

FREE

THE GOVAN BUZZ!

Govan Housing Association Magazine
Issue 9 | Spring 2018
www.govanha.org.uk

Inside this
issue...



Mary Barbour honoured in Govan



**GOVAN LOVES
CHRISTMAS**



BENEFITS UPDATE



KIDS CORNER

...on International
Women's Day

See page 4 for the full story

Moving Govan Forward



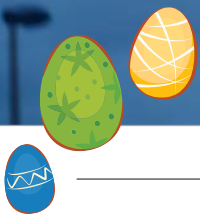
We know it's been a wee while since Christmas (although the recent snowfest with the Beast from the East has kept it feeling very wintry!) we wanted to share with you the brilliant pics of our annual Govan Loves Christmas event which was held on Wednesday 6 December 2017.

As ever, the event was a great success thanks to all the stallholders, entertainers, families, kids and local folk who came along to make it a magical day. We had fantastic festive craft stalls, food stalls, carnival rides, ponies, Santa, rickshaws and the wonderfully talented Balloon man making all those spectacular balloons for kids! On stage we were entertained by the wonderful School Choirs which included pupils from Ibrox Primary, St Saviours Primary and St Constantine Primary, Govan Allsorts Choir, Taylor Rooney, Mirren McColl, and Carly Jay McLauchlan.

Switching on our Christmas lights this year were our competition winners, Gracie Radcliffe from Ibrox Primary with Lisa Rossiter and her son Kian Connell, together with our special guest, the fantastic George Bowie, who followed up with a brilliant GBX slot.

It was a great event and we warmly thank everyone who attended for making it so special.





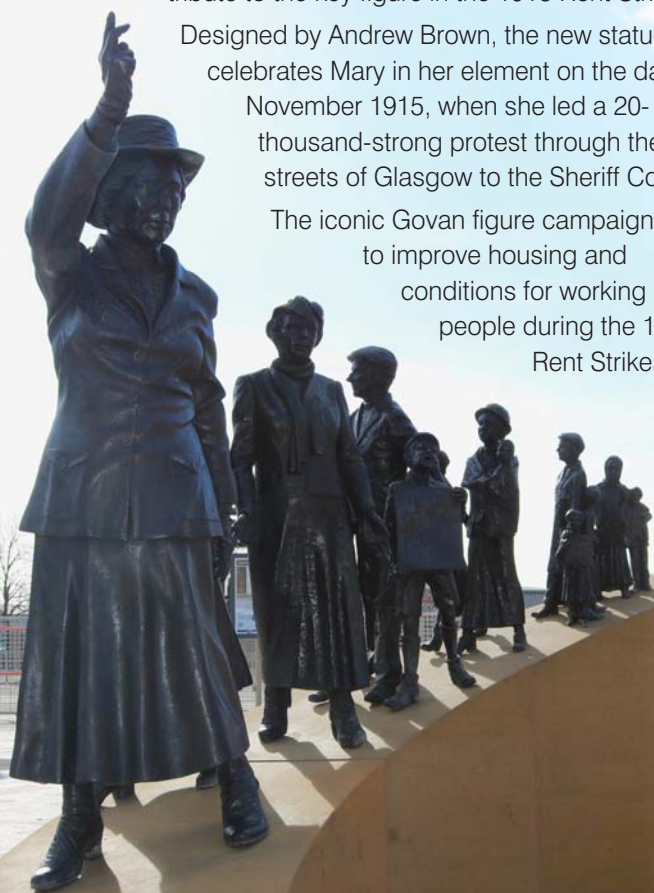
Mary Barbour — Statue Unveiled

The community of Govan had cause for celebration on International Women's Day on 8 March 2018 as the statue of Mary Barbour was finally unveiled.

Hundreds of people gathered at Govan Cross on Thursday 8th March to see the statue, which is a tribute to the key figure in the 1915 Rent Strikes.

Designed by Andrew Brown, the new statue celebrates Mary in her element on the day in November 1915, when she led a 20-thousand-strong protest through the streets of Glasgow to the Sheriff Court.

The iconic Govan figure campaigned to improve housing and conditions for working people during the 1915 Rent Strikes.



The 1915 Rent Strikes exposed and protested against landlords who took advantage of the wartime economy to hike up rents for workers, evicting those who could not pay. After the war started in 1914, thousands of workers flocked to Glasgow for jobs in the shipyards and munitions factories. Many property owners decided to raise rents for tenement flats as the demand for housing outstripped supply. They believed women left behind by their husbands fighting overseas or in prisoner of war camps would be an easy touch. They were wrong – and instead fury erupted, resulting in the rent strike.

The city-wide rallies and demonstrations forced a change in the Government's rent legislation.

A social pioneer, Mary was also elected as one of the first woman councillors for Glasgow in 1920, and appointed the first woman Bailie of the City of Glasgow in 1924.

That famous march was re-enacted by local schoolchildren prior to the unveiling, which was attended by politicians, history enthusiasts and the local community.

Prior to the unveiling Former Labour Maria Fyfe, chairwoman of the Remember Mary Barbour Association (RMBA), also gave a short speech.

She said: *"We are here today to celebrate the achievements of Mary Barbour and it is very fitting that it should be on International Women's Day because she was the woman who led thousands of other women to victory against the greedy landlords."*

Lord Provost Councillor Eva Bolander accepted the statue on behalf the city of Glasgow.

She said: *"It is fantastic to be here and I am so glad the unveiling of the statue was arranged for today. It is such a poignant moment."*

"There is so few women who have been manifested in statues. There is only three in Glasgow before this one, and I hope we can get many more."

She added: *"You need to have good role models. Having a good female role model in the centre of the community is excellent so people can see that you can do things."*

Govan Councillor John Kane, Treasurer of RMBA said: *"It is important to recognise the overwhelming support we have had from the community as well as the incredible level of financial support given by those who made donations."* Govan Housing Association, along with many groups and individuals have worked hard, campaigning and raising funds for the Mary Barbour statue. A fundraising target of £110,000 was achieved by the Remember Mary Barbour Association to fund the statue.

