

FREE

THE GOVAN BUZZ!

Govan Housing Association Magazine
Issue 10 | Summer 2018
www.govanha.org.uk

Inside this issue...



FAMILY FUN DAY

*** Saturday 30th June**

Govan Campus School
635 Govan Road, G51 2AQ



BENEFITS UPDATE



STAFF CHARITY NEWS



COMMUNITY ACTIVITIES

**Open to all from
11am until 3pm.**

**Free
Event**

**Events on the day
include...**

- Bingo
- Tombola
- Inflatables
- Football on the pitch
- Stalls
- Face Painting
- Art and Crafts
- Dancers
- Balloon Modellers

Moving Govan Forward

Our Annual Fun Day – fun for all the Family!



Our annual Fun Day takes place on **Saturday 30 June 2018** in Govan Campus and this year it's bigger than ever.

We've got more fun activities for young people to take part in, more entertainment for all the family and more fun for the adults with the return of our prize bingo.

The event kicks off at 11am and runs until 3pm. All activities are FREE and everyone is welcome.

For more info please see the poster at the front of this issue.

A huge thank you to our **Event Sponsors...**



...and many more



AGM 2018

Creating Places that Inspire People

Save the date!

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.

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

Free Prize Draw

Free Prize Bingo

Presentation of Garden Competition Prize Winners

Free Buffet Snacks

Free Refreshments

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

Not a Member? Join Now!

If you are not yet a share member, why not pop along to Association's offices and complete an application form for membership. It only costs £1. By becoming a shareholder, you will receive lifetime membership of the Association, be able to vote at our AGM and you can also seek election to join our Management Committee.

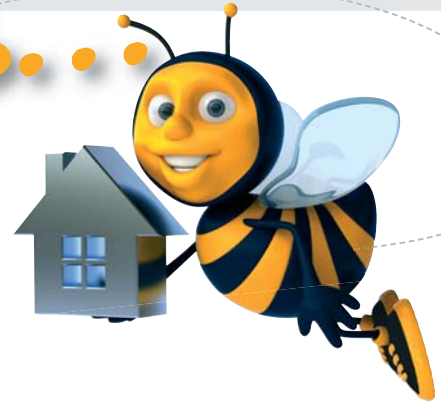
Get involved with Govan Housing Association – Join Our Committee!

Did you know the Management Committee has overall control of the Association's affairs and is made up of local tenants and residents? We are therefore always keen to hear from people who would like to become involved.

If you are interested pop into our office or call Arlene Robertson, Head of Corporate Services on **0141 440 6878**.



Staffing News...



Ian Jonson

Since our last edition of Govan Buzz, we have taken on three new members of staff at Govan HOME Team, our property and maintenance subsidiary.

We would like to offer a warm welcome to **Ian Jonson** and **John McNulty**, our two new Painter and Decorators. This is the first time we have directly employed Painters and Decorators, previously we out sourced the contract. By employing trades directly, we can offer better value for money to tenants and be more in control of the quality of work provided. You'll see John and Ian working on both our planned maintenance programme and our reactive repairs and voids service. We are delighted to have expanded the scope of the Team and widened the type of services we can offer and deliver for our tenants.



John McNulty

Also new to the HOME Team, joining Kris and Ryan in our Services Admin Team, is **Alex McKinnon**. Alex is working with us on a temporary basis. He is a welcome addition to the Team.

Also this quarter, we have seen **Louis Marengi** moving from temporary Tenant Liaison Officer to the temporary Operations Manager post at the HOME Team. Louis has a wealth of experience in maintenance and housing management and this combination together with his excellent people skills demonstrated he was the man for the job. Louis will be working alongside the current management team of Gavin McFarlane, Contracts Manager, Paul Muir and David McGee, Planned Team Supervisors, to manage the day to day work of the HOME Team. They will continue to be supported by the Executive Team of Fiona McTaggart, Chief Executive and Natalya Macholla, Deputy Chief Executive.



Alex McKinnon



Louis Marengi



Moving on...

Sadly, we say goodbye to **Dominic Gibbons**, one of our Labourer/Estate Caretakers who has been successful in getting another job to develop and enhance his career. Well done Dom! We are delighted for Dom and wish him all the very best. We also see **Paul Merchant**, one of our electricians moving onto pastures new this month, to expand and develop his career as an Electrician.

It is always sad to see staff go but we are absolutely delighted for Dom and Paul and offer them our very best wishes.

Staff Charity News...

Each year Govan Housing Association staff members nominate a chosen charity and carry out various fundraising activities throughout the year to help raise funds for these great causes through a range of staff and community activities.

A total of £600 was raised during the period 2017-2018 and £300 each was donated to the following charities:

The John O'Byrne Foundation

which was set up to enable children who attend Glasgow Children's Hospital either as outpatients or inpatients experience a little happiness throughout a difficult period in time. John was nominated and won the RBS/STV "Scotland's Hero" award in 2015 for the work that the Foundation does for children in hospital. Over the years John has sent families to various activities, shows, concerts, and holidays, or provided them with gifts and sensory equipment; meeting as many

requests as possible to keep the children and their families happy. The £300 received from Govan Housing Association was used to buy a Play Station 4 with Fifa 2018 and donated to Ward 3c in the children's hospital.



