

news update



Govan *loved* Christmas!

Moving Govan Forward

Chief Executive Update

Welcome to our Spring edition of Govan Housing Association's Newsletter.



This Christmas we were delighted to host the busiest Govan Loves Christmas yet. As you can see from the front page the Cross was crammed with families having lots of fun and it was all free. We would like to thank Govan and Linthouse Parish church who provided a nice warm area for face painting and balloon making and held a silent disco which went down a treat. The Association organises Govan Loves Christmas every year we would love to have some of the local community involved to help us achieve an even better, busier and fully inclusive event for everyone. We would particularly like young people of the Govan Community involved in this event to ensure that we can sustain Govan Loves Christmas for future generations.

The Association is aware of the cleansing issues within the area and are working hard to try to improve the service being provided by GCC for refuse collection. We need your help to hold them to account for the lack of service within Govan. The Association do take your complaints forward to GCC and we have meetings with the Supervisors and Managers of the service but by joining our tenant improvement group you will be in a position to formally approach GCC as a collective speaking on behalf of all our tenants to ensure service improvements.

Please see page 22 for details on how to join the group.

We are delighted to announce that at last the £7m Window Replacement Programme has started in Elder Street and will continue for 3 years until all the single glazed windows within our housing stock are replaced. The feedback from tenants so far has been amazing.

I would like to take this opportunity to thank the staff who participated in the 10 year challenge (What happened to the before and after pictures?) their contribution throughout the years of change is very much appreciated. We have an enthusiastic and motivated staff team here who are willing to go above and beyond to make sure you are getting the service you deserve.

The Association has now completed the stock condition survey gaining access to 80% of our housing stock. Thank you so much for allowing us access to gather this crucial information. We are examining the outcome and will be in a position in the next Newsletter to give you details of the Planned and Cyclical Maintenance Programme over the next five years.

It is not too late to return your consultation paper on this year's rent increase. The proposal is for 3% or 3.4% and to change the rent due date from the 28th to the 1st of the month. Please take the time to return we need to know your thoughts. Please see page 24 for information on how you can make your opinion count.

The Management Committee are seeking people to join them to help run the business and ensure that we are continually improving, financially viable, managing risks and adhering to the regulators governance and financial framework. If you are interested in joining please contact Violet Marshall at the Association's Office.

Fiona McTaggart Chief Executive Officer

Contents

Govan loved Christmas	3
Tree-off Winner!	3
Staff News	4
Five ideas for a healthier new you	4
Healthy Working Lives	5
How we make decisions... ..	5
10 year Challenge	6
Equality & Diversity Working Group	8
Tenant Participation Calendar	9
Become a Committee Member	10
10 year Challenge – Information Technology	11
Association Performance Update	12
Smoke Alarms	14
883 Govan Road – External Fabric Repairs	14
Stock Condition Survey	14
Gas Safety	15
Estates Team Update	15

Do you need a medical adaptation to your home?	16
Access for Repairs	16
Kitchen & Bathroom Replacements	17
Window Replacement Programme	17
Payment of your Factoring account	18
Direct Debit and Standing Order Payments	18
Glasgow City Council and Govan Housing Association partnership working	19
Factoring Invoices	19
A warm welcome... ..	19
Community Inclusion Update	20
Tenant Services Improvement Group – Environmental Issues	22
Govan's Community Cinema Event	23
Central Govan Tenants and Residents Association	24
NEW Tenant Services Improvement Group	25
Govan Volunteer Bank Launched	25

Re-use Project	26
Spreading some Christmas cheer	26
Online rent payment launched	27
Thank you for paying your rent	28
Scotcash	29
Cash for Kids	29
Universal Credit Update	30
Universal Credit – Annual Rent Increase	30
Rent Consultation	31
Free Money Advice	31
Brexit	32
Social Security Update	33
Home Contents Insurance	33
Do you need help to open a bank account?	34
Charity Update	35
Community News	36
Healthy Vegan Recipe	40
Emergency/Out of Hours Contact Numbers	40

Govan *loved* Christmas!

Govan Housing Association recently hosted their annual event in order to celebrate the Christmas light switch on, attended by approximately 3000 local residents.

'Govan Loves Christmas' headline act, Clyde 1's George Bowie and Sparkos helped with the countdown to the big event which saw a fantastic display of fireworks as the Christmas lights were turned on in style.

Generous funding and donations from many individuals and local businesses helped in making the event as successful as it was.

The fayre offered various festive activities including a free funfair, face painting, playbus, Santa's grotto, silent disco and film event by Govan & Linthouse Parish Church.

Various stalls filled the area, offering those who attended the opportunity to buy festive treats and gifts, enter the tombola or win fantastic raffle prizes. Staff from Linthouse Housing Association also had their own stall kindly offering free hot chocolate and mince pies for all!



Govan Housing Association's Chief Executive Officer, Fiona McTaggart said "The Association was delighted to see the turnout for Govan Loves Christmas this year and would like to thank all our partners and donors for contributing to the event. It was fantastic to see families there, not worrying about how much things were costing, as everything was free. Face painting, balloon modelling, silent disco in Govan and Linthouse Parish Church, fairground rides, popcorn, hot chocolate and Santa's Grotto were all very popular with kids and adults alike."



Winner



Runner up

Winner!!!

This is our first year of having a 'Tree off' competition between staff. This was a very competitive competition and all staff participated in the vote.

Our winner this year was Danielle Symon-Smith, our Housing Assistant in the Housing & Community Engagement Team.

Well done Danielle who won 1st prize and Marina McCall, our Housing Income Manager, who was the runner up. We are hoping next year to get more staff involved in the yearly 'Tree Off' competition.



Danielle Symon-Smith

Staff News

We are delighted to introduce five new staff members to our organisation after our recent Staff Restructure.

The successful candidates are all very well experienced in their areas of expertise. We are so happy to welcome Carley Neilson, Customer Service Assistant, Susan Lawless, Property Service Administrator, Kevin Gillespie, Financial Inclusion Assistant, Katie Russell, Maintenance Officer and Vicki Lines our new Finance Officer.

Welcome aboard!



Well done!

We are proud to announce that Neil Thomson, our Business Systems Officer, who currently works in our Finance & IT department, has been studying hard and is now successfully qualified with a Diploma in Information Technology & Telecommunications at SCQF level 8.



Welcome...

We are pleased to welcome Shona Armstrong as our new Corporate Services Assistant.

With almost 7 years experience as Customer Services Assistant in the Association's Reception, many of you will already know Shona. We are delighted she has secured her role within the Corporate Services/ Finance Department and wish her good luck in her new chosen career.



A fond farewell...

...to our Finance Assistant, Mary Craig, who retired at the end of December 2019.

Mary joined the Association in May 2003. Over her 17 years she was a key member of the Factoring team, then moving into the Finance department in September 2017. We would like to thank Mary for all her hard work over the years and wish her all the very best in her retirement.



Five ideas for a healthier new you

Instead of determining at the beginning of the year, what you can or cannot do for the next 12 months, take five small but mindful steps towards a better version, of your current self.

Below we suggest five easy ideas towards improving your physical and mental health:

1 Make time for sleep

This one will be no surprise to anyone, but it is one that deserves to be repeated again and again.

Prioritise sleep - It's really as simple as that. If you're able to find time for TV, computer games or other common leisure activities, then you will likely have time to go to bed early.

Quality sleep will not only improve your mental well-being, it will also decrease the risk of diabetes, heart disease or high blood pressure to name just a few.