With musical performances, speeches and a real atmosphere of celebration, the moment prior to the unveiling brought a real sense of community to Govan Cross.

Staffing News...



Govan Buzz is stepping into Spring with news on how our staff teams at both our Housing Association and Govan HOME Team are growing and blossoming.

Joining Marina's Financial Inclusion Team are Michael Fraser and Pamela Bowie as Financial Inclusion Officers. Both joined the Team at the start of January and have already made strong headway in shaping and expanding our welfare rights and debt advisory service for our tenants and owners. For more details on the team and what services they can offer please go to our Financial Inclusion section later in the Govan Buzz. We are also delighted to tell you that joining us from Partick HA is Jude Purves as Housing Assistant. Jude will be working together with Housing Officer, Lynsay, and brings with her a wealth of experience, skills and knowledge.

Also joining us at the Association since our last edition are Peter Needham as Factoring Assistant who is working with Jacqueline Stirling in the Factoring Team. Jennifer Morrison and Mac Montgomery are our new Admin Assistants who have joined our Community Inclusion and Corporate Services Team. All are very welcome additions bringing their various skills, ideas and experience to enhance the scope of the teams and improve service delivery to our residents.



Michael Fraser



Pamela Bowie



Jude Purves



Peter Needham



Jennifer Morrison



Mac Montgomery

At the HOME Team, a number of new folk have joined us as we continue to expand and develop our Community Interest Company that opened in May last year.

Louis Marengi, Tenant Liaison Officer joins us on a temporary basis to support the Planned Maintenance team working alongside John and Heather. We also welcome Calvin Borland, Kenny Doran, Jack Foley, Andrew Hulley, Ryan MacLeod and Declan McKenzie who have joined as Trainee Labourer/Estate Caretakers.

With their help, we aim to improve the Estate Services and improve our services to tenants. We have also expanded our trades with Plumber Mark McCarry and Joiners, Scott Cairns and Andy Mackay starting with us in February. By the end of March we will also have a new Electrician, Tommy Blessing, new Plasterer/Handyman, Andy Murphy and Financial Inclusion Assistant Jon Jordan Dick.



Louis Marengi



Calvin Borland



Kenny Doran



Jack Foley



Andrew Hulley



Ryan MacLeod



Declan McKenzie



Mark McCarry



Scott Cairns



Andy Mackay



A warm
welcome to all
our new staff!

Changes to data protection



GDPR stands for General Data Protection Regulation. It's the biggest change to UK data privacy law for 20 years and creates a single set of rules that better protects personal information for people across the EU. All organisations must review how they manage all personal data, such as customer addresses and staff details, to ensure they meet GDPR requirements.

Every time you shop online, use an app, stream a file or 'like' a social media post, you generate data. The scale is huge – every minute of every day, across the globe internet users collectively publish 450,000 Twitter posts, watch 69,000 hours of video on Netflix, and request 18 million weather forecasts.

To keep pace, the General Data Protection Regulation (GDPR) comes into force on 25 May 2018. At Govan Housing Association, we'll be contacting our Tenants, owners and other customers soon to explain more about the changes and what they mean. This will include a Fair Processing Notice which tells you about what data we keep, why we keep it, how long we'll keep the information, who we share it with (if anyone) and how we will delete it to ensure security is maintained, among other things.



1 You're better protected

The new rules make sure that all organisations are set up to protect any personal data they hold, and to act appropriately if something goes wrong.

Rest assured, robust security has always been a crucial part of everything we do.

2 You have more control

The new regulation supports your right to have your privacy respected and your data protected. It gives you easier access to the personal information organisations hold about you, if you wish to check or change it. It is designed to give you confidence that this information is accurate, up to date and well managed.

3 You can choose who can contact you, and how

In the coming months, organisations may be asking for your consent to contact you with information on new services. You can control if and how you want to be contacted, for example by email or phone.

4 You can change your mind

Remember, every organisation must provide you with the opportunity to change your mind about the choices you have made. This is intended to give you options and keep you in control.

Govan Housing Association Group will ensure that you can update your choices at any time.

Resident Satisfaction Survey



In September 2017, the Association commissioned Knowledge Partnership to carry out a full resident satisfaction survey. This survey was undertaken by interviewing a total of 600 tenants which represents 40% of all tenants. We also interviewed 154 owners which also represented 40% of all owners who directly receive our services.

As an incentive for residents to become involved in the process we offered a prize draw of 4 x £25 vouchers.

The winners of these vouchers are:

Ms Laura McQuilken - owner

Ms Doreen Joseph - tenant

Ms Assata Bamba - tenant

Silvia Holubova - tenant

A summary of the outcome of the survey has been detailed below. Learning lessons on how we can improve our service delivery and identifying what is important to our tenants and residents are essential to how we shape our policies and services going forward. As an implementation tool, we have created a full action plan of items

that we will be addressing as part of our commitment to continuous improvement over the course of the next year. We will also link this with the work of our scrutiny panel. Please keep your eye on the Govan Buzz and our website to find out about our progress.

We would like to thank all those residents that took the time to engage with the interviewers and if anyone would like a copy of the resulting improvement plan, please contact **Michelle McColl** on **0141 440 0308**.

Variable (% measure is very and fairly satisfied unless stated)	*Govan Housing 2014 (base 580)	Movement	Govan Housing 2017 (base 600)		Average RSLs 2017 (Source ARC – base 75,000 approx.)
Percentage of tenants satisfied with overall services	87%	↑	89%	😊	89%
Percentage of tenants satisfied with repairs in the last year	90%	—	90%	😐	90%
Percentage of tenants satisfied with the quality of housing	83%	↑	85%	😊	85%
Percentage of tenants satisfied with the standard of home on moving in	79%	↑	82%	😊	82%
Percentage of tenants satisfied with how the Association keeps them informed	92%	—	92%	😐	92%
Percentage of tenants satisfied with the opportunities to participate	82%	↑	87%	😊	87%
Percentage of tenants satisfied that their Rent is value for money	72%	↑	76%	😊	76%
Percentage of tenants satisfied with the management of their neighbourhood.	80%	↑	87%	😊	87%

*We carry out our satisfaction surveys every 3 years and the last one was in 2014.

