



# Govan Community Festival...

*...we had a blast!*



# Chief Executive Update

As winter’s chills start to embrace us, it is with great pleasure that I unveil the winter edition of our newsletter. Within these pages you will discover updates that capture the spirit of the season within our community. I hope you will find the contents of this newsletter both interesting and informative – thank you all for being an integral part of our winter narrative.

**Caron Quinn** Chief Executive Officer

## You said, we did...

**During our customer engagement strategy consultation this Autumn, you said you would be happy if we provided a list of useful reporting numbers and information on Glasgow City Council environmental responsibilities.**

**We have** provided this information on the following pages:

Useful reporting numbers – Page 40.

GCC environmental responsibilities can be found on page 25 under Pest cControl.

At our Tenants’ Forum, **you said** you would like to meet the Head of Home Team. Head of Home Team attended the September meeting with positive feedback and Home

Team representatives will be involved in these meetings in the future.

At our customer engagement strategy consultation, **you said** you would like information on community wellbeing resources.

**We have** provided this information on page 37

At our customer engagement strategy consultation, **you said** you would like to be able to join some meetings online.

The next Owners’ Forum will be a hybrid meeting of in person and joining via Teams. The Tenants Forum, because of its structure, offers an in-person meeting and a separate online meeting.

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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.



**Our new build development, Water Row Phase 1, is now close to transiting into 'live' housing – with the first 17 tenants scheduled to move in, in early December. This is great news and part of our promise to deliver affordable housing as part of the ongoing regeneration of Govan.**

The 92 new homes – with an additional six commercial units beneath them – are within touching distance of the new Govan-Partick bridge whose main span was recently floated up the Clyde.

Handovers of the remaining blocks are now programmed for January through to April 2024.



In a further boost to the community, there has been ongoing training and employment opportunities for the local area delivered by the main contractor CCG (Scotland) with particular emphasis on work experience and apprenticeship opportunities.

One of those benefiting is 17-year-old Govan resident and apprentice Brendan Simpson, who is working towards being a joiner.

Brendan joined CCG alongside 17 others as part of the firm's annual apprentice intake and will now undertake a 4-year programme with the company while studying at Glasgow Kelvin College.

Brendan said: *"My apprenticeship so far has been a great experience. I wanted to become a joiner as I really enjoyed woodwork at school but also because...everyone needs a joiner! I want to have my own business one day and I know the skills that I am learning on the tools with CCG will help me achieve that. It also makes me feel very proud to be part of such an important project next to where I live."*

**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:** [lettings@waterrow.co.uk](mailto:lettings@waterrow.co.uk)

**Interest in commercial letting of ground floor non-residential units:** [lettings@waterrow.co.uk](mailto:lettings@waterrow.co.uk)

**Any other matters:**

Laura Edwards, Development Consultant at Govan HA • 07817 208 747 • [laura.edwards@govanha.org.uk](mailto:laura.edwards@govanha.org.uk)



# Govan Community Festival

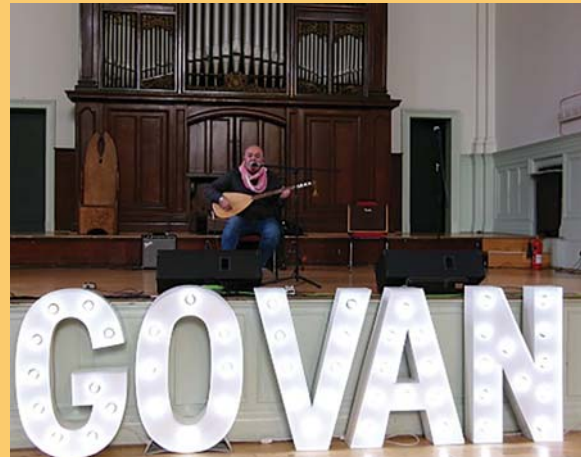
featuring the

## Great Big Govan Gala

In partnership with Elderpark Housing and the Pearce Institute, we funded an Autumn Family Fun Day on 21st October, following on from the success of this event last year.

The programme - which lasted all day - featured the highlight of The Great Big Govan Gala followed by "drag bingo", arts workshops and an evening "diversity disco" designed for people with disabilities. Live music, local community project stalls, circus performers, face paintings, balloon making and a raffle added to the fun.

We used the event as an opportunity to meet more of the local community and ask for their input into our engagement programme by completing feedback forms which were then entered into the raffle. Thanks to everyone who attended and took part.







# Communi-T in the Park

Despite the rainy weather, we were out with our friends from Linthouse HA to support Communi-T in the Park, taking place in Elder Park in September.

This was another good opportunity to chat with tenants and residents and to raise awareness of the ways people can get involved in the work of their Housing Association or with other community projects.



# Back court clean up project

We are working with our tenants and residents in the lower half (nearest the Clyde) of Howat Street, Luath Street, Elder Street and Taransay Street to pilot back court development work.

We had looked at this piece of work before Covid and carried out significant consultation work but then unfortunately everything stopped with lockdown. We now want to pick this up to look how we can improve this space. We have begun with a litter pick of the area and a clean up of the back court, so if you live in this area we want to hear from you on how you would like the back court space used.

Contact [community@govanha.org.uk](mailto:community@govanha.org.uk) or phone **0141 406 6638** if you want to get involved. Thanks to those of you who have responded already.

# Community Litter Picks

We continue to have monthly community litter picks on the last Wednesday of every month at 2.30pm. Meet at the Housing Office. Refreshments are provided. Please get in touch if you have an hour to spare to join in, or if you would like us to come to litter pick in your area!

We also have a Golspie Street Task Force, who meet on the first Saturday of the month at 12pm to keep the car park and surrounding area clean. Please get in touch if you would like to help. Thank you to everyone who volunteers.





# Community Fund Awards 2023

This year our resident and staff panel made awards to 13 community fund applications and donations to 3 further community events.

There was a good geographical and thematic mix. The community fund awards were broken down into applications from:

Tenants/residents	4
Community events groups	2
Community projects	7

We funded applications which would reflect our community engagement priorities for this year including:

- Diversity
- Families and young people
- Environment/gardening and sustainability
- Digital
- Play/learning
- Improving our sense of community

**Overall Awards total**  
**£4380.15**

Here is a breakdown of the awards:

## March

- World Cultural Diversity Day
- Howat Street Garden improvement
- Govan Community Growers

## May

- Messy Toddlers at Clyde Hall
- Elder Street garden improvement
- Cessnock Lane biodiversity project
- Gaelic School playground improvement

## September

- Ibrox Flower Fields
- Copland Gardens Association
- Park Villa clean up
- Govan Winter Gathering
- First Ukrainian Digital Club

We also made community donations in 2023 to The Old Govan Fair, The Riverside Gala, Communi-T in the Park and The Great Big Govan Gala.



Cessnock Lane biodiversity project.

Quotes from awardees below:

*"We are hugely grateful for the grant, the lane has been transformed, and lots of folk use it now when walking in the area, it is no longer so muddy underfoot, with no puddles, much easier to keep litter free, and it is a pleasure to be there!"* Cessnock Lane residents

*"Wow thank you so much for this. It will make a huge difference to our school."* Govan Gaelic School

*"Please thank the panel for this contribution. It's much appreciated."* The Glasgow Barons, Govan Winter Gathering

## Involving Younger Tenants – younger persons' survey 2023

As part of our equality work, we continue to look for ways to reach all our tenants, particularly those we don't hear from so much, to make sure they have a chance to get involved if they wish and to hear from them about how we could make involvement easier.

We carried out our first younger person's survey this year to make sure our younger tenants know about the involvement opportunities and their right to tenant participation. We will use the results as a benchmark and carry this out again next year. Following this survey, which went to tenants age 30 and under, we were able to sign up some new people to our community newsletter and make sure they know about the Tenants' Forum meetings, so they can come along to hear what's going on and ask any questions.

Thanks to everyone who took part.



# Get Involved Programme for 2024

We think we have the basis for a good foundation for tenant and resident involvement, but we are always open to new ideas and would love to hear from you about what else you think we should be doing.

We will have an Open Evening on **Tuesday 30th January 2024** where you can come along to find out more, meet members of our Scrutiny Group, staff and other tenants who have helped us get this far. There will be food, refreshments and a chance to chat to staff and community members. We do hope you will join us to cheer up a bleak January evening! As well as coming to Tenants' Forum meetings, we want our customers involved in decisions about:

- Events planning
- Newsletter articles
- Community Fund awards
- Scrutiny work

We would also like to have a Residents' Advisory Group to help oversee our Customer Engagement Strategy. If this sounds like something you would be interested in, please get in touch or sign up to our monthly community e-newsletter by contacting [community@govanha.org.uk](mailto:community@govanha.org.uk)

To get you started, here is the current programme for our main customer involvement groups for 2024. We will keep this updated on the website. Please do get in touch if you would like to attend any of these meetings. Thank you.

Customer Meetings 2024, contact [community@govanha.org.uk](mailto:community@govanha.org.uk)/ 0141 406 6638

Jan 2024						
S	M	T	W	T	F	S
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Feb 2024						
S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2

Mar 2024						
S	M	T	W	T	F	S
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Apr 2024						
S	M	T	W	T	F	S
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

May 2024						
S	M	T	W	T	F	S
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Jun 2024						
S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Jul 2024						
S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Aug 2024						
S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Sep 2024						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Oct 2024						
S	M	T	W	T	F	S
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Nov 2024						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Dec 2020						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**Tenants' Forum**

1st Thur of month, Steering Group @11am, McKechnie, 2nd Thur Forum, 1pm – 2.30pm, Riverside Hall, Tue 6pm via Teams

**Govan Tenant Services Scrutiny Group**

First Tues of month, 5.30pm – 8pm, Committee Room, McKechnie Street

**Owners' Forum**

Usually 2nd Tuesday of the month (except May), 6pm, Committee Room, McKechnie Street

**Other Engagement**

Open Evening, 6pm, McKechnie Street





# Tenants' Forum and Steering Group

**We have now held two Tenants' Forum meetings in the Riverside Hall, co-hosted by tenants and staff and we think they are a good way to work together, share information and raise issues.**

At the September meeting, we were delighted to welcome Head of Home Team Kenny McGinty, who gave us an insight into how the Home Team works, its aims and objectives. As well as addressing general questions, there was the chance at the end of the meeting to speak to staff on an individual basis. We received positive feedback on having the Home Team involved in the meeting.

