

FREE

THE GOVAN BUZZ!

Govan Housing Association Magazine
Issue 11 | Autumn 2018
www.govanha.org.uk

Inside this
issue...



Govan Fun Day: a roaring success!



See pages 14 & 15
for the full story...

**AGM
2018**
Thursday 13th
September
at 6.30pm
Govan HOME Team
offices at
246 Edmiston Drive
All welcome!

PRIZE DRAW

BUFFET

CASH BINGO

**GARDEN
COMPETITION**

Moving Govan Forward

Staffing News...



Jim Cosgrove

We are delighted to tell you about new staff joining Govan Housing Association since our last edition of Govan Buzz.

A warm welcome is offered to our new part time Tenant Liaison Officer, **Jim Cosgrove** who will be working alongside Heather Duff in the Tenant Liaison Team to help tenants prepare for our planned maintenance programme.

Jim will also be taking on Factoring Officer duties on a part time, temporary basis, helping Jacqueline and Peter deliver our Factoring Service.

We also welcome aboard our new Housing Officer, **Paula McCann** who starts with us on 3 September 2018. Paula replaces Lynsay Gallagher who is off to pastures new to develop her career in housing management. We wish Lynsay all the best in her new job and very much welcome Paula as she joins Fiona McLauchlan and her team.

Many congratulations to **Rory Brown** who, following a rigorous interview process, has been appointed as our new Community Inclusion Assistant to work alongside Ryan. Many of you will know Rory as our temporary Digital Inclusion Worker from our Hub in Govan Road.



Rory Brown



Contributing to our newsletter

We are always on the lookout for contributions to our Newsletters. If you have any interesting articles or want to tell us about something that is happening, please let us know and we will include it.



We are also looking for real life stories or memories of growing up in Govan to feature in our newsletter, if this is something you would be interested in please email us at

general@govanha.org.uk, call the office on **0141 440 0308** or put this in writing to us.

School Enrolment

Do you have any children or grandchildren starting nursery or primary school?

In our next edition of our newsletter we will be running a roll call of all our new starts.

All you have to do is hand in a photo of your children/grandchildren into the office with their name, age and a short message.

If you don't have photos, bring the children into the office and we will take a picture for the newsletter.

If you are a digital whizz kid you can email your photo and message to **general@govanha.org.uk**



AGM 2018

Creating Places that Inspire People

Save the Date!

Thursday 13 September
2018 at 6.30pm

On Thursday 13 September 2018 the Association will hold its 47th Annual General Meeting at Govan HOME Team's offices at 246 Edmiston Drive, Glasgow.

We will run a free bus from Govan C and Central Govan to the HOME Team offices. More details on the bus and the AGM will be sent out to Members nearer the time.

Our AGM is a chance to hear from our Chairperson and Chief Executive on the Association's activities, performance and achievements over the last year and also for our share holder members to have their say on the nominations for our Management Committee. Our external Accountants will also tell you about their assessment of the Association's accounts and finances.

If you are a share member and would like to attend and be part of the ongoing success of the Association, then please come along to the **AGM on Thursday 13th September 2018.**

After the main business of the AGM, there will also be:

Free Prize Draw

Free Prize Bingo

Free Buffet Snacks

Presentation of Garden Competition Prize Winners

Free Refreshments



Garden Competition

It's time to submit your garden competition entries!

The winner will be announced at our AGM on Thursday 13th September.

Please send your entries no later than Tuesday 4th September to

general@govanha.org.uk stating clearly the name and address of the entry.

The winner will receive a £50 voucher for ASDA as well as a winners plaque and the runners up will receive a £25 voucher for ASDA and a certificate for the achievement.



Our Charity this year –

Louis' Story

We have chosen “Muscular Dystrophy UK” as our charity this year. Staff will organise fundraising events throughout the year to raise as much money as possible. Usually we would give details of why the chosen charity is a good cause, however, we believe that the story from Louis, a member of our staff, explains all.

“My son Lewis, who is now 29 years of age, has Duchenne Muscular Dystrophy, a progressive muscle wasting disease. Although my wife and I care for Lewis, he is the person living with the effects of DMD on a daily basis and this is his short story.

Lewis was first diagnosed around age 5 not long after starting primary school. A teacher had noticed that he was walking on his toes quite a lot, a sign we later found out was common in boys (mainly affects boys) who have DMD.

Following a trip to the doctors and then the specialist neurological consultant at Yorkhill, a biopsy was taken from Lewis' thigh. A week or two later it was confirmed that Lewis had Duchenne Muscular Dystrophy. My wife and I were devastated and found it difficult to understand as this was a genetic condition and no-one in both our families had ever heard of DMD before let alone suffered from the illness.



As Lewis progressed very well in his primary school studies, it seemed that the DMD was also progressing at a steady pace, resulting in him being issued with his first manual wheelchair a couple of years later and when he could no longer walk, subsequently receiving his first motorised wheelchair just prior to attending high school around 12 years of age.