Govan Housing Association launch a new Financial Inclusion Team

For an increasing number of people money is becoming very tight with their income not stretching far enough to meet their essential living costs.

In recognition of this Govan Housing Association has launched its own Financial Inclusion Team. This enhanced service will provide assistance to our tenants and the wider community in a variety of ways to try and mitigate the effects of Welfare reforms, and the impending implementation of the Universal Credit System. Our service is free, confidential and flexible, dealing with a wide range of support.



The new team will focus on the following key areas:

Budgeting	Look at your income and outgoings to see if there is any way of saving any money, provide advice on how to budget appropriately.
Provide information about Welfare Benefit changes	Keep you informed about any changes to the benefit system that may affect your claim. This includes providing information and advice about Universal Credit.
Maximise Income	Check benefit entitlement to ensure you are claiming all relevant benefits, and refer you to suitably qualified staff should benefit issues arise.
Help you overcome any IT issues you may have when trying to claim benefits	This may involve assisting you to make claims, and providing support and improving your IT literacy to help you maintain your own claim.
Reduce Rent Arrears	Help with the completion of Discretionary Housing Payment forms to try and mitigate rent shortfalls, discuss appropriate arrears repayment plans and generally assist with managing your rent account.
Improve your Financial Capability	Help you to better understand the difference between good and bad credit, and explain which financial products may be available to you
Help you open and access a bank account	Also provide information and promote the use of Credit Unions.
Help you to apply to Scottish Welfare Fund	As well as assisting you to make applications to Scottish Welfare Fund for Crisis Grants and Community Care Grants, in cases of extreme hardship we will be able to liaise with external agencies, such as local Foodbanks to provide additional support.
Help to tackle fuel poverty	Compare energy tariffs to ensure you are getting the best deal, help you to understand your energy bills and usage better, as well as negotiating with energy providers on your behalf to try and reduce arrears.



Meet your Financial Inclusion Team...



Marina McCall
Financial Inclusion Manager



Michael Fraser
Financial Inclusion Officer



Pamela Bowie
Financial Inclusion Officer

The implementation of the new team reflects the Association's strong commitment to the continual development of our tenant support services. We are confident that this service will ensure that local residents obtain high quality support in maximising their income and growing their financial capability. As outlined in our Staffing news on page 2, soon joining the team will be Jon Jordan Dick our new Financial Inclusion Assistant.

We are thrilled JJ, who is a local Govan lad, is joining our team. He has the same enthusiastic commitment and passion that we all have about helping people and we are certain he will help us to continue to build and develop this essential service for the people of our local community. An example of this is that in recent weeks it emerged that one Govan Housing Association tenant was helped to obtain back dated Housing Benefit to assist with our mounting rent arrears and low levels of income. Following considerable work from our Financial Inclusion Team, the tenant received a Housing Benefit back date award of approximately £5,700. This tenant now has cleared her arrears balance and has a steady flow of income from her benefit entitlement to support herself.

Marina McCall, Financial Inclusion Manager, said:

"This example proves that the vital work being done to offer financial help and assistance to our residents is producing great results. There is also an important tenancy sustainment and community resilience element to all of this – by offering a helping hand, we are doing our utmost to make sure people keep their tenancies and homes whilst receiving what they are entitled to. The growth and development of this team will help us keep on delivering for our tenants and the wider community,"

Fiona McTaggart, Chief Executive of Govan Housing Association, said:

"We are proud of our Financial Inclusion service and the wider support we are now providing to local residents. It is remarkable how this vital work makes a resounding difference to people's lives. This provides yet another example of the work housing associations and housing co-operatives do across the country to enhance and support people's lives – so often unseen – but fundamental to making a difference."

For more information about this service or to make an appointment to meet with one of the team, please contact our office on 0141 440 0308 and ask to speak to a member of our team.

Housing Benefit Self Service

Did you know that if you are in receipt of Housing Benefit you can deal with your housing benefit account online?

There is an online portal created by Housing Benefit that enables you to go online & make changes to your account -

<https://youraccount.glasgow.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm>

Changes that can be made are for yourself or someone in your household starting or leaving employment, benefit changes, if a non dependent leaves or joins the household etc.

We understand that life can be busy at times and tenants are not always able to make it into our office or the Housing Benefit office to report changes but with this self service portal you can report the change from the comfort of your own home.

You will require an email address but if you don't have this our digital inclusion worker Rory Brown is happy to help you create an email address if you contact our **Community Inclusion Team** on **0141 440 0308** for an appointment.

Universal Credit Update

UC Changes in Autumn Budget



The following changes to Universal Credit have been announced in the government's Autumn Budget:

- New Claim Advances at 100% of the claimant's likely award, paid back over a 12 month period – from January 2018.
- Scrapping the 7 waiting days – from February 2018.
- A new 2 week HB run-on for those claiming UC – from April 2018. (Non recoverable).
- More flexibility around APA managed payments for private rented tenants.
- No new claims for 'Live'/Gateway UC from end December 2017.
- Temporary Accommodation to be funded by HB by end April 2018.

In order to support these changes, the Government have also announced that 'Full' / Digital Service Universal Credit will roll out more gradually between February 2018 and April 2018, and roll-out to all jobcentres will be complete in December 2018 (rather than September 2018 as was planned).

Free helplines for Universal Credit claimants

From the 29 November 2017 all Universal Credit telephone lines are Freephone numbers.

The key Universal Credit Freephone numbers include:

- Universal Credit live service: **0800 328 9344**
(this replaces 0345 600 0723)
- Universal Credit full service: **0800 328 5644**
(this replaces 0345 600 4272)



Anyone calling the old numbers will hear a message informing them of the change and the new number to call.

Freephone numbers for other DWP benefits and services are set to follow, with all numbers switched over by the end of 2017.

Serving up some social cooking



The Cooks For The Community class is still running every Wednesday morning in The Hub. The informal cooking session is open to anyone wanting to try their hand at serving up a two course lunch.