The Forum meetings will be held quarterly in 2024 and we now have a small steering group of tenants who will decide how they would like these meetings organised, who they would like to invite to speak and any topics they would like covered, with support provided by Govan HA staff as required. For 2024 the group would like to make sure people with children can attend so we are looking into offering some arts and crafts alongside the meeting. We will also continue to offer an online version of the meeting for people who cannot attend during the day. We will also look at recording the online meeting and making it available on our website.

Please come to the Tenants' Forum if you can. It is a great chance have your questions answered directly and for you to continue to influence our work and decision-making.



## Customer Engagement Strategy

**Thanks to everyone who contributed to our customer engagement strategy, tenants, applicants and factored owners.**

It was great to speak to so many of you at the face-to-face meetings or online via Teams and to hear feedback at one-to-one meetings or through our paper questionnaire.

We received useful feedback, which we will now use to influence our strategy. We look forward to sharing the final draft with you.

We have kept in touch with everyone who responded. If you were not able to take part but would like to see the feedback please get in touch. We will also publish this on the website.

**Here is some of your feedback, good and bad which we have listened and responded to:**

- *Recently things have been good. If I phone in and even if it is not the right person, they deal with it or pass me on.*
- *Experience has been bad. Been treated badly in the past by reception staff. Constant repairs, communication is not good. Was asked to be involved in customer service training to staff but nobody got back in touch.*
- *I do not know where to go for information or who my Housing Officer is. I would not check the website and I did not know you could report a repair that way.*
- *It is great to be involved with the Scrutiny Group. I like to hear what is going on. I have no complaints with the Housing. Any enquiries I have are dealt with quickly.*
- *Good relationship with Housing. This has changed within the past 2 years and I have seen a great improvement in customer service.*

# Tenant Participation and Scrutiny

## Govan Tenant Services Scrutiny Group (GTSSG)

**Huge thanks to our tenant services scrutiny group which was formed earlier this year and who have met every month to learn more about the importance of scrutiny and to begin scrutiny work on Govan Housing Association's reactive repairs policy.**

Scrutiny is a vital role within the organisation to ensure that customers remain at the heart of our work. A full report and recommendations from the group on the repairs policy will be available when they have completed this first piece of scrutiny work.

If you are interested in finding out more please get in touch. The group is made up of 13 tenants and there are still a couple of spaces available.

Scrutiny is not for everyone as it requires a regular commitment so we will ensure there are lots of other ways you can give your feedback and opinions in a way that suits you. In January, we will publish our Involvement Opportunities for 2024 and send this out to all our customers. We are always keen to hear from you and have you involved in our work.

### What is Scrutiny?

Scrutiny is about being able to ask landlords questions based on clear information and data, such as: why is a service delivered in a particular way; why are particular timescales in place; how much is this costing; can costs be reduced while still providing a good level of service; could we do this better or differently? The answers to these and similar questions should lead to recommendations that result in change and improvement.

The Housing sector's approach to tenant participation is underpinned by the Housing (Scotland) Act 2001, which created a legal requirement for landlords to actively develop and support tenant participation. Tenant scrutiny is, therefore, an important component of meeting the expectation to continuously improve landlord performance in relation to participation.

Tenant scrutiny involves adopting a tenant-centred approach to landlord activities, which delivers benefits to tenants, landlords and communities alike. It's an approach where a housing provider's frameworks for directing, accounting for, monitoring, assessing and reviewing its own direction and





performance are based on the views and priorities of tenants. Done well, it can give tenants the power to work collaboratively with landlords on decisions about service delivery through a detailed understanding of performance, including performance data. Scrutiny is a natural progression from more traditional types of tenant participation.

This tenant-focused approach sits alongside other parts of a housing organisation's governance, management, participation and quality frameworks. These might include the business planning cycle, internal audit, performance management and continuous improvement processes, options appraisals and oversight by the Governing Board, (management committee).

Tenant scrutiny can deliver better outcomes for both tenants and landlords covering a wide range of activities and ensuring better value for money. In terms of delivering outcomes, it can have a wide-ranging impact across the organisation, from ensuring effective governance and delivering services to supporting individual and community empowerment.

## How are we doing on The Three Principles for Effective Scrutiny?

### Principle 1. Independence

Scrutiny activities should be separate from governance, management and mainstream tenant participation structures, but have a formal recognised status with support from the organisation at the outset.

*The Govan Tenant Services Scrutiny Group is facilitated independently by TIS (Tenant Information Services), with support from the Community Engagement Officer.*

### Principle 2. Formality

Scrutiny activities should include clear roles, remit, terms of reference and lines of reporting for those taking part.

*The GTSSG has its own terms of reference and code of conduct. All actions from meetings are raised at the Senior Management Team meeting to ensure a speedy response to the Group for the next meeting. We are developing a role description, a Handbook and a training programme to ensure the sustainability and transparency for the Group.*

### Principle 3. Power

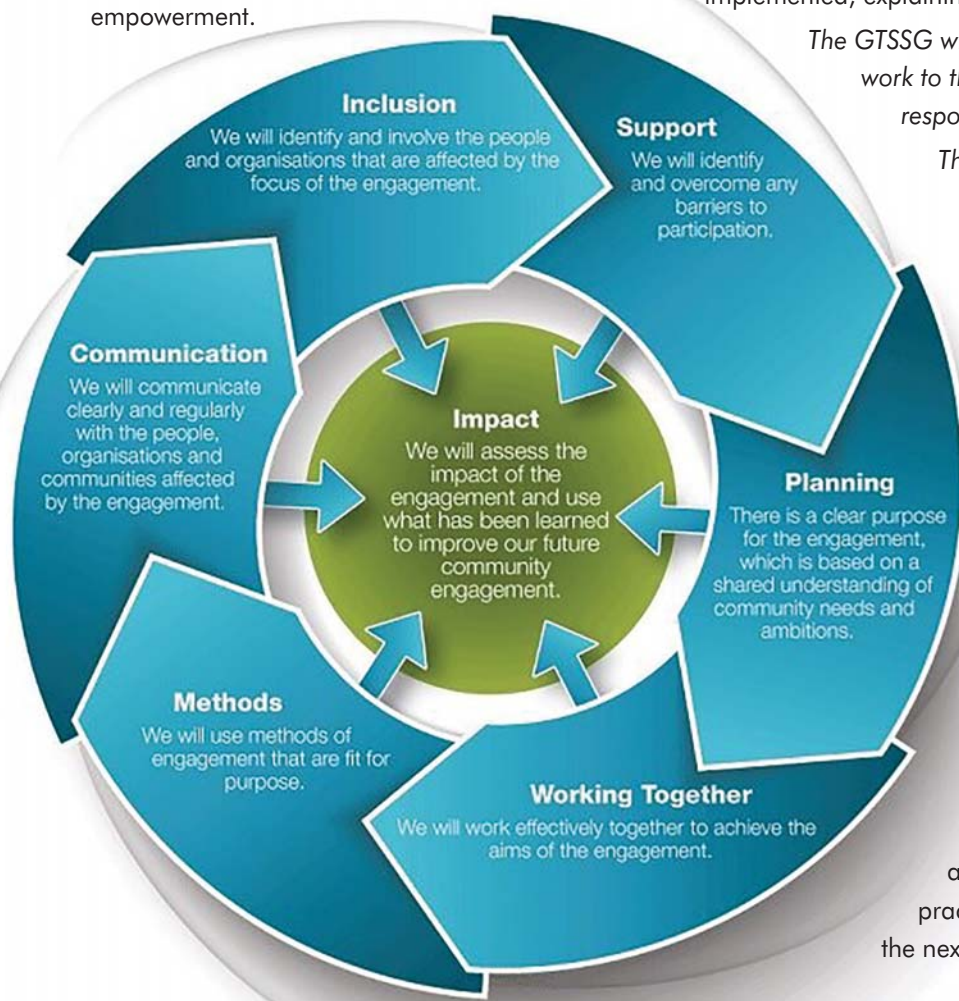
Tenants and other customers involved in scrutiny activities should be able to examine services and standards, and make recommendations for service improvements. Landlords should respond to this by agreeing which measures can be implemented and, where they can't be implemented, explaining fully why not.

*The GTSSG will present the findings of its first piece of scrutiny work to the Govan HA Executive Management Team for a response.*

*The Govan HA Head of Operations and Performance, Property Services Manager, Technical Services Manager and Customer Services Manager have attended meetings on request of GTSSG so there is an ongoing dialogue. They also provide written responses to any additional questions asked at meetings.*

## Tenant participation audit

In November our customer engagement processes and outcomes were audited. For engagement work, we measure ourselves against the framework of the National Standards of Community Engagement, and one principle of this framework is to assess the impact of our work so we welcome this audit to look at where we can improve on practice. We will report back on how we're doing in the next newsletter.







## TIS members' event at the Pearce Institute – co-hosted by GEL (Govan, Elderpark and Linthouse Housing Associations)

Tenants were delighted to co-host a TIS (Tenants Information Service) members' event at the Pearce Institute in August, alongside our colleagues at Elderpark and Linthouse Housing Association on the themes of engagement, empowerment and regeneration.

Our tenants presented on engagement through the work of the scrutiny group, why they got involved and what they hope to achieve, while another of our tenants, Sofiiia, presented on her work setting up the First Digital Ukrainian Club.

## TIS National Excellence Awards

Following Sofiiia's hard work, we were happy to nominate her for the TIS National Excellence Awards for individual tenant contribution and delighted to feedback that she received the runner up award in this category! The awards ceremony was at the Grand Central Hotel on Thursday 9th November.

Sofiiia was thrilled to receive the award and said "Many many thanks for this beautiful event and evening."





