



Autumn 2024

# news update



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# It's a Govan thing...

*Moving Govan Forward*





# Group Chief Executive Update

Welcome to the Autumn Edition of our Newsletter...

I think we can all agree that the weather has definitely turned much cooler, as Autumn firmly takes hold. As you will see in this Newsletter, we have been busy! Our staff teams continue to deliver frontline services to our tenants and residents across our stock, as well as engaging with the community as a whole. You will see we have had some new staff join us, as well as a former staff member returning to our fold. I hope you find the articles in our Newsletter of interest and your feedback, as always, is important to us. Please feel free to get in touch.

**Caron Quinn** Group Chief Executive Officer

You said

# Thank You!

"I just wanted to say thank you for all your help and support regarding my repair work at the house. I feel emotional due to the way that your wonderful people have treated me and helped me through the process of moving in and settling down. Any repairs that need to be done I am able to contact you and within a set timeframe you are able to get someone to come out and take care of it.

I know that you are always busy and I don't like to bother people but I want to thank you for everything as I have medical issues like depression and anxiety and you assist with compassion and empathy."

"The guys that carried out the work were first class. They cleared up any mess and you wouldn't have known they were there. They were spot on with their work."

"A member of your staff came to see me a few weeks ago regarding my housing benefits as I have now turned senior age.

I thought with me having a private works pension that I wouldn't be entitled to any housing benefit.

It transpires that I am entitled to Housing benefit and I was awarded.

If it wasn't for your staff I wouldn't have applied as I thought I was over the limit with my private pension.

Once again thank you for dealing with the situation and hopefully other pensioners apply."

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# A great big Govan welcome...

## ...to our newest staff members



James

### James Berry

The Water Row Company are delighted to announce that recruitment for our new Property Officer is now complete with James Berry having joined the team in August 2024.

James will take on responsibility for managing the 92 residential properties at the Water Row development including everyday management of queries from tenants.

Moreover, James will be managing all our commercial and residential leases for and facilitating the letting of the new commercial units at the Water Row Development.

James brings experience of working within a similar role as part of another Housing Association and is keen to further his experience with the Water Row Company.



Michael

### Michael Allan

The Water Row Company also welcomes our new Money Adviser, Michael Allan to the team.

Michael joins us under the Advice in Accessible funding from the Scottish Government and will be working between Govan Housing Association and Govan HELP who are our partnership organisation for the funding providing welfare rights and money advice.

Michael brings a wealth of experience to the role having previously worked in the Govan Law Centre, Citizens Advice Bureau and the private sector in similar roles

### Michele Stirling

We are thrilled to introduce the newest addition to our team, Michele Stirling. Michelle brings her unique skills and experience to our Property Services department, with a vast knowledge of maintenance and compliance and over 9 years' experience within the sector. Michele also has a great working knowledge of the Govan area having worked with the Association previously.

We look forward to the fresh perspectives and contributions she will bring to our team!



Michele



## Statement on Violence and Aggression against Staff

**Violence and aggression towards staff in housing associations is a significant concern and employers have a legal obligation to ensure their employees' safety. At Govan Housing Group, we maintain a zero-tolerance policy for abuse directed at our staff and have empowered them to take necessary action when faced with unacceptable behaviour.**

This policy applies to all interactions, including phone calls, face-to-face meetings, letters, emails, social media, and other digital platforms. If we or our contractors encounter aggressive behaviour, threats, or any form of discrimination or abuse from a customer, we may terminate the call, visit or appointment.

In cases where we anticipate potential problematic behaviour from a customer, we will ensure our staff are

not sent alone to engage with them. This approach also serves to protect the customer, especially if their behaviour is influenced by physical or mental health conditions.

Both staff and customers deserve to be heard, understood, and treated with respect, and we are committed to upholding this principle consistently and fairly. We recognise that challenging or distressing situations can lead individuals to behave out of character; however, persistent unacceptable behaviour that disrupts our service to other customers cannot be tolerated.

Please keep in mind that the manner in which you communicate has a significant impact on the well-being of our staff.

For more information, feel free to request a copy of our Group Aggression and Violence at Work Policy.



*Dementia Scotland*  
Join the fight against dementia



**This year Govan Housing Group are raising money for Dementia Scotland.**

So far this year we have raised a massive **£2028.65** through various events within the group, although our recent charity football match has undoubtedly stolen the limelight, see pages 18 and 19 for the full story.

Govan Housing Group will continue to raise money for Dementia Scotland throughout the remainder of the year. Please keep an eye out for more updates in our winter newsletter.



## Calling all crisp lovers!

Did you know it takes 80 years for a crisp packet to decompose? Did you know that 150 of them can be ironed together and turned into a survival blanket for a homeless person and will help to keep their sleeping bag dry and insulated?

We will be collecting empty crisp packets from now until the end of November.

There will be a designated bin in the reception of the Association at 35 McKechnie Street.

Please help this amazing cause by saving up your empty packets and dropping them at the Association.



## Children's Competition



We're introducing a new feature in this issue of our newsletter, a wee competition for our younger readers!

We need your help to track down all the wee "Govan Gophers" that are hiding throughout this newsletter.

All you need to do is count them all and fill in your answer, along with your name, age and contact details in the form below, or you can email your answer to [general@govanha.org.uk](mailto:general@govanha.org.uk).

There will be 2 lucky prize winners 😊

*How many wee "Govan Gophers" did you find in this newsletter?*

Number found:

Name:

Age:

Address:

Mobile number/Email:

Return your completed form to the Association's office at 35 McKechnie Street or email your answer to [general@govanha.org.uk](mailto:general@govanha.org.uk). Good luck!



# Stock Tour

To ensure our new members of staff are familiar with our stock and community, we ensure that as part of the induction process, staff are given a stock tour. The tour includes reviewing our buildings, the fabrics and history of the building and also includes some fun facts.

One of our longest serving members of staff Kimberley Cowan, along with our Group Chief Executive Officer Caron Quinn took some of our new staff on a tour of Govan. Pictured (left to right) are Ryan McKeown, Maxine Hendry, Kimberley Cowan, Antonia Wilson, Caron Quinn.