At 16 years of age Lewis underwent a ten and half hour 'spinal fusion' operation at Edinburgh Royal Hospital. This entailed the fitting of 2 titanium rods either side of his spine to prevent any further progression of the scoliosis that was evident as a result of his weakening muscles. This was a very difficult time as we had to remain in Edinburgh for approximately 2 weeks while he recuperated.

Lewis continued to work hard at his studies and obtained very good 'A' level and advanced higher results giving him the option of accepting a place at one of several universities.

He loves computers and gaming and it seemed obvious that he would choose Computer Game Design and Technology as his preferred course at the University of the West of Scotland.

Following 4 years of hard study, Lewis graduated with a first class degree. This was a very proud moment for all the family.

Due to Lewis' condition and being confined to a wheelchair he found it very difficult to obtain employment, however in his early twenties he managed to secure a job as a web developer, designing and building websites. Unfortunately, this work was only part-time and temporary and has since stopped in the past couple of years.

Lewis however, continues to inspire everyone who meets him to be a better person and have a positive outlook on life. When times are tough he never fails to put a smile on your face, which in our eyes makes him a very special person indeed.”

Muscular Dystrophy UK

Fighting muscle-wasting conditions



More information on our chosen charity and what they do is available at

www.musculardystrophyuk.org



Dinner & Quiz

In May this year a number of staff joined Muscular Dystrophy UK for a great evening of fun at their annual Question of Support Dinner & Quiz evening, at the Hilton Grosvenor Hotel in Glasgow.

The evening was hosted by former Chief Executive of the SFA, Gordon Smith, who was joined by former referee, John Rowbotham, former footballer, Jim Melrose, Team GB Boccia Paralympians, Stephen and Peter McGuire and Only an Excuse? script writer and comedian Phil Differ, as guest quiz masters.

The Association staff had quite a lucky night with quite a few raffle winners and with Louis' team, 'Lewis Lions', winning the quiz on the night.

The staff had a great evening of fun while helping make a difference to families affected by muscular dystrophy.



Dates for your Diary: We know the kids are just back to school and we are all hopeful of some more summer sunshine, but with this being our Autumn edition of Govan Buzz, we thought we'd remind you of two key events coming up in the next few months.

Halloween at Govan Housing Association



Govan Housing Association will once again open its doors for the local kids to come in to “trick or treat” in Spooktacular fashion.

The office will be decorated and covered with spider webs and children are encouraged to come into the office in their Halloween costumes to tell a joke or share their talent. Every child will receive a Halloween goody bag.

Govan Housing Association staff will also join in with the ‘Spirit’ of Halloween by coming to work dressed up for Halloween to raise money for Muscular Dystrophy UK which is the Association’s chosen charity for this year.

The Halloween event will take place from the 29th – 31st October this year, with staff dressing up on 31st October.

As you can see from the picture it was a great success last year, so come along and join the fun this year.

Govan Loves Christmas Christmas Lights Switch On



This year the Govan Loves Christmas Switch On event shall be taking place on Wednesday 5th December from 3pm to 6pm at Govan Cross. This will be the event’s 5th year of operating in the local area and we hope that this year’s line-up will be the best yet.

The afternoon will be filled with Christmas cheer, fun and entertainment, with live music acts, a

Christmas market delivered by local businesses and community organisations, Santa’s Grotto, activities for all of the family and a lot, lot more. The night will close with a full firework display and switch on of the Christmas lights at 6pm onto the beautiful backdrop of the Riverside Museum and Tallship.

Last year the King of Breakfast Radio and GBX Clyde One DJ George Bowie made a special appearance to help with the switch on of the

Christmas lights and a competition for local residents and school children to win the opportunity to switch on the Christmas lights with George Bowie. We hope that you will come along and join us in getting into the festive cheer.

Don’t forget to keep an eye on our social media pages for this year’s competition and to find out who our special guest will be this year.



Luath Street Festival



On Saturday 23rd July, the residents of Luath Street welcomed everyone for the Luath Street Festival. The event was organised in partnership with a local tenants' group, formed to look at developing the event from its inaugural year in 2017.

This year we had The Experience making t-shirts with kids, Glasgow Life doing face painting and badge making, Sarah Bland ran a ceramic making workshop, children's sand pit and play area and we had some live music organised by Stewart at The Green Room featuring local favourites The Govan All Sorts Choir.

Feedback from local families was very positive with over 100 people from the surrounding streets coming along on the day.

We're already looking forward to next year!

Breakfast Club

Why not join us for breakfast 5 days a week?

We're still running our free breakfast club in The Hub EVERY morning from 9am-10am, Monday to Friday.

Over the past 3 months, we have made more than 100 FREE breakfasts for local people. You can either sit in with your breakfast or if you want, take it away with you.

The Breakfast Club offers a safe and comfortable place for you to get a good start to your day. We offer fruit, cereal, porridge, toast, biscuits and occasionally the odd cake (or two!) We also provide free tea and coffee too.

It's open to anyone in the local area and we'd be more than happy to see you there.

