

FREE

THE GOVAN BUZZ!

Govan Housing Association Magazine
Issue 13 | Spring 2019
www.govanha.org.uk

Inside this
issue...



Happy Easter...

...from everyone at
Govan Housing
Association!



DIGITAL INCLUSION



BENEFITS UPDATE



KIDS CORNER

Moving Govan Forward

Staffing News...



Welcome to our first staffing news update for 2019. With Spring in the air, the HOME Team continues to grow and expand.

Since our last edition of the Govan Buzz, we have recruited ten new members of staff at Govan HOME Team, our property and maintenance subsidiary.

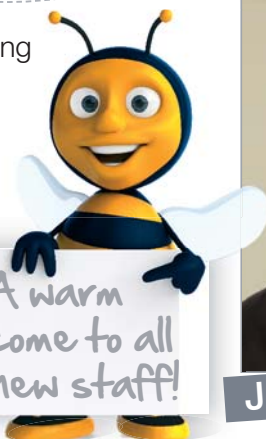
We offer a warm welcome to our two new Kennys, Head of Planned & Contracts Kenny McGinty and Business & Repair Contract Administration Manager Kenny Fitzpatrick. Also joining our Services Admin Team is Services Administrator Hannah Sinkie and Services Administrator Assistant Susan Lawless.

We have also employed to our trades team Joiner Supervisor James McDougall, Joiner Steven McCrory along with Plumber Kieron Alexander, Estate Caretaker/Labourer Brian Gemmell and last by no means least we welcome back Joiner Paul Muir.

The HOME Team will continue to be supported by the Executive Management Team and HOME Team Board.

Also this quarter, following the successful recruitment of our HOME Team staff, we have seen Louis Marengi returning to his roots as Tenant Liaison Officer in Govan Housing Association now that his temporary post as Operations Manager has come to an end. We would like to thank him for his contribution and support during this period.

We wish all our successful candidates well in their new posts.



Kenny McGinty



Kenny Fitzpatrick



Hannah Sinkie



Susan Lawless



James McDougall



Steven McCrory



Kieron Alexander



Brian Gemmell



Paul Muir



Peter Kelly

Tenant Profiling Exercise



The Association recently wrote out to all residents asking them to complete and return a Tenant profile questionnaire. If you haven't already done so would you please complete the questionnaire and return it to us as soon as possible.

The reason for this exercise is to ensure we have up to date information on 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 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.

Prize Draw

We will also be offering a prize draw of a Samsung Galaxy Tablet to those tenants returning a completed questionnaire. Our staff will also be on hand to assist with the completion of the questionnaire or if you need to request another questionnaire or would like to speak to one of our staff regarding this please call us on 0141 440 0308 or email general@govanha.org.uk.



Reminder

If you are in receipt of Universal Credit Entitlement in the full service area and are required to access your claim online you will be responsible to update Department of Work & Pensions (DWP) directly of your annual rental increase on your journal. Govan Housing Association rent increase takes effect from 28th April 2019. You will receive confirmation of this in writing in March 2019.

Please note that if you do not update DWP of any rent increase, this could result in you not receiving the correct entitlement. Even if your Universal Credit housing costs are paid directly to your landlord you are still responsible for updating the details of your rent increase to them in order for this to be processed.

Reminder

If you are in receipt of Housing Benefit Entitlement and you receive direct payments paid to yourself, it is your responsibility to update Glasgow City Council, Housing Benefit of your rent increase. Govan Housing Association rent increase will take effect from 28th April 2019, you will receive confirmation of this in writing in March 2019.



Failing to update Glasgow City Council, Housing Benefit of any change in rent increase, will result in you not being in receipt of your full Housing Benefit Entitlement.

Please note if your Housing Benefit is paid directly to your landlord we will notify Glasgow City Council on your behalf.

Bag it & bin it!

A number of residents have contacted us regarding an increase in dog fouling in the area which is an eyesore and a health risk.

If you have a dog it is important to ensure that the dog is never allowed out on its own, and when you take your dog out you must bag any mess and dispose of it properly. Additionally, you should not allow your dog to use common areas as this is a space for all tenants to use and enjoy.

