



news update

Winter 2024



*Wishing everyone
a wonderful festive
season and a happy
and healthy 2025!*

Moving Govan Forward



Group Chief Executive Update

Welcome to the Winter Edition of our Newsletter...

Firstly, I would like to wish all our customers a Merry Christmas and Happy New Year and a massive thank you to all our Board Members and staff for their time and commitment to Govan Housing Group as well as the Board members of the Govan HOME Team and the Water Row Company - for the dedication they provide in assisting us to continually keep 'Moving Govan Forward'.

This has been another busy year for Govan Housing Group, seeing the completion of our new Water Row Development as well the incorporation of the new Water Row Company. We have continued to invest in our properties to ensure our customers' homes meet the relevant standards and we have large investment programmes planned to continue into 2025-26.

Caron Quinn Group Chief Executive Officer

You said Thank You!

"The tradesman is always pleasant when he attends, he always does a great job and he is always very helpful."

"A big thank you for lifting the weeds from my garden, I can now get out into the garden to put my rubbish out without hurting myself."

"The whole of Govan Housing Association goes above and beyond for their tenants and the community."

"Thank you for the services that you all provided during my tenancy."

"Extremely helpful and professional throughout the communication about the follow up work."

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Staff Update...

A great big Govan welcome to...

Scott Haldane

The Govan Housing Group are delighted to announce that recruitment of our new Finance Assistant is now complete, Scott Haldane was successful and joined the Finance Team on Monday 2nd December 2024.

Scott comes with a wealth of experience in finance and administration working within a similar role as part of another Housing Association and is keen to further his experience with the Govan Housing Group.



Scott

Congratulations to...

Sonia Smith

We would like to wish Sonia Smith huge congratulations on successfully gaining the post of Group Finance Team Leader. Sonia joined Govan Housing 3 years ago as Finance Assistant. I'm sure this next step will bring all kinds of new opportunities.



Sonia

Farewell and Thank You to Ryan and Mark...



Ryan

As we approach the end of 2024, we have mixed emotions as we bid farewell to two of our staff members, Ryan McKeown and Mark Tedford.

Ryan, our Customer Services Assistant, and Mark, our Technical Project Manager, both started at Govan Home Team before moving to the Association.

Ryan left us at the end of November 2024 and we would like to thank him for his commitment to providing excellent customer service. We are grateful for his efforts and wish him all the best in his future endeavours.



Mark

Mark will be departing in mid-December 2024. His expertise and leadership within our Property Services Department has been crucial, especially in advancing some of our Major Work like the Conservation Area Windows, and our Internal Wall Insulation Projects. Mark's knowledge and experience have been instrumental in the success our Property Service Team, and we extend a special thank you for his outstanding contributions.

We wish both Ryan and Mark the very best in their future careers. Their presence will be greatly missed, but we are excited to see them thrive in their new roles.

Why not become a Shareholder for only £1.00?

The Association is always keen to encourage more residents to become a shareholder and join us at our Annual General Meetings.

If you are interested, please contact the Corporate Services Team on **0141 440 0308** who will be happy to give you further information.



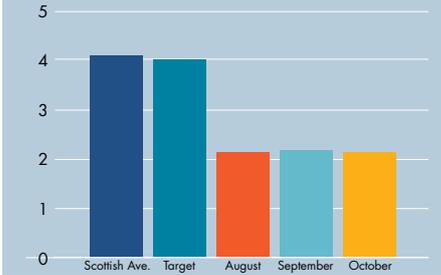
Performance

The graphs below give a snapshot of how well we are performing against our targets in the areas of Rent Arrears, Average time to Re-let Empty Homes, Tenancy Sustainment and Repairs.

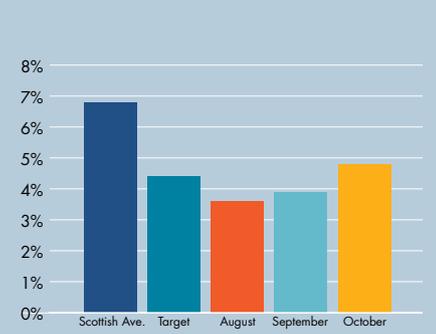
Key for all graphs: ■ Scottish Average ■ Target ■ August ■ September ■ October

Response Time (Hours)

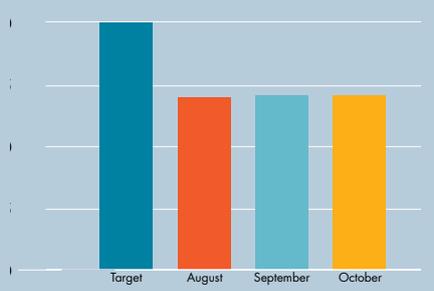
Emergency Repairs



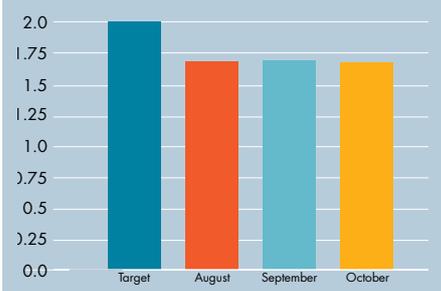
Gross Rent Arrears



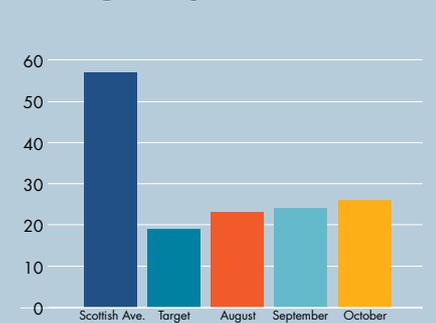
Response Time (days)
Qualifying 1 Repairs



Response Time (days)
Urgent Repairs



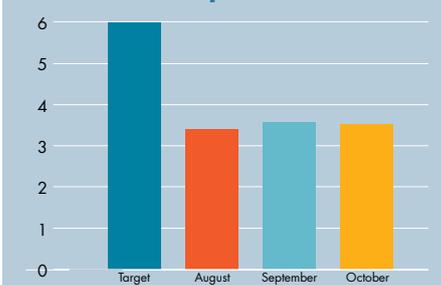
Average Days to Re-let



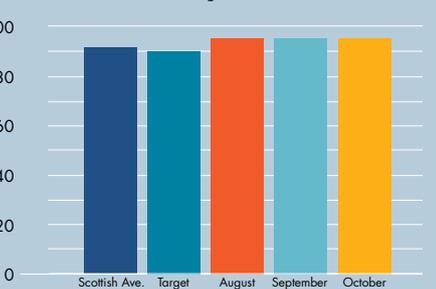
Response Time (days)
Qualifying 3 Repairs



Response Time (days)
Routine 5 Repairs



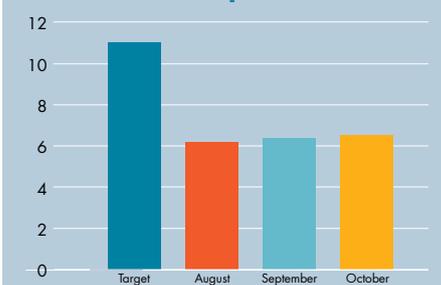
Tenancies Sustained for more than 1 year



Response Time (days)
Qualifying 7 Repairs



Response Time (days)
Routine 10 Repairs



Complaints Overview

Period from
01/04/2024
to 30/09/2024



	Stage 1	Stage 2
Number received in period	29	13
Number brought forward	3	0
Total complaints in period	32	13
Number responded to in period	30	10
Percentage of total complaints responded to in period	93.75%	76.92%

Customer Engagement Surgeries



Join us every Tuesday morning from 10am to 12pm for our Customer Engagement Surgeries at the Pearce Institute.