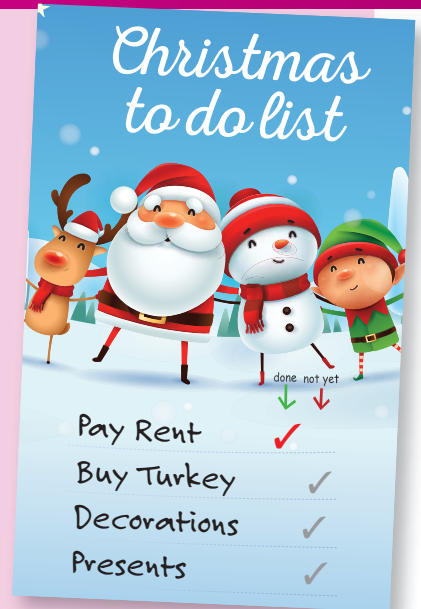
# Rent: Avoid Arrears this Christmas

Buying Christmas presents, sending cards, adding new decorations to the tree, there's no doubt about it, Christmas is an expensive time for most of us. However making sure that your rent is paid should always be your top priority.

Putting a plan in place to prevent rental arrears will help to ease some of the financial stress associated with the Christmas and New Year period.

## 3 easy money tips to help you relax this Christmas

- 1. Get Ahead.** Where possible, try to pay an additional week's rent early in December so you're not caught out as Christmas draws closer. The festive season carries us away at the best of times, but if you've paid an extra week of rent in advance, it removes the burden of extra financial pressure.
- 2. Pay extra.** Could paying an additional week's rent in advance be a struggle? Continue paying your rent as normal, but consider adding a little extra each week in the lead up to Christmas. That way, you'll be up to date, or even a little ahead when the festive season rolls around.
- 3. Communication is key.** It's important to stay in touch with us if you feel you might be under some financial pressure towards the end of the year. If you are in rent arrears or have any concerns with rent payments it is important that you engage with your Customer Services Officer to agree a payment plan. They can also refer you to our Money Advice team if you need any help with budgeting, benefits and maximising your income.



## Ways to pay your Rent

### Post Office:

Post Office/Pay point/ Payzone/ E-Pay Outlet – using your Allpay card. Your nearest outlet can be found on <http://allpay.net/outlet>



### Telephone:

24/7 Telephone – Allpay on **0844 557 8315**. It has secure and authorised payment processing and you can make payments by telephone 24 hours a day, 7 days a week. You must have your Allpay card number.



### Internet:

Online at **www.allpayments.net** using your debit or credit card. You can also download the Allpay app and make payments with your apple or android phone. You must have your Allpay card number.



### In Person:

You can make cash and debit card payments at our office from 8.30am-5pm every day, except Wednesday afternoon – we close at 12.30pm due to staff training.



### Direct Debit:

Easy to set up – you don't even need to fill out a form!

Your payments can be weekly, fortnightly, four-weekly or monthly.

If your rent changes, we will write to you and let you know that we are adjusting the Direct Debit for you – you don't need to do anything.

Direct Debit is safe and secure – your payments are protected by the Direct Debit Guarantee.

You can cancel your direct debit at any time. You can call us on **0141 440 0308** with your bank details to hand and we will set this up.



# Rent Review Consultation 2024/2025

## What are we consulting on?

For the year 2024/25, we are consulting on a proposed rent increase of 6.25% or 6.5%, both of which are below inflation, currently at 6.7% as of November 2023.

## Who does the rent increase include?

The annual rent increase applies to Scottish Secure Tenancies and Shared Ownership. This proposed increase does not apply to our secure rents, which are regulated by the Rent Officer.

## Why do rents increase?

Registered Social Landlord are required to increase rent in order we can continue to provide services to our customers and to continue to invest in your property.

## Have your say

We are keen to hear your views on this proposal.

We will:

- Write to all our customers with our proposal
- Publish articles in our Newsletter/and social media platforms
- Engage with our customers, via a text survey.
- Seek further views from customers using our resident groups and service scrutiny panel.

The consultation opened on **Friday 1st December 2023** and will close on **Friday 12th January 2024**.

# Discretionary Housing Payment Assistance

## What is it and are you entitled to claim?



**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. This fund is managed by Glasgow City Council.**

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.

It can also potentially be awarded for:

- Help with removal costs
- Help with a rent deposit or advance

## How to apply?

If you think you may be eligible to apply then you can contact your Customer Service Officer at the office on 0141 440 0308 and they can assist you with the application.

Alternatively you can apply direct via the Glasgow City Council website at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

# New Team Member

**We are delighted to introduce Mark Wilson to the role of Customer Service Advisor in Community Area 3 as of 30th October 2023.**

You may recognise Mark as he was previously Money Advisor within the organisation.

Mark assists Danielle Symon Smith, Customer Services Officer, in the following streets:

- Shaw Street
- Langlands Road
- Golspie Street
- Merryland Place & Street
- Burndyke Court & Square
- Elphinstone Place





# Has clutter built up in your home? Can we help?

You may have found that certain repairs or improvement works cannot go ahead or that Govan HA or another organisation have expressed concerns for health and safety due to the volume of items in your home.

If you struggle to re-purpose or remove items from your home and have built up a large number of items which are now causing other issues such as above, there are a number of options available to you to help with this.

If you would like to take control of this and begin your journey to de-cluttering, there is a service that exists where you can go for support and shared experiences.

This service is called 'Clutter Chat':

If you feel like the task is so overwhelming or you have any physical or mental health problems which may impact you taking this forward, we can also apply to the Scottish Welfare Fund for a house clearance. This would be done in collaboration with yourself, agreeing items to remove and items to keep.

Your Customer Service Officer can also work with you to put a plan in place for reducing the clutter in your home on a timescale that is manageable for you.

If you have started to clear items out of your home and so are putting out more bin bags than normal, please contact us to let us know as we can have these uplifted to ensure the Glasgow City Council service is not disrupted.

If you would like to discuss any of the above, please call our office on **0141 440 0308** and ask to speak to your Customer Service Officer.

**If you are concerned about Fire Safety in your home, you can book a free Home Fire Safety Visit from Scottish Fire and Rescue by calling 0800 0731 999, texting FIRE to 80800 on your mobile phone or visiting <https://www.firescotland.gov.uk/contact-us/home-fire-safety-visits/> to complete the online form. There is also an online home fire safety checker you can complete on this webpage.**

**There is also fire safety advice in this newsletter, on page 28.**

**OVERWHELMED WITH STUFF?**

**DON'T KNOW WHERE TO START?**

## Clutter Chat Support Groups

**A friendly and confidential space where we will walk alongside you on your clutter clearing journey**

Contact us for more details of our peer led support groups, share experiences and explore new options

clutterchat@gmail.com  
tel or text: 07880 730 254  
(Wednesdays and Fridays 12.30 - 4.30pm)  
<https://clutterchat.co.uk>

charity number SC050222

# My Glasgow App



**Glasgow City Council have an app that makes it easy to report issues and request for their services.**

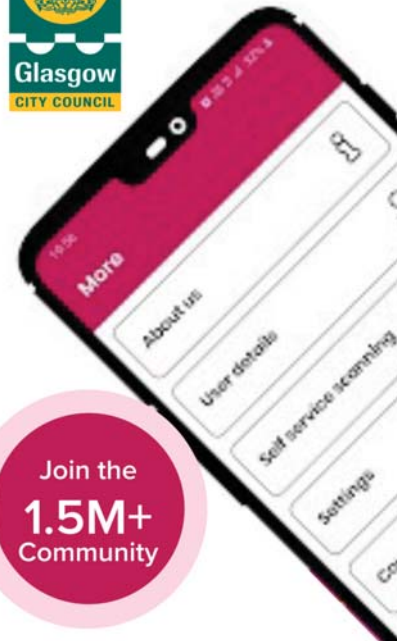
My Glasgow is a mobile phone app that you can download from your apple or android app store. We urge our tenants to make full use of this app for all GCC services.

You can use this app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti.

You can attach photos, video or any other contextual information to your report and pin point the exact location via integration with Google Maps.

Once submitted your report is routed to Glasgow City Council for processing and allocation to the relevant Service Delivery Team.

The "More Services" section also has handy links to useful information, whether its school holidays, paying your council, all the things you need are only a tap away.



## Good News Case Study

**A tenant who was previously on Housing Benefit was highlighted to us, due to the fact that their rent had not been paid in 3 months. This alerted us to the fact that their Housing Benefit had been stopped and the tenant hadn't realised that this was the case. We engaged with the tenant and discovered they had to submit additional information about their income which they were struggling to do as they were self-employed.**

The Customer Services team worked closely with the Money Advisor to complete a Housing Benefit appeal, assisting the tenant to gather the information as requested.

The appeal was successful and Housing Benefit was backdated which cleared all of the arrears on the tenant's account.

However, going forward they were unable to make a new Housing Benefit application and so we discussed the option of claiming Universal Credit which would cover housing costs as well as top up his low self-employed income. We supported the tenant in managing and attending appointments around their benefit claim as they also had ongoing medical concerns. This came to light during engagement with our Money Advice service who

identified they may be eligible for additional benefit which they were unaware of.

The outcome for the tenant is that they are now receiving full Universal Credit plus additional benefit they had not previously known they were entitled to. This whole process has seen the tenant go from being very nervous and anxious to speak to anyone, to building relationships and building confidence to engage with the relevant agencies which has been a great transformation. They have extended their thanks to Customer Service and Money Advice Teams for assisting.

If you require any help or assistance with tenancy matters or money, debt or energy advice please contact our office on **0141 440 0308**.





# Introducing The Water Row Company

Govan Housing Association are delighted to confirm the creation of our new subsidiary, The Water Row Company, part of the Govan Group along with our well established existing subsidiary company, Govan Home Team.



The Water Row Company will manage the 92 new mid-market rent properties at Water Row. As per our exciting news article on page 4, the first properties at the new development came off site early December 2023.