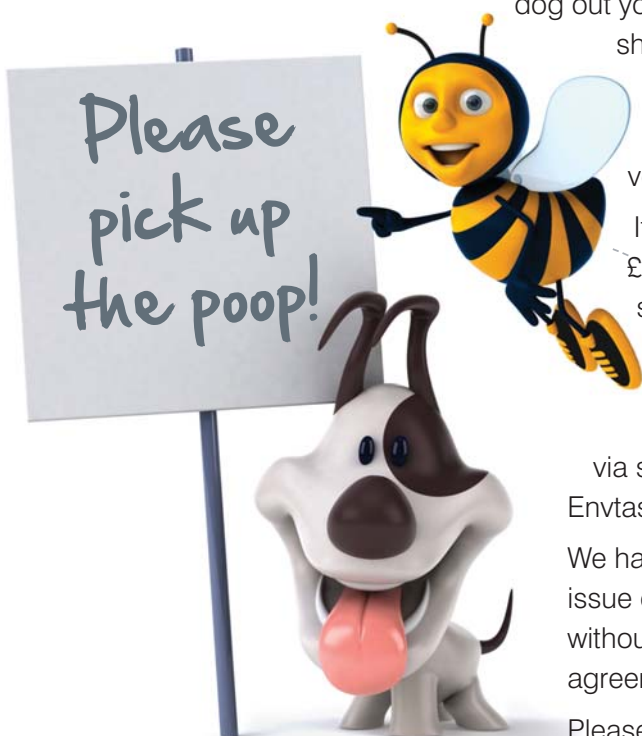
It is also important to note that dog fouling is a source of food for vermin so could contribute to increased numbers of rats in the area.

If you do not dispose of your bag properly you could be fined up to £80 and if this isn't paid within 28 days this increases to £100! If you see anyone allowing their dog to foul and not disposing of it properly you can report it to Glasgow City Council's

Environmental Task Force online www.glasgow.gov.uk, by using the MyGlasgowapp, or on 0300 343 7027. You can also report it via social media; Twitter @theenvtaskforce or via Facebook at Envtaskforce.

We have asked for increased patrols in the area to try and tackle the issue of dog fouling – if you receive a fine for allowing your dog to foul without disposing of it correctly, this is a breach of your tenancy agreement and we can take action in relation to this.

Please help to keep Govan clean by ensuring you BAG IT AND BIN IT!



Bulk Uplifts

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

Collection Day – Put Bulk Directly Onto The Pavement. Bulk items such as furniture etc. must only be put out on the pavement outside your close, for uplift, on the morning of collection.

Govan Weekly Bulk Collection Days

- Govan C = Monday
- Ibrox = Wednesday
- Central Govan = Thursday

Not Collection Day – Put bulk in your back-court. If you have bulk items that you need to dispose of, on any other day, please leave them at the side of the communal bin shelter in your back court (neat and tidy) and the Association will arrange to have these items put out onto the pavement for collection on the required day.

Fly Tipping – Fine £50. Please note, any furniture placed on the street on non collection days will be regarded as fly tipping and reported to environmental officers who may impose a fixed penalty of £50.00.

Non-tenements – These arrangements are for tenements only. Tenants living in non-tenement properties should call Land and Environmental Services on **0141 287 9700** and arrange an uplift date for bulk items to be collected.

When experiencing environmental problems such as missed bin or bulk uplift collection, please contact Cleansing Enquires on **0141 287 9700** or online through the MY Glasgow App www.glasgow.gov.uk.

How to avoid Court Action for Rent Arrears

If you have fallen behind with your rent payments and have built up rent arrears, it is important to act quickly. You will need to treat your rent as a priority because if you don't pay the arrears it could lead to court action being taken against you.

Court proceedings is an action that Govan Housing Association will only take after exhausting every other stage for tenants to co-operate.

Steps to avoid Court Action:

- Contact your Housing Officer immediately.
- Make an appointment with the Financial Inclusion Team for welfare benefit, money and debt advice.
- Complete a Budget Planner.
- Make a suitable and affordable Payment Agreement.
- Ensure you make agreed payments.

If you have received any correspondence with regards to court action for rent arrears, you can contact your Housing Officer on **0141 440 0308** to resolve the matter.



Useful tip...

Our Financial Inclusion Team deal with welfare benefit, money and debt advice. If you need advice, you can make an appointment on 0141 440 0308 or email financial.inclusion@govanha.org.uk



Check if you are entitled to the:

Severe Disability Premium

In your award of:

**Income Related Employment
& Support Allowance**
Income Based Jobseekers Allowance
Income Support
Housing Benefit

It would give you:

Extra money

... around £65 per week for each person who qualifies

Protection

...you won't need to go onto Universal Credit until you are transferred – at which point your level of income will be protected

**Many people do not know about it-
and they miss out!**



Severe Disability Premium

The rules are complex – but you could be entitled if all of the 4 points below apply to you

1. You receive one or more of these benefits:
Income Related Employment and Support Allowance
Income Based Jobseekers Allowance
Income Support
Housing Benefit

2. You also receive one of these:
Daily Living Component of Personal Independence Payment (PIP)
Middle or High Rate Care Component of Disability Living Allowance
Armed Forces Independence Payment (AFIP)
Constant Attendance Allowance
Exceptionally Severe Disablement Allowance

3. Nobody is paid Carer's Allowance or has a Carer Element included in their Universal Credit assessment for looking after you.