Our dedicated Customer Service team is ready to listen and help with any issues or concerns you may have.

Let's work together to make your experience the best it can be!



0141 440 0308

community@govanha.org.uk

www.govanha.org.uk

35 McKechnie Street

Govan

Glasgow G51 3AQ

Winter Warmers Initiative

Govan Housing Association is proud to introduce the Winter Warmers Initiative following several events discussing the upcoming new window programme within our conservation area.

As agreed, this initiative is designed to support our tenants during the colder months, focusing on older adults, families, individuals with disabilities, and others in need. We aim to provide essential items such as fuel vouchers, curtains, bedding, and blankets to ensure extra warmth, particularly for those living within our conservation areas. This initiative reflects our ongoing commitment to the wellbeing of our community throughout the winter season.

Should you wish to receive further information, please contact us at community@govanha.org.uk or reach out to your Housing Officer or Customer Engagement Officer on **0141 406 0632**.

We are happy to discuss individual needs and explore how we can provide additional support through the Winter Warmers Initiative, which will be live from November 2024 – January 2025.

Govan Tenant Scrutiny Service Group (GTSSG)

Over the past year, the Govan Tenant Scrutiny Service Group (GTSSG) has made remarkable strides in enhancing the operations of Govan Housing Association, all through the invaluable perspective of tenants.

This dedicated group of volunteers has been instrumental in reviewing and refining the Association's processes, demonstrating an outstanding commitment by meeting monthly to discuss and tackle various issues affecting the community. Their collective efforts have not only shaped policy and practice but have also fostered a stronger relationship between tenants and the Association.

The insights gained from their work are shaping a more responsive and tenant-focused approach within Govan Housing Association. If you are interested in joining this impactful group and contributing to the ongoing improvement of our services, we invite you to reach out at community@govanha.org.uk. Your voice matters, and together, we can continue to make a difference!





GYIP Clean up!

In response to the recent vandalism at the new Govan & Partick Bridge, the Govan Youth Information Project (GYIP) aimed to bring some positive energy to the area.

A group of dedicated young people from GYIP organised a litter pick around the bridge, showcasing their commitment to the Govan community. Their efforts highlight the positive impact that youth can have in promoting a cleaner and more vibrant environment.



IWI Project Progress

We're excited to announce that the IWI project phase 1 is almost complete with us moving into phase 2.

The programme has been a great success, with tenants already experiencing the benefits through reduced fuel consumption and lower heating bills. We're thrilled to see such positive outcomes from the recent improvements! Thank you for your continued support and engagement.

Once all work is finalised, please remember to email us at community@govanha.org.uk with your account number, sort code and bank you would like us to use to receive your £200 disturbance payment. Thank you for your patience and support throughout this process!



Customer Engagement Calendar

We are committed to consulting, supporting and informing all tenants and residents on key matters and we strive to offer the highest level of service to our customers. In line with our tenant improvement group we have developed a Customer Engagement Calendar.

CUSTOMER ENGAGEMENT CALENDAR	PERSON RESPONSIBLE	TARGET COMPLETION TIMESCALE
Begin Rent Consultation Process	Head of Operations and Performance	December 2024
Advise of Rent Review outcome		March 2025
Include a Tenant Participation Resource in the Annual Budget	Head of Finance & IT	November 2024
Publish an Annual Customer Engagement Calendar	Community Engagement Officer	April 2025
Consult with members of the Consultation Register on relevant policy review		Continuous
Consult with Stakeholders re: Review of Business Plan	Compliance Manager	February 2025
Draw up and publish a new Customer Services Charter		April 2025
Hold an Annual General Meeting	Corporate/Finance Manager	September 2025
Distribute copies of Annual Report to all tenants – Digitally	Compliance Manager	September 2025
Distribute copies of Landlord's Report to all tenants – Digitally (within AR)		September 2025
Regularly provide feedback on the outcome of consultation events and decisions reached by the Association to our community	Community Engagement Officer via all Managers	Continuous
Conduct regular Satisfaction Monitoring Surveys	Head of Operations and Performance	Continuous
Regularly report on the Association's performance levels through the quarterly newsletter		
Publish regular quarterly newsletters	Corporate/Finance Manager	Quarterly
Publish details of the Association's Major and Cyclical Repairs Programme and report on progress	Head of Operations and Performance	Summer Newsletter
Consult individual tenants regarding relevant Major Repair Contracts		Continuous

The Lyceum Trust



The Lyceum Trust has joined forces with Govan Housing Association and Elderpark Housing Association to spearhead a vital initiative aimed at preserving local heritage.

This partnership seeks to protect the historic significance of the Lyceum, advocating for its preservation through a formal petition. By collaborating with these community-focused organisations, the Trust aims to rally support from residents and stakeholders, ensuring that this cultural landmark remains a cherished part of the community for future generations. Together, they are committed to celebrating and safeguarding the rich history of the area.

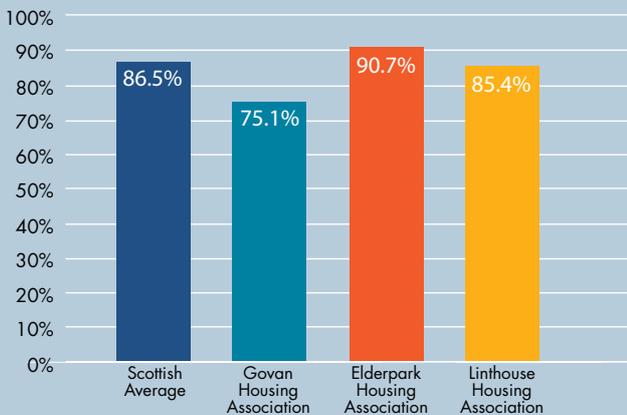
Residents Satisfaction Survey 2024

The graphs below show the results of our most recent Tenant Satisfaction Survey.

The figures shown in the graphs show the percentage of responses where the satisfaction level was either “very satisfied” or “fairly satisfied”. We have given the other responses for Govan Housing Association below each graph.

Key for all graphs: ■ Scottish Average ■ Govan Housing Association ■ Elderpark Housing Association ■ Linthouse Housing Association

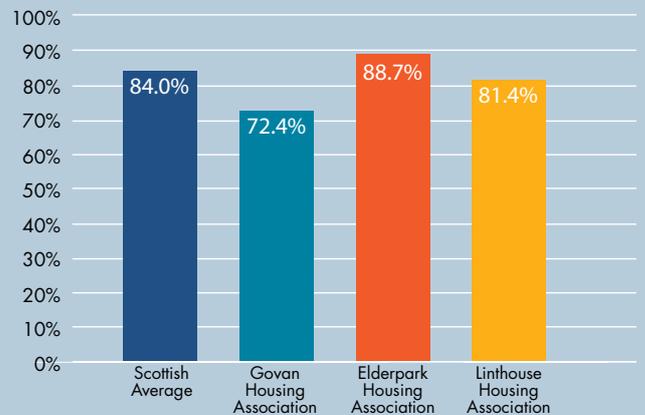
Overall, how satisfied are you with the services provided by your landlord?