Medicinema is based in the children's hospital and offers free cinema screenings of the latest movies to children and their families. This provides stimulation and allows families the chance to spend time together enjoying one of life's simple pleasures. The cinema also has its own dedicated nursing staff. It has 47 seats and can accommodate 6 wheelchairs and 5 hospital beds, ensuring as many patients as possible can enjoy the experience. The £300 donation will help contribute to this fantastic scheme.

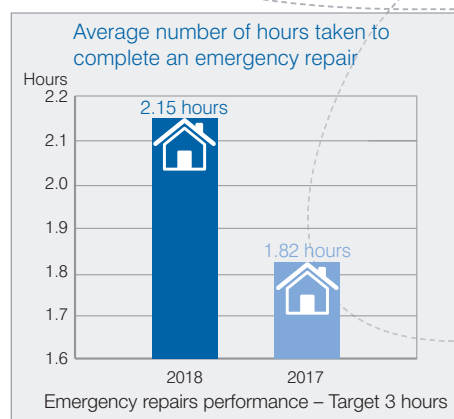


Performance data for Annual Return on the Charter

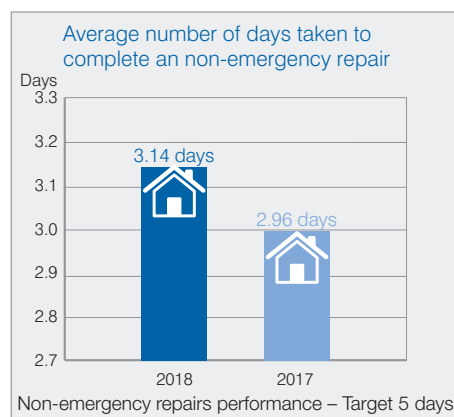


Each May the Association submits performance figures to the our regulatory body, the Scottish Housing Regulator.

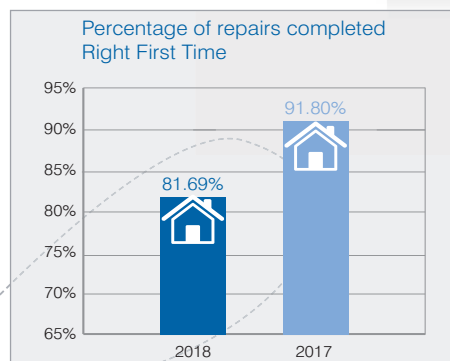
We will publish a full in-depth report based on these figures before the end of October this year. Below we have summarised a few of the findings to allow you to gauge how we performed during 2017/18.



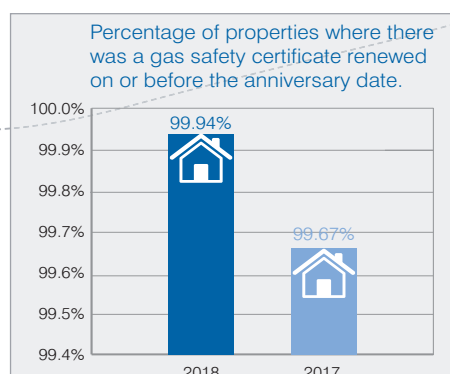
While our performance is still within target, we note that we have taken a bit longer this year to complete emergency repairs. We will be working to improve on this as we go through the year.



You will see we have taken a little longer to complete non-emergency repairs during the year. While in target, again we want to improve this and will aim to attend to your repairs quicker in the coming year.



Our performance of getting repairs “Right First Time” for Tenants has gone down a little this year. Sometimes revisiting to complete a repair is essential, but we understand a revisit can be inconvenient for Tenants so we will look to see how we can improve on this going forward.

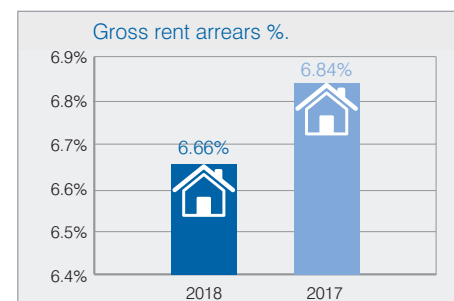


Servicing Tenants’ gas boiler systems each year is essential for health and safety. This year we almost reached 100% but unfortunately one appointment needed to be cancelled during the bad snow we had earlier in the year. We will aim to reach 100% this year and will arrange our visits in plenty time of the date due.

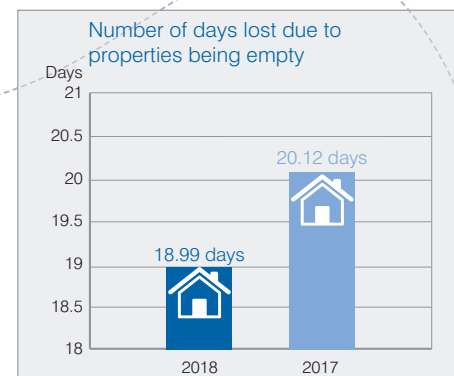
The set-up of our new subsidiary, Govan HOME Team C.I.C, is now complete. The transition process has seen movement in our performance figures for the current year which was anticipated as part of the transition process.