4. You live alone or are treated as living alone.
You are treated as living alone if the only people living with you are:
Also getting one of the disability benefits listed at point 2, or
Certified as severely sight impaired or blind, or
Dependent children, or
Lodgers, boarders, non-partner joint tenants, or other tenants who are separately liable for the rent.

If all of these apply to you–

Check your award letter – is the Severe Disability Premium listed?
Or contact the relevant department in ESA, JSA, IS or HB Office
Or a benefit adviser for further advice.

Don't delay! Make sure you are not missing out!

Produced by www.housingsystems.co.uk. A Universal Credit, Housing Benefit and Welfare Reform information website for housing professionals.
Note: Rules correct as at February 2019 but are subject to change.

Don't miss out!

UC Universal Credit

Update



As reported within our winter newsletter, Universal Credit full service was rolled out in our area from September 2018. Since then, Govan Housing Association has been assisting many of our tenants with the full claim process where required.

In some cases, it may not be necessary for you to change over to Universal Credit, for example:

- If you are a single person over working age i.e. a pensioner.
- If you live in Glasgow and are already claiming Housing Benefit and your only change is that you have moved address to another property within Glasgow.
- If you are entitled to a 'Severe Disability Premium' within your benefit entitlement. (The rules surrounding this are complex therefore please contact us for further information if required). This normally includes those who are in receipt of Personal Independence Payment Daily Living component or Disability Living Allowance, Care component.

If you are advised that you need to claim Universal Credit, please do not hesitate to get in touch with us and we can clarify if this is actually necessary.

Changes from 1st February 2019 if you have 3 or more children

Families with 3 or more children are no longer excluded from claiming Universal Credit. For some, this will mean a drop in their income therefore as above, please contact us prior to making a claim for Universal Credit.

From 15th May 2019 – changes to mixed age couples

From this date, couples where only one is under retirement age will still need to make a claim for Universal Credit rather than Pension Credit.



Family Fund

Helping disabled children



What can this grant fund?

The Family Fund believes that all families raising disabled and seriously ill children and young people across the UK should have the same opportunities as others. They provide grants that support a family, improve their wellbeing, increase quality of life and ease many of the pressures they often face.

The award can be given in different ways this might like furniture, clothing, bedding, kitchen appliances, sensory toys, computer or tablets, a family break, or maybe something to help with college for 16/17 year olds.

How they award the grant

- A payment card for a request for an appliance, clothing, furniture, home entertainment and leisure items.
- A product delivered to your home direct from a supplier for computers and trampolines.
- A direct payment or voucher from a supplier towards a family break.

If you wish to make an application for this grant fund can you contact the Association's Community Inclusion Team and a member of the team will assist you to complete the form or alternatively you can apply online

www.familyfund.org.uk

Are you having difficulties opening a bank account?

If you don't have a bank account, we may be able to open a basic bank account for you. We may also be able to assist opening a bank account online for you.

Basic bank accounts do not normally allow you to go overdrawn, so if you are paying bills by direct debit or standing order you need to make sure that you have enough money in your account to avoid any charges.

What do I need to open a basic bank account?

- Proof of ID - this can be a benefit award letter or paper driving licence if no photographic ID is available.
- Proof of address - this can be a benefit award letter or paper driving licence if not used as proof of ID, a recent utility bill, a recent bank statement from another bank or post office account statement.

Some of the ways a basic bank account could help you:

- Wages or benefits can be paid direct into your account.
- You can choose to have the account in your own name or with a partner.
- If you pay your bills by direct debit, you could pay less for some things especially gas, electricity or telephone.
- You can cash cheques for free instead of using a cheque cashing service that is not connected to a bank. The charges for a cheque cashing service might mean you only get around £20 for a cheque of £25.
- You will be in a better position to shop around and find the best deal on other financial products, for example many insurance companies will only offer insurance if you have a bank account to pay your premiums.
- You can manage your money with telephone or internet banking.



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 swipe card, 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 Housing Association is working in partnership with One Parent Families Scotland.

Changing lives, challenging poverty

One Parent Families Scotland aims to encourage and enable parents across Scotland to make the most of the opportunities available to them so they can flourish as happy, healthy and achieving families. They provide help to all single parent families; mums, dads, young parents and kinship carers.