2 Go for a walk...

Besides the obvious benefits of fresh air and exercise, going for a walk can help you shake off negativity and reset your frame of mind. The accumulative effect of regular exercise can heal your brain and even make you more creative.

3 Looking after yourself

Make sure you put time aside for yourself to eat well. Minimising junk and consuming a healthy balance of protein, nutritious vegetables and fruit will help to maintain good health, prevent future health issues and significantly boost your energy and mood.

4 Reduce your screen time

Whether it's flicking through your endless Facebook feed or constantly checking for new notifications, just stop. Your brain needs to decompress and not be constantly stimulated.

This is particularly relevant at night before sleeping.

5 Practice mindfulness

Mindfulness, when exercised regularly, can change your perspective on life and inspire contentment. It's about being mindful of the present moment and fully absorbing and appreciating the present time. There are countless benefits to becoming mindful and more self-aware, such as decreasing negativity, boosting self-esteem and enjoyment in life. It encourages you to appreciate what you have, and what exists.

Govan Housing Association, Management Committee and Staff wish all our tenants a healthier and Happy New Year.

Healthy Working Lives

As we see in 2020, our staff have been making some healthier choices to create a healthier work life balance.

We have a dedicated Walking Group that has been led by Kimberley Cowan and Sandra Sloan, our Housing Officers in the Income Team. They have been walking each lunch time along the riverside and have managed to get new recruits. Regular walking has incredible benefits on your health and well being and this is encouraged.



A number of our staff regularly make a pot of healthy soup over the winter days for all staff. This is a good way for staff to get together in our kitchen and makes a healthier choice for lunch.

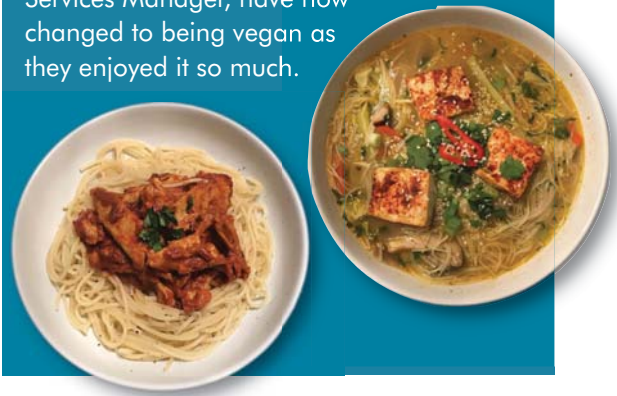
"Thanks Fiona McTaggart, Chief Executive, Fiona McLauchlan, Head of Housing & Community and Engagement and Marina McCall, Housing Income Manager for always making a lovely pot of soup for staff"



Neil Thomson, our Business Systems Officer, referred Denise Coyle, Housing Assistant and Jacqueline McDade, Finance Assistant into making a healthier change this year and all signed up for Football Fans In Training (FFIT). This is a FREE programme for healthy living, well-being and weight loss. It is a 12 week programme that includes nutrition, exercise and a healthy balance of life in general. Well done Neil for completing the programme and good luck to Denise and Jacqueline for signing up for the course and making a healthier change for you, we look forward to hearing how you felt after completed the course.

"Neil Thompson said I lost more than a stone in weight and it was a programme that made me feel much healthier within myself and I would recommend this to people."

Ryan, our Community Inclusion Officer, is a keen vegan and wanted to share some of his healthy recipes with his colleagues. Ryan provided Vegan lunch choices for a full week and staff joined in for a new taste experience. Ryan's vegan week was such a huge success that now some of our staff, including Caron Quinn, Director of Corporate Services and Emma Shields, our Finance & Corporate Services Manager, have now changed to being vegan as they enjoyed it so much.



How we take decisions... ...and what we have decided

Publication of minutes

To promote openness and transparency and in line with recent Freedom of Information legislation we now publish the minutes of our Management Committee meetings on line.

After the minutes have been approved as a true recollection of the content of the meeting, they are published on our website. Look out for these minutes and stay ahead of decision making that affects you and your home. Or better still, get involved and contact our Corporate Services department who will provide you with more information on joining our Management Committee. Email corporate@govanha.org.uk

10 year Challenge



Some of our dedicated staff team have made the 10 year challenge and have worked for Govan Housing Association for longer than a decade. We want to congratulate our long term dedicated staff team members that have seen many changes in our organisation and our local community over the years. Some of our staff wanted to share some of their thoughts of the changes they have seen working in the Housing Sector and working in Govan and local community over the last decade.

Roger Dulin, Head of Finance & IT has worked at our organisation for 20 years and has seen many changes along the way that include:

"I had previously never considered a career in Social Housing, but after joining Govan Housing Association in January 2000, I became part of a housing movement focused on working the local community. What had originally been an initial 6 month temporary contract quickly become a career in Housing Finance and so began a long and fruitful journey working alongside like minded colleagues to improve the lives of the residents of Govan. Over the last two decades I have been part of a team that has been successful in building new housing projects such as Summertown Road, St Saviours and Golspie Street. We have also provided additional services to the local community through the creation of our Community Hub and the expansion of the our wider role engagements and through the recruitment of our Financial Inclusion Team, we are providing direct assistance to tenants with money matters, Universal Credit and housing benefit. The creation of our HOME Team subsidiary has also allowed us to provide a direct repairs service to both our tenants and

factored owners, while at the same time providing good job and training opportunities to the local community.

What had previously just been a Housing Association has changed and grown over the years into an organisation which does much more than just provide housing. An ethos has developed which is much more client focused and to improve the lives of out tenants requires much more than just providing affordable homes, it needs a strong community and services to provide help during our clients time of need.

With ongoing issues such as universal credit, social integration, youth unemployment, loneliness and council cutbacks, the social landscape has never been in more need of community based organisations to engage directly with the residents and work to provide realistic workable local solutions.

*Over the years I have seen many changes both in colleagues who have come and gone, challenges and opportunities change each year but the one constant has been Govan Housing Association's commitment to **Moving Govan Forward.**"*

Fiona McLauchlan, Head of Housing & Community Engagement has worked at our organisation for 25 years and has seen some remarkable changes over this time that includes the following:

"I have seen some considerable changes over the last 25 years in terms of the regeneration of the local area and also in the growth of our staff team, premises where we operate, and the services we provide to our customers.

When I first started working in Govan Housing Association in 1994 there were 17 staff employed, this included our Direct Labour Organisation (DLO) staff that provided our repairs and maintenance service. Our office was based on the ground floor of our current premises and was compact and quite dreary in comparison to the lovely working environment we have now. To date we now have 79 employees including our staff at Govan HOME team.

Over this time there have been several New Build Developments the Association has embarked upon, which has enhanced the number and style of properties available for let to our tenants and customers.

In addition, our planned maintenance programmes, including the replacement of kitchen and bathrooms and our double glazing window contracts, are also well underway throughout our existing stock.

In 2016, to assist with mitigating the risks of the Welfare Reform changes and to deliver projects and initiatives through wider role activities, the Association introduced our Financial Inclusion and Community Inclusion services.

Services provided through these teams include debt and money advice, benefit checks, budgeting skills, health and wellbeing groups, training and employment initiatives, community events, digital inclusion service and food provision to name but a few. These are fantastic additional services for our customers and have greatly benefited our tenants and the local community. Our Community Hub, based on Govan Road, is a well utilised space with many partner organisations as well as the Association providing a range of services from within.