For more information about the Breakfast Club contact the **Community Inclusion Team** on **0141 440 0308**.



Cooks for the Community

Our cooking class and community meal runs in The Hub every Wednesday. The class is very informal and offers a fun, social environment for cooking and sharing recipes.

We meet at 10am and cook until 12:30pm when we open the doors for a free 3-course lunch and we open to anyone that wants to come along to the cooking class and/or the community meal.

See some of the pictures of food we've made.

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



THE DIGITAL HUB

905 Govan Road, Glasgow, G51 3DN

HIGHLIGHTS

MON

Unlock Employment Job Club: Person centred and informal support for anyone interested in getting into work or training.



TUES

CKCyber; a group to create pictures, posters and videos and learn how to share them safely. This group is open to anyone with a learning disability.

DIGITAL HUB

Our Digital Hub continues to offer free access to computers, printing and wifi along with support from our staff on any issues or questions you might have.



Govan Housing Association

35 McKechnie Street, Glasgow, G51 3AQ

facebook.com/govanhousingassociation

@MovingGovanFwd

0141 440 0308

www.govanha.org.uk

FULL PROGRAMME

MONDAY

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

TUESDAY

9:30am- 12:30pm - Digital Hub Drop In
2pm- 4pm - CKCyber Group

WEDNESDAY

9:30am -12:30pm- Financial Inclusion Drop In
1pm- 5pm- Unlock Employment Job Club

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

Walking Group



Our walking group on a Tuesday afternoon is going strong with numbers on the rise week on week.

We've been going on the weekly health walks since February and include routes around Govan, Bellahouston Park, Elder Park and over to the West End via the Clyde Tunnel Walk Way and the Govan Ferry.

We've also started a photography project on our walks too!



We meet every Tuesday at The Hub and leave for the walk at 2pm.

Everyone is more than welcome to join us. Free tea and coffee provided. We also have Govan Walkers jackets so don't worry if it rains!

For more information contact our **Community Inclusion Team** on **0141 440 0308** or **communityinclusion@govanha.org.uk**.



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

9am-10am- Breakfast Club
10:30am- 12:30pm- The Govanites Group
12:30pm - 3pm - Maslow's ESOL Class

TUESDAY

9am-10am- Breakfast Club
10am-12pm GlasgowClyde College ESOL Class
1:30pm-3:30pm- Walking Group
6pm- 8pm: Narcotics Anonymous

WEDNESDAY

9am-10am- Breakfast Club
9:30am- 12:30pm- Cooks for the Community
12:30am- 1:30pm- Free Community Meal
6pm-8pm: Govan Youth Information Project

THURSDAY

9am-10am- Breakfast Club
10am-12:30pm- Ladies United Woman's Group
1pm- 3pm - Govan Community Project
3pm- 6pm- Modulus Programme with CSG

FRIDAY

9am-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

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



Moving Govan Forward



INVESTORS
IN PEOPLE



PLATINUM
AWARD
INVESTORS IN
YOUNG PEOPLE



GOOD PRACTICE
AWARD
INVESTORS IN
PEOPLE



HEALTH & WELLBEING
AWARD
HAPPY TO TRANSLATE



Digital Inclusion

Our Digital Hub on Govan Rd is busier than it's ever been with drop-in service running three mornings per week plus delivery from our partners Momentum Skills, Unlock Employment and Jobs and Business Glasgow.

We're open every day Monday to Friday and offer free internet access, printing facilities, WiFi, help with job searching and C.V making as well as offering a welfare rights service on Wednesday mornings with our very own Financial Inclusion Team. If you have any issues with benefit changes and the new job searching features of Universal Credit please drop-in and speak to a member of staff.

As well as our Digital Drop-in service, we've also hosted a series of training workshops and events. This included the Govan Film Festival in The Pearce Institute. We're now running FREE monthly movie screenings on our new portable cinema kit. You can find out more on our website, our social media pages and at our reception.

For more info contact our Community Inclusion Assistant, Rory Brown, on **0141 440 0308**.

Kids Cook!



Our summer Kids Cook initiative served up some favourites with local kids making burgers, cakes, chicken nuggets, chicken fajitas and pizzas.

We were super impressed by the kids cooking skills. They even showed the adults a trick or two!

We'll be running this initiative again during the October school holidays. Book your places now!



Need a Medical Adaptation to your home? Please get in touch!

If you think you need a medical adaptation to your home, let us know and join our Medical Adaptation waiting list.

As you may know, every year we are allocated a pot of money from Glasgow City Council to pay for medical adaptations to our tenants' homes. Due to the huge demand this year, our budget has already been used, but we have applied for more financial assistance and we are hopeful that with a bit more support from Glasgow City Council, we will be able to do more for our tenants from October this year, fingers crossed.

If you think this applies to you and you are interested, please put your name down on our waiting list now.

The aim is to adapt homes as our tenants' medical needs change. The adaptations should help and supports tenants to stay in their homes and in the local community.