'We work with local communities to empower families to overcome the barriers they encounter. We support parents to give their children the best possible chances in life, with improved health and a stable home environment.'

Personal Budgeting Course

This practical course, delivered by One Parent Families Scotland will provide you with budgeting skills and the tools needed to manage your family budget. The course is delivered over one day, accredited and will enable you to:

- Cope with unexpected financial pressures e.g. school trips

- Improve your family budgeting skills
- Save for family treats like days out in the summer
- Meet other single parents in your area

We will provide you with lunch and refreshments. There's no need to worry about childcare or travel costs, One Parent Families Scotland have it covered. What's more, all participants will receive a £20 voucher on completion!

To take part in this one day course, please contact Govan Housing Association's **Financial Inclusion Team** on **0141 440 0308**, email financial.inclusion@govanha.org.uk or by calling into the office in person.

Lone Parent Helpline – 0808 801 0323

Call 0808 801 0323 - a free, confidential helpline for single parents in Scotland.



Home Start is one of the leading family support charities in the UK. Home Start volunteers help families with young children deal with the challenges they face. They support parents as they learn to cope, improve their confidence and build better lives for their children.

Home Start is an organisation that helps families that are struggling with post-natal depression, isolation, physical health problems, bereavement and many other issues, you can receive the support of a volunteer who will spend around two hours a week in a family's home supporting them in the

ways they need. Home-Starts across the UK also support families in groups, hold day trips and Christmas parties and help access local services, as well as lots of other support.



We're recruiting volunteers!

Our Community Inclusion Team is recruiting 5 new digital volunteers to support our digital drop-in programme from our Digital Hub.

We're looking for people with digital and tech skills that are looking for volunteer opportunities in Govan.

The opportunity comes with free digital training and basic welfare rights training.

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



The Hub



The Hub programme is busier than ever with some new projects starting in November last year. FASS (Family Addiction Support Services) have been delivering drop-in service on Tuesday afternoon offering therapies and activities.

We have a new Community Meal programme serving FREE food on Monday and Thursday evening from 5-6pm and on Saturday's from 11-1pm. Everyone is welcome to drop by and join us.

The long term project such as the Woman's Group, Men's Group, Walking Group, Cooking Class and Community Meal have all been very busy and well attended.

For more info on any of our community projects please contact the team on **0141 440 0308**.

THE HUB

2019

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.

FULL PROGRAMME

MONDAY

9am-10am- Breakfast Club
10:30am- 12:30pm- The Govanites Group
12:30pm - 3pm - Maslow's ESOL Class
5pm - 6pm - Drop In Kitchen - Free Meal

TUESDAY

9am-10am- Breakfast Club
10am-12pm Glasgow Clyde College ESOL Class
1:30pm-3:30pm- Walking Group
1:30pm - 5:00pm - Family Addiction Support Services

WEDNESDAY

9am-10am- Breakfast Club
9:30am- 12:30pm- Cooks for the Community
12:30am- 1:30pm- Free Community Meal

THURSDAY

9am-10am- Breakfast Club
10am-12:30pm- Ladies United Woman's Group
2pm - 4pm - Community Achievement Group
5pm - 6pm - Drop In Kitchen - Free Meal

FRIDAY

9am-10am- Breakfast Club
10am-12pm Glasgow Clyde College ESOL Class
12pm-2pm- Parent/ Carer Support Group
2pm- 4pm- Men's Group

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

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 - Click To Connect Level 1 Class

WEDNESDAY

12pm - 5pm Unlock Employment

THURSDAY

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

FRIDAY

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

FREE WIFI

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



Moving Govan Forward



INVESTORS
IN PEOPLE

Platinum
Unit 2019

INVESTORS IN
YOUNG PEOPLE

Good
Practice
Award
Gold

Investors
in People

Health &
Wellbeing
Award

HAPPY TO TRANSLATE

Digital Drop In Service

Our Digital Drop In is still open every Tuesday, Thursday and Friday morning in 905 Govan Road. It offers users free Wi-Fi, computer access, one to one support, free printing and scanning services and help and support to job search and manage Universal Credit journals.

The drop-in service is run by Rory, our Community Inclusion Assistant.

The Digital Hub also hosts some of our partner projects that focus on employability.

Unlock Employment and Momentum Skills are in the Digital Hub meeting clients and supporting people into work on Monday's and Wednesdays. Feel free to pop in and ask a member of staff for more information.

Walking Group

The weather is starting to improve so we're hoping you'll come along and join us on Tuesday afternoons from 2-4pm for our health walk.