We now have a full compliment of trade staff, which will be enhanced upon by regular staff training. Our focus going forward will be to improve our customer service delivery and

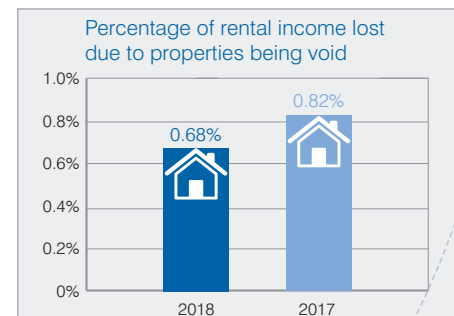
performance by introducing various methods of self assessment and internal quality assurance methods.



Rent arrears remain an area of primary focus for the Association and this year has seen a reduction in the level of gross rent arrears.



Number of days taken to re-let properties has improved since the introduction of our new Govan HOME Team. We will aim to improve on this time during the coming year.



As we have re-let properties quicker this year, there has been a reduction in the amount of rent we lose when a property is empty. This is good news for all and means there is more money to be spent on our properties and services. We will aim to continue this trend, this 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**.



Summer Programme

Over the summer holidays, The Hub programme changes due to school and college holidays. We'll be running some pop-up events both in The Hub and in the community as part of our summer programme. Check our social media pages and the Association's website for more details.



Kids Cook

As part of our summer programme we'll be increasing food provision from The Hub as part of this we'll be running a 7 week initiative called Kids Cook. The initiative will run every Friday of the summer holidays from 10am-12pm and will give parents the chance to come along with their children and participate in a fun and easy cooking and baking class.

The project will be free for all families but you will need to register your place with limited space available.

To book your space, contact the **Community Inclusion Team** on **0141 440 0308**.

Summer BBQ Tour

Over the summer our Community Inclusion team will be hosting a series of BBQ's across our stock in communal spaces and back courts. Keep an eye out for details online and posters going up in your close and around your area.

The BBQ's will last for 2 hours and are free for everyone to attend. They will also include digital play for young people and activities and information for tenants.

If you'd like us to host a BBQ in your back court and you'd be keen to recruit local residents to get involved please contact the **Community Inclusion Team** us and let us know on **0141 440 0308**.



Walking Group

Govan Walkers hit the streets

Our Walking Group has been regularly hitting the streets of Govan and beyond since we launched in February. The group meets in The Hub on a Tuesday at 1:30 pm for a cuppa before starting the walk at 2pm.

The walk is part of our Healthy Active Living initiative and is supported by Good Move Glasgow and we have 3 trained walk leaders.

So far the walk has covered most of Govan and Elder Park as well as:

The Clydeside, Festival Park, the Squinty Bridge, Tradeston, Kelvingrove Park and Bellahouston Park. We've also held a project walk with local people aimed at showcasing the range of local projects and services available for people to access and enjoy, all right on their door step.

The walk is open to everyone and is free.

For more information about the walking group contact the **Community Inclusion Team** on **0141 440 0308**.



Digital Inclusion

Our Digital Hub on Govan Road 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.

We also hosted coding workshops in our HOME Team building for local primary schools kids, which was a great day and featured lots of interesting digital learning for the kids.

For more info contact our Digital Inclusion Worker, Rory Brown, on **0141 440 0308**.





Cooking Group & Community Meal

Food galore going down a treat!



Cooks For The Community and our community meal have been running since September 2017 and continues to be a hit with the locals serving over 2500 courses since we started.

Cooks For The Community is our free drop-in cooking session. Aimed at tackling social isolation and increasing engagement in Govan we've got a great core group of regular chefs who are preparing and cooking our community meal every Wednesday morning from 9:30-12:30pm.



Having learned a selection of recipes with our community chef Donna, the group are now running the session on their own, serving up 3 delicious courses for local people as part of our free community meal from 12:30-1:30pm.

If you're interested in coming along to the cooking session or would like to join us for the meal we'd love to see you!

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



Summer Activities For Kids



Over the summer holiday period, local youth providers run a range of activities for children and young people across Govan.

Govan HELP, Govan Youth Information Project (GYIP), Glasgow Life and Riverside Hall all have activities happening over the summer holidays.

For more info visit:

www.govanhelp.org • www.glasgowlife.org.uk

www.gyip.or.uk • www.getintogovan.com/projects/riverside-hall



Universal Credit Information Event

On Friday 24th August 2018 we'll be hosting a day long event in The Pearce Institute where people can find out information on Universal Credit, which rolls out to full service in Govan on 19th September 2018.

The event will be free to attend and will feature stalls with information as well as guest speakers and people to help with any queries about the change to Universal Credit.

A poster and full information will be



circulated nearer to the event. Free lunch will be provided for attendees.