May 2017 saw the opening of our Subsidiary company Govan HOME team at their premises in Edminston Drive. This replaced the Direct Labour Organisation who previously operated from our main office in McKechnie Street. The Association took the decision to open the HOME team to ensure we provide a first class repairs and maintenance service to our tenants and also to create training and employment opportunities for local people.

I have many great memories of working in Govan over this time. The area and its residents hold a very special place in my heart. As well as the Association being a fantastic place to work, it has given me many opportunities over the years that I am truly thankful for and it is a real honour to be the longest serving member of staff. I look forward to the challenges and changes to come over the next 10 years!"

Sandra Sloan, Housing Officer, has worked for our organisation for 17 years and has worked with many tenants from our local community seeing many changes in Govan over the years, including:

"Over the years I have worked as a Housing Officer at Govan Housing Association, I have witnessed significant changes that have most definitely brought about a better Govan to all who live and work in the area.

Whilst there have been many challenges facing the Community including health, poverty, social and economic influences, the Association has strived to better the lives of our tenants and the people of the community as a whole.

I have witnessed changes in the local environment including the redevelopment of Govan Cross and the local shop fronts, as well as the Associations development of new build housing complexes which have helped many of our tenants meet their housing aspirations, and the Association retain our tenants.

When I first started work in Govan, the Association employed one Estate Caretaker and I have witnessed this service expand and become a new subsidiary company

which has not only realised improvements to the repair service delivered to our tenants, but brought about many improvements to our back courts and landscaped areas.

Following a refurb, the office itself has improved for the better and not only is the premises more accessible to tenants but the staff get to enjoy the modern facilities.

Finally, I have seen many staff come and go over the years with new staff bringing skills and levels of expertise to help drive the service forward. In particular, the Financial Inclusion and Community Engagement services which have reached out to our tenants to enhance their quality of life.

I have no doubt improvements to the services the Association delivers will continue and my own efforts will contribute to this."



Equality and Diversity Working Group

The Association is in the process of developing our new Equality and Diversity Strategy and welcomes any tenants or residents to become involved in a working group to assist with the delivery of this Strategy.

Members of the group's role would be to assist with ideas to develop the strategy. If this is something you would be interested in please contact Michelle McColl at the Association's offices on **0141 440 0308** or by email to **Michelle.McColl@govanha.org.uk**, who will provide you with more information on becoming involved. Working together with tenants and residents, we hope to tackle all forms of potential discrimination and break down barriers customers may face in the delivery of our core services.

This Strategy will be effective from July 2020 and commits us to promoting equality and human rights in how we deliver our services. It acknowledges our commitment to meet obligations placed upon us by relevant legislation. It will also provide our customers and Management Committee with the assurance that we are working to understand the individual needs of our tenants and other customers and to deliver services that recognise and meet these needs. We have published our Equality and Diversity Statement below which is an example of our commitment removing barriers for all of our customers.

GOVAN HOUSING ASSOCIATION'S EQUALITY & DIVERSITY STATEMENT

1. We prioritise equality and human rights

We are committed to promoting equality and human rights in how we deliver our services because tenants and other service users of all backgrounds are at the heart of our work. These rights mean that everyone should be treated fairly with dignity and respect. We work to empower tenants and other service users, and to give them a voice.

As a registered Social landlord we must meet the requirements of relevant equalities and human rights legislation. This includes working to understand the individual needs of our tenants and other service users, and to deliver services that recognise and meet these needs. We are also committed to promoting equality within our organisation.

2. What the Scottish Social Housing Charter says

There are vulnerable people who use our services and many have one or more of the protected characteristics that are named in the Equality Act 2010. The Scottish Government's Scottish Social Housing Charter sets standards and outcomes that all social landlords should aim to achieve when performing their housing activities. Outcome one requires that: *"Social landlords perform all aspects of their housing services so that*

every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services". It also says that landlords have a responsibility *"...for finding ways of understanding the needs of different customers and delivering services that recognise and meet these needs."*

3. Our commitment to our own staff

We are also committed to treating our own people equally without discrimination because of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age. We draw exclusively on Employers in Voluntary Housing policies and adopt their progressive policies to help us meet that commitment.

4. Our equalities duties

Through the introduction of our Equality and Diversity Strategy we aim to encourage better and positive equality outcomes for customers. We are committed to meeting our equality duties and performing our functions in a way which achieves that aim. We also continue to explore the views, priorities and experiences of tenants

and service users through our Tenant Improvement Group and listening to customers, with the aim of enhancing our understanding of equality impacts across the social housing sector.

5. Our duties under the Housing (Scotland) Act 2010

These require us to perform our functions in a way which encourages equal opportunities and in particular the observance of the requirements of the law relating to equal opportunities.

6. Our duties under the Equality Act 2010

These duties require us, as a Registered Social Landlord, in the delivery of our services, to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010;
- advance equality of opportunity between people who share a protected characteristic and those who do not; and
- foster good relations between people who share a protected characteristic and those who do not.

Tenant Participation Calendar

We are currently reviewing our Tenant Participation and Community Engagement Strategy as we are committed to consulting, supporting and informing all tenants and residents on key matters and we strive to offer the highest level of service to our customers. As part of this strategy we have developed a Tenant Participation/Consultation Calendar.

We recognise that a Tenant Participation and Consultation Calendar is ongoing and open-ended. It needs to be flexible to the changing needs of our business, tenants and the local community; therefore we will regularly publish updates of this calendar when new events have been added.

Tenant Participation Calendar	Person Responsible	Target Completion Timescale
Begin Rent Consultation process	Housing Manager Income	31/1/2020 – 01/03/2020
Advise of Rent Review outcome	Housing Manager Income	March 2020
Include a Tenant Participation resource in the annual budget	Head of Finance & IT	February 2020
Set a target level for tenant membership of the Management Committee – this will be done in conjunction with our Tenant Improvement Group	Director of Corporate Services	Continuous
Publish an Annual Tenant Participation Calendar	Housing Manager - Community Engagement	March 2020
Consult with members of the consultation register on relevant policy review	Housing Manager - Community Engagement	Continuous
Consult with stakeholders re: review of Business Plan	Housing Manager - Community Engagement	April 2020
Draw up and publish a new Customer Services Charter	Director of Corporate Services	June 2020
Hold AGM	Director of Corporate Services	September 2020
Distribute copies of Annual Report to all tenants	Compliance Manager	October 2020
Distribute copies of Landlord Report to all tenants	Compliance Manager	October 2020
Regularly provide feedback on the outcome of consultation events and decisions reached by the Association to the whole tenant base	Housing & Community Engagement Manager	Continuous
Conduct regular Satisfaction Monitoring Surveys	All staff	Continuous
Feedback to residents involved in Satisfaction Monitoring Surveys	All staff	Continuous
Regularly report on the Association's performance levels through the Quarterly newsletter	All staff	Continuous
Hold quarterly meetings with Tenants Improvement Group to scrutinise performance	Community Inclusion Officer	Quarterly
Publish regular quarterly newsletters	Corporate Services	Quarterly
Publish details of the Association's Major and Cyclical Repairs Programme and report on progress	Maintenance Manager	Continuous
Consult individual tenants regarding relevant major repair contracts	Maintenance Manager	Continuous

Have you thought about becoming a committee member?

It's a great way to volunteer in your community and help change it for the better.

Local housing associations provide affordable rented housing for a wide range of people who need it. They provide quick, efficient repairs and other services, and some are also involved in building new homes.

Community based housing associations often provide all kinds of other services to support local people – such as benefits and fuel advice, help with getting into employment, and places for people to hold meetings and community activities.