We meet at The Hub at 1.30pm for a cup of tea before heading out on the walk.

We can accommodate new walkers of all levels and we're happy for local groups to come join us too.

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





Cooks for the Community

Our weekly cooking class continue to serve up a three course lunch on Wednesdays. The group meet at 9.30am to begin preparations on the lunch before serving food at 12.30pm.

The Community Meal is open from 12.30pm – 1.30pm in The Hub and welcomes many people from across Govan every week.

Don't want to sit in?

Well, don't worry, you can come in and grab some food to take away too!

Both the class and the meal are free to anyone that wants to come along and get involved.

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

Govan residents complete Glasgow University course

The Association, in partnership with Sunny Govan Radio, recruited 10 local people who successfully completed Glasgow University's Activate Course, an introductory course to the University's Community Development Degree.

The group worked very hard to complete the course and attended their awards ceremony in January along with 7 other groups that participated in the course throughout Glasgow and Edinburgh.

Many of the participant from last year's course went on to university or into fulltime employment. We have high hopes for this year's group too with many already participating in Community Achievement Awards.

A massive well done to everyone involved.



Local Musicians make their mark

The Glasgow Barons, Govan's own orchestra, has been using The Hub in the evening to deliver their Musicians In Exile project which brings together Refugee and Asylum seeker musicians to write and play together. The group was working towards a performance in late February in The Grand Ole Opry.



The Glasgow Barons was founded by one of our tenants, Paul Macalindin, and has been successful in delivering music projects in Govan since the Barons were founded.

For more information please visit **www.glasgowbarons.com**

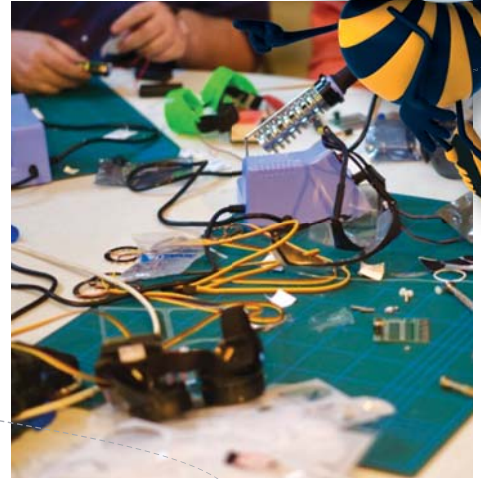


Making Digital Fun Day



Our Community Inclusion Team in partnership with Artronix and Three Mobile ran a Digital Fun Day showcasing digital technology and manufacturing.

Local schools got an opportunity in the morning to try their hands at 3D Printing, Soldering, Making, Robot Racing, Music Creation and much much more. The afternoon was then open to the public and was really well received.



Click to connect!

MSP Visit

On Friday 1st of March, Minister for Finance and Digital Economy, Kate Forbes and Local MSP Humza Yousaf visited the Community Hub to learn about the Digital Inclusion projects happening in Govan. Ms Forbes had the opportunity speak to volunteers and learn about their individual experiences about getting online, searching for work and navigating the benefits system.



Have you always wanted to learn how to use a computer but had no idea where to start?

Our Basic IT class in partnership with Clyde College has become incredibly popular. Participants learn basic IT skills and we use our digital lending library to allow some of the participants to take laptops home to try out what they've learned. We are now taking a waiting list for our next cohort for the Spring Sessions. If you are interested or know someone who is, please contact our **Community Inclusion Team** on **0141 440 0308** or email **rory.brown@govanha.org.uk** for more info.



Factoring Invoices

It is almost time for the factoring invoices to be issued. Your invoice for the period 29th September 2018 – 28th March 2019, is due to be issued in early April. If you do not understand, or wish to query any part of your invoice, please call our factoring team 0141 440 0308 as soon as possible after receiving your invoice. By doing this, we can update our systems to ensure that you are not pursued for any amounts that are disputed and not yet resolved. All non-disputed parts of the invoice should be paid, as normal, within the 28 day period. If you make regular **monthly payments** towards your factoring account, **please check your account balance** upon receipt of your invoice **and clear any shortfall** amount due, or contact us to discuss your payment options.

Debt Recovery

The Association will pursue owners who do not pay their factoring accounts on time. Where owners do not contact us to discuss their debts despite several reminder letters, the Association will pursue legal action to recover the sums due and will also seek to recover our costs in doing so. The Association is always willing to discuss methods of payment and reach agreements to clear accounts over a reasonable period of time.