**The Water Row Company**  
 246 Edmiston Drive • Glasgow. G51 2YU  
[lettings@waterrow.co.uk](mailto:lettings@waterrow.co.uk)

**The first tenants of Water Row are delighted with their new home.**



## Mid-Market Rent Explained

Mid-market rent homes are designed to assist those who are on low to modest incomes who are struggling to afford a privately rented property or to purchase a home of their own.

The following criteria applies for all mid-market rent applicants:

- We would expect that applicants should have a minimum annual income of £26,000 and a maximum annual income of £45,000.
- Joint applicants' annual household income should not exceed 20% of the maximum income threshold above.

However, a full affordability assessment will be carried out to consider overall affordability for the property rather than just the level of income received.

If you are interested in applying for any of the properties at Water Row or would like further information, please contact us by emailing [lettings@waterrow.co.uk](mailto:lettings@waterrow.co.uk)

The Water Row development also includes 6 new commercial units. If you are interested in leasing a commercial unit or would like further information, please contact us by emailing [commercial@waterrow.co.uk](mailto:commercial@waterrow.co.uk)

## Money Advice Service

Govan Housing Association's established Money Advice Service has now transferred to The Water Row Company, however this will not mean any changes in terms of service delivery for our customers. The Money Advice Service remains available to all of our customers as part of the Govan Group, see page 18 for more information on how the service can help.

## Factoring Service

**Along with our Money Advice Service, it is intended that Govan Housing Association's Factoring Service will also transfer to The Water Row Company in early 2024.**

Again, this will not mean any changes in terms of service delivery for our customers. Prior to the Factoring Service officially transferring to our new subsidiary company, our Factoring customers will be contacted directly to confirm the changes and to be invited to scheduled home owner meetings to discuss and raise any questions or concerns they may have.

## Services Relocating

We are excited to note that the Factoring and Money Advice departments will be relocating to a new office space at 246 Edmiston Drive, Glasgow G51 2YU from week commencing 18th December 2023. We expect a smooth transition with minimal impact on our services.

There will be no alterations to the services delivered, As well as having a private area for customer appointments at the new office, Money Advice / Factoring customer appointments, upon request can continue to take place at the Govan Housing Association offices, located at 35 McKechnie Street. Formal communication will be sent to our Factored clients in regards to this.



# Govan Community Advice Project

Govan Housing Association, working in partnership with Govan Help are delighted to announce that our new Community Money Adviser,



Stephen Brown has started with us, delivering Money Advice to our customers and the local community.

Stephen has a strong background in delivering Money Advice, having previously worked in the advice sector in Glasgow delivering outreach surgeries across the city.

Stephen is currently based between Govan Housing Association offices at 35 McKechnie Street and at Govan HELP in the Pearce Institute on Govan Road.

To arrange an appointment with our Money Advice Service, please contact Govan Housing Association on **0141 440 0308**.



# Benefits & Money Advice



Water Row Company's Money Advice Service is on hand to assist our tenants with all money and benefit related enquiries.

See page 17.

*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 and I'm struggling to pay my rent.*

*I have a health condition and am unable to look for work.*

Our advice is free, confidential and independent – call us now to make an appointment with one of our advisors.

**Please call our Money Advice Service on 0141 440 0308 or email them at [moneyadvice@waterrow.co.uk](mailto:moneyadvice@waterrow.co.uk)**

### Our service can assist you with...

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



# Govan Community Energy Advice

We are delighted to confirm that in partnership with our neighbouring Housing Associations, Elderpark and Linthouse, we have been successful in obtaining grant funding allowing us to recruit for a Community Energy Adviser to be located in each of the Association offices.

Govan Housing Association are pleased to advise that our new Community Energy Adviser, Wendy Malloy has started with us and is able to offer free and confidential energy advice for our customers.

If you would like an appointment or to arrange a home visit from Wendy, please contact us by telephoning **0141 440 0308** or email [energy@govanha.org.uk](mailto:energy@govanha.org.uk)





# Home Heating

## Top tips to cut your heating bills

Over half of our energy bills spend goes on heating and hot water. It's really important to look at our home heating habits and see if there are small changes we can make to reduce our heating bill.

- 1 Turn down your thermostat if you can.** Just one degree lower could **save you up to £145 a year**. Set a timer on your thermostat if you can for your heating to come on only when you need it.
- 2 Don't heat empty rooms.** Using individual radiator valves means you can reduce or turn off radiators in unused rooms if you have any. Doing this can would cut 4.5% off the typical UK household's gas usage, meaning a **saving of up to £55 a year**. Try to keep doors between adjoining rooms shut to stop the heat from escaping.
- 3 Run your heating only when you're at home.** Even using your central heating for an hour less each day adds up to big savings over time.
- 4 Draught proofing.** By blocking any gaps where heat can escape and cold air can get in, you'll prevent heat loss and keep your home warm.
- 5 Choose thermal curtains and keep the heat in.** Investing in thermal lined curtains and making sure they're closed in the evening **can stop heat loss 27% and save an average home up to £291 a year on energy bills**.
- 6 Heat people, not the room:** Rather than putting the thermostat up further, you could try adding further layers or using a blanket.

## Your Support Your Way – Health & Social Care Services

Your Support Your Way Glasgow has been developed by Glasgow City Health and Social Care Partnership (HSCP) with partners.

It provides you with information, advice and guidance about local services, groups and sources of help that aim to support you to maintain or improve your lifestyle, independence and health and wellbeing in the community or in a community-setting.

This includes health and social care support provided by the statutory, independent and third sectors, as well as support networks, groups and clubs within local communities.

There is also information on a range of topics including health and wellbeing and money advice among others.

You can find useful information on this website about support for homelessness, alcohol and drug recovery, adult support and protection, parents and families, older people, carers and more.

If you require assistance with a referral to any Health and Social Care service, please contact your Customer Service Officer.



[www.yoursupportglasgow.org](http://www.yoursupportglasgow.org)

# Young Carers' Grant

**Young Carer Grant is a yearly payment of £359.65 for young carers in Scotland.**

To be able to get Young Carer Grant, you must be 16, 17 or 18 years old.

If you're a young carer, you might be looking after:

- someone in your family
- a friend
- a neighbour

You might be caring for someone if you:

- help them with their mental health
- give them emotional support
- help them during an illness
- support them with a disability
- support them if they have an addiction

If they need help with their mental health, or support with how they're feeling, you might:

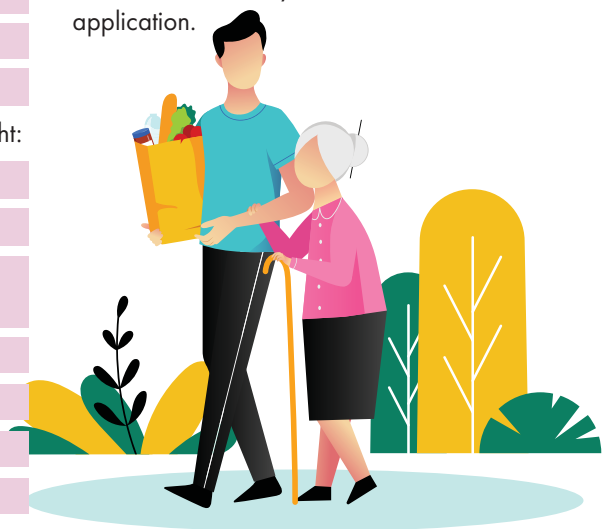
- comfort them during a panic attack
- stay close by so they do not feel alone
- help them through a crisis
- check on them throughout the day
- make sure they're safe
- keep them company

If they have an illness or disability, you might:

- help them to get around
- dress them
- give them (or remind them to take) any medicines they need
- help them to shower or use the toilet
- cook their meals for them
- do their food shopping
- translate for them

If you do any of these things for up to 3 people most days a week, or every day, then it's likely you're a young carer and are eligible to make a claim if the person you are caring for is in receipt of a qualifying benefit.

Contact the office if you wish to make an application.



## MyGov.scot Accounts – Disability Benefits Scotland (Online Applications)

**As all new disability benefit claims (Adult Disability Payment and Child Disability Payment) in Scotland and existing PIP/DLA/Child DLA claims are transferred to Social Security Scotland, we are encouraging our tenants to become confident in their ability to make a mygovscot online account.**

My govscot accounts can be created by visiting the following link <https://signin.mygovscot.org/home/?sp=register/CAS> and you can be registered with an account in as little as ten minutes.



The benefits of this are that you can report any change in your circumstances, upload evidence from health professionals to Social Security Scotland to support a change of circumstance in your health conditions, you can also make new claims for Scottish disability benefits online.

A further benefit of the online application process is you do not have to complete a lengthy handwritten form. The online application form cuts out certain questions (which are on the written form) based on your previous answer. This allows you to complete the form quicker.

You can monitor when your form is due to be submitted to Social Security Scotland, and it allows you to work to this deadline. This means there is no need for excess paper for you to hold on to, as you can check anytime, on your mygovscot dashboard, for any return due dates on a form you have started. It also cuts out any trips to the post office, and cancels out any issues with mail being lost, or not arriving in adequate time.

If you require assistance with creating a mygovscot account or have any questions regarding this, please call us on **0141 440 0308** or email [moneyadvice@waterrow.co.uk](mailto:moneyadvice@waterrow.co.uk) and we will arrange an appointment for you to see one of our money advisors.



# Warm Home Discount

**You could get £150 off your electricity bill for winter 2023 to 2024 under the Warm Home Discount Scheme.**

The money is not paid to you - it's a one-off discount applied to your electricity bill between early October 2023 and 31 March 2024.

You only need to apply if you're on a low income in Scotland - contact your energy supplier to apply.

If you might be eligible, you'll get a letter by early January 2024.

If you do not get a letter and you think you're eligible, you must contact the Warm Home Discount Scheme before 29 February 2024.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

You qualify if you either:

- get the Guarantee Credit element of Pension Credit
- are on a low income in Scotland and meet your energy supplier's criteria for the scheme – [www.gov.uk/the-warm-home-discount-scheme/low-income-scotland](http://www.gov.uk/the-warm-home-discount-scheme/low-income-scotland)

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

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

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

If you require assistance with applying for Warm Home Discount or want to check if you're eligible, please call us on **0141 440 0308** or email [moneyadvice@waterrow.co.uk](mailto:moneyadvice@waterrow.co.uk) and we will arrange an appointment for you to see one of our money advisors.