Other Govan Housing Association reponses:

Neither Satisfied or Dissatisfied	12.2%
Fairly Dissatisfied	5.8%
Very Dissatisfied	5.8%

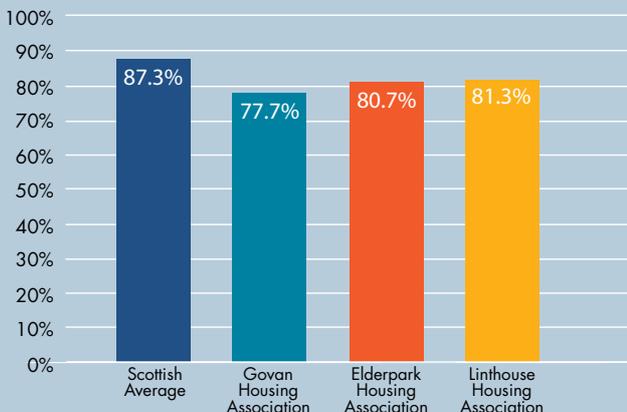
Overall, how satisfied are you with the quality of your home?



Other Govan Housing Association reponses:

Neither Satisfied or Dissatisfied	11.3%
Fairly Dissatisfied	12.2%
Very Dissatisfied	4.1%

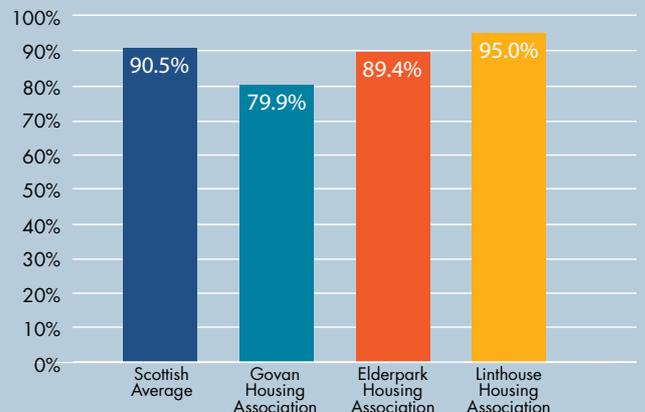
Thinking about the last repair you had carried out, how satisfied were you with the service provided?



Other Govan Housing Association reponses:

Neither Satisfied or Dissatisfied	10.4%
Fairly Dissatisfied	6.0%
Very Dissatisfied	5.5%

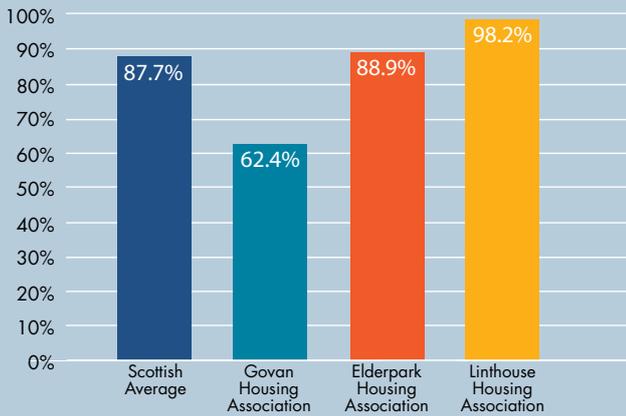
How good do you feel your landlord is at keeping you informed about their services?



Other Govan Housing Association reponses:

Neither Satisfied or Dissatisfied	12.2%
Fairly Dissatisfied	4.6%
Very Dissatisfied	3.2%

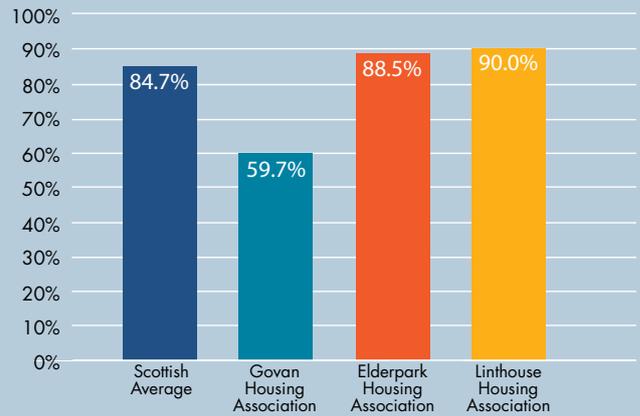
How satisfied are you with the opportunities to participate in your landlord's decision making process?



Other Govan Housing Association responses:

Neither Satisfied or Dissatisfied	29.3%
Fairly Dissatisfied	4.1%
Very Dissatisfied	2.3%

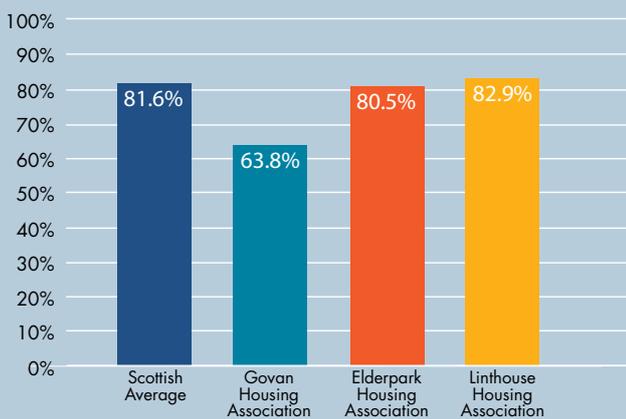
Overall, how satisfied are you with your landlord's contribution to the management of the neighbourhood?



Other Govan Housing Association responses:

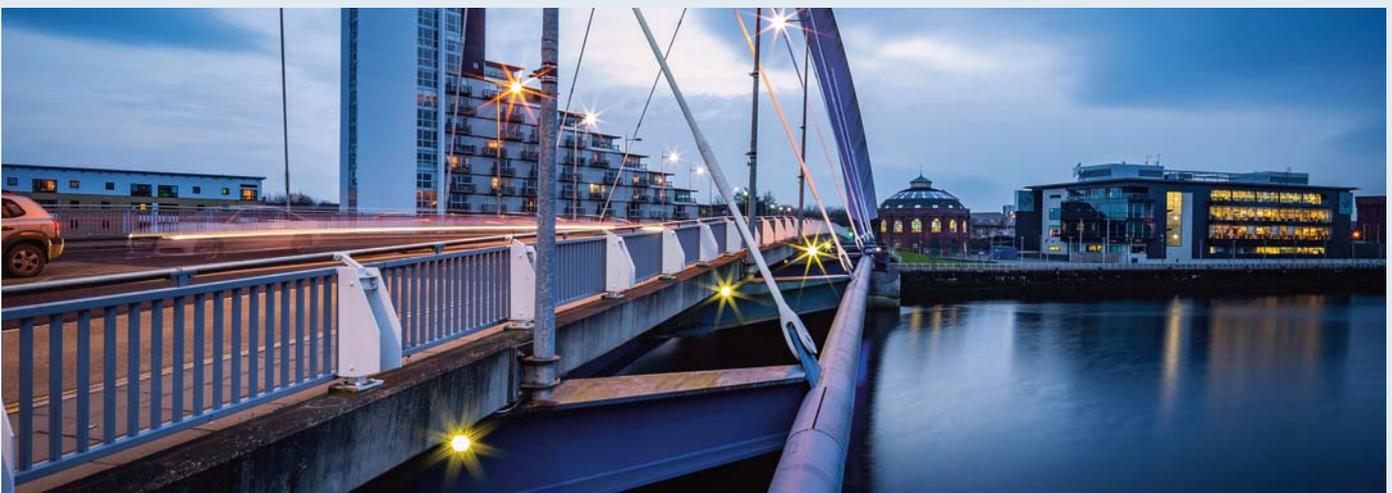
Neither Satisfied or Dissatisfied	23.7%
Fairly Dissatisfied	9.0%
Very Dissatisfied	7.6%