If you would like to get more information about this event please contact the **Community Inclusion** or **Financial Inclusion Team** on **0141 440 0308**.

CKUK

The digital hub has been hosting David from CKUK for the past month or so and the group have been learning about digital skills and producing some great work.

Who is CKUK?

"CKUK is an award-winning charity that works with people with learning difficulties. We teach people to use ipads and smart phones to take pictures, videos and make posters. And we make sure our learners know how to share what they make with friends and family, safely."

The group runs on a Tuesday afternoon in The Digital Hub.

For more information, please contact **David** at **CKUK** on david@ckglasgow.org.uk.



Universal Credit Update

September 2018: Universal Credit (UC) is now expanding to more areas in Scotland as planned. Glasgow is set to move over to 'full service' from September this year, meaning that most people who are making a new claim for benefit or have a change in circumstances, will need to claim UC. This will be instead of claiming Income Support, income based Jobseekers Allowance, Employment & Support Allowance, Child Tax Credit, Working Tax Credit and Housing Benefit.



Flexible Payments in Scotland: As part of the new social security powers in Scotland, you now have a choice on how you are paid Universal Credit. It can be paid twice a month or monthly and the Universal Credit housing element can be paid directly to you or your landlord.

Two week run on: from 11th April 2018, new UC claimants who were on Housing Benefit immediately before their UC claim was made and whose HB ended due to the claim for UC, will be entitled to a two week 'Transition to UC Housing Payment'. This means that claimants will receive their Housing Benefit for a further two weeks after they have made their new claim for UC.

Universal Credit is a working age benefit – pensioners will not be affected.

Universal Credit claimants must remember to apply to Glasgow City Council for help with their Council Tax.

You must also apply to Glasgow City Council for Discretionary Housing Payments for the bedroom tax.

This has been introduced in order to help prevent rent arrears accruing during the transition from Housing Benefit to Universal Credit.

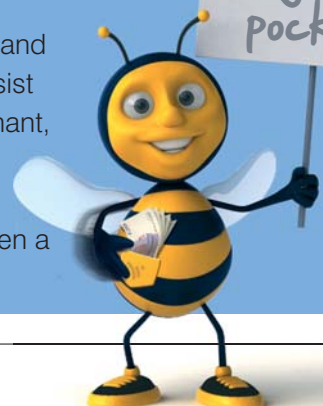
Before making any claim for Universal Credit, please speak with the Financial Inclusion Team who can ensure that this is the correct option and complete a full benefit check.

Good News Story...

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

The team have assisted our tenant with Housing Benefit that had been suspended and were able to receive a backdate of £764.27. In addition to this they were able to assist with a debt and managed to write off £70.00 of this. As part of the work with this tenant, the Financial Inclusion Team applied for a Social Welfare Fund Community Care Grant in which the tenant was awarded a washing machine, fridge, single bed, carpets and bedding for their home. The service has also assisted the tenant to open a transactional bank account in preparation for Universal Credit.

More money in your pocket!



What happens when you can't pay your Council Tax?



Council Tax is not an optional payment; it is mandatory and due monthly. If you fall behind with payments, you can quickly find yourself under pressure from the council and as time goes by, your debt will be passed onto sheriff officers who have legal powers to enforce the debt.

When you miss a Council Tax payment, you will get a reminder from the council about 2 weeks after you miss a payment. If you don't pay Council Tax, check the letter to see what you're being asked to pay. The council can take you to court for water and sewerage arrears in the same way they can take you to court for Council Tax arrears.

If you pay within 7 days, you don't need to do anything else. The debt will be clear and you'll be able to continue paying your Council Tax bill in instalments.

If you don't pay within 7 days of the reminder, you'll lose the right to pay your Council Tax bill in instalments. Your local council will send you a letter telling you to pay all your Council Tax, public water and sewerage charges for the year within 7 days.

If you continually fall behind with your council tax, the council will ultimately pass your case onto local Sheriff Officers.

They will then try to make an arrangement with you to pay the debt and could use the option of enforcing diligence against you by either:

- Executing an earnings arrestment – they'll contact your employer to do this.

- Execute a bank account arrestment - they can do this even if your money is in a joint account.
- Apply to the sheriff court for your bankruptcy.

If you can't agree a payment with the sheriff officers, the local authority might try to take what you owe from your benefits - if you get any of the following:

- Income Support
- Jobseeker's Allowance
- Pension Credit
- Employment and Support Allowance
- Universal Credit

These deductions from your on-going benefit claim will be paid towards council tax arrears and do not furnish the on-going liability for your council tax.

My Story...

My name is Jackie Murphy and I run a woman's group in The Hub, thanks to Govan Housing Association. They provide us with this space free of charge and they also support us in many other ways, including funding and helping organise activities and training.