# Scottish Child Payment

Scottish Child Payment helps towards the costs of supporting your family. It's a weekly payment of £25 that you can get for every child you look after who's under 16 years of age. You'll get the payment every 4 weeks if your application is successful.

**Benefits or payments you or your partner must get in order to be eligible for SCP**

You can apply whether you're in work or not, if you or your partner are getting one or more of the following benefits:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Income-based Jobseeker's Allowance (JSA)

Social Security Scotland also accepts claims if you alone are named on one of these benefits:

- Pension Credit
- Income Support
- Income-related Employment and Support Allowance (ESA)

You can apply online by visiting:

[https://applications.socialsecurity.gov.scot/help-supporting-your-family.html?source=SCP#do\\_you\\_or\\_your\\_partner\\_get\\_scottish\\_child\\_payment](https://applications.socialsecurity.gov.scot/help-supporting-your-family.html?source=SCP#do_you_or_your_partner_get_scottish_child_payment)

Or by post, you can download and print off the SCP form here:

<https://www.mygov.scot/scottish-child-payment-forms>

Once you have completed the form, you can then post it to:

**Social Security Scotland PO Box 27155  
Glasgow G4 7DX**

If you require assistance with applying for Scottish Child Payment or have any questions regarding this, please call us on **0141 440 0308** or email

[moneyadvice@waterrow.co.uk](mailto:moneyadvice@waterrow.co.uk) and we will arrange an appointment for you to see one of our money advisors.

# 7 ways to save on your Christmas spend



## 1. Plan ahead

It may seem obvious, but the sooner you start prepping, the less stressful December will be. Sort out everything you need to do before the big day, and break it down into manageable chunks that can fit in with your other commitments to avoid over spending and struggling in in the New year.

## 2. Be crafty when decking the halls

Decorations don't have to cost a fortune – the pound shop really is your friend here. Homemade decorations can also offer a more authentic touch too, and little ones will get a thrill from contributing to the tree or a bit of wall-space with their own personal touches.

## 3. Drop the big shop

It's easy to get caught up in the supermarket frenzy, but your wallet will thank you if you tough it out and buy only what you need. Stock up on non-perishables like canned and frozen goods a little at a time in the run-up to December – you'll spread the cost over a period of weeks or even months, avoiding a massive over-spend on your food budget.

## 4. Trade materialism for memories

Christmas treats like a visit to Santa or a trip to the panto are magical for children but there are often cheaper alternatives to the shopping centres and big-name productions. There are often free local events to celebrate the time of year and get in the Xmas spirit.

## 5. It really is the thought that counts

If you're watching your budget, set price limits, shop around, and don't be afraid to suggest a Secret Santa to friends and family – they might find it a blessed relief. Don't underestimate the value of a homemade gift which can show thought without over stretching your budget.

## 6. Keep warm and cosy with layers and wool

Fuel bills tend to skyrocket as the temperature plummets, and can be a source of stress for many at this time of year. Layering up with jumpers, socks and thick thermals is a good start. Also contact our Energy Advice Service to discuss help available, to see if you are entitled to any extra grants for assistance with gas/electric.

## 7. Shop smarter

Set a budget and stick to it, think of the total maximum spend then divide this up between the number of people you have to buy for, weighting up and down according to importance and expectations. If one or two gifts go over the individual budget, you can even it out quickly by making sure the next couple of buys are under-budget. Never over stretch yourself as the bill will only catch up with you in the New Year.

**If you are struggling financially this Xmas period, please contact the Money Advice Service and make an appointment on 014 440 0308 and make a good financial start to 2024!**

*Merry Christmas!*



# Winter Fuel Payment *Explained*

If you were born before 25 September 1957 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

How much you get depends on your circumstances during the qualifying week. The qualifying week for winter 2023 to 2024 was 18 to 24 September 2023. Winter Fuel Payment is tax free and does not affect your other benefits. Most payments are made automatically in November or December.

Amounts of Winter Fuel Payment for 2023/2024 will vary according to your personal circumstances:

## If you live alone or no one you live with is eligible for the Winter Fuel Payment

You'll get either:

- £500 if you were born between 25 September 1943 and 24 September 1957
- £600 if you were born before 25 September 1943

## If you live with someone else who's eligible for the Winter Fuel Payment

Your payment may be different if you get one of the following benefits:

- Pension Credit
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Income Support

## If you do not get any of the benefits

You'll get a payment of either:

- £250 if you and the person you live with were both born between 25 September 1943 and 24 September 1957
- £250 if you were born between 25 September 1943 and 24 September 1957 but the person you live with was born before 25 September 1943
- £350 if you were born before 25 September 1943 but the person you live with was born between 25 September 1943 and 24 September 1957
- £300 if you and the person you live with were both born before 25 September 1943

## If you and your partner jointly claim any of the benefits

One of you will get a payment of either:

- £500 if both of you were born between 25 September 1943 and 24 September 1957
- £600 if one or both of you were born before 25 September 1943

## If you get any of the benefits (not as part of a joint claim)

You'll get a payment of either:

- £500 if you were born between 25 September 1943 and 24 September 1957
- £600 if you were born before 25 September 1943

The Winter Fuel Payment is paid automatically to those who are eligible and you do not need to apply for it.



## Money Advice Service Example Case

**Govan Housing Association provided a family, who were living apart, with a two bedroom property which would provide the family with finally enough space to live together in the one household.**

Upon signing for the property, the family were assisted by our Money Advice Service to claim joint benefits to cover their personal living costs, housing costs and provide extra money for their child. The family were also assisted in applying for appropriate reductions to lower the cost of their new council tax liability and moreover were provided with assistance in applying for a Community Care Grant through the Scottish Welfare Fund at Glasgow City Council. This provided essentials like beds, a cooker, a washing machine, fridge freezer and flooring for the property. The family were also provided support in setting up their new energy accounts

This assistance proved essential in helping the family move into the property and in creating a new family home whilst also improving their financial position in the current cost of living crisis for a better future.



## Reporting a Repair

When you reported a repair to us we categorised your repair based on the nature of the repair.

When reporting a repair, please give us as much information as you possible can to allow us to categorise your repair correctly.

We will also 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.

### Report a Repair Online

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

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

# CARBON MONOXIDE (CO) POISONING



**CAN'T BE SEEN**

**CAN'T BE SMELLED**

**CAN'T BE HEARD**

**CAN BE STOPPED**

# Gas Safety

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

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

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

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

We ask everyone to ensure that when you receive notification that your Gas Safety Check is due, that you contact us to arrange access at your earliest convenience. It doesn't take long and it could save lives.

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

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

# Access for Repairs

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

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

Help the Association and Home Team cut down on the cost and burden of missed appointments, by arranging suitable appointments for you, such as asking us to avoid school times, AM between 8am-12.30pm or PM access between 1.30pm -4:30pm

Phone: **0141 440 0308** • Email: [maintenance@govanha.org.uk](mailto:maintenance@govanha.org.uk)





# Pest Control

We appreciate having to deal with any kind of pests within your home can be stressful. This article will highlight what actions you should follow if a pest control issue should occur in your home. Common pests found within homes are:

- Rodents (rats and mice)
- Bees and Wasps
- Cockroaches
- Bedbugs

To discourage pests follow these simple actions:

- Keep all kitchen and food preparation areas clear and store foodstuffs in sealed containers
- Make sure any waste bins are securely covered and are emptied frequently
- Make sure any gaps between appliances such as cookers, are cleaned regularly
- Report water leaks promptly to deny water sources

- If you purchase any second-hand items of clothing or furniture, inspect these carefully before bringing them home

- If you move home or return from holiday, always check your belongings carefully to make sure you are not bringing any unwanted visitors with you

- If a pest control issue occurs report it immediately

## Mice and Rats

If you find evidence of rodents in your home, you should contact Glasgow City Council's Environmental Health. GCC will investigate and treat issues with mice or rats when the pests occur indoors at domestic properties – this service is provided free of charge. You can use the online reporting form here:

[www.glasgow.gov.uk/pestcontrol](http://www.glasgow.gov.uk/pestcontrol), or call **0141 287 1059**.

After the pest control treatment has been carried out we will carry out proofing works. Our contractor will fill and block any holes in the fabric of the building, both internal and external to prevent further access.

## Wasps

If you are experiencing problems with wasps please report it via telephone or the report a repair online form. We will instruct our pest control contractor to attend, please do not disturb the nest as this may provoke a swarm.

## Cockroaches

Cockroaches like warm, humid conditions where they have a source of food and water. They are nocturnal and are found mostly in kitchens. Good kitchen hygiene is essential. If you have a cockroach infestation please report it to us via telephone **0141 440 0308** or via online on our report a repair form.

## Bed bugs

Bed bugs can be difficult to identify, often the first sign of bed bugs are bites that appear on the body after you wake up. You may also notice small dark spots on the bedding and bed. It is very easy to bring bed bugs into your property as they often hide on luggage, personal items, and second hand furniture and even on your body. The best way to tackle bed bugs is to wash and dry bedding at the highest temperature possible and eliminate clutter from your home.

If you have an infestation of bed bugs please report it to us via telephone **0141 440 0308** or via online on our report a repair form.

## Electrical Installation Condition Report (EICR)

You may have been contacted 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 your 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 )**.