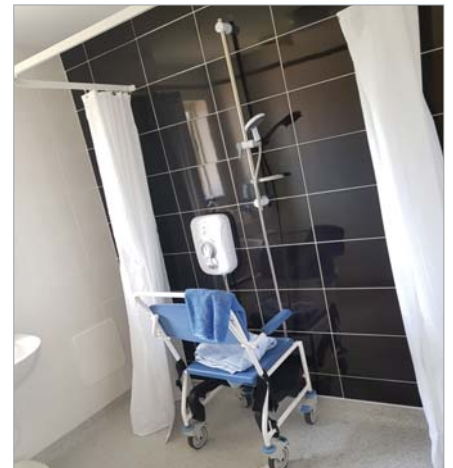
Medical Adaptations

Medical adaptations can include works such as replacing a bath with a level access shower and making adjustments to tenant's homes and communal areas to aid mobility. Adaptations can also be fitted to help those with eye or hearing impairments.

How to Apply

To be eligible for most adaptations, you need to be a tenant or be part of a tenant's household and have your medical need assessed by an Occupational Therapist (OT). Your GP can also make a referral to an OT. Your OT will complete and send us a form that will tell us the details of the adaptation needed. The Association may also accept letters from G.P's or other Medical Professionals.

If you require a small medical adaptation, such as a hand rail, one of our housing staff members can assess this work and instruct it.



Current Applications

If you are already on our waiting list or want to join the list, please submit an application request to the Association. We will keep all applicants posted on news about more funding and the likely timescale for completion of the works needed.

Other Lists

Please be aware that the Social Work Department also has a medical adaptation Waiting List, which is separate to our Waiting List. To be placed on both waiting lists, your OT will need to send the form to both the Social Work Department and the Association.

More information

If you would like to talk to someone about applying for a medical adaptation, please contact **Sandra Sloan, Housing Officer** on **0141 440 0308**.

Tenant Profiling Exercise – thanks for your support



The Association recently sent all residents a letter advising them that staff would be out to carry out a survey and collect data from residents. We have visited a lot of tenants already and will continue to carry out this tenant profiling exercise over the next couple of months.



Many thanks to all those that have given their time and consent to helping us with this exercise. We really do appreciate it.

The reason for the information gathering exercise is that we want to make sure that the information we hold on our tenants is accurate and complete. As your landlord, as we told you in the Fair Processing Notice recently issued to all tenants and owners, we collect and process information about all our customers to help meet our business obligations; this is also noted in your tenancy agreement. The information includes such data as your name, your telephone number, your address and details of who stays in your home with you.

We also want to gather some more information to help us get to know the community better and help shape any services we provide and deliver to you.

The additional information we will ask for includes:

Household and Financial Information:

currently there is a range of questions in relation to your household income, we appreciate that this is personal and confidential. However, telling us about this will give us a clearer understanding of the variety of services required and how to assist tenants financially.

Diversity of our Community: the law requires us to under the diverse nature of our tenants and ensure, where possible, that we deliver a high quality service to everyone, irrespective of their background or capacity.

All the above information provided in the form will be treated in absolute confidence by Govan Housing Association and will not be passed to any other agency without your expressed consent.

If you have not yet completed a tenant profiling form, please contact the office and we can arrange for members of staff to come to your home to carry this out. We can also send you a paper copy, if you prefer, which you can complete and return to the office. Please let us know if this is the best option for you. Thanks again for all your help and co-operation with this exercise.

Paying your rent

You can now pay your rent through a payment management system designed to collect payments from customers using easy, safe and flexible online interface. The system is known as Callpay and it is currently being used in addition to the chip and pin card payment system.

Callpay allows you to pay by credit and debit card, cash and cheque payments.

Please telephone the Association on **0141 440 0308** to make payments over the phone and you can also call at the office in person.



Things to remember when calling the Police...

101 is the new number to contact the police when it's less urgent than 999.

The 101 non-emergency number will make it quicker and easier for you to contact the police when you don't need an emergency response, for example to:



- speak to your local police officer
- report a crime that's already happened, such as a theft or damage to property
- get crime prevention advice
- make us aware of any policing issues in your area

101 provides one easy-to-remember number to contact the police wherever you are in Scotland, or elsewhere in the UK. In an emergency always dial 999 – when a life is in danger, a crime is in progress or a suspect is nearby.

If you do not wish a police officer to come to your home then let the call handler know.

It is helpful to leave a contact telephone number in order that the police can call you in order to obtain more information about your call.

www.scotland.police.uk

Speak up to stop crime

If you have information about a crime and want to tell someone you can trust that is totally independent then tell Crimestoppers.

- **Crimestoppers** won't ask your name and all calls are always anonymous.
- **Crimestoppers** won't ask your name.
- **Crimestoppers** won't judge.
- **Crimestoppers** will just listen to what you know and pass it on for you.

When you hang up the phone or click 'send' online, you're done.

How to Contact CrimeStoppers:

Telephone **0800 555 111**

Online at **www.crimestoppers-uk.org**

Having problems with missed bin collections or any other environmental issues?