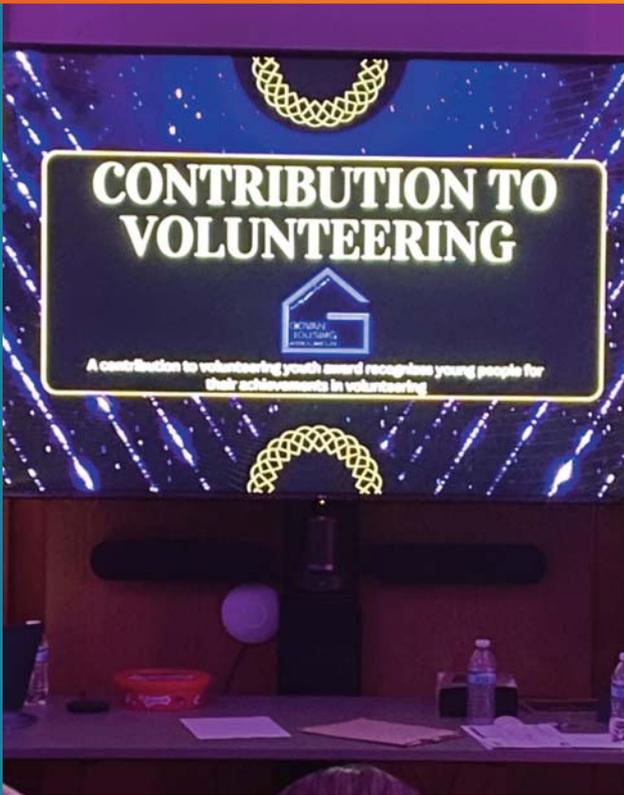
To what extent do you think that the rent for your property represents value for money?



Other Govan Housing Association responses:

Neither Satisfied or Dissatisfied	20.0%
Fairly Dissatisfied	7.8%
Very Dissatisfied	6.3%





GYIP Youth Awards 2024

At the 2024 GYIP (Glasgow Youth Integration Project) Youth Awards, one of the standout moments was the presentation of the Contribution of Volunteering Award, sponsored by Govan Housing Association.

The award recognised an exceptional young individual who dedicated an impressive **170 hours** to volunteering in the Govan community.

Caron Quinn, GCEO of Govan Housing Association, was in attendance to present the award, highlighting the vital role volunteers play in the success of GYIP’s programmes. Her presence was a testament to the importance of community collaboration and our organisation’s strong commitment to supporting youth engagement.

The recipient of this prestigious award was **Adam Fisher**, a young volunteer who demonstrated exceptional dedication over the past 10 months. Adam’s commitment included supporting all three Holiday Programmes throughout the year, helping to deliver the Govan Fair Cup, and assisting staff with the Sectarian Workshop delivery.

Adam’s hard work was not just about clocking up hours; it was about making a meaningful difference. He worked alongside GYIP staff to deliver engaging

sessions, helping younger participants build confidence, improve their leadership skills, and develop strong communication abilities. His role was integral in ensuring these activities ran smoothly and allowed others to benefit from the opportunities GYIP offers.

As **Caron Quinn** highlighted in her speech during the ceremony, *“Without volunteers like Adam, GYIP could not run the extensive programs it offers to young people in the community. His selflessness and dedication enable us to reach and support even more young individuals, helping to make Govan a better place for everyone.”*

By giving so generously of his time, Adam not only contributed to the success of GYIP’s initiatives but also helped strengthen community ties and fostered a spirit of collaboration and mutual support in Govan. His efforts have made a lasting impact, and he embodies the core values of volunteerism – building community, inspiring others, and giving back.

This year’s Contribution of Volunteering Award serves as a powerful reminder of the significant impact that one young person can have on their community.

Well done!



 *Dementia Scotland*
Join the fight against dementia



Halloween Bake Off!

A massive thank you to all the Home Team, Govan Housing and Water Row staff who joined in the Halloween Bake Sale! Thanks to their generous contributions and enthusiasm, we raised an incredible **£339.50** for Dementia Scotland.

From spooky-themed cupcakes to frightfully delicious cookies, the bake sale showcased the creativity and kindness of our teams. Whether they baked, donated, or indulged in the treats, their support made this fundraiser a huge success. Dementia Scotland does vital work supporting individuals and families affected by dementia, and we are proud to contribute to their mission.

Thank you again to everyone who took part and made this event so special.

So far Govan Housing Group have raised a massive **£2414.65** and will continue to raise money for Dementia Scotland until March 2025. Please keep an eye out for further updates in our next newsletter.



Children's Competition

A wee competition for our younger readers!

We need your help to track down all the wee Christmas Elves 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.

There will be 2 lucky prize winners 😊



How many elves 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. Good luck!



Frozen Wordsearch

Find the characters below from the movie Frozen.

- Elsa • Hans • Anna • Kristoff • Olaf
- Yelena • Agnarr • Pabbie • Oaken • Duke

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

Spot the 10 differences



Winter is coming: be prepared

Leaks and how we can work together to prevent them

If you live in a flat, you might face issues with leaks or flooding from neighboring flats. The most common cause of water ingress into the flat below is when someone leaves a tap on at the bath, wash hand basin, or kitchen sink, causing it to overflow. Please double-check that all taps are off before leaving your home, even if you're just popping out for a short errand.

Washing machines can also be a frequent source of leaks. Regularly check connections and ensure new machines are properly plumbed in.

For top-floor flats and main door properties, storm damage and heavy rain can lead to water ingress. During periods of heavy rain, gutters and downpipes can become overwhelmed, causing water to seep under roof tiles and into your home.

Please report any incidents of leaks or water ingress to the Association as soon as you notice them. This allows us to quickly diagnose and fix the issue, preventing further damage to your home and the building.

Frozen Pipes

As winter approaches, be aware of the risk of burst pipes in cold weather. When temperatures stay below freezing for 2-3 days, pipes can freeze and burst, leading to leaks as temperatures rise again.

To prevent frozen pipes, keep your home as warm as possible. Keeping your heating on low can help.



If a pipe bursts, follow these steps to minimize damage:

1. Turn off the main stopcock, if possible.
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 call the emergency contact number if it's out of hours.
5. Warn any neighbours who might be affected.
6. Use buckets or containers to collect as much water as possible. This water can be used to flush your toilet later if necessary. Note that water from a burst pipe is not safe to drink or cook with.

Going away or on holiday over the winter months?