Payment of your Account



You can pay your account by the following methods:

1 Online Banking

You can go on-line and log into your own bank account and make payment to the following account:

- Account Name:
**Govan Housing Association Ltd
Factoring Payments**
- Account Number: **00181498**
- Sort code: **83-21-16**

You must quote your account number as a reference in order that we can allocate your payment.

2 Cheque Payment by Post

If paying by cheque, please ensure that you write your account number on the back of your cheque to enable your payment to be matched to your account. Cheques should be made payable to **Govan Housing Association Ltd** and posted to **Govan Housing Factoring Department, 35 McKechnie Street, Glasgow, G1 5PX**. Please do not send cash by post.

3 At the Office

You can pay your account by debit or credit card by visiting or calling the office and asking for the factoring department.

4 Bank Giro Slip

You can make payment at any branch of the Royal Bank of Scotland or the Post Office using a bank giro slip. If you wish to use this method please call the factoring department on **0141 440 0308** to request a giro slip.

5 Standing Order

This method allows you to spread the cost of your account by monthly payments. If you wish to instruct this form of payment, please call the factoring department on **0141 440 0308**.

6 Using your allpay swipe card

You can make payment at the post office or any pay point outlet using your allpay swipe card. If you have lost your card please contact the Association to request a duplicate.

7 Direct Debit

This method allows you to spread the cost of your account by monthly payments. If you wish to instruct this form of payment, please call the factoring department on **0141 440 0308**.

8 Online

You can pay your account online using the allpay portal **www.allpayments.net**. You will need your allpay card number to make your payment.

9 By Telephone

You can pay your account by telephone 24 hours a day, seven days a week using the allpay payment line by calling **0844 577 8321**. You will need your allpay card number to make your payment.

10 By Text

You can pay your account via text message, once you register online at **www.allpaymtnets.net/textpay** You will need your allpay card number to register.



Are you a Landlord?

Do you currently let your property to someone one who is not a family member? If the answer is yes then you are a landlord. As a landlord there are some things you should remember.

Landlord Registration

It is a legal requirement to register as a landlord with the local council.

Letting Agent

If you use a letting agent to let your property make sure they are a registered letting agent and that they are complying with the Letting Agents Code of Practice.

You should also provide the factor with details of your letting agent and give them consent to contact your letting agent to discuss the property; this can

help resolve issues like escape of water faster and quicker.

If you let out properties on behalf of others do you know you have to register and comply with the code?

Insurance

If you have buildings insurance through us as the factor and you let out your property the insurance will not cover you for loss of rent or rehousing a tenant when the property can not be occupied.

Therefore, you should ensure that you have adequate landlord insurance to cover you in these events.

Scottish Parliamentary Working Group on Tenement Maintenance

A Scottish Parliament Working Group was set up in March 2018. The group, which has cross party membership, was set up in response to increasing concerns about disrepair in tenements in mixed ownership blocks. The group meetings were attended by organisations with expertise in the built environment, housing and property law.

The Group has now published its interim recommendations, the report proposes a number of significant initiatives to address disrepair in mixed ownership tenements.

These are:

- Requirement for 5 yearly inspections of the common parts of tenements
- Mandatory requirement for owners associations to be established
- Establishment of sinking funds to provide a resource for major repairs

A copy of the full report can be viewed here:

<https://www.befs.org.uk/policy-topics/buildings-maintenance-2/>

The working group will be presenting their recommendations to the Scottish Parliament after the Easter recess.

New Supply Shared Equity (NSSE)

Did you purchase your property under the Scottish Governments shared equity scheme? Did you know that you must get permission from the Scottish Government before making certain changes?

You need permission when:

- Letting your property
- Selling your property
- Increasing your equity stake
- Changing mortgage
- Making alteration to the property
- Adding or removing someone from the property

As agents for the Scottish Government we can assist you through the processes above. Please contact the factoring department for further information.

NSSE with Developers

If you purchased under the developers scheme i.e. the building developer has an equity state in property. You should be aware that NSSE with Developers was a 10 year shared equity scheme and within this period of time you were expected to have:

- increased your equity stake up to 100 per cent; or
- sold your home; or
- made alternative financial arrangements which will enable you to buy a 100 per cent equity in the property.

You should receive a letter outlining your options; however feel free to contact the factoring department to discuss your options.

Owners Association

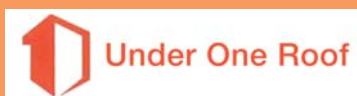
Have you considered setting up an owners association to look after the interests of your property?