The class have produced over 1000 servings for our FREE community meal since we launched in September 2017 including; Mac 'n' Cheese, Lamb Moussaka, Roast Chicken, Fajitas, Shepherd's Pie, Lasagne, Chinese Stir Fry, as well as a selection of soups and fresh baked cakes.

Many of our regular attendees have completed their REHIS Food Hygiene certificated training and are scheduled to complete more training courses by the end of the year.

Are you interested in coming along to the class? The door is always open for new chefs to come along and take part.

Our Cooks For The Community cooking session runs every **Wednesday from 9:30am – 12:30pm.**

We then open the doors for our community meal from 12:30-1:30pm.

Everyone welcome. For more info contact the **Community Inclusion Team** on **0141 440 0308.**



New Support Group launches in The Hub

February saw the launch of a brand new group in The Hub aimed at parents and carers of children on the Autistic Spectrum. The group is run by two local parents Debbie and Claire whose lived

experiences with their own children inspired them to set up the group to offer support to parents and families.

The group has really taken off with many parents regularly attending. The setting is nice and relaxed and there's lots of information leaflets and material people can take away with them.

Claire and Debbie also met with local MP Chris Stephen's who has also offered his support to the group.

If you are interested in attending the group meets every Friday in The Hub from 12-2pm.

For more info contact the **Community Inclusion Team** on **0141 440 0308.**



Maslow's ESOL Classes

Charity shop Maslow's on Shaw Street have been running informal English classes at The Hub on Monday afternoons since September last year. The class is open to new people looking to learn English in a friendly and social environment.

The classes are FREE and run every Monday afternoon from 12:30pm until 3pm.

For more info contact the **Community Inclusion Team** on **0141 440 0308**.

THE HUB

901 Govan Road, Glasgow, G51 3DN

HIGHLIGHTS

MON

Govanites Ladies Group for older people. Activities, conversation and fun! Open to all.



TUES

Walking group starting from 901 Govan Road. Open to all.

WED

Drop In Community Cooking class followed by a Community Meal, open to all.



THUR

Ladies United Woman's Group offers friendly company, tea and chats.



FRI.

Breakfast Club, free drop in Community Breakfast.



Govan Housing Association

35 McKechnie Street, Glasgow, G51 3AQ

- facebook.com/govanhousingassociation
- @MovingGovanFwd
- 0141 440 0308
- www.govanha.org.uk

FULL PROGRAMME

MONDAY

8am-10am- Breakfast Club
10:30am- 12:30pm- The Govanites Group
12:30pm - 3pm - Maslow's ESOL Class

TUESDAY

10am-12pm GlasgowClyde College ESOL Class
1:30pm-5:30pm - "Get Cooking, Get Shopping"
1:30pm-3:30pm- Walking Group
6pm- 8pm: Narcotics Anonymous

WEDNESDAY

8am-9:30am- Breakfast Club
9:30am- 12:30pm- Cooks for the Community
12:30pm- 1:30pm- Free Community Meal
6pm-8pm: Govan Youth Information Project

THURSDAY

10am-12:30pm- Ladies United Woman's Group
1pm- 3pm - Govan Community Project
3pm- 6pm- Modulus Programme with CSG

FRIDAY

8am-10am- Breakfast Club
10am-12pm- Glasgow Clyde College ESOL Class
12pm-2pm- Parent/ Carer Support Group
2pm- 4pm- Men's Group
6pm-8pm: Govan Youth Information Project

Men Making Music



Friday afternoon's Men's Group has been music-focused for the last 6 weeks. The guys have been jamming some classic tracks and have started writing some songs of their own. Looking forward to hearing some new material in the near future.

The Men's Group is not just about music. We're open to any men looking to get out the house and socialise, meet new people and learn new things. Over the coming months we'll be looking at other activities such as cooking, woodwork, trips and some potential training opportunities.

If you'd like to come along then we'd love to see you.

We meet every Friday in The Hub from 2-4pm.



Any questions, contact: Ryan Davidson on 0141 440 0308 or ryan.davidson@govanha.org.uk



Moving Govan Forward



INVESTORS
IN PEOPLE



INVESTORS IN
YOUNG PEOPLE



Good Practice
Award



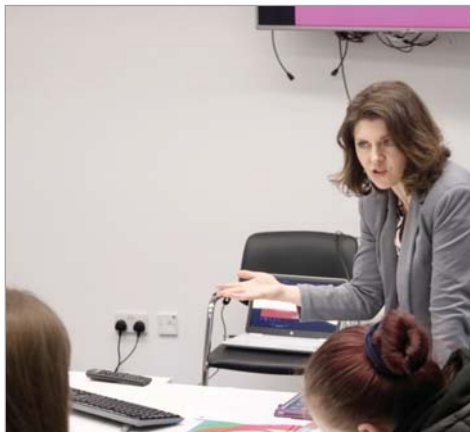
INVESTORS IN
PEOPLE



Health &
Wellbeing
Award



HAPPY TO
TRANSLATE



Respect Me Training Session

Govan Housing Association hosted a training session for parents from Govan HELP on keeping children safe online facilitated by Lisa Armstrong from Respect Me. Some great pointers on what privacy settings to use on different apps and how to broach conversations about keeping safe online with your children.

If you're interested in online safety, find out more here...

www.respectme.org.uk • www.nscpsc.org.uk • www.thinkyouknow.co.uk



Stephen Solo's How Not To Make Music

On the 22nd of February, we hosted a music workshop with Stephen Solo, who shared his experience of the music industry; of recording two award winning albums on his iPhone and what apps he found work best to record the perfect sound. He also played to the group some of his songs and explained the inspirations behind them.



THE DIGITAL HUB

905 Govan Road, Glasgow, G51 3DN



DIGITAL DROP IN.

A friendly and informal computing space open to all across several locations in the Govan area. Offering...