Housing association staff members are paid professionals, but associations are run by voluntary committee members, and usually the majority live in the local area.



Here are some of the benefits of serving on the committee...

Benefits for you:

- Gain confidence, build a sense of achievement, improve your self esteem and have a new sense of purpose.
- Develop your understanding, skills and knowledge, add to your CV, and potentially open new career paths.
- Be involved in a stimulating and mutually supportive environment where your views are heard.
- Meet new people, develop friendships, and socialise with others with a shared commitment.
- Attend social & networking events, as well as training courses, to build up your skills.
- Open up opportunities to apply to serve on important national/regional bodies in the housing sector.
- Become a part of one of the most important and effective movements for physical and social improvement that has happened in Scotland over the last 40 years.

- Get personal satisfaction from giving something back to the local community whilst making a real difference.
- Broaden your horizons and have fun along the way!

Benefits for the association and the wider community:

- You'll help to raise awareness of the Association's work both within the local community and beyond.
- The time and energy you commit to the Association will directly contribute to its work in improving the quality of life for tenants and the wider community.
- You can help to ensure good quality housing and services.
- As a voluntary committee member you'll join hundreds of local people and other volunteers who play such a crucial role in taking forward the work of community controlled housing associations in Scotland.

10 Year Challenge

Information Technology

As we start a new decade what changes did we see to technology in the past decade? The last decade brought some of the most amazing technological advances the world has ever seen and we are going to have a look at what we consider the most important tech from each year from 2010 to 2019.

In the 2010s we found a surprising, breath-taking, convenient and at times scary world where technology was advancing extremely quickly with Smart assistants, Smart watches, tablets, virtual reality, Touch ID, delivery robots and Crowdfunding all becoming part of everyday life.

2010 Instagram

The previous decade had been all about Facebook but the 2010s would be about Instagram as older generations became involved in Facebook the younger generations used Instagram to share their personal lives with over a billion registered users worldwide.



2011 Spotify

Remember when you had to have the physical CD to play your music? Spotify allowed us to stream any song instantly and this is now the accepted norm.



2012 Uber

Uber rolled out across the United States as car sharing became the most impactful change in transportation.



2013 Google Chromecast

Chromecast isn't needed by most people today with access to Netflix, Hulu and YouTube in every device but in 2013 this wasn't the case. This small, simple and revolutionary device allowed any TV to be transformed into a Smart TV.



2014 Apple Watch

Although the original Apple watch had a number of problems including missing apps, poor battery life and it was expensive but Apple has evolved the Apple watch into arguably the best smartwatch you can buy.



2015 Amazon Echo

These smart speakers came out of nowhere and have taken voice assistants to great heights. The growing popularity of Bluetooth speakers have helped the Echo be such a huge success.



2016 AirPods

When these were first introduced they were mocked due to their golf tee shape and the idea of how easily they would be lost. Now everywhere you look people are wearing them to listen to their music, podcasts etc.



2017 Nintendo Switch

Nobody would have guessed that a Nintendo console would be the console of the decade. While the Wii was becoming less popular and the WiiU had flopped badly the Switch did almost everything right with its fantastic first party games.



2018 Shareable Electric Scooters

Shareable electric scooters, similar to Uber for cars, were either loved or thought of as the downfall of civilization. But now they have maintained their status in urban life mainly in the US and seem to be here to stay.

2019 Tik Tok

This piece of tech seems most ready to become the Instagram of the 2020s as Gen Z kids bring this social media platform with them. Tik Tok allows short form videos for lip syncing, comedy and skits and is already creating a new generation of social media superstar celebrities.



Other items which we haven't included in the list include the iPad, Tesla Model S autonomous car, Xbox One and Disney+.

But what can we expect in the next decade?

Will we get personal flying machines? They were only predicted in Back to the Future over 30 years ago.

What about autonomous cars? Would you trust a car with no driver to get you to your destination safely?

Will Artificial Intelligence enhance our working environment? Will we all have an R2D2 or C3PO?

How will Social Media develop and transform over the decade?

Will NASA keep to their plans to return to the moon? Or will they land a human on another planet?

Will a private space exploration company backed by a billionaire beat them to it?

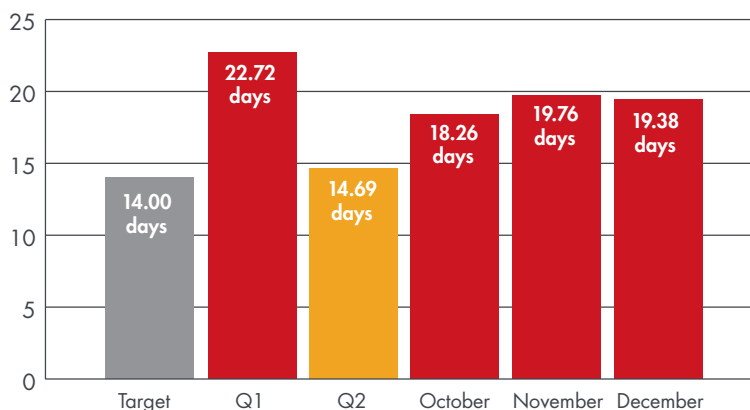
We can only wait and see but one thing we can be sure of we will be surprised and possibly shocked by some of the developments but we will accept them and adopt them into our personal lives just like we have with smartphones, Facebook, Twitter and all the others.

How are we doing?

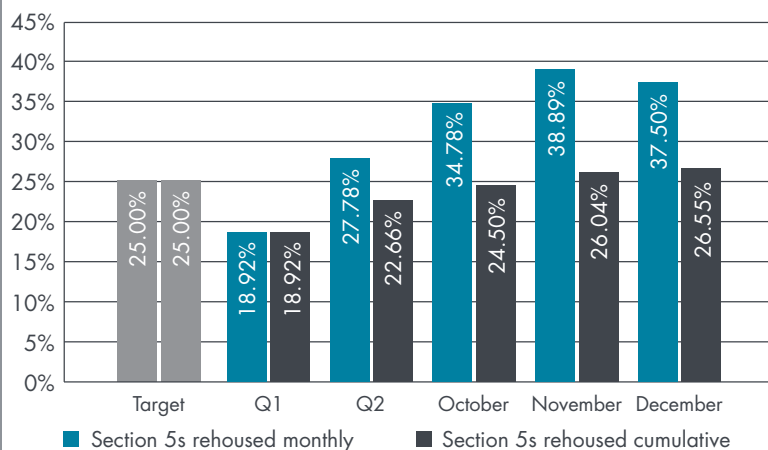
How we are performing 1 April to 31 December 2019

Allocations

Relet of Properties Time Taken in days



Section 5 referrals - rehoused

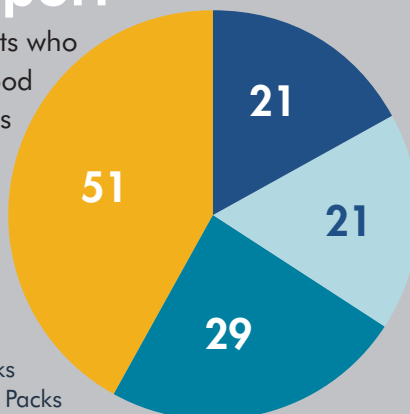


Our performance in re-letting empty properties is improving. We allocate over 25% of our empty properties to homeless applicants nominated by the Local Authority.