## Fun Facts:

- The 1st indoor toilet was installed in Howat Street. This had a book written about it. The book is called Annie's Loo.
- Alex Ferguson brought the full Manchester United team by bus and parked outside the Glen (Kracken as now known) and got them all Watson's pies.
- Neptune Street would have had gambling rings in the back courts with singers

# Big Govan Clean-up: a huge success thanks to you!

**A massive thank you to everyone who participated in our Big Govan Clean-Up in September.**

The community support has been incredible, and we couldn't have done it without the dedication and energy of so many local residents, businesses, and organisations. It was a fantastic day of action, working in partnership with Glasgow City Council to make a real difference in our neighbourhood.

The numbers speak for themselves:

- 10 Different Litter Pick Locations
- 4 Local Schools actively involved
- 4 Housing Associations coming together for a cleaner Govan
- 15 Business Partners lending a hand
- 300 Volunteers who made it all possible
- 175 Bags of Litter collected and uplifted!

We were also joined by parents, teachers, local charities, and residents from all walks of life, coming together to show their pride in our community.

## What's Next?

As we catch our breath from this fantastic event, we're already thinking about the next one! Your participation and enthusiasm are the heartbeat of our efforts, and we can't wait to keep this momentum going. If you would like to get involvement, please contact Maxine Hendry, Customer Engagement Officer [community@govanha.org.uk](mailto:community@govanha.org.uk)

In the meantime, if you want to continue being part of shaping Govan, why not pop into our Customer Engagement Surgeries? These take place every Tuesday from 10am to 12pm at the Pearce Institute. It's a great chance to chat with us, share your ideas, and help us continue improving our services and community.

Thanks again, Govan! I'm off for a well-earned lie down, but we'll see you soon for the next big clean-up!

# Community Fund Update

**At Govan Housing Association, we believe that a thriving community is built on strong relationships and active participation. Over the past quarter, our commitment to community engagement has fostered a vibrant and inclusive environment, ensuring that every voice is heard and valued. We continue to commit to our corporate strategy purpose to preserve the history and pride of Govan and guarantee its future by enhancing aspirations and improving lives.**

The Govan Tenants Service Scrutiny Group is dedicated to empowering local community groups by providing financial support through our community funds. Our mission is to enhance the quality of life in Govan by enabling grassroots organisations to implement projects and initiatives that address the needs and aspirations of our residents.

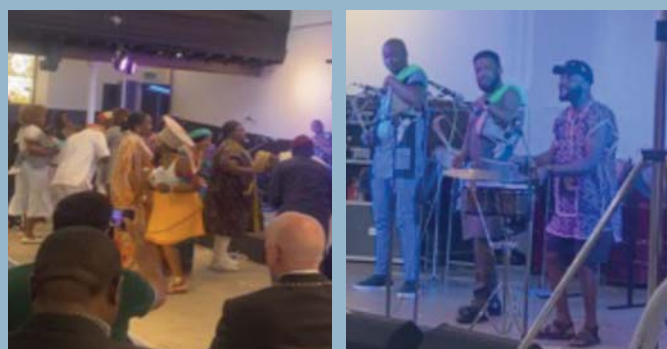
By supporting diverse community initiatives, the Govan Tenants Service Scrutiny Group plays a pivotal role in building a stronger, more vibrant, and cohesive Govan. We are proud to partner with local groups to create lasting positive impacts in our community.

Our Community Fund is more than just financial support—it's an investment in the dreams, aspirations, and well-being of our residents. We are thrilled to share the remarkable impact this fund has had on our community over the past quarter.

Here are some inspiring stories and achievements made possible through our Community Fund:

## Cultural Celebrations

Diversity is one of Govan's greatest strengths. To celebrate our multicultural community, we've supported several cultural festivals showcasing the rich heritage of our residents. These events, featuring music, dance, food, and art from around the world, have been instrumental in fostering mutual respect and understanding among different cultural groups. The funding assisting with encouraging community involvement specifically for families, children and young people.



## Summer Fair

A summer fair was held at Pirie Park Primary school. After a successful Christmas Fair, the parent council hosted their first Summer Fair which holds great importance for young people and families as it provides a vibrant and engaging environment that fosters community spirit and connection. For young people, the fair offered a unique opportunity to explore new activities, enjoy fun games, raffle, and develop social skills by interacting with peers. Families benefit from the relaxed, festive atmosphere where they can spend quality time together, creating lasting memories. Moreover, the fair showcases local culture and talent, promoting a sense of pride and belonging within the community.

## Govan Community Cinema

During the cost of living crisis, cinema outings have become prohibitively expensive for families in Govan. Govan Community Cinema, supported by Govan Housing Association, provides an accessible and affordable monthly cinema experience at The Pearce Institute. This initiative fosters community spirit and offers enrichment and entertainment for all ages.



## Health and Wellbeing

The St Constantine's Primary Summer Fayre was held in St Constantine's church in July. The Fayre was open to the local community which had sports activities for families to promote healthy lifestyle. The event aimed at fostering community cohesion and encouraged healthy and active lifestyle.

Invisible Cities is an award-winning social enterprise that trains people who have experienced homelessness to become tour guides across the UK, in cities like Edinburgh, Glasgow, Manchester, York, Cardiff, and the Scottish Borders. We offer not only employment opportunities (as a Living Wage employer) but also one-to-one support in areas such as housing, education, relationships, budgeting, and addiction.

As part of the Community Fund, Govan Housing Association supported Invisible Cities Anniversary Event and helped them celebrate two years of "Meet me in Govan".



## Youth Empowerment Projects

Investing in our youth is investing in our future. This summer we have partnered up with GIP to carry out litter picks as part of their summer programme to equip our young people with knowledge and skills around litter and keeping our estate clean.

GHA continued to use community funds to support all these initiatives and these are just a snapshot of our ongoing efforts to strengthen our community. At Govan Housing Association, we're dedicated to creating a supportive, vibrant, and inclusive environment where everyone can flourish. Thank you to all our tenants, residents and partners who have contributed to making these programs a success. Together, we are moving Govan forward.



## Environmental Initiatives

With environmental and estate standards being one of the key priorities within the Customer Engagement Strategy, in partnership with the Govan Home Team we hosted an environmental initiatives event on the 11th of July at the Pearce Institute called 'Together for Tomorrow' and focussed on tenant engagement and encouraging conversations on sustainable living, Net Zero and climate change. There was a range of information and activities available for both children and adults from various local organisations/charities.