- Free Computer Access and Wi-Fi
- Tech Advice and Support
- Financial Capability
- Free Printing and Photocopying

Govan Housing Association

35 McKechnie Street, Glasgow, G51 3AQ

facebook.com/govanhousingassociation

@MovingGovanFwd

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FULL PROGRAMME

MONDAY

10am- 12pm- Momentum Skills (Closed Group)
12:30- 4pm- Unlock Employment

TUESDAY

9:30am- 12:30pm - Digital Hub Drop In

WEDNESDAY

9:30am - 12:30pm- Financial Inclusion Drop In
12:30pm- 16:30pm- Unlock Employment

THURSDAY

9:30am - 12:30pm - Digital Hub Drop In
12:30pm- 4pm - Momentum Skills

FRIDAY

9:30am - 12:30pm- Digital Hub Drop In
12:30pm - 4pm- Momentum Skills

Any questions : Rory Brown on 0141 440 0308 or rory.brown@govanha.org.uk



Moving Govan Forward

INVESTORS IN PEOPLE

Platinum

INVESTORS IN YOUNG PEOPLE

Good Practice Award

Investors in People

Health & Wellbeing Award

HAPPY TO TRANSLATE

Interested in getting involved? Contact Rory Brown; Digital Inclusion Worker on **0141 440 0308** or email rory.brown@govanha.org.uk.

Working in Partnership to tackle Anti-social Behaviour

Tackling anti-social behaviour, which often can blight the lives of local residents, is very important to the Association.

Often fully resolving the matter can be difficult to achieve but we are pleased to update you the progress of a key case. Recently, the Association obtained a decree from the Sheriff Court and evicted a tenant who had been found guilty of a number of criminal charges relating to drug offences. On the basis of the numerous convictions the Sheriff Court agreed to the Association terminating the tenancy.

Considerable joined-up working takes place with Police Scotland to combat antisocial behaviour and this case highlights how effective those partnership arrangements are. Although eviction is the ultimate sanction against anti social tenants Govan Housing Association takes a zero tolerance approach to drug dealing in our properties. We work closely with Police Scotland and will always seek to evict any tenant who is convicted of drug offences. Our priority is to ensure our neighbourhoods are a safe place to live and we will always support anyone who comes forward to report this kind of behaviour. Our customers should feel assured that Govan Housing Association will always act in the interests of our valued customers to enhance the quality of life for all members of our community.

Should you feel that you are affected by anti social behaviour please contact this office and report your concerns. Your reports will be completely confidential.



Only once a month – go on, have your say!

Central Govan Tenants and Residents Association

Central Govan Tenants and Residents Association (TARA) would like to offer a warm invite to all residents of Central Govan to go along to their monthly meetings, held every second Tuesday of the month at 6.30 pm in the Pearce Institute.

Central Govan TARA was established in 1976 with the aim of representing the interests of the folk living in Central Govan. Issues can range from dog fouling to property issues to pot holes in the road – whatever the common issue is for folk in Central Govan the Central Govan TARA want to hear about it so together they can take forward the matter on behalf of the whole community.

A collective voice is a stronger voice.

Central Govan includes the area between the Govan Cross and Fairfield's Yard and from the river to Golspie Street. If you stay in this area, why not pop along to the next Central Govan TARA meeting on 10 April 2018 in the Pearce Institute at 6.30pm? Meetings tend to just last about an hour. Attending most meetings are local Councillor, Police Scotland and a representative from Govan Housing Association. Recent topics of interest have been housing; the general neighbourhood across the private, public and social Sector; the delivery of Council services, Policing and the environment. So good meaty subjects that affect us all.

Many thanks and we look forward to seeing you soon!

*From all Central Govan
TARA Members*



Leaving your property for more than four weeks...?

We understand that sometimes tenants may need to leave their property empty for relatively long periods of time, perhaps to visit relatives (or off on holiday if you have a cheeky wee win on the lottery ...we wish!).

When this is the case, we ask tenants to remember that you need to tell the Association in advance, especially if leaving the property empty for 4 weeks or longer. Tenants don't need to tell us where they are going or why. Just basics such as contact details, when they intend to return and perhaps the details of a key holder just in case there's an emergency when



they're away. This has always been a tenancy requirement and is clearly outlined in section 2.2 of our tenancy agreement.

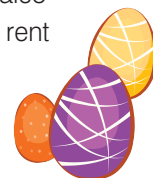
Here's a quick reminder of what it says:

- you must tell us if you intend to go away, for more than four weeks and your house will be unoccupied during that time;
- if your house is going to be unoccupied for any length of time, and there is a risk of water pipes freezing when you are away, you must tell us before you leave.

There are good reasons why tenants need to tell us this information. One of them is that if we believe that the property has been abandoned, following robust checks, we will then serve a notice asking the tenant to get in touch as a matter of urgency. If we hear nothing from the tenant, a further notice is served which allows us to recover the property if there is no response after four weeks. Clearly we want to mitigate the risk of any misunderstandings. So please, keep us informed.

If there are plans to go away for more than four weeks, tenants must also make arrangements to pay the rent due in advance too.

Many thanks you for your co-operation in this matter.



Have your say – getting things right!

We aim to get things right first time so we need your views and suggestions on a number of our Policies and services that the Association is due to review.

Due to the changes in the Housing Scotland Act 2014 which were finalised in November 2017 the Association requires to update the following Policies:

- **Allocations Policy** (which includes sub letting, mutual exchanges, assignments and succession to tenancies)
- **Void/Letable Standard Policy** (the Association aims to ensure we are meeting a high standard of letting properties after the have been empty)

Our proposal is to set up a group of tenants and residents who would be interested in giving their views on how we should change our policies to ensure we are providing the best service possible to our valued customers.

If you would be interested in sharing your views please contact **Fiona McLauchlan**, Head of Housing on fiona.mclauchlan@govanha.org.uk or by completing the tear off slip below and returning it to our offices at 35 McKechnie Street by **Friday 20th April 2018**.

Name	Address
Contact telephone number	
Contact email address	



Emergency & Personal Contact Information

Whilst owners can take all reasonable precautions to prevent anything going wrong in their property, things will happen from time to time that will require emergency intervention.