New Tenant Support

We provide assistance to new tenants who have support needs. Starter and Good Start packs contain some basic items to allow them to set up home. The Reuse Project is a recycling project to reuse white goods, beds and basic furniture. Grants issued are Community Care grants where we have assisted in completing an application for the new tenant.



- Starter Packs
- Good Start Packs
- Re-Use Project
- Grants Issued

Maintenance: Repairs Completed

Category of repair	Number of repairs	Average time to complete
Emergency	355	2.41 hours
Non Emergency	3693	2.72 days

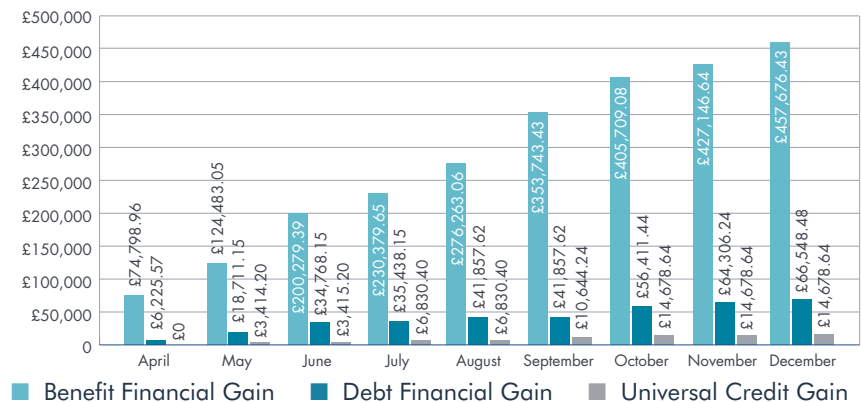
Gas Servicing

The Association carries out Annual Gas servicing to comply with the Gas Safety (Installation and Use) Regulations. This is a legal requirement and it is imperative that all tenants allow access for their gas service visit within 12 months of the previous service being completed.

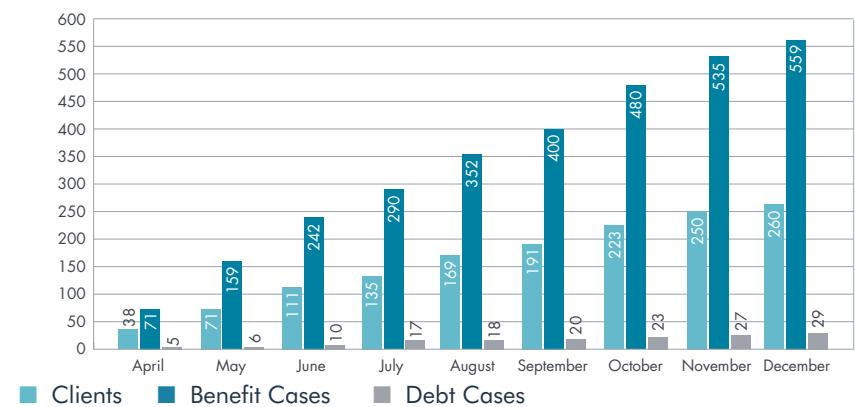
100% ✓
1412 services completed

Financial Inclusion Service

Financial Gain (Tenants & Association)

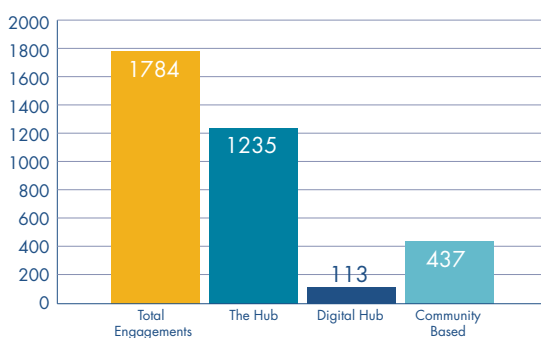


Caseload

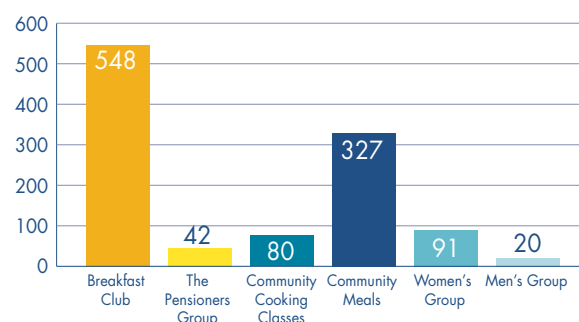


Community Inclusion Service

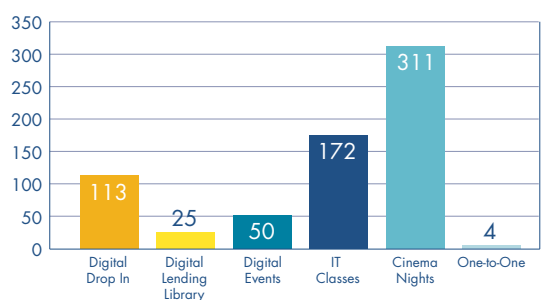
Engagements October - December 2019



The Hub Programme – Engagements October - December 2019



Digital Inclusion October - December 2019





Smoke Alarms

As part of Govan Housing Associations programme of investing in our tenant's homes and safety, we will require access to your property to replace or upgrade the heat and smoke detectors.

This work will be carried out in 2020 by the Govan Home Team and it is important that you permit access for these essential works to be carried out to ensure compliance with the New Fire Safety Standards for Scottish Homes. More information will be provided in our next newsletter and letters will be sent requesting access in due course.

883 Govan Rd – External Fabric Repairs

We're very pleased to confirm the following external fabric repairs have recently been completed at 883 Govan Road, a Grade B listed building:

- Sandstone façade cleaned and newly carved sandstone features to chimneys, balconies and sills.
- New conservation timber windows.
- New leadworks and finial details.
- New Cupola 'light-well' glazing system.
- New Scotch slated roofs.

Our contractors still have to install the new front close door and a rear door canopy, both of which will be completed in the very near future.

We would like to thank all affected residents, visitors, shopkeepers and their customers for their continued patience during these essential works and apologise for any inconvenience caused by scaffolding, building materials and continued tradesmen visits throughout the duration of this important project.

We hope our tenants and local residents are all very pleased with these improvements, which will enhance and protect 883 Govan Road for many more years to come.



Stock Condition Survey

As you may be aware, during the course of 2019, Govan Housing Association carried out a stock condition survey to our properties. This is to establish where and when our Planned Maintenance programmes can best be utilised and to check our compliance with SHQS (Scottish Housing Quality Standards).

We would like to take the time to thank every one who allowed access to our surveyors to carry out this survey. This has been our best Stock Condition survey to date, as we managed to gain access to just over 80% of our properties, allowing us a better snap shot of our stock's condition. We are currently reviewing all the data so keep you eyes open for results and news in our future Newsletters regarding this.

Again, thank you for your help.

Kitchen and Bathroom Replacement Programme



Our replacement kitchen and bathroom programme is continuing well.

At the time of going to press, a total of 104 kitchens and 103 bathrooms have been replaced during the current financial year.

We're currently installing replacement kitchens and bathrooms in what we call Phase 3.3 which mostly includes Elder Street and a few in Phase 3.2 properties at Luath Street.

We're also currently arranging and surveying kitchens and bathrooms for Phase 4.1 which includes some of Rathlin Street and high (even numbers) at Govan Road.

Before we commence Phase 4.1, we'll attempt a 'mop-up' exercise of Phase 3.3 repeated no-accesses to prevent them being removed from the programme.