## Govan Help Pantry

**We're thrilled to highlight our Director of Customer Service and Community Engagement Officer, who recently volunteered at the Govan Help Pantry.**

This experience exemplifies our commitment to supporting local initiatives that make a real difference in the community. By lending a helping hand at the pantry, our director not only provided essential services but also fostered connections with those we serve. We are proud to stand alongside such a vital resource, reinforcing our dedication to community well-being and collaboration. Together, we can continue to uplift and empower our neighbours in need.

## Govan Tenant Services Scrutiny Group (GTSSG)

**The Govan Tenant Service Scrutiny Group has been doing fantastic work since its establishment in 2023.**

This group of dedicated volunteers, all tenants of Govan Housing Association, meet monthly to focus on key areas of service delivery, ensuring that tenant voices are at the heart of shaping the organisation. Their commitment to scrutinising services and providing valuable feedback plays a crucial role in driving improvements and enhancing the overall experience for all tenants.

The group's efforts ensure that Govan Housing Association continues to be responsive to the needs of its community, with tenant perspectives guiding decision-making every step of the way.

# Smoke Alarm Safety

## Testing your smoke alarm

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

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

## Smoke Alarm Maintenance

### Do

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

### Don't

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

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

## Specialised Smoke Alarms

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

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



# Fire Safety

## Internal fire safety

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

### Kitchen

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

### Electrical safety

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



### Candles



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

### Common Stairwell safety

#### Keeping the stairwell clear and unobstructed:

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

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

#### A stairwell obstructed by items stored in the close may:

Prevent safe exit from stairwell in case of emergency.

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

#### Lighting:

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

\*This is to provide general fire safety related tips. For specific guidance and regulations please visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

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



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

### Keep it clear

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

### If fire does start

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

For free home fire safety advice

**CALL 0800 0731 999**

or visit our website at [www.firescotland.gov.uk](http://www.firescotland.gov.uk)



# Gas Safety Checks

The Association is legally obligated to ensure that all properties it owns with gas pipe work or appliances undergo an annual service.

This Annual Gas Safety Check is required by law for your safety and the safety of your neighbours. Most tenants cooperate and grant access for this crucial check, but unfortunately, some do not comply.

Given the seriousness of the situation and the associated Health & Safety risks to both property and people, we are adopting a stricter approach to gaining access. If we have made reasonable attempts to access your property and have been unsuccessful, we may be forced to enter the property. In such cases, you will be responsible for covering all associated costs.

Even if your property has a gas supply but no gas meter, access is still necessary. If the contractor misses an appointment, please notify us as soon as possible. If the issue is due to a debt on your meter that you are unable to clear, contact our Money Advice Service on **0141 440 0308**.

## CARBON MONOXIDE (CO) POISONING



We urge everyone to respond promptly when notified that your Gas Safety Check is due and arrange access at your earliest convenience. The check is quick and could save lives.

If you do not have a working Carbon Monoxide Detector, please contact the Property Services Team at **0141 440 0308** to arrange a free installation. Likewise, if you do not have a working mains smoke alarm, let us know, and we will install one free of charge.

## Allowing access to your home

**At Govan Housing Association the safety of our tenants is top priority. As your landlord, we are required by law to carry out a series of regular checks in your home to ensure the safety of you and your family. These include:**

**Gas safety** – Your gas safety visit will take approximately 30 minutes to 1 hour. Please be aware that you must have credit on your meters for this check to be completed. As your landlord Govan Housing Association must maintain boilers and flues and arrange for a gas safe registered engineer to carry out a gas safety check each year.

**Electrical safety check** – This is a visit carried out every 5 years by a qualified electrician to ensure that the electrical installations within your home are safe.

**Integrated smoke alarm testing** – The smoke alarms in your property have been upgraded to comply with changes to legislation.

The smoke alarms are integrated and are an important fire safety measure within your home. The smoke alarm system will be checked each year at the gas service. It is important that you also test the alarms regularly and report any issues to Govan Housing Association.

### What do I need to do?

Please allow access to your home once you receive your letter from us or one of our appointed contractors. We understand that life can be busy, and that the appointment provided may not be suitable for you. If the time or date does not suit you, please get in touch with the appointed contractor, or with Govan Housing Association to re-arrange this for a time that is suitable for you. Details on how to re-arrange your appointment will be included within your letter. These safety checks are legal requirements in place to keep you, your family, and your home safe. They also make up part of your responsibilities as stated within your tenancy agreement. If you do not give access for these checks we may force entry to your home, however this is a step we want to avoid. Please keep an eye out for these letters and respond when you receive one. Thank you to everyone for their cooperation and let's continue to work together on this matter.





# 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**.

# How to avoid blocked toilets and sinks in your home



**Flushing certain household products, instead of disposing of them in the bin, can cause blockages in drainpipes, contaminate the water system, and even cause damage to our environment.**

The pipes are only four inches in diameter at their widest, which means even small, seemingly harmless items can cause major plumbing problems. This can lead to clogged pipes and an overflowing toilet, which can cause costly damage to your home.



To prevent a plumbing emergency, we have provided a list of everyday items that should not be flushed down the toilet:

- ✗ Flushable wipes – despite the packaging these are not flushable.
- ✗ Paper towels, tissues and kitchen roll
- ✗ Too much toilet paper
- ✗ Hair
- ✗ Cotton balls, cotton buds and swabs
- ✗ Feminine hygiene products
- ✗ Dental floss
- ✗ Bandages

✗ Cigarette Butts

✗ Cat Litter

✗ Food Waste

✗ Nappies

To preserve your drains and to avoid plumbing issues we also suggest not pouring the following down your sink:

✗ Leftover Food

✗ Milk Products, yoghurt, kefir etc

✗ Sauces/Gravy

✗ Oil/Lard

✗ Peelings



# 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)**.



# Winter is coming, be prepared



## Leaks and how we can work together to prevent them

If you live in a flat, you may have problems with leaks or flooding from neighbouring flats. We find the most common source of water ingress into the flat below is when someone leaves a tap on at the bath, wash hand basin or kitchen sink which results in it overflowing. We would ask that you double check all taps are off before you leave your home, even if you are only popping to the shop for a loaf of bread or going on the school run.