## 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**.





# Mould and Dampness

Condensation is a common issue in homes and can lead to problems such as dampness and mould growth. It occurs when warm, moist air comes into contact with a colder surface, causing the moisture in the air to condense into water droplets. Here are some tips to help prevent condensation in your home:

- 1 Wipe down windows and sills:** In the morning, wipe down any windows and sills to remove any accumulated moisture. Use a cloth, and wring it out rather than allowing it to dry on a radiator.
- 2 Keep rooms on a low heat setting:** Maintaining a consistent, low-level heat in your home can help keep surfaces warmer and reduce the likelihood of condensation.
- 3 Cover pans when cooking:** When cooking, use lids on pots and pans to trap steam and moisture. This will help prevent excess moisture from entering the air.
- 4 Ventilation:** Ensure good ventilation in your home. Use extractor fans in the kitchen and bathroom when cooking or showering. If possible, open windows to allow fresh air to circulate.
- 5 Vent tumble dryers outside:** When using a tumble dryer, make sure it vents outside your home. Avoid using it indoors, as it releases a significant amount of moisture.
- 6 Don't dry clothes on radiators:** Drying clothes on radiators can release moisture into the air. Use a designated drying rack or hang clothes outside if possible.
- 7 Leave space between furniture and walls:** Leave a gap between the back of furniture and the wall to allow air to circulate. This can prevent moisture from becoming trapped in corners.
- 8 Keep vents on windows open:** If your windows have permanent ventilation features, keep them open to allow for airflow.
- 9 Address mould promptly:** If you notice mould growth, please contact our Property Services Department on **0141 440 0308**.

## Legionella Awareness



**Legionella is a bacterium naturally occurring in water environments that causes Legionella Disease.**

**The bacteria can only infect your body through inhalation of contaminated water droplets and the disease presents in the form of pneumonia.**

The risk of contracting legionella in the domestic home is minimal. If the water within your home is not provided by direct mains water, we arrange for a qualified contractor to inspect, maintain and test your water storage tank to minimise the risk of Legionella.

Most protection from legionella has to be undertaken by people actually living in the home and using the water systems.

### How can you help?

- 1.** Running your hot and cold water taps and shower if your property has been empty for a long period (over two weeks) for at least 2 minutes. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
- 2.** You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
- 3.** Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrives at temperatures between 20°C and 45°C.

**Please contact our Property Services Department for advice if you:**

- 1. Have any issues with your boiler or hot water heater**
- 2. Notice discolouration or debris in your water supply**
- 3. Notice your cold-water taps run with warm water**



# Right to Compensation

The Housing (Scotland) Act 2001 introduced Regulations regarding the tenant's 'Right to Compensation for Improvements'.

If you carry out certain improvements to your home, after gaining permission, you are legally entitled to compensation when you end your tenancy with us.

The Regulations give clear guidance on the types of improvements that would qualify for compensation and a formula for working out the depreciated value of the improvements.

As long as you don't have any outstanding rechargeable repair accounts and rent arrears, you would receive the payment when you hand in your keys.

## Your Right to Repair

The Housing (Scotland) Act 2001 gives you, as a tenant, the right to have small urgent repairs carried out by your landlord within a given timescale.

The Right to Repairs scheme covers certain repairs up to the value of £350.

If we do not carry out the repair within the time limit set, you may be entitled to compensation. If you fail to give access or miss your appointment we will cancel your Right to Repair.

When you first report your repair our Repairs and Maintenance team will:

- Tell you if your repair is covered by the Right to Repair Scheme
- Explain your rights under the Right to Repair Scheme
- Tell you the date by which the repair should be completed

In some cases, we might need to inspect the repair to find out if it is a qualifying repair or not.

There may be exceptional circumstances beyond our control which make it impossible to complete the repair within the time allowed. In these circumstances, we will notify you of a time extension for the repair to be completed.

The time limits depend on the type of repair you have reported and are set by law, not Govan Housing Group.

If we do not start the repair within the time limit set you can ask an alternative contractor from our list to carry out the repair. In this circumstance we will pay the alternative contractor for your repair, the contractor will continue to invoice Govan Housing Group directly.

Our Repairs and Maintenance Team will be able to provide you with the names and contact details of alternative contractors. You cannot use a contractor who is not on our list.

### Repairs Covered by the Right to Repair Scheme Maximum Time Scale

#### 1 Working Day:

- Blocked flue to open fire or boiler
- Blocked or leaking foul drains, soil stacks or toilets where there is no other toilet in the house
- Blocked sink, bath or drain
- Loss of electric power
- Loss of water supply
- Insecure external window, door or lock
- Unsafe access path or step
- Significant leaks or flooding from water or heating pipes, tanks or cisterns
- Loss or partial loss of gas supply
- Loss or partial loss of space or water heating where there is no alternative heating available
- Toilet not flushing where there is no other toilet in the house
- Unsafe power or lighting socket or electrical fitting

#### 3 Working Days:

- Partial loss of electric power
- Partial loss of water supply
- Loose or detached banister or hand rail
- Unsafe timber flooring or stair treads

#### 7 Working Days:

- Mechanical exterior fan in internal kitchen or bathroom not working

### Compensation

If the repair is not completed in the time allowed, we will pay you £15 compensation for the inconvenience. In addition to this, you will also be entitled to a further £3 for each working day up to the day the repair is completed – up to a maximum payment of £100.

Compensation will automatically be paid under Right to Repair if a qualifying repair has not been completed in time.

If you want to know more about your rights please contact us on **0141 440 0308** or [maintenance@govanha.org.uk](mailto:maintenance@govanha.org.uk)

# 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.



## 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](http://www.firescotland.gov.uk)



# Christmas Break!

Our staff will be unavailable during the festive holidays from Friday 22nd December 2023 through to 8.30am on Thursday 4th January 2024, when the office re-opens

We will only be processing emergency repairs during the festive holidays. If you require an emergency repair during this period, please contact the numbers below. Routine repairs should be reported to our Property Services Team on **0141 440 0308 (Option 2)**, when the Association re-opens on 4th January 2024.

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**



## Asbestos Awareness

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**.



### 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](http://www.firescotland.gov.uk)



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland



## Storing Items within Common Stairwell

For those homeowners who have access to common stairwells, we suggest that no personal belongings, including items such as prams, bikes, shoes etc. are stored in the common areas.

Such items could cause an obstruction and/or fire hazard. It is the duty of the occupiers to keep the common property free of combustible substances and obstructions.

## Block Building Insurance

Despite the challenges in the insurance market, homeowners who are part of the block buildings insurance policy administered through Govan Housing Association can take comfort in the fact that their insurance premiums have remained largely stable for several years.

This year, when the policy was renewed in October 2023, there were some minor adjustments such as an increase in the excess amount for non-escape of water claims from £100 to £250 and premiums payable by homeowners. All homeowners covered by this policy have received formal communication with additional details however; a copy of the insurance 'Summary of Cover' document is available upon request.

# Responsibility – Common Repairs

**Every flat owner within a building holds a collective obligation for the upkeep and administration of the entire structure.**

This encompasses their own individual unit, as well as the communal and external areas of the building, including entrances, staircases, the roof, exterior walls, and the foundation. Determining the party responsible for repairs to a tenement building depends on the specific area in need of maintenance.

Your Title Deeds should specify who is responsible for what. If they do not, homeowners should refer to the Tenements (Scotland) Act 2004.

The Tenements Act states that all property owners bear the duty of ensuring the proper upkeep of the fundamental structural components of the building. Furthermore, in accordance with the Duty to Maintain, all owners are obligated to preserve the sections of the building that offer structural support and protection.

If you would like further information on your responsibilities as a homeowner for common repairs, please do not hesitate to get in touch with our Factoring Service by e-mailing [factoring@govanha.org.uk](mailto:factoring@govanha.org.uk)

## Electronic Delivery of Common Charge Invoices

**In an effort to streamline our communication and reduce paper waste, we are now able to issue common charge invoices electronically to your preferred email address. This service offers several advantages:**

- **Faster Delivery:** Receive your invoices instantly, allowing you more time to review and make payments.
- **Convenience:** Access your invoices from anywhere with an internet connection, making it easier to manage your housing-related expenses.
- **Reduced Environmental Impact:** By choosing electronic delivery, you contribute to our efforts to minimize paper usage and promote sustainability.

If you would prefer to receive your invoices electronically, Please contact our office at [factoring@govanha.org.uk](mailto:factoring@govanha.org.uk) and provide us with your preferred email address. Once we have your email address on file, we will begin sending your common charge invoices electronically with immediate effect.



# Changes to the way we invoice you!

As owners will be aware, your Common Charge Factoring Invoices are issued on a six monthly basis, usually around March and September of each year. This will now change to quarterly with details of the accounting periods and our anticipated weeks these invoices will be issued to clients as listed below:

Invoice Period	Target Time for Issuing Invoices (at the latest)
1 December - 28 February	Third week of December
1 March - 31 May	Third week of March
1 June - 31 August	Third week of June
1 September - 30 November	Third week of September

We feel this will be a benefit as quarterly invoicing allows clients to spread out their expenses over smaller,

more manageable periods and provides owners with more frequent updates on their expenses and the services rendered. Furthermore, with more frequent invoicing, any billing errors or discrepancies can be identified and resolved earlier.

We are also changing the way in which we invoice you. At present, your invoices are charged to you in arrears. For instance, all standard charges such as grounds maintenance, communal cleaning, communal window cleaning, lift maintenance contracts, etc. are charged out to clients after the particular service has been undertaken. When moving to advanced billing, services will be charged to clients before they are undertaken. Naturally however, reactive works will still be charged in arrears.

## Avoid burst pipes this winter

### Why do frozen pipes sometimes burst?

Water expands as it freezes, pressurising the pipe from the inside out. Whether the pipe is strong enough to withstand the pressure without buckling comes down to the volume of water that's frozen, the type, shape and age of the pipe, and whether corrosion was already present.

The good news is that with a few simple precautions, it's often preventable – and definitely worth the time

### Have your boiler serviced

If your heating isn't working efficiently, the cold spots in your system will be most vulnerable to the cold. So it's a good idea to have your boiler serviced every year – preferably during the warmer months. It's the best way to prep your pipes and keep your system ready for everything winter has in store.

### Insulate

Adding insulation to any pipes that are exposed in your property can provide an extra safeguard and reduce the chances of them freezing.



### Encourage warm air flow and shut out the cold

If you have pipes and tanks in unheated loft spaces, open the hatch during icy weather to allow the warm air from downstairs to rise and keep the chill off.

If some of your pipes or tanks are inside cupboards, open the cupboard doors so the air from warmer parts of your home can circulate around them.