Having an Owners Association gives a number of advantages, even when you have an appointed factor. Research indicates that

owners' associations make owners more satisfied with the way their flats are managed and it can make speedier and better decisions. It also provides a single source of contact and better communication between the owners and the factor and gives leadership to the repairs process.

More information on Owners Associations can be found on the **under one roof** website

http://www.underoneroof.scot/articles/1105/Architects/Owners_Associations



Repairs Responsibilities

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

Our responsibilities include:

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

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

Your responsibilities include:

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

You can report a repair by:

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

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

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

Emergency Repairs

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

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

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

Urgent Repairs

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

Examples include:

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

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

Routine Repairs

These are everyday repairs. Examples include:

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

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

Fire Alarms

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

Right to Repair

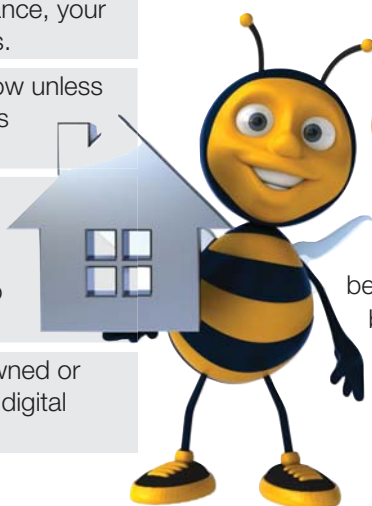
The Association operates a Right to Repair Policy whereby if work is not carried out within the agreed time scale the tenant could qualify for compensation.

Burst Pipes

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

Cyclical Maintenance

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



Gas Safety Annual Checks



The Association has a legal responsibility to ensure that all properties it owns that contain gas pipe work or a gas appliance are serviced on an annual basis.

This **Annual Gas Safety Check** is required by law and is for your own and your neighbours' safety. Most tenants are very helpful and allow us access when requested, to carry out this essential check. Unfortunately, there are a few who do not comply.

Due to the potential seriousness of the situation and the fact that there is a Health & Safety risk to property and more importantly to people, we are taking a much firmer approach to gaining access. Where we have taken reasonable steps to gain access and have not been able to do so we will take steps to force entry to properties.

If we require to force entry to your property, you will be liable for all costs associated with this.

If you have a gas supply but no gas meter in your property, access is still required. If an appointment is not kept by the contractor, please let us know as soon as possible. If this is due to debt on your meter that you cannot clear, please contact our **Financial Inclusion Team** on **0141 440 0308**.

We ask everyone to ensure that when you receive notification that your Gas Safety Check is due, that you contact us to arrange access at your earliest convenience. It doesn't take long and it could save lives.

If you do not have a working Carbon Monoxide Detector in place, please contact the Property Services Team on 0141 440 0308 and we can arrange the fitting of this free of charge to you. Please also contact us if you do not have a working mains smoke alarm and we can arrange this to be fitted free of charge to you. Our gas contractor is James Frew and can be contacted on 01294 468 113.

CARBON MONOXIDE (CO) POISONING



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.



Kid's Corner...



Spot the identical twins

Which 2 bunnies are exactly the same?