Washing Machines can also be a common cause of leaks so ensure that you regularly check connections and always ensure new machines are plumbed in correctly.

For top floor flats and main door properties storm damage and heavy rain can lead to water ingress into your home. During spells of incessant rain gutters and downpipes can become overwhelmed which may cause water to find its way under the roof tiles and into your home.

Please report all incidents of leaks and water ingress to the Association as soon as you become aware so that we can quickly diagnose and rectify the issue to avoid further damage to your home and the fabric of the building.

## Frozen Pipes

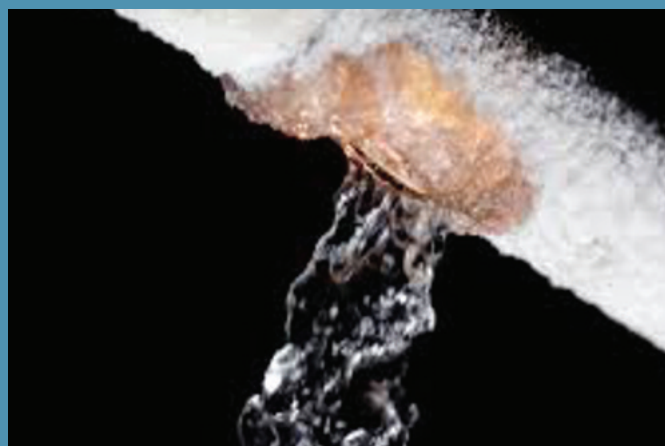
As winter approaches it is important to be aware of the risk of burst pipes in cold weather. When temperatures remain below 0c freezing for 2-3 days there is a possibility that pipes will freeze and burst which will cause leaks as the temperature starts to rise again.



To help with the prevention of frozen pipes we ask were possible that you keep your home as warm as you can as warmth offers the best protection against frozen pipes. Keeping your heating on at low can help with this.

### In the event of a burst pipe, carrying out the following can minimise damage to your home:

1. Turn off the main stopcock, if you are able to,
2. Switch off any water heaters or boilers,
3. Turn on all taps to drain your storage tank,
4. Contact the Housing Association ASAP or if out of hours call the emergency contact number,
5. Warn any neighbours who may be affected,
6. Use buckets, containers etc. to collect as much water as you can. This water can be used to flush your toilet at a later stage if necessary. Please note that any water collected from a burst pipe is NOT suitable to drink or cook with.



## Going away or on holiday over the winter months?

If you are going away from home over the winter months you may wish to consider leaving you're heating on at low to help prevent your pipes freezing while you are away. If you intend being away from your home for an extended period during the winter months we ask that you please contact us on **0141 440 0308** to advise of this and to leave a contact number or access arrangements in the event of an emergency.



# 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)**

# Mulching

**This year as part of the landscaping programme our grass cutting team are no longer collecting the grass clippings.**

The recycled grass clippings known as “mulch” are left on top to protect the grass underneath and in doing so conserve soil moisture, prevent growth of weeds and keep the soil temperature even. As a result, lawns are healthier and greener looking.



# Energy Performance Certificate (EPC)

You may have received a letter from us recently requesting access to your home so an energy performance assessment can be carried out.

An Energy Performance Certificate (EPC) is a document that provides a detailed assessment of the energy efficiency of a building. It is designed to give tenants and owners a clear understanding of how much energy a property typically uses, as well as recommendations on how to improve its energy efficiency.



## Key Elements of an EPC:

### 1. Energy Efficiency Rating:

The EPC provides a rating for the building on a scale from A (most efficient) to G (least efficient). This rating is similar to the labels found on household appliances.

### 2. Environmental Impact (CO<sub>2</sub>) Rating:

The certificate also includes a rating for the building's impact on the environment in terms of carbon dioxide emissions.

### 3. Estimated Energy Costs:

It provides an estimate of the energy costs for heating, lighting, and hot water.

### 4. Recommendations for Improvement:

The EPC lists potential upgrades and renovations that could improve the building's energy efficiency, such as better insulation, more efficient heating systems, or the installation of renewable energy sources like solar panels.

### 5. Validity:

An EPC is typically valid for 10 years.

## When is an EPC Required?

An EPC is required whenever a property is built, sold, or rented out. In many countries, it must be provided to potential buyers or tenants when they are considering the property. As a registered social landlord, it is a legal requirement that we have a valid epc on file for every property.

## Purpose of an EPC:

**Informing decisions:** Helps prospective buyers or renters make informed decisions about the energy efficiency of a property.

**Encouraging energy improvements:** It encourages property owners to make energy-efficient upgrades, which can lower energy bills and reduce environmental impact.

EPCs are part of efforts to improve overall energy efficiency and reduce carbon emissions in the residential and commercial property sectors. We thank you for allowing our contractor access to your home to undertake this necessary assessment.

## Our Responsibilities vs Glasgow City Council (GCC) Responsibilities

As your Housing Association, we handle various aspects related to your tenancy and the area where you live. However, our Housing Officers and Maintenance Officers have been receiving a growing number of inquiries about issues that are actually the responsibility of Glasgow City Council (GCC).

To clarify, we've listed below the matters that fall under our responsibility and those for which you should contact GCC:

### Govan Housing Association

- Home Repairs
- Pest Control – Bed bugs, Wasps, Cockroaches
- Common Areas
- Landscaping areas owned or managed by Govan Housing Association
- Anti-social behaviour
- Close Cleaning
- Bulk Uplift

### GCC's Responsibility

- Pest Control – Rats & Mice
- Fly Tipping
- Landscaping areas owned or managed by GCC
- Pot holes, pavements & roads
- Litter & street bins
- Dog Fouling

To report issues to GCC, you can visit their website or download the **MyGlasgow** app to submit your report.

We encourage you to download the **MyGlasgow** app, a versatile tool for accessing a wide range of services. You can use the app to report various issues, such as missed bins, potholes, dog fouling, fly-tipping, and graffiti. The app allows you to submit photos along with your reports and track the progress of any issues you've reported.

Additionally, the "More Services" section provides convenient links to useful information and services, such as school holiday schedules and paying your council tax online.