### Know where your stopcock is

It's essential that you know how to stop the water flow to your home in case your pipes freeze.

So make sure you know where your stopcock is, clear the area around it for easy access, and use it immediately if you spot a leaky pipe.



# Farewell to Kenny...

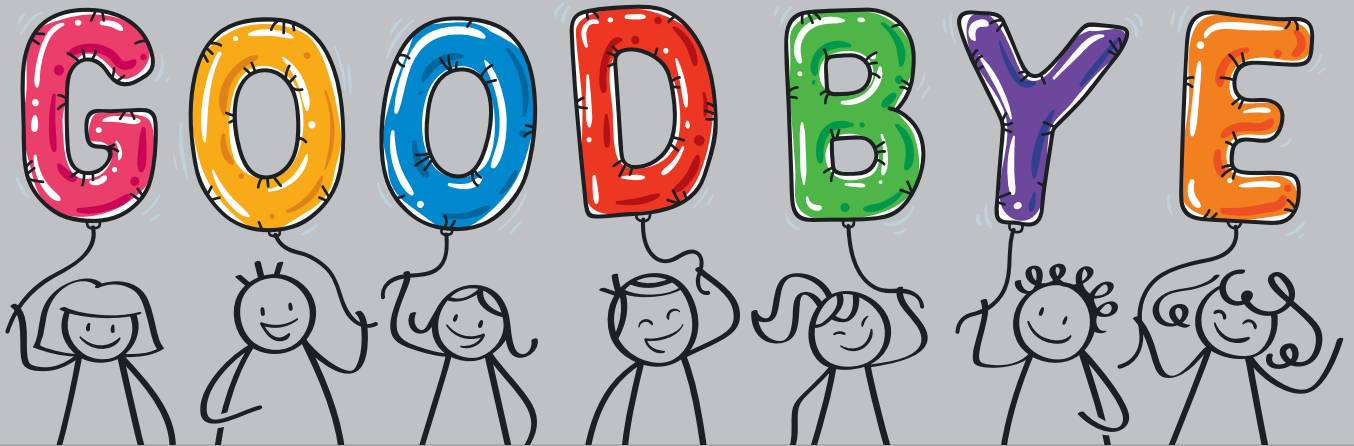
**In a bittersweet moment for the Govan Home Team, Kenny McGinty, the esteemed head of the maintenance company, bids farewell to his role after years of dedicated service. Kenny's departure marks the end of an era, leaving behind a legacy of brilliant work and countless memories that will be cherished by all who had the privilege of working with him.**

Kenny McGinty has been a driving force behind the success of Govan Home Team. During his tenure, he transformed the company into a well-respected and reliable maintenance service provider in the region. His unwavering commitment to excellence, his impeccable leadership, and his ability to inspire his team were instrumental in taking the company to new heights. Under his guidance, Govan Home Team consistently delivered outstanding service, going above and beyond to meet the needs of their clients. Kenny's brilliant work extended beyond the bottom line; it was evident in the relationships he fostered with both staff and customers.



Kenny's passion for his work was infectious, and he always encouraged his team to strive for the highest standards. He was a mentor, a friend, and a leader who led by example, instilling a strong sense of pride and dedication in the Govan Home Team family.

As Kenny McGinty takes his leave, there is no doubt that he will be missed by everyone at the company and by the many clients who have benefited from his expertise and commitment. The void he leaves behind will be challenging to fill, but the company has a plan in place to ensure a smooth transition.



Kris Docherty, a dedicated and long-serving member of the Govan Home Team, has been chosen to step into Kenny's shoes in the interim. Kris, who has been with the company since its inception, has worked closely alongside Kenny and embodies the same values of excellence, dedication, and passion for the job. His experience and familiarity with the company's operations make him the ideal candidate to uphold the high standards set by Kenny.

While Kenny McGinty's departure marks the end of an era, it also signals a new beginning. Kris Docherty and the dedicated team at Govan Home Team are committed to preserving the legacy of excellence established by their outgoing leader. The transition may be bittersweet, but it is also a testament to the enduring spirit of the company and its commitment to providing top-notch maintenance services to their valued clients. Kenny McGinty's contributions will always be remembered, and the future of Govan Home Team remains bright under the capable leadership of Kris Docherty.



# Window Installation

**The window installation program is making steady progress, with 124 windows successfully fitted thus far.**

Each window installation represents a step forward in enhancing the aesthetic and functional qualities of the buildings involved.

The team is dedicated to ensuring that every window is seamlessly integrated, offering improved insulation, energy efficiency, and an upgraded visual appeal to the spaces they serve.



## Estates/ Back Courts

**Govan Home Team is proud to announce our new and exciting initiative, the Enhanced Estates Programme.**

As part of this comprehensive endeavour, we are delighted to introduce our focus on jetwashing the back courts within our community. Our Enhanced Estates Programme is a commitment to enhancing the quality of life for our residents by improving the aesthetics, safety, and functionality of our community spaces. We aim to create an environment that residents can take pride in and enjoy to the fullest. One of the primary components of our Enhanced Estates Programme is the jetwashing of back courts. Over time, back courts can accumulate dirt, grime, and other debris, diminishing their overall appeal and safety. Jetwashing these areas will help us restore them to their original, pristine condition.



## Contact us...

To contact Govan Home Team, you can reach us on 0141 406 6630.

This dedicated line is your go-to for any inquiries related to a wide range of services, including reactive repairs, window installation, and electrical safety checks. Whether you have questions or need assistance, don't hesitate to reach out. The team is ready to help and provide guidance on your repair.

COMPETITION TIME

# Children's Christmas Competition



## Rules:

To enter the draw all 3 puzzles/activities must be completed.

Please ask your Mum or Dad to return these completed pages to Govan Housing Association, by hand or by post to:

Govan Housing Association  
35 McKechnie Street  
Glasgow G51 3AQ

Alternatively, you can ask your Mum or Dad to email pictures of the complete pages to [general@govanha.org.uk](mailto:general@govanha.org.uk)

Please ask your Mum/Dad to tell us your name, address and age, along with a contact telephone number or email address and consent to have your picture taken (if you are the lucky winner) to be included in our next newsletter edition.

There will be a maximum of 2 winners. Your Mum/Dad will be contacted via the details provided and will be asked to bring you in to the office to collect your prize and have your picture taken.

**The competition will close on Wednesday 3rd January and the winners will be chosen by Friday 6th January.**

## Fill in the Blanks – Christmas Films

1. Meet me in \_\_\_\_\_ (2, 5) - 1944
2. It's a \_\_\_\_\_ Life (9) - 1946
3. Trading \_\_\_\_\_ (6) - 1983
4. The \_\_\_\_\_ Christmas Carol (6) - 1992
5. The Santa \_\_\_\_\_ (6) - 1994
6. National Lampoon's Christmas \_\_\_\_\_ (8) - 1989
7. The \_\_\_\_\_ Express (5) - 2004
8. Silent \_\_\_\_\_ (5) - 2002
9. How the \_\_\_\_\_ stole Christmas (6) - 1966
10. Arthur. \_\_\_\_\_ (9) - 2011

## Winter Wordsearch

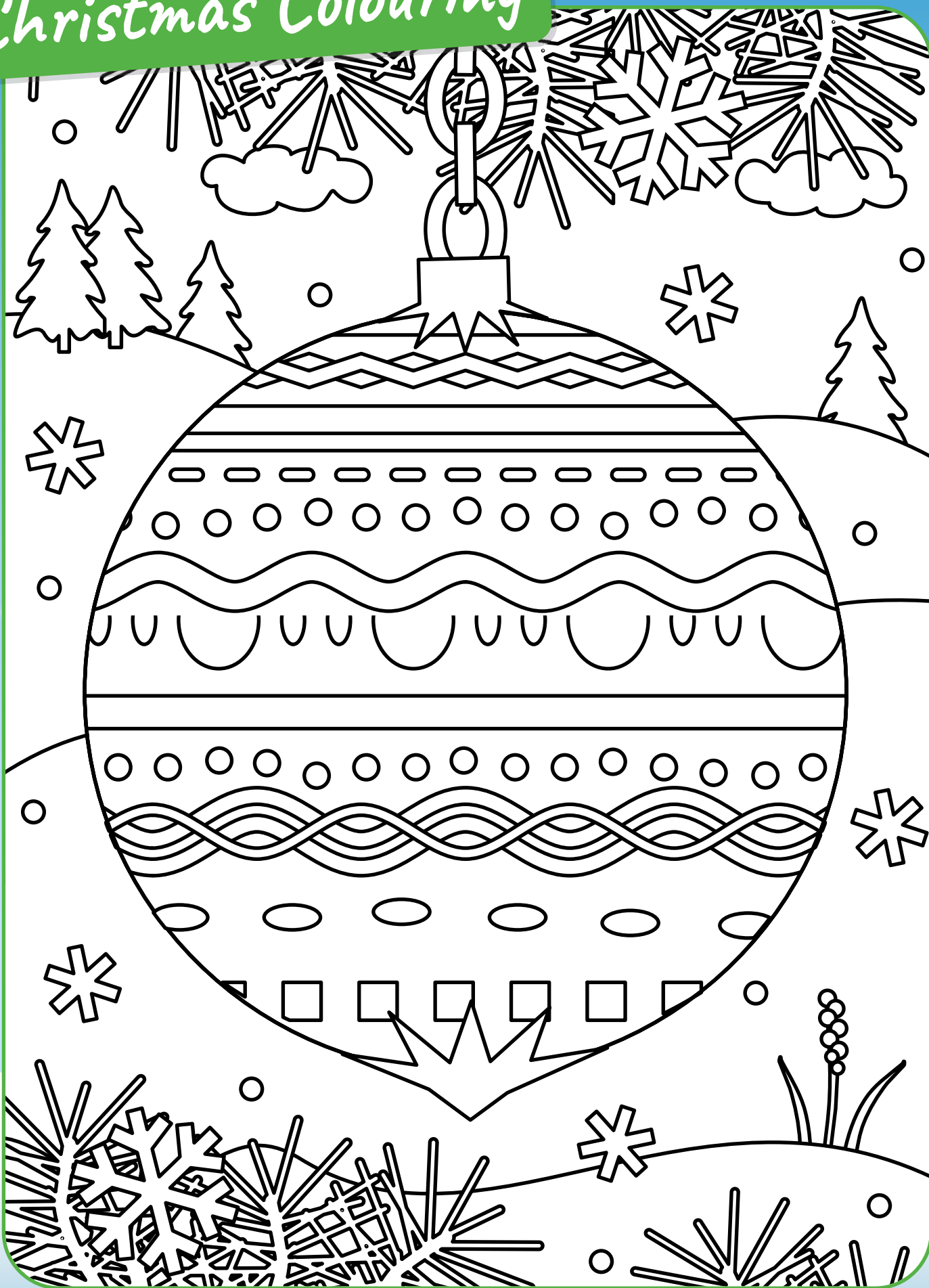
SOCKS • GLOVES • PULLOVER • SCARF  
HAT • BOOTS • MITTENS • WELLIES

S	M	S	N	S	P	A	R	E	W
C	I	S	T	O	O	B	O	E	E
A	T	O	G	R	O	C	L	R	L
F	T	C	L	O	W	L	K	P	L
H	E	L	O	L	K	D	E	S	I
K	N	T	V	L	L	H	C	L	E
M	S	W	E	E	M	A	V	A	S
I	B	E	S	G	R	T	V	T	E
T	O	L	A	F	A	O	O	H	L
S	R	E	V	O	L	L	U	P	L





