check, clean and re-battery every item. Partners support a voucher scheme to enable struggling families to shop and choose items they need.

Creative Workshops - supported by the shop, the Burleigh Street premises also run creative reuse arts and crafts sessions for all ages, every week. Creative toddlers, after school Art Clubs, Saturday Family Crafts and Creative Leaders programmes. All free to access. (Waiting lists in place for some sessions). Make Do and Grow community artists also provide arts activities for other community groups and events and run a busy holiday programme.

The Toy Library - developed and run by local families and now open for one full year, based at 901 Govan Road. Over 1000 toys, games and sports accessories for ages birth to 18. Members can borrow up to 4 items each month, then check out new items and return the old. New toys to play with as often as you like, saving money, storage and the environment. All members access a brand new toy/game/gift on their birthday week to keep. Membership starts at £8 per month and paid subscriptions from families across the city enable replacement toys and gifts and provide free memberships for families on low/no incomes locally. The library also runs free family stay and play sessions, brick building and Pokémon sessions.

Find out more at www.makedogrow.co.uk, [facebook.com/makedogrow](https://www.facebook.com/makedogrow) or pop in and speak to one of the team!



Fairfield Heritage Shipbuilding Museum

Fairfield Heritage is a community museum dedicated to telling the story of Govan's outstanding role in world shipbuilding.

Please visit to enjoy the very building that was once the headquarters of the greatest shipbuilding enterprise in the world, the Fairfield Shipbuilding & Engineering Company Ltd, which in the late 19th and early 20th centuries revolutionised sea transportation, building the largest and fastest vessels the world had ever seen.

Fairfield Heritage is a self-funded initiative undertaken by people passionate about the history of the Clyde and Govan and staffed by dedicated volunteers who will be there to welcome you.

The museum is now open 7 days, July to October, from 1pm – 4pm, 1048 Govan Road.

**Fairfield Heritage
Shipbuilding Museum
open 7 days
July to Oct 1-4pm
www.fairfieldgovan.co.uk**



Maslow's Family Friendly Summer Activities Timetable

– by Ruby Kelly, Programmes Manager, Maslow's Community

We have added some new exciting classes and activities- including an extra English reading and comprehension class for beginners, a make-do-and-mend sewing class, and special arts and crafts sessions for kids every Tuesday, as well as kids ukelele classes on Friday mornings and science experiments for kids on Friday afternoons.

All of our classes are free and open to anyone, and we can reimburse travel expenses up to £5 per person.

Maslow's Community Hub

94 LANGLANDS ROAD, GOVAN, G51 3BQ



MONDAY
7TH AUGUST

10AM-11:30AM:
INTERNET CAFE
AND DROP-IN

11:00AM-
12:30AM:
ENGLISH
CONVERSATION
CLASS

12:30PM-2PM:
ENGLISH
LEARNING BOOK
CLUB

2:30PM-4PM:
INTERNET CAFE
AND DROP-IN

TUESDAY
8TH AUGUST

10AM-4PM:
FAMILY ARTS AND
CRAFTS:
**MAKE YOUR
OWN
COLLAGE!**

ALSO:

KNITTING GROUP
PARENTS AND
CHILDREN WELCOME!

WEDNESDAY
9TH AUGUST

10AM-1PM:
SEWING CLASS:
FIX YOUR OWN
CLOTHES AND
CURTAINS!