# Applying for Housing with us



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

The process for returning an application is as follows:

## 1 Requesting an application form:

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

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

## 2 Completion of application form:

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

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

## 3 Invitation to complete housing application interview:

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

## 4 Application processing timescales:

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

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



# 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>

POST  
OFFICE

## 24/7 Telephone:

Call 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](http://www.allpayments.net) using your debit or credit card. You can also download the Allpay app and make payments with an android phone, to do this contact 0844 255 5729 or [www.allpay.net](http://www.allpay.net)



## 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:

We also have the option of a direct debit. This way you do not have to remember and this will just come off automatically.



## Payment Link:

We can also send a link to your mobile phone and you can make this payment from the comfort of your home. We will send a unique link that can only be used for your property and the payment can be taken by debit/ credit card.

# Community Area Split

The Customer Services Team are responsible for managing all aspects of tenancy obligations, allocations and estate management.

The community areas are split into 4 areas with each area having a dedicated Customer Services Officer and Customer Services Advisor.

Community Area 1		Community Area 2		Community Area 3		Community Area 4	
Customer Services Officer	Customer Services Advisor	Customer Services Officer	Customer Services Advisor	Customer Services Officer	Customer Services Advisor	Customer Services Officer	Customer Services Advisor
Jennifer Morrison	Jude Purves	Kelly Ferguson	Diane Miles	Danielle Symon-Smith	Mark Wilson	Sima Moradi	Cassie McGarry (Job Share) Cara McFadden (Job Share)
Govan Road (Odd)		Govan Road (Even)		Shaw Street		Howat Street	
Taransay Street		Luath Street		Langlands Road		Rathlin Street	
Broomloan Crescent		Summertown Road		Golspie Street		Southcroft Street	
Vicarfield Street		Elder Street		Burndyke Square		Wanlock Street	
Vicarfield Place		Dunsmuir Street		Burndyke Court		Wardrop Street	
Brand Street		Rosneath Street		Merryland Place		Paisley Road West	
Elizabeth Street				Elphinstone Place		Ibrox Street	
Harley Street				Merryland Street		Midlock Street	
Clifford Street							
Middleton Street							



## What is bulk?

As you aware Govan Housing Association collect bulk items on a weekly basis from our different areas. Please see below for pick up days:

**Ibrox & Govan C • Mondays**

**Central Govan • Thursdays**

If you are not sure about where to leave your bulk items you can put them in the back court and advise the Housing Association that it is there. We will then be able to advise the Home Team and this ensures it will be collected when they next do their bulk collections.

## What is Bulk?

A bulk item is anything that won't fit in the standard wheelie bin and allow you to close the lid. The following is classed as bulk:

- Beds and bedroom furniture
- Large household appliances
- Large items of furniture
- Electrical items



This list is not exhaustive and if you are not sure then please contact Govan Housing Association on **0141 440 0308** and press the option for reception.

**Please note that black bin bags are not classed as bulk items and black bags that are left with the bulk will not be picked up.**

We are also aware that there are currently issues with fly tipping and the problem is getting worse. If you witness anyone fly tipping you can report it here:

<https://www.glasgow.gov.uk/article/4250/Report-Environmental-Issues>

You will need to register for a Glasgow City Council account.

- Via Glasgow City Council app available from the App store and Google Play
- By calling **0141 287 1058**



# How to report anti-social behaviour

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

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

## How to report antisocial behaviour

Report antisocial behaviour to the police if you feel threatened or you think the behaviour could be breaking the law.

For example, if it includes:

- threatening, offensive or indecent behaviour
- a dog behaving aggressively
- vehicle theft
- illegal drugs or drug dealing
- vandalism of your home or other private property
- speeding or dangerous driving

## Report antisocial behaviour to your council

- a noise nuisance – including loud music or dogs barking
- abandoned vehicles
- fly-tipping or dumping waste
- dog mess in public areas - such as parks, playgrounds or pavements
- discarded needles, syringes and other drug-related items
- vandalism in your area - for example damage to bus shelters or bins
- graffiti in in your area
- fly-posting - putting up posters or stickers about events without permission

Once you report the antisocial behaviour to police or GCC, please contact us and tell us about the antisocial behaviour and what effect it has on you. We investigate, and take appropriate action.



## Installation of Tablets at Reception

We have recently installed two tablets in our reception area for tenants and residents to use.

At present on the tablets, you can access MyGlasgow app to report missing bin collections and refuse issues or you can access Glasgow City Council website for any Council Tax & Benefit enquires, environmental issues, roads transpors, parking, schools and leisure.

Soon we plan to be using the tablets for tenants and residents to report repairs, make payments towards their rent account and complete application forms, making this process streamlined and efficient for all.

We will keep you all updated on this and encourage our service users to provide any ideas and suggestions you may have to be implemented on the tablets.

Please speak to any member of staff for more information.

## Govan Housing Association Telephone Options

Some general feedback that we have received is that when tenants call the Association, they sometimes get directed to the wrong department. Therefore, to speak to the correct department when calling, please note the telephone options below:

<b>Option 1</b>	Repairs (for tenants that require to report a repair)
<b>Option 2</b>	Reception (for general enquiries and housing application queries)
<b>Option 3</b>	Housing (for any tenancy related queries)
<b>Option 4</b>	Factoring (for any factored property queries)
<b>Option 5</b>	Water Row (for tenant who reside at the Water Row Complex)
<b>Option 6</b>	Finance (Invoice Remittance Payments)
<b>Option 7</b>	Corporate Service (Recruitment and Human Resources Queries)
<b>Option 8</b>	Payments (AllPay payment line)





# Govan Housing Group Charity Football Match raises £1890 for Dementia Scotland

On the 6th of September, staff and contractors gathered under the blazing sun at Nethercraigs Football Pitches for a charity football event like no other, raising funds and awareness for Dementia Scotland. Organised by the dedicated Social and Events Committee, the day saw players from Govan Housing, Govan Home Team, Water Row Company and Union Technical come together for a fantastic cause. With temperatures soaring, spirits remained high as everyone pitched in to make the event a resounding success.

The tournament itself was fiercely competitive yet friendly, with all the action carefully overseen by referees **Paul Kilmarnock** from Govan Home Team and **James Berry** from the Water Row Company. Their fair play and professionalism ensured that the games ran smoothly and were enjoyed by all.