If you're going away during the winter, consider leaving your heating on low to prevent pipes from freezing. If you'll be away for an extended period, please contact us at **0141 440 0308** to inform us and provide a contact number or access arrangements in case of an emergency.



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 them regularly to ensure they're working properly. 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 linked smoke detectors in your property.

Smoke Alarm Maintenance

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

Don't Use cleaning sprays on or around your smoke detector, as they could stop it from working properly.

If you have any 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, such as mains-powered smoke alarms with back-up batteries, and even vibrating pads and flashing lights for those 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.



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

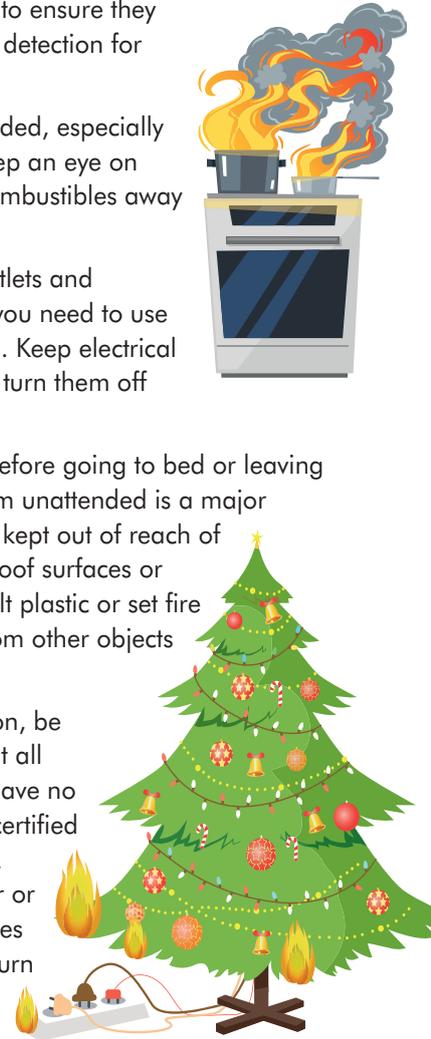
Kitchen: Never leave cooking equipment unattended, especially when using stove tops or open flames. Always keep an eye on your cooker or air fryer when it is on and clear combustibles away from heat sources.

Electrical safety: Avoid overloading electrical outlets and regularly inspect cords and plugs 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 them off when not in use.



Candles: Always extinguish all candles before going to bed or leaving the room. Burning candles in the bedroom unattended is a major source of house fires. Ensure candles are kept out of reach of children and pets, and placed on heat-proof surfaces or holders. Tea lights can become hot enough to melt plastic or set fire to decorations, so place candles smartly, away from other objects and combustible items.

Christmas Decorations: During the festive season, be mindful of fire safety when decorating. Ensure that all Christmas lights are in good working order and have no frayed wires or broken bulbs. Use lights that are certified for safety and avoid overloading electrical outlets. Keep decorations, especially those made of paper or other flammable materials, away from heat sources such as candles, fireplaces, and heaters. Always turn off Christmas lights when leaving the house or going to bed.



Common Stairwell safety

Keeping the stairwell clear and unobstructed:

We aim to ensure that stairwells are clean, secure, and safe environments. Residents and owners are reminded that the stairwell is not an extension of your home and should not be treated as such. It is important to keep the communal area free of items such as furniture, bicycles, or personal belongings.

An obstructed stairwell may:

- Prevent safe exit in case of emergency.
- Become the source of a fire, especially items like prams or other combustible items.
- Hinder the work of firefighters in your property.

Lighting: Ensure that stairwells have adequate lighting, which is crucial for quick evacuation during an emergency.

For specific guidance and regulations, please visit Fire Scotland:

www.firescotland.gov.uk

Festive Break Notice



Our office will be closed for the festive holidays from Monday, 23rd December 2024, and will reopen at 8.30am on Monday, 6th January 2025.

During this period, we will only handle emergency repairs. For emergency repairs, please contact the appropriate numbers listed below. Routine repairs can be reported to our Property Services Team at **0141 440 0308 (Option 2)** once we reopen on 6th January 2025.

Emergency Contacts:

General Emergencies (excluding Gas Central Heating):

City Building at 0800 595 595

Gas Central Heating Emergencies or Repairs:

James Frew Ltd at 01294 468113

Lift Emergencies: Classic Lifts at 0141 572 0330

Thank you for your understanding and happy holidays!

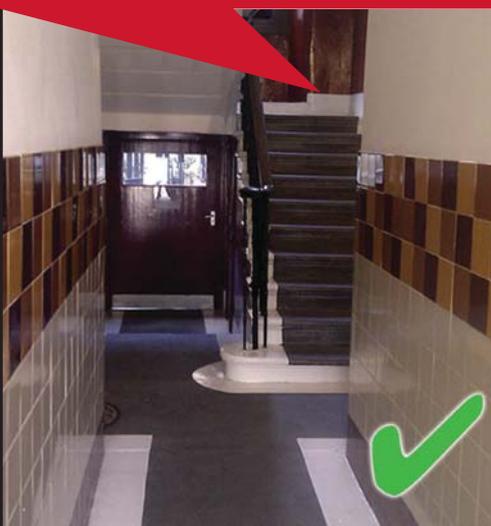
Asbestos Awareness

When conducting repairs in your homes, Govan Housing Association has a duty of care to both our tenants/owners and our contractors.

To perform certain repairs and planned works, we may need access to your property to conduct an asbestos survey. Requesting a survey does not imply that asbestos is present in the property; however, it is crucial for us to identify any asbestos to ensure a safe living and working environment. If necessary, our asbestos contractors, Enviraz and Bradley Environmental, may contact you. Please arrange a convenient appointment with them to complete the survey. If you have any questions regarding the work on your home, please contact our office at **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



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Mould and Dampness

Condensation is a frequent issue in homes, often leading to dampness and mould growth. It happens when warm, moist air meets a cooler surface, causing the moisture to condense into water droplets. Here are some tips to help prevent condensation in your home:

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

These steps can help you manage and prevent condensation, keeping your home dry and mould-free.

Access for Repairs

We all want the peace of mind that repairs will be attended to promptly when something goes wrong in our homes.

It's frustrating when repairs can't be addressed immediately, sometimes taking a day or more. However, each week, time and money are wasted when gas engineers, plumbers, joiners, plasterers, and maintenance officers arrive for appointments only to find no access to the property. These missed appointments could be avoided by contacting the Association to reschedule, either in person, by phone, or by email. This would allow more repairs to be completed sooner.



Help the Association and Home Team reduce the cost and inconvenience of missed appointments by arranging suitable times for your repairs.

You can request appointments outside of school hours, in the morning between 8am-12.30pm, or in the afternoon between 1.30pm-4.30pm.

Phone: **0141 440 0308**

Email: maintenance@govanha.org.uk

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**.

CARBON MONOXIDE (CO) POISONING



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 can be contacted on **01294 468 113**.

How to avoid blocked toilets and sinks in your home

Flushing certain household items instead of disposing of them properly can lead to blockages in your drainpipes, contaminate the water system, and harm the environment.

Since pipes are only about four inches in diameter at their widest, even small items can cause significant plumbing issues. This can result in clogged pipes and overflowing toilets, leading to costly home repairs.