If you failed to provide access previously for kitchen and bathroom survey, please contact our Tenant Liaison Officer to re-arrange it as soon as possible.

Similarly, if you receive a letter confirming your survey or installation date, please ensure you provide access, or contact our Tenant Liaison Officer upon receipt.

If your kitchen and/or bathroom has been replaced, we hope you're very happy with them and will continue to enjoy them for many more years to come.

Thank you for your help achieving this.

Window Replacement Programme has commenced!

Following a successful Pilot scheme in December 2019 we are delighted to advise you that the Window Replacement Programme has launched!

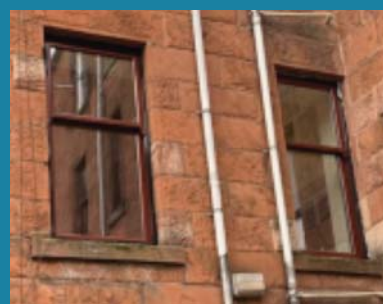
The pilot was carried out to test the quality and durability of the products and to test the installation process which the Association has carried out with Govan Home Team.

The window replacement will not only make a difference to the energy efficiency of your property, but will also make a transformation to the aesthetics of the landscape as you can see from the before and after pictures.

Govan Home Team began the programme by fitting new windows in Elder Street on 4th February 2020.

The Tenant Liaison Officers are still carrying out march-in surveys and it is important that they are given access to continue with the upcoming development. If you have missed an appointment or if you have any queries, please contact the Tenant Liaison Officers on 0141 440 0308.

The Association would like to thank you for your continued patience and support throughout this period of development and if you would like to discuss this further, please do not hesitate to contact the Association.



Access for Repairs

We would all like to have the reassurance, safe in the knowledge that someone will attend to carry out repairs when something goes wrong in our homes.

How many of us get frustrated that someone cannot attend until the next day or for a few days, dependant on the repair? Despite this, every week money and time is wasted on sending gas engineers, plumbers, joiners, plasterers and maintenance officers to appointments which have no access to the property. This is a wasted appointment which could be avoided by contacting the Association either in person, on the phone, or by email to rearrange. This would mean more repairs could be carried out sooner. Help the Association and Home Team cut down on the cost and burden of missed appointments by arranging suitable appointments for you, such as asking us to avoid school times, **AM** between 9am-12.30pm or **PM** access between 1.30pm -5pm.

Phone: **0141 440 0308/0141 406 6630**

Email: repairs@govanha.org.uk

Need a Medical Adaptation in your home? - please get in touch

Every year Govan Housing Association is allocated a pot of money from Glasgow City Council to pay for medical adaptations to our tenants' homes. The adaptations help and enable tenants to stay in their homes and local community by allowing homes to be adapted to suit our tenant's changing medical needs.

If you think this applies to you and you are interested, please get in touch with us so that we can put your name down on our waiting list.

What is a Medical Adaptation?

Medical adaptations can include works such as replacing a bath with a level access shower or making adjustments to tenant's homes and communal areas to aid mobility, for example grab rails, hand rails, Automatic door openers and wheel chair access ramps. Adaptations can also be fitted to help those with eye or hearing impairments.

How to Apply

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

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

Current Applications

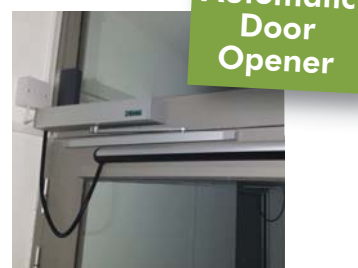
Unfortunately we have run out of funding for the financial year 2019-2020, however we will be allocated a new budget in early summer 2020.

We are still accepting applications for adaptations and any new applications we receive will be added to our waiting list.

We will keep all applicants posted on news about more funding and the likely timescale for completion of the works needed. Adaptations normally take between 4-6 weeks of receipt to be carried out.

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**.



Gas Safety

The Association has a legal responsibility to ensure that all properties it owns that contain gas pipe work or a gas appliance are serviced on an annual basis. This Annual Gas Safety Check is required by law and is for your own and your neighbours' safety. Most tenants are very helpful and allow us access when requested, to carry out this essential check. Unfortunately, there are a few who do not comply.

Due to the potential seriousness of the situation and the fact that there is a Health & Safety risk to property and more importantly to people, we are taking a much firmer approach to gaining access. Where we have taken reasonable steps to gain access and have not been able to do so we will take steps to force entry to properties. **If we require to force entry to your property, you will be liable for all costs associated with this.**

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



Estates Team

The Govan HOME Team Estates Team continue their hard work and dedication on a daily basis to maintain the cleanliness of our streets and property communal areas.

Their duties range from back court clear ups, graffiti removal, domestic cleaning and gathering bulk uplifts for Glasgow City Council collection. The team also dispose of electrical equipment that has been dumped in communal areas. You can help by putting any bulk items to the uplift areas keeping our streets cleaner and putting black bags in the wheelie bins provided. Here are some pictures of their work.



Direct Debit and Standing Order Payments

Many owners settle their accounts by either Direct Debit or Standing Order, which is a convenient way of spreading the cost of your factoring charges on an on-going basis.

The Factoring team will be carrying out a review of your Direct Debit and Standing Order payments over the next few months as, in some cases; the regular payment amount does not cover the on-going costs. If you do pay by Direct Debit or Standing Order please have a look at your recent invoice to check that you don't have a debit balance. If you do, we would ask that you make a top up payment to clear any outstanding amounts. If you prefer, we can arrange to split any amount due over a longer period. **Please call the Factoring Team on 0141 440 0308 to make payment or discuss an arrangement.**

Once we have completed our review we will let you know of any changes to your payment amount.

If you would like to start paying by Direct Debit, and spread the cost of your Factoring Charges, please call the Factoring Team on 0141 440 0308 and we will be happy to help.

Payment of your Factoring Account

To make paying your factoring account as easy as possible the Association has various ways to pay 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 allocated 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 **www.allpayments.net/textpay**. You will need your allpay card number to register.

Glasgow City Council and Govan Housing Association agree partnership to improve pre-1919 tenement blocks



Govan Housing Association and Glasgow City Council are to team up to tackle the condition of pre-1919 homes in the city's Ibrox and Cessnock areas.

The increase in supply and improvement of quality of housing is a key part of Glasgow's Housing Strategy, with a priority of managing, maintaining and improving the existing housing stock.

Tackling the condition of the 76,000 pre-1919 homes in the city (almost a quarter of Glasgow's housing stock), 70,000 of which are tenement flats, is therefore important in meeting some of the aims of this strategy.

The council has in recent years been looking at the condition of a number of pre-1919 blocks in Ibrox Street and Cessnock Street that have been declared dangerous, where it was recognised that - in order to deliver the programme of necessary works - a partnership between the council and Govan Housing Association was required.

Through the partnership, a number of strategic objectives have been agreed:

- tackling disrepair within the pre-1919 tenement stock;
- a programme of preventative maintenance via promotion of Govan Housing Association's factoring services;
- eliminating poor private landlord practice to ensure high levels of compliance;
- creating a sustainable tenure balance through targeted acquisitions;
- bringing empty homes and abandoned ground floor shops back into use for social housing; and
- addressing environmental issues

The partnership's work will cover an area of 33 blocks of 295 pre-1919 tenements, with blocks bounded by Midlock Street (west) Brand Street (north), Harley Street (east) and Paisley Road West (south) - prioritised for funding or statutory action. More than half of these homes are privately rented.