We get lots of calls from residents suffering leaks from the property above as well as calls informing us that an intruder or smoke alarm is going off. Wherever possible we try to help resolve such matters as best we can. What is invaluable is having up to date contact and emergency contact details for all our clients. Over time, phone numbers change and e-mails become obsolete, so it's important to ensure the information we hold is accurate. For this reason, we recently sent out a contact details form to all our clients and we would be grateful if this could be completed and returned to us. It may seem like a little bit of extra "admin" but it does mean that in the event of any emergency situation arising, we can get hold of you or someone who can assist.

Flat to Flat leaks

The Association are still experiencing a high number of flat to flat leaks between owners.

So what can I do if I am being flooded from above?

Contact the Association's factoring team. If we have contact details for the owner of the flat above, we can contact the owner on your behalf.

Environmental Health can assist owners with leaks from above, depending on the circumstances. They have powers to force owners to carry out repairs and ultimately force access and carry out the repairs, recharging the owner for the cost plus administrative costs.

Find out who owns or manages the flat above prior to any leaks occurring. Get to know your neighbours. If the property is let out you can find the landlords details via Landlord Registration

<https://www.landlordregistrationscotland.gov.uk/search>

Finally, carry out regular checks on your property - check water seals, plumbing, washing machine etc, making sure that you do not cause any issues for your neighbours.



Factoring Management Fee

The Association can confirm that the Factoring Management Fee for 2018/19 has been frozen and no increase will be applied in April 2018.

The reason the Association must review fees annually is due to costs increasing each year, contractor's costs, materials and overheads. The Association must ensure that it is financially viable in order to continue to provide effective services in the management of your property and repairs to it. The Association must also consider the longer term investment in properties including cyclical and planned maintenance as well as environmental works.

Factoring Invoices

It is almost time for the factoring invoice to be issued. Your invoice for the period 29th September 2017 – 28th March 2018, is due to be issued in early April.

If you do not understand, or wish to query any part of your invoice, please call our factoring team 0141 440 0308 as soon as possible after receiving your invoice. By doing this, we can update our systems to ensure that you are not pursued for any amounts that are disputed and not yet resolved. All non-disputed parts of the invoice should be paid, as normal, within the 28 day period.

Notice of Potential Liability for Costs



Notice of Potential Liability for Costs (NOPL) is a notice which is registered through the Registers of Scotland and recorded on Title Deeds advising that there maybe a debt owed by the property. Any owner in the same building, or the property manager, can serve this notice.

The Association will register NOPL's on properties in line with our arrears procedure. The NOPL will be highlighted when an attempt is made to sale the property, and the potential purchaser is notified of the outstanding debt attached to property.

If you require further information with regards to NOPL's please contact the factoring team.

Give us access



Our planned maintenance improvement programme is now underway and we can confirm that Phase 1 of the kitchen and bathroom installations is almost complete.

Phase 2 of the kitchen and bathroom installations commenced on Monday 5th March 2018. All properties concerned should have already received a letter and a reminder text informing you when access to your property is required to carry out these works.

In accordance with your tenancy agreement and to ensure this process is as smooth as possible for you, the Association would request that we are given access to your property on the dates and times provided. This ensures that we are within the timescales of our programme and are not delayed in any way. We strive to ensure there is as minimal of a disruption to tenants as possible throughout this process.

If for any reason you are unable to give us access to your property could you contact our HOME team on 0141 406 6630 as soon as possible to provide an alternative date or time.

Thank you for your co-operation in this matter.

Gas Safety Annual Check

The Association has a legal responsibility to ensure that all our properties 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.

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.

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

Alternatively, please contact our Property Services

Co-ordinator **John Sweeney** who is currently based at the HOME Team and can be contacted on **0141 406 6630**.



CARBON MONOXIDE KILLS
DON'T LET IT BE YOU

Kim (21) and her baby were poisoned by her oil heater

Edith (82) collapsed and died from carbon monoxide poisoning caused by her coal-fired stove

Ali (6) killed by carbon monoxide from a faulty gas fire

ANYONE CAN BE AT RISK

Jake (20) died because his landlord missed the annual gas safety checks

Rhona (68) killed by her badly-fitted gas boiler, installed by an unqualified engineer

Rex tried to raise the alarm

Her granddaughter Olivia (2) also died

PROTECT your family with annual safety checks | **CONNECT** an audible carbon monoxide alarm | **REJECT** appliances fitted by unqualified people | **SUSPECT** CO poisoning if you recognise the signs

safe
FOUNDER

Kitchen & Bathroom Replacement Programme

By the end of 2017, as part of our Planned Maintenance programme, we had replaced and installed 35 kitchens and 48 bathrooms to improve people's homes. This completed Phase 1 of the programme.

We are now working on Phase 2 of the programme and aim to replace 56 kitchens and 56 bathrooms. If your property is due for a kitchen and/or bathroom replacement we will contact you to arrange a survey of your property to determine what work is required. Please be aware we are working through the programme on a street by street basis and will contact you when your property comes up within the programme.