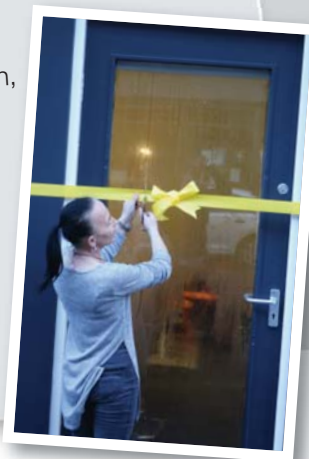
As well as running the woman's group, I also participated in the Activate Course with Sunny Govan Radio and Glasgow University and I am now looking to go onto further education. I am a new member of the residents committee and will be undertaking youth work training through the local youth partnership. I have also received support from Bridges Out Of Poverty.

I would like to thank Govan Housing Association, more so the Community Inclusion team for all their help, advice and support and the training opportunities.

My life has changed for the better.

Thank you!

Jackie Murphy.



Share
your
story...

If you also have a story to share with our readers, please send it in to the Association.

For each issue of Govan Buzz, the winner of the best story will win a £25 Asda Voucher! You can email your stories to general@govanha.org.uk

Win a
£25 Asda
Voucher!



TV License Liability

You need a TV licence if you watch or record live TV programmes as they're being broadcast, or watch or download BBC programmes on iPlayer. If you don't have a licence or repay any arrears, you could receive a court fine.

It's a criminal offence to watch live TV or use BBC iPlayer unless you have a valid TV licence. Without one you risk prosecution and can be issued a fine of up to £1,000.

You still need a licence if you only watch BBC iPlayer on a phone, tablet or computer.

What happens if I don't have a TV licence?

If you don't have a valid licence, the process that is usually followed is:

- You'll receive a letter asking you to get in touch and start making payments.
- An enquiry officer could visit your home to find out if you need a licence.
- If the enquiry officer finds that a licence is needed they will try to get evidence of this.

Failing to pay at this stage could result in court action using the evidence collected by the enquiry officer. The court can issue a fine of up to £1000 which will show up if your criminal record is checked. Your TV licence must still be paid in addition to the fine.

How do I buy a TV licence?

There are many ways to buy a TV licence. You can pay weekly, monthly, quarterly or annually and choose how you'd like to pay, whether that's by cash, Direct Debit, debit/credit card or by post.

TV licence concessions

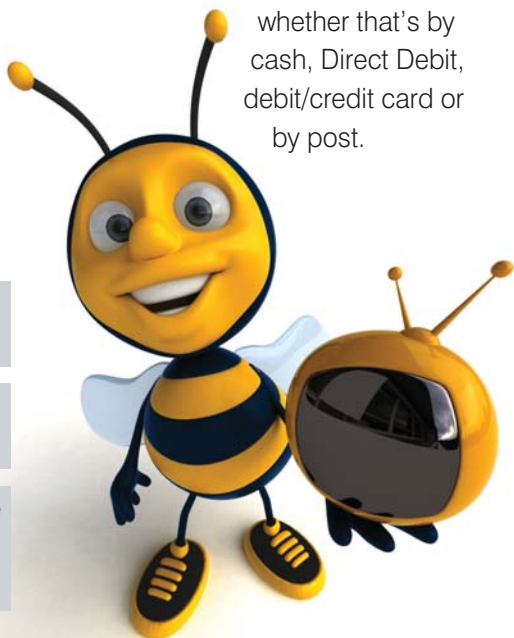
In some cases you can apply for a reduction on the cost of your licence. This applies if you or someone you live with is:

75 years old or older – you're eligible to apply for a free licence by calling 0300 790 6112 or visiting the TV licence website.

Blind and can provide appropriate evidence – You can apply for a 50% blind concession on your licence. However, if you're partially sighted you won't be eligible for any reduction.

If you don't watch TV at all or your property is empty or unoccupied you still need to contact TV Licensing and let them know.

This should stop any letters being sent to the address for up to six months.



Dealing with Debt

There is debt that is manageable and then there is problem debt!!

If you are struggling to manage your debt and it has begun to spiral out of control, it can be hard to know where to turn. Talking about your debt and acknowledging there is a problem are the first steps to solving it.

The following easy steps can be undertaken to address your debts:

- 1 Be honest with yourself and write down all your debts.
- 2 Make sure you pay your rent and council tax first. TV license, gas and electricity – these are priority debts. The ramifications of not paying these debts can be quicker and more severe.
- 3 Get in touch with every organisation you owe money to and tell them that you are experiencing difficulties.
- 4 Create a budget and stick to it.
- 5 Get rid of non-essential expenses and make sure you have the best rate for utilities.
- 6 Work out how much you can afford to pay off your debts on a regular basis, even if it's a low amount it may be considered to be a reasonable offer.
- 7 Don't borrow money from high-interest lenders to pay off your debts. This kind of borrowing will make your situation worse.
- 8 Seek the right advice if you are overburdened by debt and not in control of the situation. Delaying getting advice can often lead to the situation getting worse.

If you are experiencing any debt issues you can contact our **Financial Inclusion Team** by phone on **0141 440 0308** or email **financialinclusion@govanha.org.uk** for an appointment or general advice with a qualified member of our team for free and impartial advice.







TENANTS RESPONSIBILITY...

DID YOU KNOW?

Under the terms of your tenancy agreement you may under certain circumstances be liable for the repairs to your home.

How could such situations arise?