To prevent plumbing emergencies, avoid flushing the following items down the toilet:

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

- ✗ Cat Litter
- ✗ Food Waste
- ✗ Nappies

To keep your drains clear and avoid plumbing issues, also avoid pouring these items down your sink:

- ✗ Leftover Food
- ✗ Milk Products, yoghurt, kefir etc
- ✗ Sauces and Gravy
- ✗ Oil and Lard
- ✗ Peelings

By following these guidelines, you can help maintain a healthy plumbing system and avoid unnecessary repairs.



Pest Control

Dealing with pests in your home can be quite stressful. This guide outlines the steps you should take if you encounter a pest issue.

Common household pests include:

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

Preventive Measures:

- Keep kitchen and food preparation areas clean, and store food in sealed containers.
- Ensure waste bins are securely covered and emptied regularly.
- Clean gaps between appliances, such as cookers, frequently.
- Report water leaks promptly to eliminate water sources for pests.
- Inspect second-hand clothing or furniture carefully before bringing them home.

- Check your belongings thoroughly when moving home or returning from holiday to avoid bringing pests with you.

- Report any pest control issues immediately.

Mice and Rats

If you notice signs of rodents in your home, contact Glasgow City Council's Environmental Health.

They provide free investigation and treatment services for indoor rodent issues in domestic properties.

You can report online at Glasgow City Council Pest Control (www.glasgow.gov.uk/pestcontrol) or call **0141 287 1059**.

After treatment, proofing works will be carried out to block any entry points in the building to prevent further access.



Wasps

For wasp problems, report via telephone or the online repair form. Our pest control contractor will be instructed to attend. Do not disturb the nest, as this may provoke a swarm.

Cockroaches

Cockroaches thrive in warm, humid conditions with access to food and water, typically in kitchens. Maintaining good kitchen hygiene is crucial. If you have a cockroach infestation, report it via telephone at **0141 440 0308** or online using the repair form.

Bed bugs

They can easily be brought into your home on luggage, personal items, second-hand furniture, or even on your body. To tackle bed bugs, wash and dry bedding at the highest temperature possible and reduce clutter in your home.

If you suspect a bed bug infestation, report it via telephone at **0141 440 0308** or online using the repair form.

Legionella Awareness

What is Legionella?

Legionella is a bacterium found naturally in water environments that can cause Legionnaires' disease, a type of pneumonia. Infection occurs through inhaling contaminated water droplets.

Risk in Homes

The risk of contracting Legionella at home is minimal. If your water isn't supplied directly from mains water, we can arrange for a qualified contractor to inspect, maintain, and test your water storage tank to minimize the risk.

Your role in prevention

Most preventive measures need to be taken by residents using the water systems. Here's how you can help:

- **Run Taps and Showers:** If your property has been empty for over two weeks, run hot and cold water taps and showers for at least 2 minutes. Do this weekly for all taps.
- **Clean Showerheads:** Dismantle, scrub, and de-scale showerheads and hoses every 3 months or sooner if scaling is visible. Soak them in white vinegar for half an hour, scrub off deposits, and rinse with warm water.
- **Maintain Water Temperature:** Set your boiler/cylinder hot water temperature to at least 60°C to kill Legionella bacteria. Be cautious of burns and scalding, especially with children. Legionella thrives between 20°C and 45°C but can survive at lower temperatures.



Contact Us

Reach out to our Property Services Department if you:

- Have issues with your boiler or hot water heater.
- Notice discolouration or debris in your water supply.
- Find your cold-water taps running warm.

A friendly reminder: Pay your rent and enjoy a stress-free Christmas

Christmas is a time for joy, giving, and celebration with loved ones. However, we understand that the holiday season can also bring financial pressures.

It's easy to get caught up in the festivities and forget about essential payments, like rent. But please remember that your rent is an important commitment, and using rent money for gifts or celebrations could put your home at risk.

If you're facing any financial challenges, we encourage you to reach out to a member of our team. We're here to help and can connect you with resources and support, including our money advice team, who can provide assistance.

Take a moment to ensure your rent is covered, so you can have peace of mind this Christmas and beyond.

Wishing you a happy and safe holiday season!



Ways to pay your Rent

There are a wide variety of ways for you to pay your rent in a way that is convenient to you – please see below:

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>



Internet:

Online at www.allpayments.net using your debit or credit card. You can also download the Allpay app and make payments by your android or apple phone – this can be downloaded from your mobile app store.



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.



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 and we close at 4:30pm on a Friday..



Rent Review Consultation 2025/2026

What are we consulting on?

The Association are required to consult with our tenant's in relation to any rent increases. We want to hear your thoughts and views on the rent consultation to make sure any decision made, has been made using our tenants' feedback.

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.

All completed feedback forms will be entered into a free prize draw to win a £50 voucher.

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.

How you can provide feedback:

How can you have your say? You can let us know your thought and views in the following ways:

- Face-to-face consultation events (dates tbc)
- 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 2nd December 2024** and will close on **Friday 10th January 2025**.

Team Update

We would like to announce some exciting changes within our Customer Services staffing team due to recent internal promotions:

We are pleased to announce that **Danielle Symon** has successfully secured the position of **Customer Services Team Leader**. Danielle began her career with Govan Housing Association in 2015 as a receptionist and has progressed through the ranks within the Customer Service Team to reach her new leadership role.



Danielle Symon



Mark Wilson

Additionally, **Mark Wilson**, who previously worked as a Customer Services Advisor, has now been appointed to the role of **Customer Services Officer** – Danielle’s former position. Mark joined the association in 2022 as a Money Advisor, before transitioning into the Customer Services Team. His experience and commitment have made him a valuable member of our team.

We wish both Danielle and Mark all the best in their new roles and look forward to their continued contributions to the success of Govan Housing Association!



Please find below the updated list of Customer Services Officers:

Community Area 1	Community Area 2	Community Area 3	Community Area 4
Customer Services Officer	Customer Services Officer	Customer Services Officer	Customer Services Officer
Jennifer Morrison	Kelly Ferguson	Mark Wilson	Sima Moradi
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			





Stay Safe at Christmas

It's wonderful to see the holiday spirit in full swing, but safety is always the top priority! Here's a gentle reminder to keep everyone safe this season:

Christmas Lights & Decorations:

Remember to turn off all Christmas lights and decorations when you're not home. These can easily become a fire hazard if left unattended.

Common Areas:

Please avoid hanging decorations in common close spaces or, as they can block escape routes in the event of an emergency or cause a fire risk.

Candles:

Be extra cautious when using candles—keep them away from flammable materials, never leave them burning unattended, and always make sure they are fully extinguished before you leave the room.

Let's make this festive season merry, bright, and, most importantly, safe for everyone!

Graffiti Removal Service in Glasgow

We have noticed a significant increase in graffiti around the area recently. To address this we encourage all tenants to report this Glasgow City Council as they provide a Graffiti Removal Service.

How it works:

If you spot graffiti or flyposting on any council property, you can report it and their team will use specialist equipment and trained staff to remove it.

- **Standard graffiti:** Removed within 20 working days.
- **Offensive graffiti:** Removed within 2 working days.

This can be reported using the MyGlasgow app, reporting online using Glasgow City Council's Website or by calling **0141 287 1058**.

Alternatively, this can also be reported in our office by using our tablets at the front reception desk.