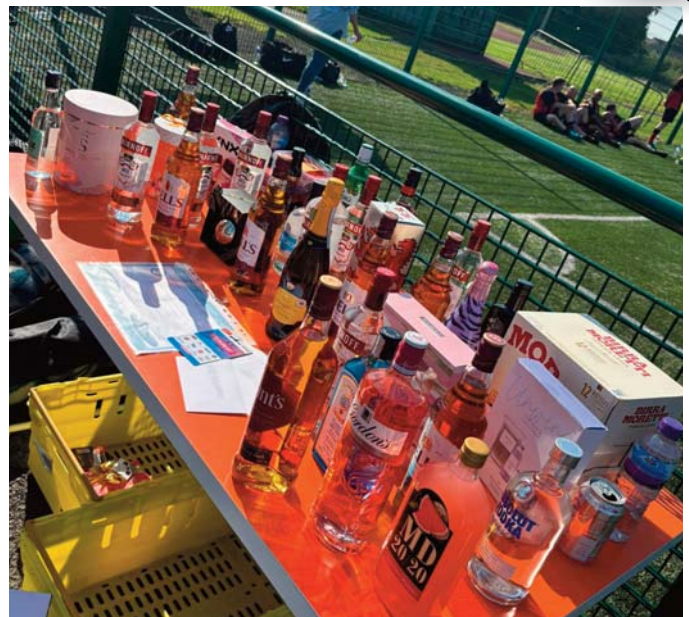
The tournament was full of excitement and friendly competition. Despite the heat, the players gave it their all, battling through several rounds of intense football. In the end, **Team 1** proved unstoppable, winning the final with a commanding **5-0** victory. The match was not just a display of skill but also a testament to the incredible team spirit and unity that exists within the Group.

Between the semi-final and the final, the action continued off the pitch with a amazing raffle which added a fun element to the day. There was a fantastic range of prizes

up for grabs, all generously donated by our contractors. The raffle was a huge hit, with supporters eagerly snapping up tickets, helping to boost the fundraising total. A highlight of the event was the support shown by **David McCleary**, affectionately known as "Pele" among his teammates, who donated the team strips for the day. David, representing Govan Home Team, added an extra layer of camaraderie and community spirit to the proceedings.

The day wasn't just about football – it was about coming together as a group to support an important cause. Thanks to the generosity of everyone involved, an impressive **£1890.65** was raised for Dementia Scotland. These funds will go a long way in supporting the charity's efforts to provide care and support for those living with dementia and their families, as well as contributing to vital research.





None of this would have been possible without the hard work and organisation of the **Social and Events Committee**, who pulled together an amazing day filled with sport, fun, and charity. A huge thank you to all the players, spectators, and donors who contributed to making the day such a success.

This charity football match once again demonstrated the strength of Govan Housing Group when we unite for a cause. Every contribution, whether through playing, donating, or simply showing up to support, played a crucial part in making a positive difference for Dementia Scotland. Here's to many more events like this in the future!

We would like to offer a huge thanks to the following contractors for their more than generous donations of money, prizes and time.

Union Technical

Caldwell Rights

WM Brown

Red Pest

Sound Service

Howdens

C.A.S Cleaning







## Scottish Government follows UK in restricting Winter Fuel Payments for Pensioners

The Scottish Governments have made a recent decision to restrict Winter Fuel Payments, significantly reducing the number of pensioners eligible for the annual benefit.

Under the new rules, only pensioners who receive Pension Credit or other means-tested benefits will continue to receive the Winter Fuel Payment, which typically ranges between £100 and £300 each winter. This change means that thousands of pensioners in Scotland who are not on these income-related benefits will no longer automatically receive the payment.

The Winter Fuel Payment has been a crucial source of support for many older adults during the colder months, helping them manage rising energy bills. With the cost of living continuing to increase, the loss of this payment may place additional financial strain on those who rely on it to heat their homes during the winter.

For pensioners still receiving income-related benefits like Pension Credit, the payment will continue to be paid automatically, as in previous years.

**For further guidance and assistance, pensioners affected by this change are encouraged to reach out to our in-house Community Energy Adviser or the Water Row Company Money Advice Service.**

# New Carer Support Payment to replace Carer's Allowance in Scotland

The Scottish Government has announced the introduction of the Carer Support Payment (CSP), a new benefit set to replace Carer's Allowance. The phased rollout of CSP started in autumn 2023, with full implementation expected by autumn 2024. This new benefit, administered by Social Security Scotland (SSS), represents a significant change in support for carers across Scotland.

The Carer Support Payment will be gradually introduced, starting with new claims in Perth and Kinross, Dundee, and the Western Isles. By June 2024, new claims will be accepted from other regions, with the rollout expected to be completed by late October 2024.

One of the key differences between CSP and the existing Carer's Allowance is its availability to most student carers, marking a significant expansion in support for those balancing education and caregiving responsibilities. CSP will offer financial support at a rate of £76.75 per week, which increased to £81.90 per week from April 2024.

## Eligibility and Rules for Carer Support Payment

The rules for the Carer Support Payment largely mirror those of the Carer's Allowance. To qualify, carers must provide at least 35 hours of care per week for someone who receives a qualifying disability benefit. Additionally, carers cannot be 'gainfully employed', meaning they must earn no more than 151 per week.

Other eligibility criteria include not being subject to immigration control and meeting specific residence tests. The CSP also offers certain flexibilities, such as allowing for breaks in caring responsibilities, and continues for eight weeks after the death of the person being cared for.

The introduction of CSP is part of Scotland's broader efforts to enhance social security and support for carers, recognizing the essential role they play in society. The Scottish Government's decision to include student carers reflects a growing awareness of the diverse needs of carers across the country.





# Are you eligible for Pension Credit?



## Understanding Pension Credit

Pension Credit is a means-tested benefit designed to support people over State Pension age who are living on a low income. It is separate from the State Pension and consists of two parts: Guarantee Credit and Savings Credit.