# Christmas Colouring



# Growing Govan Together: A Community Garden Street initiative

by Hannah, Govan HA tenant in Luath Street

**Inspired by a street in Govanhill that had been transformed into a community garden, Govan Housing Association Community Engagement Officer Susan and I invited staff and volunteers to share their experiences with the Govan community.**

We met on 28 September at Clyde Community Hall, where Chris Stephens MP and Jim Ellis, Glasgow City Council Neighbourhood Coordinator for Govan, also attended and contributed information about available resources to set up new growing project in Govan, affirming their ongoing interest and support.

Both Govan HA and Elderpark HA, represented by their Community Regeneration Officer, Jonathan, would like to enable growing project with residents, and there are enthusiastic and ambitious ideas of integrating these into existing food projects, as well as supporting projects being put forward by residents and other community organisations. Maslow's community hub staff and volunteers were also present and keen on bringing ideas for local, resident led projects forward.

Carfin Street, located right beside and supported by the The People's Pantry, is a Govanhill Baths Community Trust project. Planters erected along the street are taken care of by project lead Fi and their resident volunteers, who grow and harvest together, and share their produce. Free workshops and events create opportunities for community engagement, and bring together people of all ages and backgrounds.

We invite all residents and community organisations to share their ideas, join resources and contribute their skills and experiences to make the projects happen that we want to see. The opportunities are endless: from indoor and windowsill growing to planting along the streets and in our backcourts; bringing people together – just dropping by for a cuppa and chat, working quietly side by side, swapping recipes or harvest and cook together; and, most importantly, getting to know our neighbours and looking out for each other.

Please get in touch to learn more or sign up for our mailing list at [community@govanha.org.uk](mailto:community@govanha.org.uk), contact Jonathan at [jonathan.giddings-reid@elderpark.org](mailto:jonathan.giddings-reid@elderpark.org), or Ruby at [rubymaslows@gmail.com](mailto:rubymaslows@gmail.com)





# Customer Feedback wellbeing and advocacy

Feedback from our customer engagement strategy consultations included people asking for information on wellbeing and advocacy resources in the area.

For wellbeing, there is an organisation called Lifelink who offer wellbeing classes for all adults living in a Glasgow City Council postcode area, including sessions on anxiety and stress. Sessions are online and last around 90 minutes and can be booked via the Lifelink website

<https://www.lifelink.org.uk/wellbeing-classes/>

We know that not everyone is able to get online, so we have asked Lifelink for advice on additional non-digital resources and we will keep you posted.

For advocacy, which is about independent support for people to speak up when they are not being heard, here are the details for The Advocacy Project.



## IT COURSE FOR BEGINNERS



Wednesdays  
9:30am to 12:00pm  
Kinning Park Complex  
43 Cornwall St, G41 1BA

- >> Word Processing
- >> Browsing the Internet
- >> Sending Emails & Attachments
- >> Computer Safety

Successful completion of the course gives a SCQF Level 3 qualification

REGISTER NOW

email: [carly@inclusivehwclub.org.uk](mailto:carly@inclusivehwclub.org.uk)  
phone: 07475728772



## The Advocacy Project

Understand your rights

Increase your choice and control

Independent advocacy supports people to speak up when they are not being heard.

We can help you:

- understand your options and choices
- communicate what you want or need
- stand up for your rights

Please get in touch

Phone: 0141 420 0961  
Text: 07813 344 171

[enquiry@theadvocacyproject.org.uk](mailto:enquiry@theadvocacyproject.org.uk)  
Monday - Friday 9am - 5pm

[www.theadvocacyproject.org.uk](http://www.theadvocacyproject.org.uk)





# Govan Youth Information Project - 6 month Overview

by Kevin Burke, Manager

**It's been another busy year at GYIP with our Holiday Programme, run in Spring, Summer & October attracting record number of young people. Over the 9 weeks of school holidays we have welcomed 576 individual young people and distributed 5040 lunches and snacks as well as countless bags of food shopping and gift cards.**

Young People took part in lots of activities including badminton, bouncy castle, Table Tennis, Pool, Football, PS5 and arts & crafts as well as trips to Flip Out, Ayr, Top Golf and Wonder World.

We have also taken young people on 2 residential trips to Belfast to learn more about the troubles and how young people can make informed choices regarding their actions and behaviours in their own community.

We also had an outdoor residential to Newtonmore to partake in activities such as gorge scrambling, cliff jumping abseiling and rock climbing.

Over the course of the year, 19 of our fantastic young positive role models have contributed 1505 volunteering hours to assist our services.

Recently we have been doing cold water dips as well as hillwalking and cycling to help assist positive mental health and the associated benefits.

We also hosted Santa's Grotto at the GYIP premises on Water Row on Wednesday 6th December from 4.30pm-6.30pm to kick off the festive season.

For those who wish to get involved with GYIP please contact the office on **0141 445 4505** or see the list of suitable clubs and drop in to 9 Water Row for a chat.





# Activities for teenagers and young people

Part of our customer engagement consultation identified that people felt there was nothing for teenagers to do in Govan. The Govan Youth Information Project gave us an update on activities.

You can contact them on 0141 445 4505 for more information. They are based at 9 Water Row.



Day	Venue	Time	Provision
Tuesday	GYIP Office	4.30pm - 6.30pm	Teen Drop In
Wednesday	Animalia (Burleigh St)	4.30pm - 6.30pm	Drop In
Thursday	GYIP Office	4.30pm - 6.30pm	Teen Drop In
Friday	Harmony Row	5pm - 7pm	Multi-Sports
Friday	Govan High Secondary	7pm - 9pm	Youth Club
Saturday	Govan & Linthouse Church	7pm - 9pm	Youth Club
Sunday	Harmony Row/The Bens	4pm - 6pm	Football



## GAL GAEL GAEL MAKING JUST FUTURES

COMMUNITY SKILLS TO IMAGINE, DETERMINE AND MAKE JUST FUTURES.

- Reclaim skills, agency, and wellbeing as part of a learning community.
- Learn about yourself and others along the way.
- A range of skill sessions - at levels to suit everyone.
- New workshops every season.

Anyone is welcome to join and we particularly want to welcome folk living locally, and those from communities across the city struggling to get through week to week, for whatever reason. Perhaps you're struggling to get by on a limited budget or overcoming struggles related to addiction or just feeling a bit low. Or perhaps you experience some form of discrimination or are new to Scotland.

To find out more head over to our webpage, where you can also book in for a weekly welcome and join us for a bowl of soup every Wednesday at noon.

CONTACT US: [make@galgael.org](mailto:make@galgael.org)  
FIND OUT MORE: [www.galgael.org/make](http://www.galgael.org/make)

THE GALGAEL TRUST, 15 FAIRLEY STREET, IBROX, GLASGOW, G51 2SN  
Funded by Glasgow Communities & Place Fund and NHS Greater Glasgow



# USEFUL NUMBERS

## Govan Housing Association main switch board 0141 440 0308

- Option 1** Repairs
- Option 2** Reception (rent payments, waiting list enquires, money advice)
- Option 3** Housing Team
- Option 4** Factoring Department
- Option 5** Finance Department
- Option 6** Corporate Services/Recruitment
- Option 7** Allpay

For any Gas Central Heating Emergencies outwith office hours please contact **James Frew Ltd** on **01294 468113**

If you have any other repair emergency (not Gas Central Heating) outwith office hours please call **City Building** on **0800 595 595**.

For lift emergencies please call **RJ Lifts** on **0800 999 1177**

If you smell gas, call the **National Gas Emergency Service** immediately on **0800 111 999**

Glasgow City Council Pest Control (Mice and Rats)	<b>0141 287 1059</b>
Home Energy Scotland Lines are open Monday - Friday, 8am - 8pm and Saturday 9am - 5pm.	<b>0808 808 2282</b>
Govan Help	<b>0141 445 6481</b>
Social Security Scotland	<b>0800 182 2222</b>
Scottish Water	<b>0800 0778 778</b>
Health and Social Care Connect	<b>0141 287 0555</b>
Out of hours Social Work	<b>0300 343 1505</b>
Out of hours Homelessness Services	<b>0800 838 502</b>
NHS24	<b>111</b>
Queen Elizabeth Hospital Main Switch Board	<b>0141 201 1100</b>
Fire Rescue, Ambulance, Police Emergency	<b>999</b>
SGN	<b>0800 912 1700</b>

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](http://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.

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](http://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 Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: **0141 440 0308**

Email: [general@govanha.org.uk](mailto:general@govanha.org.uk) • Website: [www.govanha.org.uk](http://www.govanha.org.uk)



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