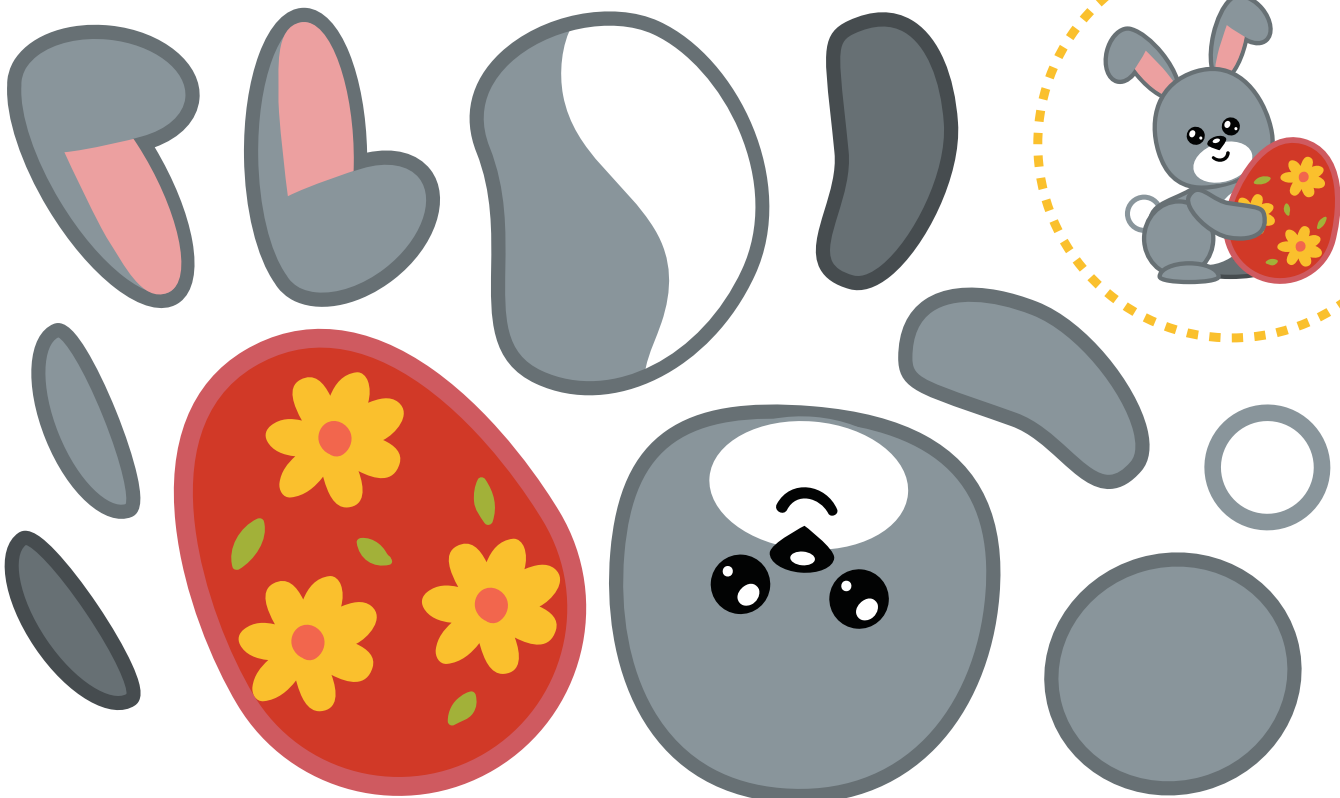
Easter Maze

Can you help the bunny find the way to the carrots?



Build-a-Bunny

Make your own wee bunny! Cut it out and glue it together however you like.



Easter Colouring...



Healthy Recipe...

Red Lentil, Chickpea & Chilli Soup

Method

1. Heat a large saucepan and dry-fry the cumin seeds and chilli flakes for 1 minute or until they start to jump around the pan and release their aromas. Add the oil and onion and cook for 5 minutes. Stir in the lentils, stock and tomatoes, then bring to the boil. Simmer for 15 minutes until the lentils have softened.

Ingredients

2 teaspoons cumin seeds
Large pinch chilli flakes
1 tablespoon olive oil
1 red onion, chopped
140g red split lentils
850ml vegetable stock
400g can tomatoes, whole or chopped
1/2 a can chickpeas, rinsed and drained
Small bunch coriander, roughly chopped (optional)

2. Whizz the soup with a blender or in a food processor until it is a rough puree, pour back in the pan and add the chickpeas. Heat gently, season well and stir in the coriander (if using). Serve with crusty bread.



Emergency Call-out Arrangements

General Emergency Repairs

(**not** Gas Central Heating)

When the office is closed the **emergency repairs service** will operate throughout this period 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 office in McKechnie Street will be closed on the following dates:

Easter

Closed: 5.00pm on Thursday 18 April and will re-open again at 8.30am on Tuesday 23 April 2019.

May Day

Closed: Monday 6 May and will re-open again at 8.30am on Tuesday 7 May 2019.

Spring Holiday

Closed: 5.00pm on Thursday 23 May and will re-open again at 8.30am on Tuesday 28 May 2019.

**Do you have a family member in prison?
Come and join our group for a chat and fun with friends!**

Families Outside Peer Support Group gives Children & Young People the chance to come together to support each other.

**For further information Contact: Tracey Burns
Group Work & Peer Support Manager;
Mob: 07384 469640
E: tracey.burns@familiesoutside.org.uk**

MyTime

and HELP ME Understand
LISTEN ASK ME
Who will about
TRUST HOW I FEEL
I can I want
FRIENDS SUPPORT
with from
GROUP OTHER PEOPLE LIKE ME
In a about
TALK DAD / MUM
I need to PRISON Being in

families outside

voicing the needs of families affected by imprisonment

FOR SUPPORT CONTACT OUR HELPLINE CALL FREE: 0800 254 0088

Email: helpline@familiesoutside.org.uk
Or text FAMOUT to 80777

European Union gov.scot
EUROPE & SCOTLAND European Social Fund Investing in a Smart, Sustainable and Inclusive Future

Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

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

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

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

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



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



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