- If the neighbour upstairs left the bath running or if they had a burst pipe and the water caused damage to your decorations it would be your responsibility to redecorate your home.
- If you had your keys stolen you may have to pay for the cost of replacing the locks.
- If a vandal broke one of your windows you may be liable for the replacement cost of the window.

DON'T WORRY HELP IS AT HAND!

Your housing provider has teamed up with Thistle Tenant Risks to offer tenants and leaseholders an insurance scheme which is able to cover all of these risks.

Not only will the policy cover your home contents against such perils as Fire, Theft, Water and Storm damage but it will also protect you against those events that as a tenant you may be affected by and financially responsible for.

Optional extensions are available for an additional premium, you can include, extended accidental damage, personal possessions (cover away from the home), wheelchairs and mobility scooters, hearing aids, and cover is also available for the structure of garden sheds, garages and greenhouses.

It is easy, flexible and affordable, you can pay cash fortnightly or monthly using a swipecard, you can set up a monthly direct debit, or pay annually. There are many more benefits including no excess (you don't pay the first part of a claim).

So if you want to find out more you can ask your landlord for a prospectus pack or contact **Thistle Tenant Risks** on 0345 450 7286 or email: tenantscontents@thistleinsurance.co.uk or visit: www.thistletenants-scotland.co.uk

You can even request a member of the Thistle Tenant Risks Team to call you back!

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

Are you covered?

Thistle Tenant Risks is a trading style of Thistle Insurance Services Ltd, Lloyds Broker. Authorised and Regulated by the Financial Conduct Authority, A JLT Group Company. Registered Office: The St Botolph Building, 138 Houndsditch, London, EC3A 7AW. Registered in England No 00338645. VAT No. 244 2321 96.

Govan C Residents Association AGM

The AGM was held in the Baptist Church on Wednesday 30th May 18 and was a well attended event. The Residents Association is an independent organisation made up of local residents interested in keeping the area a good place to live for all the community.

Three new residents joined the Committee and office bearers were duly elected.

The Govan C area covers Burndyke Square and Court, Merryland Street and Place, Elphinstone Place and 533 Govan Road. The Residents Association Committee meet on the first Wednesday of the month in the Baptist Church in Elphinstone Place. Officers from Police Scotland, Councillors and a representative from Govan Housing Association attend the group to assist with any issues raised at the meeting. A monthly walkabout takes place to highlight any estate management issues requiring attention such as landscaping and graffiti removal.

There is now a Summer recess with the next meeting being held on **Wednesday 5th September 18.**

Tenant Profiling Exercise

The Association recently wrote to all residents advising that our staff would be visiting your home over the coming weeks to carry out a survey collecting up to date information with regard to your household.



As your landlord we collect and process information about you to help meet our tenancy obligation. Information such as your name, contact telephone number, address and details of who stays in your home with you.

We want to make sure the details we have are accurate and up to date. To assist us with this we are carrying out the tenant profiling exercise which means we will be visiting your home to obtain this information.

We also want to gather some additional information to help us get to know our community better and also help to shape any services we can 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 where we can assist tenants with financial support.

Diversity of our Community: the law requires us to collate information on the diverse nature of our tenant's and the community ensuring where possible we deliver a high quality service to everyone; irrespective of their background or capacity.

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

Bulk Refuse Collection

Land and Environmental Services provide a pavement uplift of bulk items for tenants on a weekly basis. It's important that all tenants and residents stick to the collection arrangements. Don't dump it!

On Collection Day any bulk should be presented to the front kerbside before 7.30 a.m. Please telephone Glasgow City Council on **0141 287 9700** in advance to advise the items you require to be uplifted.

Bulk Collection Days are:

Govan C – Monday • Ibrox – Monday • Central Govan – Thursday

Full details of recycling, bulk and general refuse collection can be found online at www.glasgow.gov.uk

Dog Fouling

The issue of dog fouling is still a problem in the area, especially on grassed and backcourt areas. This makes cutting grass a very unpleasant task for our Home Team Landscapers who are all working hard to keep Govan clean and tidy. The back courts are not a dog exercise/fouling area and dogs should be exercised away from the property.

If you own a dog it is your responsibility to clean up after your pet. If you are a tenant of the Association your tenancy agreement allows you to have a dog as long as it is not a nuisance to others.

As everyone should know by now, dog fouling is not only

unpleasant but can be a potential health risk, especially to children. Owners, who do not pick up after their dog can be reported to Glasgow City Council Environmental Task

Force on **0300 343**

7027. Their officers will issue a fine of £80 when dog fouling has been witnessed and this rises to £100 if the fine is not paid.