Before

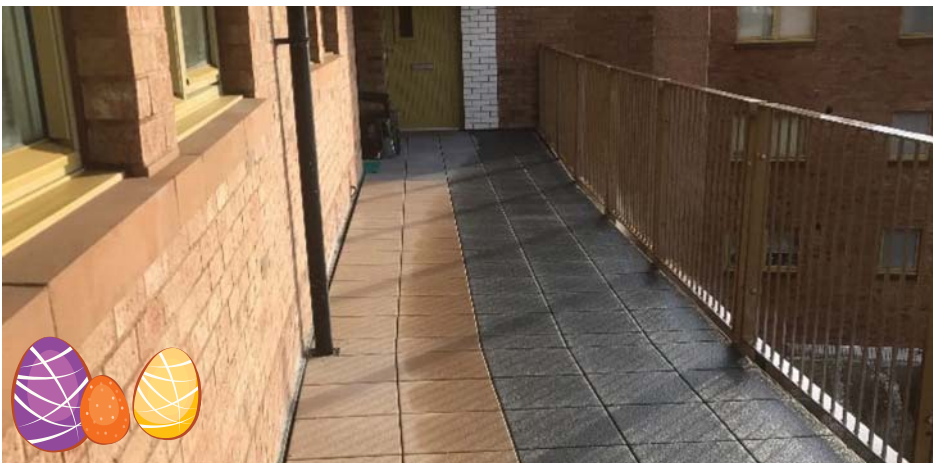
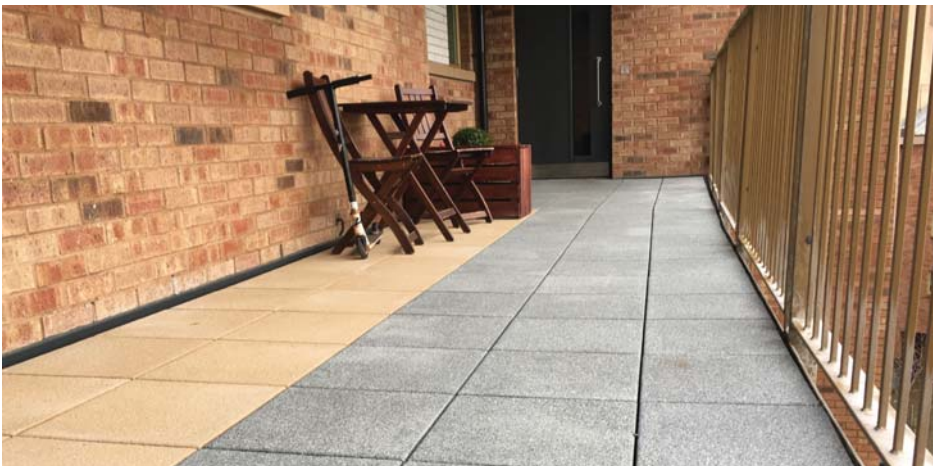


After



We have been working alongside our contractors Crudens to resolve an outstanding defect at 709 Govan Road balconies with water ingress, water pooling and the effervescence at the balconies.

At the end of the year work commenced to lift all slabs on the upper levels, install a new drainage system including a waterproof membrane being laid below the slabs. Along with this we installed new slabs on all upper floors. The work has now been completed and we are please to say that this has resolved the issues. We will be commencing work this year to clean the salts from the balconies caused by the defect.



Lost Keys

We do not keep spare keys for your house. It is in your own interests to have a spare set cut and left with a relative or someone you can trust.

If you lose your keys or lock yourself out, we may be able to gain access for you. This will depend on whether we have a tradesman available to gain access.

If we do agree to do this for you on provision of suitable photographic ID, we will charge you for gaining access and for any damage caused in forcing your door.

However, we will NOT gain access for you if:

- we do not have a tradesman available; or
- you have any debts with the Association as a result of any previous rechargeable repair; or
- it is outside normal working hours.

In this situation, you will need to find your own joiner or locksmith to gain access for you.

Please note our out of hours service will not attend to gain access due to loss of keys.

Repairs Responsibilities

The responsibility for looking after your home is shared between you and the Association. We are committed to providing a high quality service and completing repairs within timescales. This section tells you what you can expect from us and how to get the best from the service.

Our responsibilities include:

- The structure and fabric of your house.
- Fixtures and fittings supplied by the Association, for instance, kitchen units.
- Installations provided by the Association for instance, central heating.
- Common areas e.g. bin areas.

Remember if any of the above are damaged because of your negligence, the cost of the repair or replacement will be charged to you.

Your responsibilities include:

- Anything that belongs to you.
- Internal decoration.
- Light bulbs, fluorescent tubes and starters, fuses and sink plugs.
- Blocked sinks and waste pipes if caused by your negligence.
- Replacing batteries in smoke detectors.
- Replacing locks and keys if you lose your keys.
- Make good damage caused by your appliance, for instance, your washing machine floods.
- Replacing broken window unless reported to the Police as criminal damage.
- Any deliberate damage or vandalism by you, a member of your household or a visitor to your home.
- Television equipment owned or rented by you including digital receivers.

You can report a repair by:

- Calling 0141 406 6630.
- Calling into our office.
- Writing to the Association.
- Speaking to a member of staff.
- By e-mailing: repairs@govanhometeam.co.uk
- Completing the form on the website.

When reporting a repair please give as much information as possible about the repair required and access arrangements.

We will inform you regarding details of the work ordered, the timescale within which we will complete the repair. Repairs are classified into three categories with different timescales.

Emergency Repairs

These are repairs that present immediate risks to your safety, security or health or could lead to serious damage to the property. Examples include:

- Flooding.
- Total electric failure.
- Fires.
- Major structural damage.
- Blocked drains causing flooding to the property.
- Blocked toilet when there is no other toilet to use in the house.

We aim to attend and make safe all emergencies within 3 hours and complete any follow up work within 24 hours.

Urgent Repairs

This applies to any repair that needs to be completed quickly but is not an immediate risk to health or the safety of the property.

Examples include:

- Partial loss of electricity.
- Leaking roof.
- Loss of water or heating in the summer.

We aim to complete urgent repairs within 24 hours of them being reported.

Routine Repairs

These are everyday repairs. Examples include:

- Plasterwork.
- Repairs to kitchen units.
- Joinery repairs.

We aim to complete routine repairs within 5 days of them being reported.

Fire Alarms

We have fitted smoke alarms in your home to help detect fires before they become dangerous. Remember to test your smoke alarm at least once a week. If it is not working make sure you test the batteries before contacting the Association.

Right to Repair

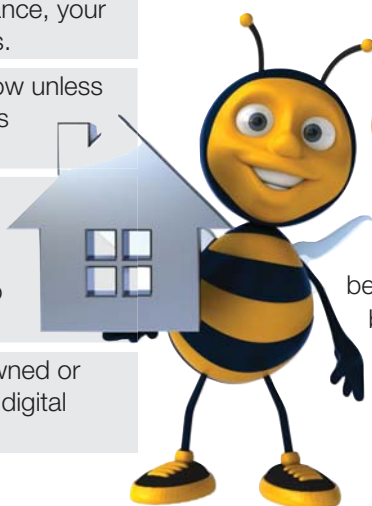
The Association operates a Right to Repair Policy whereby if work is not carried out within the agreed time scale the tenant could qualify for compensation.