Guarantee Credit ensures that pensioners receive a minimum income. The current levels are:

- £218.15 per week for single individuals
- £332.95 per week for couples

**Savings Credit** offers additional financial support to those who have some savings or a higher income than the basic State Pension. It is only available to individuals who reached State Pension age before April 6, 2016. Eligible pensioners could receive:

- Up to £17.01 extra per week if single
- Up to £19.04 extra per week if part of a couple

## Eligibility for Pension Credit

To qualify for **Guarantee Credit**, you must have reached State Pension age, currently set at 66 for both men and women. You may be eligible if your weekly income is below the thresholds of £218.15 (single) or £332.95 (couple). However, even those with higher incomes may still qualify if they meet specific criteria, such as being a carer, having a severe disability, or incurring certain housing costs.

**Savings Credit** is available to those who reached State Pension age before April 6, 2016, or couples where both partners meet this requirement. There is no savings limit for Pension Credit, but savings over £10,000 will affect the amount received.

## Additional support through Pension Credit

Claiming Pension Credit can also open the door to other vital benefits, including:

- **Housing Benefit** for renters
- **Support for Mortgage Interest** for homeowners
- **Council Tax discounts**
- **Free TV licence** for those aged 75 and over
- Assistance with NHS dental treatment, glasses and transport costs for hospital appointments
- **Help with heating costs** through the Warm Home Discount Scheme or Winter Fuel Payments
- **Discounts on Royal Mail redirection services** for those moving house



# Benefits & Money Advice

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

## 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

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

*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.*



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

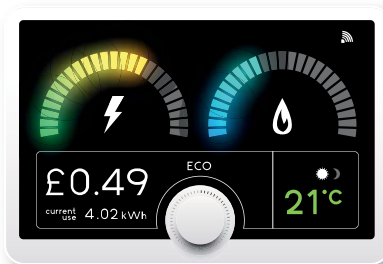
# Govan Community Energy Advice

In partnership with our neighbouring Housing Associations, Elderpark and Linthouse, we are delighted to advise that the Community Energy Advice Project continues with our in-house Energy Adviser being available to assist with all energy related matters.

Energy advice and assistance can be delivered over the telephone, face to face at our office or by home visit.

Here at Govan Housing Association, our Community Energy Adviser, Wendy Malloy recently moved onto a new role out with the organisation. However, we are pleased to advise that our new Community Energy Adviser, Stuart McKinlay has started with us as 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 Stuart, please contact us by telephoning **0141 440 0308** or email **energy@govanha.org.uk**



## Pension age disability payment

### What is Pension Age Disability Benefit?

Pension Age Disability Benefit is designed to help people aged 66 and over with a disability or long-term health condition who need extra assistance to keep them safe.

The benefit is designed to give additional financial support to people of State Pension age. The Scottish Government says that similarly to Attendance Allowance it will not include a mobility element.

People in England and Wales will continue to get Attendance Allowance.

### How much is Pension Age Disability Benefit?

Pension Age Disability Benefit will pay the same rates as Attendance Allowance.

Lower rate: **£72.65**. You must need frequent help during the day or supervision at night.

Higher rate: **£108.55**. You must require care in both the day and night.

People who are terminally ill will automatically get the higher rate.

### How do I know if I am eligible for the Pension Age Disability Payment?

The eligibility criteria for the new State Pension age disability payment is pretty much the same as the eligibility criteria for Attendance Allowance.

But the Scottish Government has pledged to improve the application process and the collection of information about the person's disability to ensure that people entitled to the benefit receive it.

The eligibility criteria for Attendance Allowance is currently:

- The person claiming the benefit needs to be of State Pension age which is currently 66 for both men and women.
- They need to have had their health condition for six months or longer and need additional support such as help with getting washed and dressed.
- The person has a disability or illness. This includes dementia and mental health issues.
- Under the current rules, you do not have to spend Attendance Allowance on care and it is up to you how you use the money.

### Face to face assessments

Similarly to the rollout of the Adult Disability Payment there will be no face to face assessments for the Pension Age Disability Payment.

The 32 local councils in Scotland will offer 'dedicated support' in a 'person-centred approach'. Gov.Scot says the application process will be inclusive and accessible.

### People currently claiming Attendance Allowance

People who are currently in receipt of Attendance Allowance will be automatically transferred over to the new Pension Age Disability Payment in phases in 2024. They will not need to make a new claim and there will be no interruption to payments.

### New claimants for Pension Age Disability Payment

There will be a phased pilot launch for new claimants of the Pension Age Disability Payment from Autumn 2024 and this will be rolled out across Scotland in early 2025.

# Govan-Partick Bridge finally opened at Water Row!



**The Govan-Partick Bridge was formally opened on 6 September, 2024 by Councillor Susan Aitken, Leader of Glasgow City Council, Tom Arthur, Scottish Government Minister for Employment and Investment, UK Government Minister for Scotland, Kirsty McNeil and children from local primary schools, Notre Dame Primary and Riverside Primary.**

The £29.5million Glasgow City Region City Deal project – funded by the Scottish and UK Governments – re-establishes the historic connection between Govan and Partick, with the bridge crossing between Water Row on the south side and Pointhouse Quay on the north.

One of the longest opening pedestrian/cycle bridges in Europe, the Govan-Partick Bridge has a width of six metres and two spans!

The opening of the new bridge was marked with a musical extravaganza in the form of a festival, arranged by Glasgow Barons (at the Govan side), bringing local grassroots performers and huge Scottish acts together in a day of musical celebration across the streets of Govan.

The recent opening of the Water Row Bridge was a significant success, showcasing Govan Housing Association's active role in community events. Our participation included hosting a stall that facilitated meaningful interactions with local residents. The presence of our Group Chief Executive at the event underscored our commitment to customer engagement and highlighted the importance we place on integrating with the community.

The stall provided a valuable platform for us to engage directly with residents, address their inquiries, and gather feedback on our services. The Group Chief Executive's involvement demonstrated a high level of dedication to fostering strong community relationships and reinforced our ongoing commitment to enhancing customer engagement.

This event not only allowed us to connect with the community but also strengthened our visibility and commitment to addressing resident needs.

## Payment of your Factoring Account

Factoring invoices are due to be paid within 14 days of the invoice date. If you are facing financial difficulties, anticipate a delay in payment, or would like to arrange a payment plan, please contact our Factoring Team. You can visit our office at 246 Edmiston Drive, Glasgow, G51 2YU, call us on **0141 440 0308**, or email **Factoring@waterrow.co.uk**.