There are a number of ways to contact Glasgow City Council to report any issues:

Website

A very quick and convenient way to contact Glasgow City council is through their website at **www.glasgow.gov.uk**. Using the online services offers you a more convenient and flexible method of contacting Glasgow City Council. You can set up an online account using a single user name and password to report issues and access a range of online Glasgow City Council Services. These services are available 24/7 and you will receive email updates on the progress of your requests.

My Glasgow App

You can use the app to report a whole range of issues, such as a missed bin collection, a bulky waste collection, fly tipping, dog fouling, broken street lights, potholes or graffiti. You can attach photos or video to your report and pin point the exact location using Google Maps. Once submitted you will receive updates on the progress of your report.



You can download the app from your app store. If you need any help to download and use the App please drop in to the Digital Hub and our staff will be happy to help you.

Telephone

Contact Glasgow City Council Cleansing Enquires on **0141 287 9700**.



Govan Fun Day: a



Huge thanks to all who attended our fabulous Govan Housing Association Fun Day that took place on Saturday 30th June at Govan Road Campus School.

It was a lovely sunny day and hundreds of members from the community turned out to enjoy the day. The event takes place every year on the last Saturday in June.

This year we were joined by lots of tenants who brought along their families and friends to join in the fun. as well as many local partner agencies supporting the event, which is all free.

Projects included: Police Scotland, Scottish Fire and Rescue and MacMillan Café who provided refreshments for everyone, Friends of Elder Park, NSPCC, Govan Stones, Govan and Linthouse Parish Church, Glasgow Life, Glasgow Housing Association, Make Do & Grow, GYIP, Glasgow Sport, The Glasgow Tigers, Gilded Lily, Bead & Blether, Maslow's Charity Show, Palace Park F.C and Urban Roots to name but a few joined us on the day.





We always try and improve on the year before and this year kids enjoyed bouncy castles, climbing walls, bungee trampolines, inflatable lazer quest, face painting, balloon modelling, badge making, fencing and the PlayBus.

They had a ball! Adults were also entertained, with eyes down for some cash bingo while enjoying a cup of tea.

Many thanks to all our partners, stall holders, MacMillan Café, Zander Nation for DJing on the day and everyone who came along to make it a very special day.

The Association staff has had lots of good feedback following the event and some good ideas for next year.

If you missed the event, please come along to our event next year.

I'm sure you will agree if you were present that the day was very enjoyable and worthwhile.

See you there next year!



Benefit Updates

Carers Allowance

The carers allowance earnings limit went up from £116.00 a week to £120.00 a week from April 2018.

Not every carer can get this benefit, you may be eligible for Carers Allowance if you meet all the following conditions:

- you look after someone who gets a qualifying disability benefit
- you look after that person for at least 35 hours a week
- you are aged 16 or over
- you are not in full-time education
- you don't earn over £120 a week (after deductions)
- you satisfy UK presence and residence conditions

Note: If you meet the above conditions but already receive certain benefits (including state pension), then the amount of Carer's Allowance you may be entitled to could be affected.

Employer
Childcare
Vouchers will
no longer be available
to new claimants



New claims for Employer Supported Childcare (Childcare Vouchers) will not be accepted from April 2018.

Existing claims will continue until the child is 15 years old (or 16 years old if disabled) or the claimant starts claiming under another scheme (**Childcare element of Working Tax Credit, Childcare element of Universal Credit or Tax Free Childcare**), whichever is earliest.

If you need any further information on any benefit changes, you can contact the Financial Inclusion Team for an appointment for a benefit check.

Universal Credit *Reminder*

Govan Job Centre will be the first job centre to expand in Glasgow to 'full service' from September 2018 this year.

This will mean that most people, who are making a new claim for benefits or have a change in circumstances, will need to claim Universal Credit.

Universal Credit will replace:

- Income Support
- Income Based Jobseeker's Allowance
- Income Related Employment Support Allowance
- Housing Benefit
- Working Tax Credits
- Child Tax Credits



**Universal Credit is a
working age benefit –
Pensioners will not be
affected**

Before making any claim for Universal Credit, please speak with the Financial Inclusion Team who can ensure that this is the correct option and complete a full benefit check.

Financial Inclusion Team Statistics

Govan Housing Association launched the new Financial Inclusion Team in January 2018, due to the number of tenants faced with an increase in essential living costs. This enhanced service has assisted our tenants and the wider community in a variety of ways to try and mitigate the effects of Welfare Reforms, and the implementation of Universal Credit.