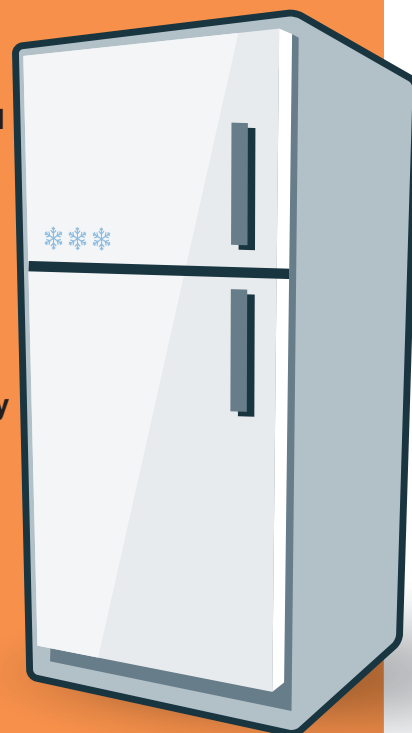
Please
pick up
the poop!



Disposal of Fridges/Freezers

There is a special uplift service provided by Glasgow City Council for refrigerated appliances as they have potentially hazardous substances contained within them. If you are disposing of this type of appliance, you can go online at www.glasgow.gov.uk to request a special uplift or phone **0141 287 9700**.

Please do not leave fridges and freezers out on the pavement without arranging the uplift first as they will not be removed and you could be fined for fly tipping.



Name Plates

Our housing management team have noticed, whilst visiting our properties, that a significant number of house doors are without name plates. If you do not have a name plate, you may miss out on receiving important items, such as:

- Allpay payment card – which means you will be unable to pay your rent or factoring charges.
- Housing Benefit correspondence – which could lead to your claim not being processed and possibly cancelled.
- Correspondence from the Department of Work and Pensions – which could result in your payment for Universal Credit being returned.

Name plates need not be elaborate, simple plates displaying your surname can be purchased cheaply.

Useful Numbers

101	Police – Non emergency
111	NHS 24
0800 111 999	National Grid <i>If you smell gas or suspect a gas leak</i>
0800 404 090	Electrical emergency <i>Hazard or emergency involving overhead power lines or pylons</i>
0141 406 6630	Govan HOME Team <i>For all maintenance and repairs including, boilers/heating, smashed/ cracked windows, pest control issues (Cockroaches and bed bugs only), graffiti, needles and close lighting</i>
0800 595 595	City Building <i>Out of hours EMERGENCIES ONLY</i>
01294 468 113	James Frew <i>Out of hours heating and hot water issues</i>
0141 287 5050	Housing Benefit
0141 287 6180	GCC Homeless Team <i>Two Max Building</i>
0141 287 9700	GCC <i>Cleansing Department</i>
0800 373635	GCC <i>Roads and Lighting (Street lights and pot holes etc)</i>
0141 287 1060	GCC <i>Noise pollution team</i>
0141 287 200	GCC – Switch board
0300 343 7027	Community Safety Glasgow <i>Dog fouling /Fly tipping</i>
0141 287 1059	Environmental Health <i>Rats and anything else except cockroaches and bed bugs (see above)</i>
0330 1010300	MPAS <i>To find out who your current electricity supplier is.</i>

Medical Adaptations to your home



Govan Housing Association Waiting List

The Association is allocated an annual budget from Glasgow City Council to pay for medical adaptations to our tenants' homes. This will cover medical adaptations from the 1st April 2018 until 31st March 2019. 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 GPs 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 have submitted an application for an adaptation, please be advised the work will be carried out over the next 4 weeks.

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**.



Keep your home safe when you go on holiday

Here are five things to remember when going on your travels to keep your home and your belongings secure.

1 Check your household insurance

Make sure you have the cover you need and that it remains valid while you are away. Check for exclusions in your policy that could render it void if, for instance, you are away from home for more than a certain number of days?

2 Don't leave your house looking unoccupied

- Mow the lawn before you leave so that it doesn't look like a meadow by the time you get back.
- Leave curtains and blinds open – nothing reveals that a house is unoccupied so much as curtains drawn during the day.
- Ask a neighbour to remove junk mail from your doormat or letterbox. You can sign up to Royal Mail's Keepsafe service, which holds letters and parcels for up to 66 days while you are away and delivers them once you return.
- Install a light on a timer switch that comes on in the evening.

3 Keep your valuables safe

Keep valuables out of sight and don't leave them where they can be seen.

4 Don't tell everyone you're on holiday

Don't tell people outside immediate friends and family that you are going away or for how long. You'll have plenty of opportunity to show off your tan or tell your tales when you get back. Do not brag about your upcoming holiday on social media such as Facebook or Twitter – you don't know who can read your comments, or who they will tell.

5 Protect yourself and your luggage

Make sure you have adequate travel insurance and that you have declared anything that could later invalidate your claim.

Don't state your home address on the outside of your luggage. Put a note inside the lid in case of loss. Use TSA standard locks on your luggage. TSA locks can be opened by authorised persons at airports, using special tools, meaning your bags can be examined by security personnel without causing damage.

Finally, Enjoy your trip!



Housing and Property Chamber First-tier Tribunal for Scotland Change of Address

The Housing and Property Chamber First-tier Tribunal for Scotland has changed address.

The new address is:

Housing and Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
Glasgow G2 8GT

The First-tier Tribunal for Scotland (Housing and Property Chamber) was formed to deal with determinations of rent or repair issues in private sector housing and relatively informal and flexible proceedings to help resolve issues that arise between homeowners and property factors.