If you have any questions or concerns about your invoice, please contact our Factoring Team as soon as possible after receiving it. This allows us to update our records and ensure you are not pursued for any amounts that are under dispute and still unresolved. Please note that all non-disputed portions of the invoice should be paid within the 14-day period as usual.

Please be advised that delays or failure to pay your invoice may result in late payment fees being added to your account.



## New Factoring Computing System

**As homeowners may be aware, the Water Row Company Factoring service have just moved to a new IT system. We were fully operational by mid-September, with the first factoring invoices from this system to be issued in early December.**

We're working hard to populate the new system with all the necessary client, contractor, and development information. This dedicated Property Factoring system is used by many private factoring organisations and is now being adopted by several Housing Associations.

While no action is required from homeowners at this stage, we believe that this new system will enable us to deliver a better and more proactive service.

## Email

We are now able to send common charge invoices electronically to your preferred email address. This service offers several benefits:

- **Faster Delivery** - Receive your invoices instantly, giving 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 help reduce paper usage.

If you would like to receive your invoices electronically, please contact us at [factoring@waterrow.co.uk](mailto:factoring@waterrow.co.uk) and provide your preferred email address.

Once our new dedicated Factoring system is implemented, we plan to offer the option to send all communications, including letters, via email. We will keep you informed about this development in the near future.

## Responsibility of Communal Repairs

**Each flat owner within a building shares a collective responsibility for the upkeep and management of the entire building.**

This includes their individual unit as well as communal and external areas such as entrances, staircases, the roof, exterior walls, garden area and the foundation. The Factor's role is to assist the building's owners in maintaining these areas. Responsibility for repairs to a tenement building depends on the specific area requiring maintenance. Your Title Deeds should outline who is responsible for which areas. If they do not, homeowners should refer to the Tenements (Scotland) Act 2004. In line with this Act, all property owners share the obligation to ensure the proper maintenance of the building's essential structural components.



## When selling your property

**When a homeowner of a property managed by our factoring service sells their property, the solicitor acting on their behalf should contact our office to inform us.**

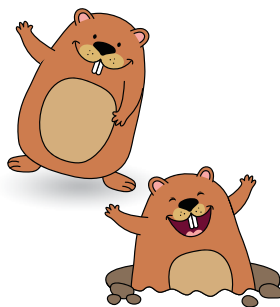
The Water Row Company will provide the solicitor with important information, such as any outstanding debts on the seller's account, details of any large communal repairs, and any block buildings insurance policies in place.

The solicitor representing the purchaser should provide The Water Row Company with at least 14 days' notice prior to the settlement date.

Please note that due to potential delays between the sale date and the receipt of certain invoices that may be charged to the seller, it would not be possible to produce a final invoice on or near the date of the sale.



# Operations Supervisors Update



We're excited to announce the successful appointment of five new supervisors to our operations team. Adam Thomson will oversee Voids and Facilities, while Alan Murphy will manage Reactive Maintenance and Close Painting.

Darren Shand will lead Kitchen and Bathroom Replacements, Insurance Works, and Acquisitions, and James McMenemy will be responsible for Bulk/Estates, Landscaping, and Gutter Maintenance. Additionally, Tommy Blessing will take charge as our Electrical Operations Supervisor, focusing on EICRs and Rewires. Congratulations to all on their new roles!



## Welcome Ryan!

We're thrilled to welcome Ryan, our new apprentice plasterer, to the team! Ryan has already made a strong impression with his exceptional work and positive attitude.

Tenants have been quick to compliment his attention to detail and the quality of his plastering, proving that he's a natural at his craft. We're excited to see Ryan continue to grow and excel in his role. Keep up the great work, Ryan!



## Windows

We're excited to announce the successful completion of our window installation program, with 614 new windows fitted across 80 properties!

This project has significantly enhanced the energy efficiency and appearance of these homes, making a real difference for our tenants. A huge thank you to everyone involved in delivering this important upgrade on time and to a high standard.





# Introducing Union Technical

Union Technical Services is undertaking a significant Internal Wall Insulation and ventilation project on 1,000 tenement flats for Govan Housing Association and working in partnership with Govan Home Team who will be decorating the dwellings post install, bringing substantial benefits to both the tenants and the broader community.

A £200 inconvenience payment is made to the tenant once the works are complete. This project will greatly improve the energy efficiency of the homes, leading to lower heating bills and a more comfortable living environment for residents. In addition to these immediate benefits, the project will also contribute to a reduction in the carbon footprint of the area, supporting broader environmental goals. The improved insulation and ventilation will enhance the overall quality of life for tenants by reducing issues such as dampness and mould, which can have serious health implications. The project represents a crucial investment in the future of Govan, promoting sustainable living and fostering a stronger, more resilient community.

On the ground, Union Technical's expert team is actively engaging with the tenants to ensure a smooth and effective implementation of the project. David Torrance and Dylan McDougall, who are dedicated to tenant engagement, are the first points of contact for residents. They are available daily to discuss the process, address any concerns, and book in necessary surveys prior to the commencement of work.



Their empathetic approach ensures that tenants feel informed and supported throughout the process. Overseeing the day-to-day operations, site manager Gary Livingstone ensures that the work is carried out efficiently and with minimal disruption to residents. The team's deep understanding of the tenants' needs and their commitment to delivering high-quality work underscores the project's potential to make a lasting positive impact on the Govan community. If you wish to find out more or arrange your appointment, please contact **David** on **07498 285937**.





## Spot the differences

## Halloween Wordsearch

Words can be horizontal, vertical or diagonal and might even be backwards or upside down!



Can you spot the 10 differences between the 2 Halloween pictures? Circle them on the top picture to prove it!

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

bat  
cauldron  
ghost  
witch  
spooky  
skeleton  
spider  
pumpkin  
cat  
candy  
autumn  
vampire  
mummy  
zombie  
skull



## 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 **Classic Lifts** on **0141 578 0330**.

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>
National Grid – Power Cuts	<b>105</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)

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 by reporting online – <https://www.glasgow.gov.uk/reportnoise>

**Everyday noise such as children playing or footsteps cannot be addressed as anti-social 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 Group

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)



[facebook.com/govanhousingassociation](https://facebook.com/govanhousingassociation)



[@MovingGovanFwd](https://twitter.com/MovingGovanFwd)

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