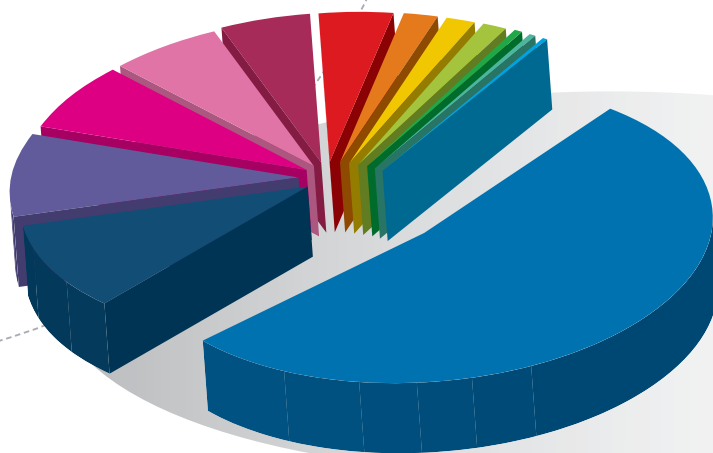
The Financial Inclusion Team has dealt with various welfare benefit, money and debt advice that have led to an income within the last six months of £530,178.16.



Financial Inclusion Welfare Rights Cases

The Financial Inclusion Team income for the Association and Tenants is £500,820.70 since January 2018.

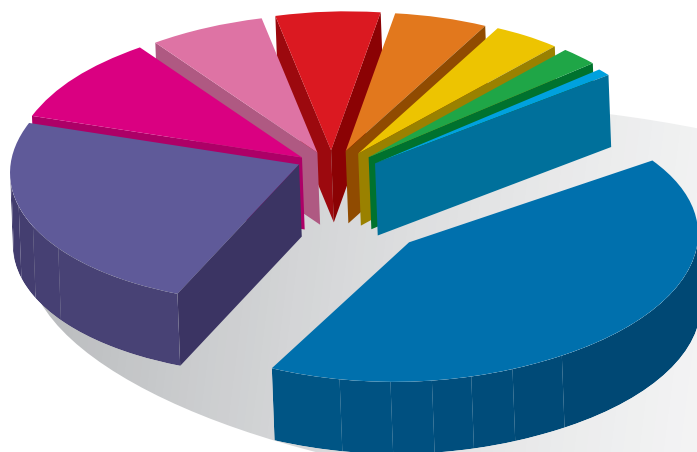
Type of Case	Amount	Cases
Housing Benefit:	£265,495.42	104
Council Tax:	£49,534.04	62
Sickness Benefit/Payments:	£44,348.16	8
Grant Applications:	£35,621.15	57
Disability Benefits:	£29,776.33	8
Tax Credits:	£25,287.13	5
Jobseeker's Allowance:	£21,226.40	6
Pension Credit:	£9,843.60	2
Universal Credit:	£8,349.48	4
Furniture Initiatives:	£6,015.19	69
Income Support:	£2,303.60	2
Carers Allowance:	£1,844.90	1
Benefit Check:	£1,175.30	1



Financial Inclusion Debt Cases

The Financial Inclusion Team income for the Association and Tenants is £29,357.46 since January 2018.

Type of Case	Amount	Cases
Rent Arrears:	£12,352.33	16
Factoring Debt:	£6,985.30	2
Council Tax Debt:	£2,884.00	4
Loans:	£1,838.99	1
Consumer Credit:	£1,750.00	5
HMRC Debt:	£1,515.84	1
Utility Debt:	£1,196.64	2
Debt Managed:	£594.36	1
Benefit Overpayment:	£240.00	1



Good News Story...

The Financial Inclusion Team have assisted and supported a tenant who is happy to share his story..

A working father of 2 young children approached our service for help with utility debts. We assisted him to apply for the Scottish Power Hardship Fund and he was awarded £712.92 that cleared his electricity debt. The Financial Inclusion Officer also carried out a benefit check and assisted the client to apply for Housing Benefit in which he was awarded £8.87 per week. Our service also applied for DHP and the client was awarded £25.00 per week for the period of 3 months. Through the tenant accessing our Financial Inclusion Service, his energy debt is now clear and he is financially better off.



Illegal Money Lenders

Loan Sharks are illegal moneylenders who often charge very high interest rates. You can check if a company is authorised to lend money and if you spot a loan shark or you've borrowed money from one you can report them anonymously.

To report a loan shark, contact Trading Standards on **0800 074 0878**

Report online at **www.tsscot.co.uk/report**

There are alternatives available to avoid you borrowing money from a loan shark – contact the **Financial Inclusion Team** on **0141 440 0308** if you require any further advice or for an appointment.

10 reasons to choose Thistle Tenant Risks Home Contents Insurance Scheme

- Flexible regular pay-as-you-go payment options
- No fuss, quick and easy to apply either through the post or over the telephone
- No excess (you don't pay the first part of the claim)
- Covers fire, theft, flood, water damage and other household risks
- All postcodes are included
- Covers damage to internal decoration and accidental damage to sanitary fixtures such as toilets and washbasins
- Covers damage to external glazing for which you are responsible
- Covers lost or stolen keys and freezer contents
- No minimum security requirements
- Covers theft from sheds and garages as standard

Terms & conditions, exclusions & limits apply. A copy of the policy wording is available on request.

Ask your housing provider for a free information pack or call Thistle Tenant Risks on:

0345 450 7286

email: tenantscontents@thistleinsurance.co.uk
or visit www.thistletenants-scotland.co.uk

Designed for Scotland's tenants

THISTLE
TENANT RISKS

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employers

Fee Free Bank Accounts

For the first time, basic bank accounts will be truly fee-free, helping people to manage their money without fear of running up an overdraft.