The council will use compulsory purchase orders in the area to acquire some properties, transferring ownership to Govan Housing Association, and will also target empty homes with a view to bringing them back into productive use.

Landlord registration will be essential to this work, and the council will use regulations from the Private Landlord Registration (Information) (Scotland) Regulations 2019 to ensure that landlords provide information on fire, gas and electrical safety, smoke and heat detection, energy performance, and building insurance in their properties.

Councillor Kenny McLean, city convener for neighbourhoods, housing and public realm at Glasgow City Council, said: "Tackling the condition of pre-1919 homes in Glasgow is an essential part of our work to increasing the supply - and improving the quality - of homes in the city. This partnership between the council and Govan Housing Association will see us working closely with owners, landlords, the local community and other organisations to ensure the area has the housing and environment it deserves."

A Warm Welcome!

The Association would like to welcome and thank the owners of 202 Copland Road and 1-5 Cessnock Street for appointing the Association as factors of their property.

Cessnock Street forms part of the iconic Grade A listed buildings at Walmer Crescent and host the Cessnock underground station. The Copland Road building is a traditional pre-1919 tenement red sandstone tenement. The Association is looking forward to working on behalf of the owners to manage their asset and protect their investment.



Factoring Invoices

The Association would like to apologise for the delay in issuing the last round of factoring invoices and for any inconvenience this may have caused owners. Unfortunately we experienced a software issue that was outwith our control.

The Factoring team have been working alongside the software provider to resolve the issues and to prevent any similar issues occurring in the future.

All invoices have now been issued. 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.



The Hub What's on...

Our Community Inclusion team have continued the delivery of our programme from both Hubs on Govan Road as well as from locations throughout the community. All tenants are invited to join us for sessions in The Hub and Digital Hub and at any community events we have throughout the year.

Pensioners Group

The group have continued meeting on Monday mornings in The Hub and have taken part in activities, including a photography project with local photographer Nicola Stead, capturing portraits of women in Govan and sharing their stories.

The group has also taken part in art workshops and activities, learning new skills and trying something a little different every other week. They'll be going on a trip at the end of the financial year to celebrate their participation in social and learning activities in the past year and look to plan a programme of activity for the coming months.



Food Programme

The Association delivers an inclusive food programme, which includes a cooking session on a Wednesday morning and two evening meals per week as well as free breakfast every morning.

Our community chefs with their aprons, which were donated by Lorraine from Zespri Kiwifruit

Although we lost the funding for our food programme the Association has funded this for the coming months to ensure the popular activities still take place in The Hub

Breakfast Club: Mon – Fri 9-10am

Evening Community Meals: Mon & Thur 5-6pm

Lunchtime Community Meal:
Wed 12.30 – 1.30pm



Woman's Group celebrate Christmas in style!

The Woman's Group, which meets in The Hub on Thursday from 10am-12.30pm, have been busy working with new volunteer Sam and our own Community Inclusion worker, Jennifer, on their programme of activities and trips.

The group celebrated with a Christmas Party at the end of the year with food and music. They even had their own Santa there on the day too.

The group is open to all women in the Govan area and anyone interested in coming along is more than welcome to pop in one Thursday and speak to Jennifer or Sam about coming along regularly.



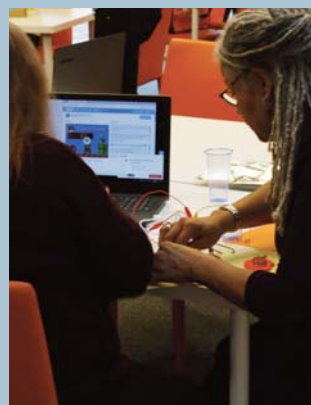
Digital Youth Work Training

As part of our Digital Inclusion programme the Association organises training for both tenants and local organisation. We invited Youth Link Scotland along to deliver their Digital Youth Work Training in our training space in Govan HOME Team's offices.

The interactive training was great for us to learn how to use tech and digital tools to educate and engage with service users. Although the training was aimed at young people we found that there were some useful tools we can incorporate into our adult Digital Learning programme.

The day was brilliant and all the staff in attendance said the training was very enjoyable and worthwhile.

For more information about accessing training opportunities please contact our Community Inclusion Officer, Ryan on 0141 440 0308.



Digital Inclusion Update

Our Community Inclusion Assistant Rory continues to work on a Digital Leaders programme at Govan Campus with two of our local Primary Schools; Riverside and St.Saviours.

In their last workshop, the pupils looked at what skills you need to be a good digital leader and how best to teach others digital skills. They also looked at retro tech, exploring old typewriters and Film SLR Cameras.



TENANT IMPROVEMENT GROUP

Your Association needs you!!



Environmental Issues

Our Tenants Service Improvement Group are currently planning a scrutiny exercise that we will review how we currently work in partnership with Glasgow Environmental Services and will involve assessing the level of service our residents receive and how this can be improved. We need your help however, the more tenants involved, the bigger impact this project will have. So please contact our Community Inclusion Officer Ryan Davidson for more information on **0141 440 0308** or by email **Ryan.davidson@Govanha.org.uk**

Environmental Issues

The Association continues to receive complaints from a number of tenants across our stock in relation to the condition of backcourts and refuse collection. The Association is regularly liaising with Glasgow City Council to highlight these issues and will endeavour to continue to do so in circumstances where tenants have continually reported issues and concerns.

We would remind residents that this is a Statutory service provided through Glasgow City Council therefore should you have any concerns about refuse uplift you should contact them directly either by phone on **0141 287 9700** or through the My Glasgow App.

If you would like assistance to download the My Glasgow app on to your phone or tablet and shown how to use the app for reporting, our Community Inclusion Team will offer

one-to-one sessions with tenants either in The Hub, office or at your home. Please contact the office on **0141 440 0308** to arrange an appointment.

Our Tenants Service Improvement Group is also looking at this issue and will be conducting a Scrutiny Exercise of the Association's approach to dealing with environmental issues around backcourts and communal spaces within our stock.

We would ask that residents ensure all rubbish is placed in the bins provided in the backcourts. At no time should rubbish bags be left at your door, inside the close or at the communal back door. This is a severe fire and health risk and can restrict access for people entering and exiting the close as well as attracting vermin to the area.

For more information regarding Glasgow City Council bin services visit: <https://www.glasgow.gov.uk/recycling>



Refuse collection and bulk item uplift days:

Bin/Refuse Collection

Ibrox/Cessnock Area – Monday
Govan East area – Wednesday
Central Govan Area – Friday

Bulk Items Uplift

Ibrox/Cessnock Area & Vicarfield Street – Monday
Govan East area – Monday
Central Govan area – Thursday

How to Report Environmental Issues

Making a request to Glasgow City Council is now easier than ever! What can you report?

Taking care of our community is Important if you see something say something!!

Get the 'My Glasgow App'

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

**SAVE TIME
GO ONLINE**
www.glasgow.gov.uk

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



You can download the app from your app store. If you need any help to download and use the App please drop in to our Digital Hub at 901/905 Govan Road and our staff will be happy to help you.

Another option is to telephone

You can telephone the Clean Glasgow Hotline on **0300 343 7027**.

Govan Housing Association hosts free Community Cinema Event!

Govan Housing Association's Community Inclusion Team hosted a Community Cinema Screening offering local tenants and the wider community the opportunity to watch 2 of the latest films; "Star Wars: Rise of Skywalker" and "Cats" totally for free!