Burst Pipes

You can help us by finding out where the mains water stopcock is. If you are not sure, please ask and we will come and help you. If you have a leak turn your water off at the stopcock.

Cyclical Maintenance

In addition to the reported repairs we operate a programme of cyclical maintenance - this means that we will carry out work at set periods such as servicing gas heating appliances annually, inspecting roofs and cleaning gutters of tenements annually.

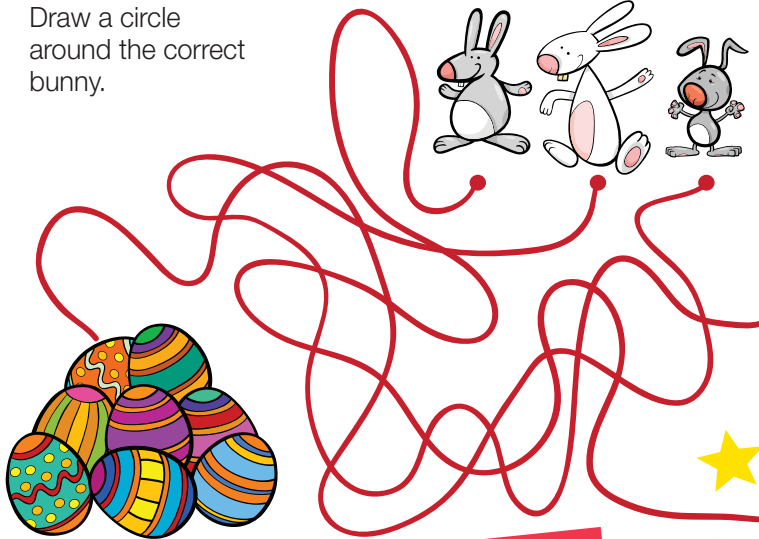


Kid's Corner...

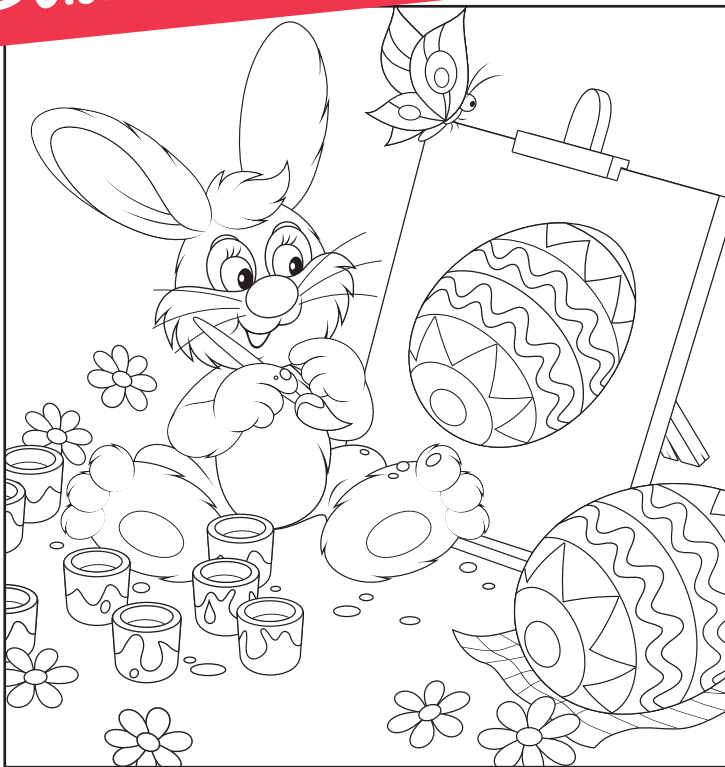


Which Bunny will manage to reach the eggs?

Draw a circle around the correct bunny.

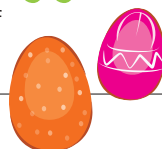


Colour the bunny...



How many Easter Eggs?

We've scattered Easter Eggs all over this issue of The Govan Buzz – how many can you spot?



Easter Wordsearch

BASKET • CHICKS • EGGS • CHOCOLATE
BONNET • DAFFODILS • SPRING
BUNNY • HUNT EASTER • PARADE

Answers may run horizontally, vertically or diagonally, and may even be backwards!

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

How many chicks?



Emergency Call-out Arrangements

General Emergency Repairs

(**not** Gas Central Heating)

When the office is closed over the festive period, the **emergency repairs service** will operate throughout these periods and will be operated by **City Building on 0800 595 595**. They will respond to the usual emergencies such as burst pipes and smashed windows.

Gas Central Heating Repairs

If your **central heating** breaks down, please contact

JAMES FREW Ltd
on **01294 468 113**.

Lift Repairs

If your building has a lift which breaks down, please contact **KONE** on **0800 6520692**.



Office Closures

The Association's offices in McKechnie Street are closed from 12.30pm every Wednesday for Staff Training.

We will also be closed for Easter and Spring Public Holidays on Friday 30th March, Monday 2nd April, Monday 7th May, Friday 25th May and Monday 28th May.



Chocolate Easter Egg Nest Cakes

Brilliant to make with little children over the holidays, these easy chocolate crispy cakes always go down well!

Method

1. Line a 12-hole fairy cake tin with paper cases.
2. Melt the chocolate, golden syrup and butter in a bowl set over a pan of gently simmering water, (do not let the base of the bowl touch the water). Stir the mixture until smooth.
3. Remove the bowl from the heat and gently stir in the cornflakes until all of the cereal is coated in the chocolate.
4. Divide the mixture between the paper cases and press 3 chocolate eggs into the centre of each nest. Chill in the fridge for 1 hour, or until completely set.

Ingredients

- 225g/8oz plain chocolate, broken into pieces
- 2 tbsp golden syrup
- 50g/2oz butter
- 75g/3oz cornflakes
- 36 mini chocolate eggs

Preparation time:

less than 30 mins

Cooking time:

no cooking required

Serves:

Makes 12

Dietary:

Vegetarian



Happy Easter from everyone at Govan Housing Association!

Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: 0141 440 0308 • Repairs Line: 0141 440 0988

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

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

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



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