Accounts will be available to anyone who doesn't already have a bank account or who can't use their existing account due to financial difficulty.

The agreement will also see the end to overdraft fees or charges on these accounts, easing financial pressure on customers.

Nine banks agreed to offer basic bank accounts by the end of 2015, they are:

- Barclays
- the Co-operative Bank
- HSBC
- Lloyds Banking Group
(including Halifax and Bank of Scotland brands)
- National Australia Group
(including Clydesdale and Yorkshire brands)
- Nationwide
- RBS Group
(including NatWest and Ulster Bank brands)
- Santander
- TSB

If you require assistance with opening a bank account, the **Financial Inclusion Team** and **Digital Drop In Service** can assist you, contact our office on **0141 440 0308** for more information.



Cash for Kids 2018

Govan Housing Association will be applying for Cash for Kids grants on behalf of our tenants this year. The award is to help create a special Christmas for children who are under the age of 16 on the 24th December 2018.

All applications will be processed for tenants who qualify, but if other organisations are applying for your family, you will only be awarded a grant once.

The Financial Inclusion Team will contact you in December 2018 if you qualify, and arrange for you to collect your grant if you are eligible.

All grants are awarded at the discretion of the grant fund.



Gas Safety Annual Checks

As you know, 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** on **0141 440 0308**.



CARBON MONOXIDE KILLS DON'T LET IT BE YOU



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

Capped meter? We may be able to help.

If you have a capped meter, please be aware that Govan Housing Association can attempt to help you resolve this.

Please contact **Heather Duff** on **0141 440 0308** to arrange an appointment to discuss how we can help to get your boiler uncapped. We can arrange to come to your home or alternatively you can come into the office.

If you are experiencing financial difficulty and are unable to top up your gas meter or there is historical debt on your meter, we can refer you to Home Energy Scotland who can assist with getting the debt on your meter cleared, enabling you to have your gas meter uncapped.

Fire Door Surveys



We will shortly be instructing BB7 to undertake a number of surveys of individual property flat doors across our portfolio.

Should you be contacted by BB7 regarding access, please be aware that this is on instruction of Govan Housing Association. It would be greatly appreciated if you can give access, however if you do have any queries please do not hesitate to contact the **Property Services Team** on **0141 440 0308** to discuss.

Energy Performance Certificates

We will shortly be instructing Saltire to undertake a number of Energy Performance Certificates across our portfolio.

Should you be contacted by Saltire regarding access, please be aware that this is on instruction of Govan Housing Association. It would be greatly appreciated if you can give access, however if you do have any queries please do not hesitate to contact the **Property Services Team** on **0141 440 0308** to discuss.



IT: Fast cheap internet access coming soon!

With access to reliable internet connection (Wi-Fi) now more important than ever, the Association have engaged with two Internet service providers (Hyperoptic and Virgin Media) to provide internet infrastructure to all of our properties; this will ensure that all of our tenants and factored owners can have access to fast internet services. This work will involve the installation of fibre cables across Govan and directly to the Association's properties.

Hyperoptic will explore the provision of cheap and fast internet connection across the Association stock, starting with 3 pilot streets, namely Golspie Street, Vicarfield Street and 701 & 709 Govan Road.

Further information will follow soon.



Kid's Corner...



Can you help the astronaut find his spaceship?



Can you Sudoku?

Everyone's doing them - all you have to do is fill in the grid so that each row, each column and each 3x3 box contains just one of each number from 1 to 9.

7	1				5			6
		9	2	6			3	4
		2	9			8		
5				4		6	2	
1			7		3			9
	8	3		5				7
		5			8	3		
4	3			7	2	9		
9			4				5	1

Easy Pizza

Freshly baked pizza tastes great, and this recipe requires no waiting around for the dough to rise. Just mix it up and you're ready to go. Try it with your favourite toppings.



Serves: 4

Ingredients

For the sauce and topping

400g tin chopped tomatoes
1 tsp dried mixed herbs, plus extra for topping
2 pinches caster sugar
1 garlic clove
200g mozzarella (or any other cheese), torn into pieces
salt and freshly ground black pepper

For the dough

300g self-raising flour, plus extra for dusting
1 tsp baking powder
½ tsp salt
300g natural yoghurt

Preheat the oven to 220C/200C Fan/Gas 7 and put two baking trays in to heat.

To make the sauce, put the tomatoes, mixed herbs and sugar in a saucepan. Peel and finely grate the garlic, add it to the pan and set over a medium heat. Simmer gently for 10 minutes until thickened then remove from the heat and season with salt and pepper. Leave to cool.

To make the dough, combine the flour, baking powder and salt in a bowl and make a well in the middle. Pour in the yoghurt the stir with a fork to combine. When the mixture forms a rough dough, turn out onto a lightly floured work surface and knead to form a smooth ball. Divide the dough into 4 equal pieces and roll out into thin circles.