Hazardous Waste

We have been alerted by Glasgow City Council regarding the dangers of putting batteries and lithium-ion batteries into bins which can be hazardous if they are improperly disposed of, especially when they enter the waste stream. When they are exposed to heat, pressure, or physical damage, they can cause fires or even explosions, leading to considerable damage to waste facilities and posing serious risks to public safety.

We are working alongside them to support their campaign to raise awareness of this as there have been multiple waste site fires in the UK recently. The link below provides a video with some examples of incidents at recycling sites and a list of dangerous items.

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



Bulk Uplift Advice

Govan Housing Association is aware that in January after all the presents have been unwrapped, the chocolate eaten and the new toys and games have replaced the old, that residents have a lot of unwanted packaging and refuse left.

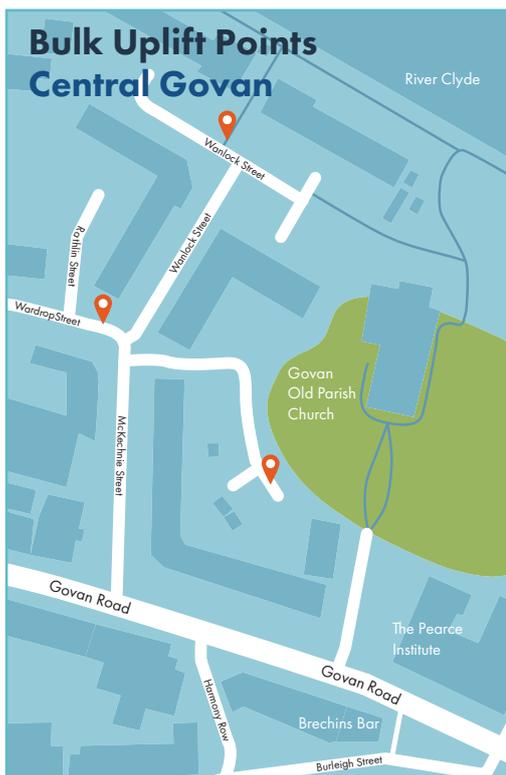
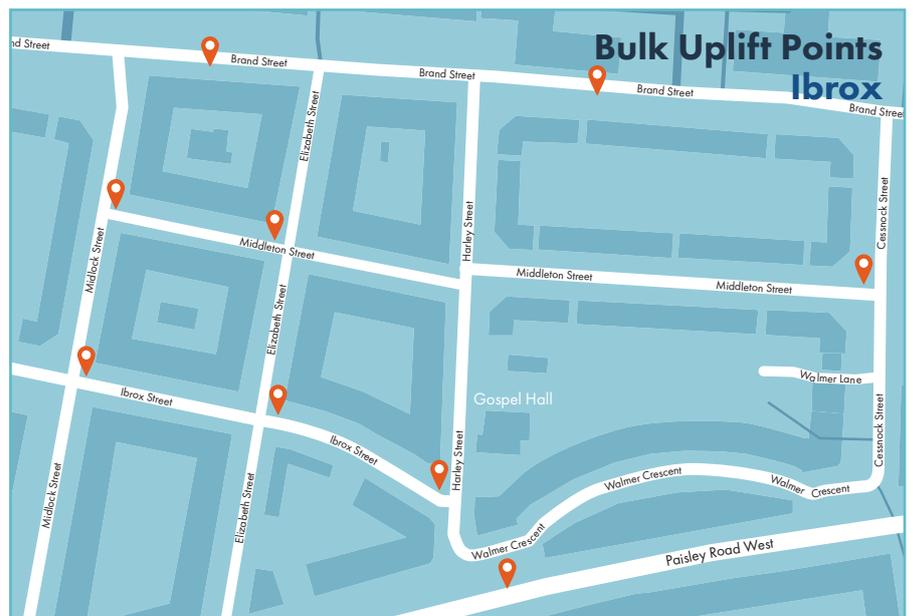
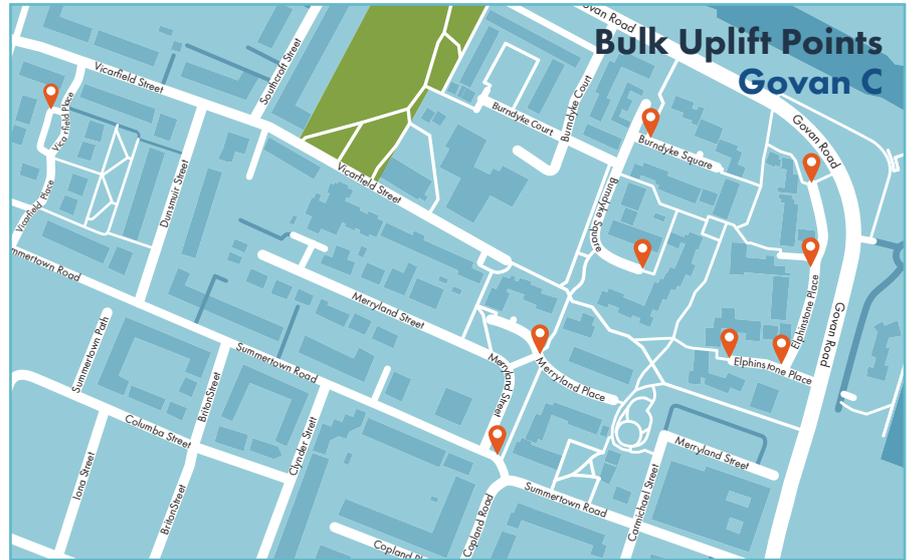
Therefore, below is a list of items we will remove as Bulk Uplift. Should you be unsure if your items are considered as bulk items then please call our Home Team who will be able to assist you on **0141 406 6630**.

Please note household waste and bin bags will not be collected anyone leaving these items will be charged.

What is classified as Bulk Uplift?

- Furniture
- Flooring
- Wood
- Toys
- Christmas Trees
- Garden Furniture

Where are the Bulk Uplift Areas?



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,

Stuart McKinlay 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



Stay on top of your money this Christmas



For many the excitement of the festive period can quickly melt away and turn to money worries early in the new year, as the cost of Christmas and New Year catch up with your household finances. Stay on top of your finances and get off to the best start in 2025 by staying in control of your money. Some of these tips might help:

- 1 Be realistic about your finances.** Don't let the peer pressure of what others are spending influence the way you spend your money. Don't spend what you don't have. Set a budget and stick to it. Work out what you need to meet your essentials such as rent, gas, electricity etc. and once you are sure you have enough to meet all your bills, use what is spare to buy your gifts and Christmas dinner. There are lots of free online tools to help you set a budget and if you have online banking, you can create pots of money to set aside for your essential bills so that you don't over spend. Setting aside a small amount of regular savings for big events throughout the year can stop you from being overwhelmed by the cost of Christmas.
- 2 Be a savvy shopper.** December can seem a hectic month and the time to shop around might seem limited but it can pay to compare prices between different shops for items. There are still big savings to be had by comparing and this can be made easier if you check prices online. Just keep in mind that if you are ordering online that it is due to arrive before the big day. Additionally, after the festive period is over you will often find lots of items reduced in the sales; decorations, cards, crackers & wrapping paper are just some of the items you will find significantly reduced in price and you can put these by for next years festivities and save yourself a lot of money.
- 3 Try cut back on food waste.** Christmas Dinner left overs can often become the staple for dinners on Boxing Day and sometimes all the way up to Hogmanay and even then it's not unusual to find lots of it ending up in the bin. You could freeze some items for use at a later date? Have a think about what you had left over last year, could you scale back on any of the amount you buy this year?
- 4 It's not all just about presents.** There are lots of free and low cost activities happening locally and across Glasgow throughout December that can be a fun day out without costing too much. With the new Govan Partick bridge now open there is also easier access to events going on the other side of the river.
- 5 If you are struggling financially, get help and advice.** If you are struggling to make ends meet or have problem debts, then starting the new year with a financial health check, provided by our Money Advice team, is a positive way to take stock of your position. This will let you explore the best way to address any money worries you might have. The service is free, impartial and confidential. Call the office to book an appointment.