Changes to the Support for Mortgage Interest (SMI) Benefit

What is SMI?

If you're a homeowner, SMI might be able to help you pay the interest on your mortgage and on some home improvement loans. It used to be called "Help with Housing Costs". SMI is now paid as a loan, but was paid as a benefit until 5 April 2018. If you received SMI before 6 April 2018 and have not received a letter or telephone call about SMI loans, then please call:

If you're over State Pension age:

Telephone: 0800 731 0469

If you're of working age:

Telephone: 0800 169 0310

You can find detailed information about SMI at: www.gov.uk/support-for-mortgage-interest

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** on **0141 440 0308**.



CARBON MONOXIDE KILLS DON'T LET IT BE YOU



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



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

HOME FIRE SAFETY VISIT

We will:

- **Carry out a FIRE Safety Check of your home.**
- **Provide & install smoke alarms (if required).**

THIS SERVICE IS FREE OF CHARGE

If you would like us to give you a Home Fire Safety Visit, please contact:

0141 445 2223

garry.miller@firescotland.gov.uk

Freephone 0800 0731 999

Or text "CHECK" to 61611

ALWAYS ASK FOR OFFICIAL IDENTIFICATION – ALL EMPLOYEES OF THE SCOTTISH FIRE AND RESCUE SERVICE WILL BE HAPPY TO PRODUCE THIS ON REQUEST.

Working together for a safer Scotland

Kitchen & Bathroom Replacement Programme 2017/2018

Since Autumn/Winter of 2017, Govan Housing Association, in conjunction with our subsidiary company Govan Home Team, have installed approximately 65 kitchens and 79 bathrooms.

These installations have taken place mainly on Govan Road and Howat Street and we are currently on schedule to complete this phase around September/October 2018.

If you have had your 'march in', but not yet received confirmation of your planned installation date, these will be sent out once dates have been confirmed in the coming weeks/months.



As with any new venture there were, as expected, some initial teething problems with Phase 1 of the programme, however these would appear to have been ironed out going forward with Phase 2. Our Tenant satisfaction feedback has also been very positive.

The kitchen units and worktops are of a very high standard, supplied by JTC Kitchens & Furniture Group, the bathroom works have also been receiving very good feedback with the installation of full height wall boards across the bath, with the added installation of a thermostatic shower linked into the existing hot water system. The finishing touch with the installations is the fitting of high quality vinyl flooring in both rooms, supplied and fitted by L & M Flooring, a local company based in Burleigh Street, Govan.



Seagulls & Pigeons

The Association has received many complaints over the past few months about seagulls and pigeons and the problem they cause.

The complaints concern noise, aggressive behaviour, bird faeces and interference with refuse bags.

The Association actively discourages residents from feeding birds and would ask all residents disposing of rubbish to be mindful of disposing it in an appropriate manner to discourage interference by seagulls and pigeons. This means that bins should be tied and sealed and placed in the bins rooms/areas provided.

The Association would ask for everyone's co-operation in ensuring that no food is left out for birds and that bin bags are not discarded in communal areas and would ask anyone without a key to the back court area to contact the Association.

Feeding birds can quickly become a problem and if the birds start interfering with rubbish bags, the problem could escalate into a pest (rat) problem.

Where seagulls nest on private property it is the responsibility of the owner to take any necessary action to have the nest removed. In such situations they should contact a local Pest Control company who would offer such a service.



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:

Glasgow Fair Weekend

Friday 13th July and
Monday 16th July 2018

September Weekend

Friday 21st and Monday 24th
September 2018

Kid's Corner...



Sporty Wordsearch

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

BADMINTON • BASEBALL
BASKETBALL • BOXING
CRICKET • FENCING
FOOTBALL • GOLF
HOCKEY • NETBALL
RUGBY • SKIING
SWIMMING • TENNIS
WRESTLING

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

Best of luck!



Layered rainbow salad pots

Give kids two of their five-a-day and a dose of vitamin C with these colourful rainbow pots of tuna salad, ideal for a lunchbox, or summer picnic.

Method

1. Cook the pasta until it is still a little al dente (2 mins less than the pack instructions) and drain well. Cook the green beans in simmering water for 2 mins, then rinse in cold water and drain well. Mix the tuna with the mayonnaise and yogurt. Add the chives, if using.
2. Tip the pasta into a large glass bowl or four small ones, or four wide-necked jars (useful for taking on picnics). Spoon the tuna dressing over the top of the pasta. Add a layer of green beans, followed by a layer of cherry tomatoes, then the pepper and sweetcorn. Cover and chill until you're ready to eat.

Ingredients

- 350g pasta shapes
- 200g green beans, trimmed and chopped
- 160g can tuna
- 4 tbsp mayonnaise
- 4 tbsp natural yogurt
- ½ small pack chives, snipped (optional)
- 200g cherry tomatoes, quartered
- 1 orange pepper, cut into cubes
- 195g can sweetcorn, drained

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



facebook.com/govanhousingassociation



@MovingGovanFwd