Carefully remove the hot baking trays from the oven and lay the pizza bases on top. Bake for 3-4 minutes until beginning to rise then remove from the oven.

Turn the pizza bases over and top with the sauce. Scatter the mozzarella over the top. Season with black pepper, sprinkle over a pinch of herbs then return to the oven. Bake for 5 minutes until the bases are crisp and the cheese is bubbling.

Animal Wordsearch

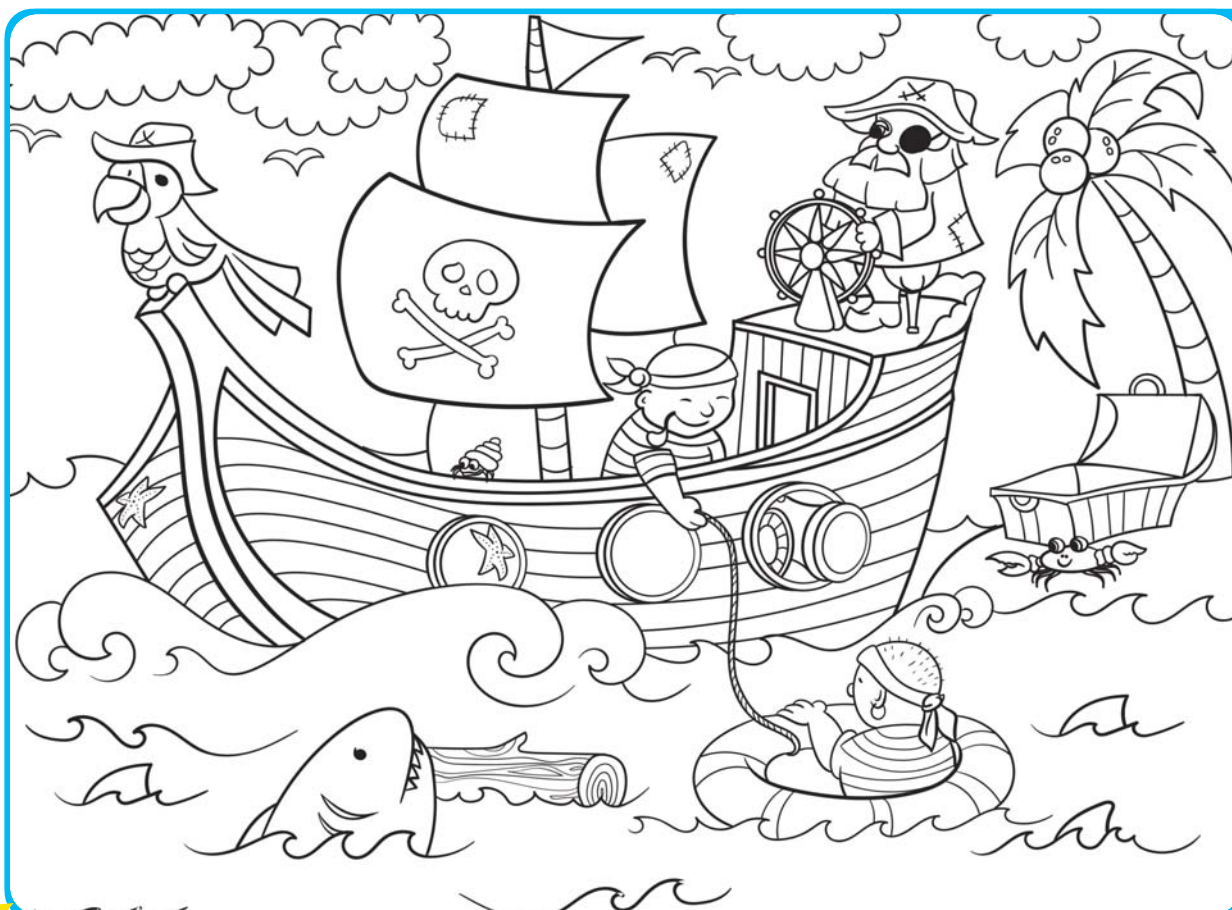
ANTELOPE • BUFFALO • CAMEL • COW
CROCODILE • ELEPHANT • GIRAFFE • GNU
HIPPOPOTAMUS • HORSE • KANGAROO • LION
RHINOCEROS • SHEEP • TIGER • ZEBRA –

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

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



Spot 10 Differences!



Pirate Colouring Fun!

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:

September Weekend

Friday 21st and Monday 24th September 2018

Factoring Invoices

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

If you do not understand, or wish to query any part of your invoice, please call our **Factoring Team** on **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.

Buildings Insurance

If you have buildings insurance with the Association and need to make a claim you can either contact the Association for a claim form or ring the insurance company directly on 0800 328 8491 to report the claim.

When you contact the insurance company about a new claim you will need to tell them your name and address, the place where the loss occurred and what caused the loss or damage.

REMEMBER: Tell the police if something has been stolen or maliciously damaged.

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

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



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