2PM-3:30PM
ENGLISH
CONVERSATION
CLASS

3:30PM-4:30PM:
INTERNET CAFE
AND DROP-IN

THURSDAY
10TH AUGUST

10AM-12PM:
ENGLISH
READING AND
COMPREHENSION
FOR BEGINNERS

12:30PM-
1:30PM:
COMPUTER
CLASS FOR
BEGINNERS

2PM-3:30PM:
YOGA FOR
BEGINNERS

FRIDAY
11TH AUGUST

10:30AM-12M:
UKELELE
MUSIC CLASS

12:30PM-
1:30PM:
INTERNET CAFE
AND DROP-IN

1:30PM-3PM:
SELF DEFENCE
FOR WOMEN

3PM-4PM:
INTERNET CAFE
AND DROP-IN

TO BOOK IN FOR CLASSES,
CONTACT:
RUBYMASLOWS@GMAIL.COM

COMPUTER
CLASS ●

MUSIC
CLASS ●

CRAFT
CLASS ●

ACTIVE
CLASS ●

ENGLISH
CLASS ●

KIDS
ACTIVITY ●

INTERNET
CAFE AND
DROP-IN ●

#G51EVENTS AUGUST 2023



f @GOODABOUTGOVAN t @THRIVINGGOVAN

**MON
14TH
11 AM - 1PM**

**WEDS
16TH
6 - 7.30PM**

**SUN
27TH
2 - 3.30PM**

BUILD A BUG HOTEL KINNING PARK COMPLEX, 43 CORNWALL ST, G41 1BA
Join Glasgow Community Food Network to learn how to build a bug hotel using recycled garden waste and help create one for your community. **£** Free but bookable via eventbrite, see link.

SHIPBUILDING ON THE CLYDE FAIRFIELD HERITAGE, 1048 GOVAN RD G51 4XS
Fit for the Future – Shipbuilding on the Clyde'. A talk by BAE Systems on their investment and development programmes. **£** £3 donation. Tickets available via eventbrite, see link.

SHIPBUILDING HERITAGE TALK FAIRFIELD HERITAGE, 1048 GOVAN RD G51 4XS
'Canadian Pacific's Three Empresses of Britain'. Faye Hammill looks at the 3 Empresses of Britain built on the Clyde and the evolving role of the ocean liner. **£** £3 donation. Tickets via eventbrite, see link.

GOVAN MURAL TRAIL

WEDNESDAY 2ND & 9TH, 2 - 3.30PM
SATURDAY 5TH & 12TH, 11 - 12.30PM



FREE - BOOK VIA LINK

THE GOVAN MURAL TRAIL IS A MAGICAL MUSICAL JOURNEY ROUND SOME OF THE OPEN AIR ART CREATED BY SWG3 YARDWORKS. THE GLASGOW BARONS, GOVAN'S ORCHESTRA, HAVE BEEN WORKING WITH LOCAL SINGER-SONGWRITERS TO CREATE NEW SONGS ABOUT EACH MURAL.

INVISIBLE CITIES ARE A SOCIAL ENTERPRISE WHO DON'T BELIEVE IN LABELS OR STEREOTYPES AND WANT TO SHOW THAT EVERYONE HAS GREAT POTENTIAL, A FACT REFLECTED IN THEIR TOUR GUIDES. JOIN THEM TO HELP BRING OUR PLACES AND STORIES AROUND GOVAN TO LIFE.

MEET THEM AT THE MARY BARBOUR STATUE AT GOVAN SUBWAY TO DISCOVER THE MARVELLOUS PEOPLE WHO MAKE UP OUR HISTORY.

PART OF GLASGOW LIFE ARTISTS IN COMMUNITIES AND YARDWORKS GRID PROGRAMME.

FOR MORE EVENTS & ACTIVITIES IN GOVAN SCAN THE QR CODE OR GO TO [LINKTREE.COM/G51EVENTS](https://linktree.com/govanha)

World Cultural and Diversity Day

Govan Housing Association was delighted to be one of the supporters of World Cultural and Diversity Day organised by Safety Awareness Glasgow.

SAG is a small charity based in Govan who curated and delivered the first World Cultural & Diversity Day celebrations in Govan featuring 7 different music and 6 different food from cultures represented in Govan. This is in-line with the annual UNESCO's World Cultural & Diversity Day Dialogues, with the view of showcasing the beauty of different cultures towards promoting positive community co-existence.

Closures for Govan Housing Association & Govan HOME Team

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

September Weekend: From Friday 22 to Monday 25 September 2023, reopening Tuesday 26 September 2023

Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: **0141 440 0308**

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



facebook.com/govanhousingassociation



@MovingGovanFwd

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

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