Pension Age Disability Payment

Pension Age Disability Payment will be introduced to Glasgow in 2025.

Pension Age Disability Payment can give you extra money if you have both:

- care needs because of a disability or long-term health condition
- reached State Pension age

Pension Age Disability Payment is replacing Attendance Allowance in Scotland. You do not need to do anything if you already get Attendance Allowance. You cannot get Pension Age Disability Payment and Attendance Allowance at the same time.

It's paid at 2 different rates, lower and higher. The amount you get depends on your care needs.

- **Lower rate is £72.65 a week.**
It's for people who need help or supervision during the day **or** night.
- **Higher rate is £108.55 a week.**
It's for people who need help or supervision during the day **and** night.

If you're terminally ill you'll automatically get the higher rate.

Pension Age Disability Payment is not means-tested. Your income and savings are not taken into account. They will not affect any award you might get.

You do not need to have someone caring for you in order to get Pension Age Disability Payment. If someone does care you for, they could get Carer Support Payment.



Universal Credit – Migration

By the end of 2025, the UK government is aiming to complete the process of the phasing out of a number of older benefits, often referred to as 'legacy benefits', which will be replaced by Universal Credit.



Working Tax Credits, Child Tax Credits, Housing Benefit, Income Support, Income Based Job Seekers Allowance (JSA) and Income Based Employment & Support Allowance (ESA) are ending and if you still currently receive any of these benefits you will be contacted to advise that in order to continue to receive financial support then you must make a claim for Universal Credit.

If you receive any other benefits these will continue to be paid as normal and are unaffected by the switch to Universal Credit.

DWP will write to you to advise when your legacy benefit entitlement is ending and give you a personal deadline for when you need to make a claim for Universal Credit to avoid any interruption to your financial support. This letter is known as a managed **migration notice** and you normally have 3 months from the date of the letter to make your claim. Many residents of the Govan area have already started receiving their migration notices over the last few months.

The switch to Universal Credit is **not** automatic so it is vital that you make a claim before the deadline to ensure that you continue to receive financial support without interruption.

Universal Credit is calculated differently from the older legacy benefits so depending on your circumstances there is a possibility the level of support you receive could change. To ensure that you are not worse off, it is important that you make a claim following a managed migration notice before the deadline to make sure that the level of support you get is at least the same as the amount you receive in older benefits. If it is calculated that you will be worse off on Universal Credit and have made a claim after receiving a migration notice before the deadline, the DWP will top up your claim with money to the value of your old entitlement. This top up payment is known as "transitional protection" and will be paid to you until there is a change in your circumstances.

Transitional protection is only applied for those claimants who have received a migration notice, so it is important to get advice if you are thinking of making a claim before receiving a migration notice letter on the impact on your financial entitlement. Once you have made a claim for Universal Credit there is no way to reclaim to your legacy benefits.

Contact our Money Advice Service to arrange an appointment if you require any assistance to make a claim for Universal Credit or have any questions about the migration to Universal Credit.



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

You can check if you are eligible to claim Pension Credit by visiting <https://www.gov.uk/pension-credit-calculator>

You can also visit <https://www.glasgow.gov.uk/article/10902/Winter-Fuel-Payment> for further information.

Alternatively, please do not hesitate to contact our Money Advice Service for assistance.



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

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MEMBER2023

SCOTTISH NATIONAL STANDARDS
ACCREDITED INFORMATION AND ADVICE PROVIDERS

Young Carer Grant

Young Carer Grant is a yearly payment of £383.75, 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.

Warm Home Discount Scheme



You could get £150 off your electricity bill for winter 2024 to 2025 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 2024 and 31 March 2025.

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 2025.

If you do not get a letter and you think you're eligible, you must contact the Warm Home Discount Scheme before 28 February 2025.

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.

Warm Home Discount – Scotland

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.

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** and we will arrange an appointment for you to see one of our money advisors.

Rebrand

We're thrilled to announce that starting in the new year, our rebrand to The Home Team will take full effect! This fresh identity reflects not only our dedication to providing exceptional service but also the growth and evolution of our business as we expand further afield.



Part of the Govan Housing Group

From January, you'll notice our updated look: new uniforms, refreshed branding, and an even stronger commitment to delivering excellence in every project. While our name and appearance are changing, our core values remain the same – putting you, our valued clients, at the heart of everything we do.

This rebrand represents more than a new name; it's a symbol of our growing expertise, reach, and the strength of the team behind it all. Whether it's through innovative solutions, responsive service, or community support, The Home Team is here to make a lasting difference.

We look forward to entering this exciting new chapter with you and are grateful for your continued trust as we grow and evolve. Stay tuned for more updates as we roll out the new look and feel in the coming months!



Thanks Frank!

A huge congratulations to Frank on reaching an incredible milestone – 20 years with the Govan Housing Group! Many of our tenants will know Frank for his friendly and professional approach over the years, making a positive impact across the community. His dedication, expertise, and commitment have been invaluable, helping to shape the success and growth of the organisation.

Thank you, Frank, for your hard work and loyalty!



Staff Training

We're delighted to celebrate the hard work and dedication of our team members who have recently completed their SCQF qualifications. These accomplishments showcase their commitment to professional growth and excellence in their roles.

- **Kris Docherty:** SCQF Level 10 in Construction Contracting Operations
- **Caitlin, Emma, Abbie, Ryan, Stephen, and Owen:** SCQF Level 6 in Construction Contracting Operations
- **James, Adam, and Darren:** SCQF Level 6 in Operational Work Supervision

These qualifications are a testament to their skills and knowledge in the construction industry, enhancing both their personal development and the strength of The Home Team.

Congratulations to everyone on these incredible achievements. Your hard work is inspiring and strengthens our ability to deliver outstanding service as we grow and expand.

In addition, training is now being undertaken by our joiners on installing and inspecting fire doors, as well as by Technical Operations Manager Paul and Working Supervisor Alan on fire risk assessments. These initiatives further enhance the expertise within The Home Team, ensuring we continue to lead the way in safety and quality.

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)	0141 287 1059
Home Energy Scotland Lines are open Monday - Friday, 8am - 8pm and Saturday 9am - 5pm.	0808 808 2282
Govan Help	0141 445 6481
Social Security Scotland	0800 182 2222
Scottish Water	0800 0778 778
Health and Social Care Connect	0141 287 0555
Out of hours Social Work	0300 343 1505
Out of hours Homelessness Services	0800 838 502
NHS24	111
Queen Elizabeth Hospital Main Switch Board	0141 201 1100
Fire Rescue, Ambulance, Police Emergency	999
SGN	0800 912 1700
National Grid – Power Cuts	105

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

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

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



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