Held at the Pearce Institute with technical support from Indy Cinema, tickets for the event sold out in just a week with many of them going to families so they could enjoy some fantastic films with zero cost.

The event was part of a wider Community Cinema project ran in partnership with NSPCC Scotland and Govan and Linthouse Parish Church, which offers free DVD, based cinema screenings to families on the last Thursday of every month.

The team are currently planning a follow up screening of 1917; screening on the 20th of February at the Pearce Institute. For more information follow Govan Housing Association on facebook or on twitter @movinggovanfwd

One Film Go-er said: "...everything was fantastic. I know that people do find cinema prices ridiculous as I myself do. To have the change of experiencing new release films which appeal to families is excellent!"

Rory Brown, Community Inclusion Assistant said: "This project has been a culmination of some really hard work from the partnership and we were so happy that people came along and enjoyed these films. Going to the cinema is an expensive thing, especially for families and through projects like this we hope to reduce these costs to our local tenants and communities."

Fiona McTaggart, Chief Executive of Govan Housing Association added:

"Thanks to Rory and Indy Cinema, the event was an outstanding success with families enjoying a free cinema experience within their own community at no cost. The Association is excited about delivering future cinema experiences. Great job Rory. Look out for the next showing and be sure to get your tickets quick."

Message from... Central Govan Tenants and Residents Association

Central Govan Tenants and Residents Association was formed over forty years ago in 1976 and seeks to represent the views and interests of all those, both tenants and residents, living between Broomloan Road and the Govan Yard and between Golspie Street and the Clyde.

It has been involved in many campaigns over these years: against forced relocation during the demolitions of the 1970s, against lack of repairs and high rents charged by private landlords (in the 1970s and 80s there were many more than today), against the poll tax, on the lack of youth services (along with the Community Council it was our association that built the now demolished Youth Hall in McKechnie Street) and, more recently, against the Bedroom Tax.

We meet on the second Tuesday of every month at 6.30 p.m. in the Pearce Institute. The next meetings will be on Tuesdays 10 March and 14 April. Everyone is welcome. Usually the police are in attendance to take up issues raised and so is a representative of Govan Housing Association. When necessary we take up issues with both Govan Housing Association and Glasgow Housing Association (covering Burleigh Street-Harmony Row).

Recently, we have been concerned with issues of cleansing, of dangerous parking, road safety and dangerous pavements. We have raised issues of bus services and over-charging with Transport Scotland.

Our main current campaign concerns the rights of appeal of pre-1989 Secure Tenants. A number of these tenants have been subjected to extortionate increases by the Assessors Panel when they have, under their rights as pre-1989 Secure Tenants, appealed against Housing Association rent increases. A test case was taken by Govan Law Centre to the Court of Session which found that the assessors had used legally erroneous procedures. They struck down the increase. But other increases using the same procedure have remained and the tribunal have refused further review. We have therefore petitioned the Scottish Parliament for an amendment in the Scotland (Housing) 1984 Act to prevent such procedures in the future. This will be heard over the coming months.

We hope you will support us and come along to our next meeting. Unfortunately many of the stalwarts who carried the work of the association in the past are no longer with us and we badly need new people, young and old, newcomers and old Govanites, to keep the association going.



NEW Tenant's Service Improvement Group

The Association is required by the Scottish Housing Regulator to support a Scrutiny Panel of tenants to look at business improvement and scrutinise service provision across the organisation.

Tenant scrutiny aims to give tenants more influence in the management of the Association's decisions, performance and conduct.

Section 31 of The Housing (Scotland) Act 2010, through the establishment of the Scottish Social Housing Charter (the Charter), set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

We are responsible for meeting the Charter standards and outcomes and to report to the Scottish Housing Regulator and to tenants on the progress we are making each year.

The Charter provides the legal framework which dictates that, as Landlords we must ensure that tenants input to and drive forward performance improvement.

Tenant scrutiny is the name given to tenants being involved in the self-assessment process where they independently scrutinise landlord performance against the Charter. Outcomes from tenant led scrutiny will be used by us to improve service delivery

We have set up a new forum for scrutiny called the Tenants Service Improvement Group. We aim to meet at least 6 times a year to carry out scrutiny exercises and engage with both staff and tenants using a variety of methods including digital, interviews and group sessions. Full training will be provided and all meetings include lunch and refreshments.

**We are recruiting new members for the TSIG NOW!
We are looking for passionate individuals to help improve service provision, performance and outcomes to achieve our mission to 'Move Govan Forward'.**

Anyone interested in registering with the TSIG please contact our Community Inclusion Officer Ryan Davidson on 0141 440 0308 or at ryan.davidson@govanha.org.uk

Govan Volunteer Bank is now live!

The Association has led on developing an initiative to boost volunteering opportunities in Govan. Alongside local partners, we have created the Govan Volunteer Bank, a local approach to volunteering and training.

VISION

"A local approach to create and support quality, inclusive and valued volunteering opportunities in Govan."

MISSION STATEMENT

"The Govan Volunteer Bank will work together with local partners ensuring high quality, accessible volunteering opportunities are available throughout Govan. We will work collaboratively to develop the skills and attributes of our volunteers, celebrate their achievements and raise our collective ability to best support community services, spirit and wellbeing."

The main aims of the Volunteer Banks is to standardise volunteering across Govan, support organisations to create new opportunities in Govan, link local people in with local opportunities, develop an annual training calendar, link in with strategic objectives of Thriving Places agenda and to recognise and celebrate the achievements of volunteers.

The website is now live and you can register to volunteer or if you have a business or local project that is recruiting volunteers, you can register the opportunity through the website too.

For more information, please visit www.govanvolunteerbank.org

Govan Housing Association's Re-Use Project

Govan Housing Association have recently started a Re-Use Initiative whereby used furniture and white goods which are still in good condition, can be donated and passed onto other tenants. Many of our tenants have already benefited from this initiative that has assisted them in creating a home. All electrical items are PAT tested to ensure that they are safe and in good working order before they are supplied tenants who have no other means of accessing these items.



Good News!!

One of our tenants who had been engaging with our Community Inclusion Service at our Hub explained to staff that their cooker was no longer working. The tenant had no way of cooking food and our staff at the Hub were able to assist the tenant in accessing the project which helped the tenant obtain a second hand cooker. The tenant was very grateful for the help and assistance from Govan Housing Association. This was the main focus of the project, to help our tenants in a time of need.



Are you looking to change job?

Are you unemployed and looking to get back into work?

Govan Housing Association is one of a group of local partners that have formed the Govan Jobs Match Group as part of Govan Thriving Places. The group have sourced funding to employ a Govan Jobs Match Coordinator to look at developing opportunities in the area and linking these to local people in Govan.

Gerry Keogh from Unlock Employment took on the role in April and to date, the initiative has seen 50 outcomes into work totalling just under £500,000 in income for local people.

Some of the jobs roles have come through partnership working and community benefit clauses tied into construction contracts in the Govan area.

Other partners on the Govan Jobs Match Group include: Central Govan Action Plan, Elderpark Housing Association, Linthouse Housing Association, Glasgow Housing Association, The Rangers Foundation and Glasgow City Council.

For more information or to get in touch with the Govan Jobs Match Co-ordinator drop in to The Hub or contact us on **0141 440 0308**.



Spreading some Christmas Cheer

A big thank you to our close cleaning contractor C.A.S, who very generously donated a number of toys to children of the Association's tenants in December. Children were selected at random to receive the selection of gifted toys just in time for Christmas!

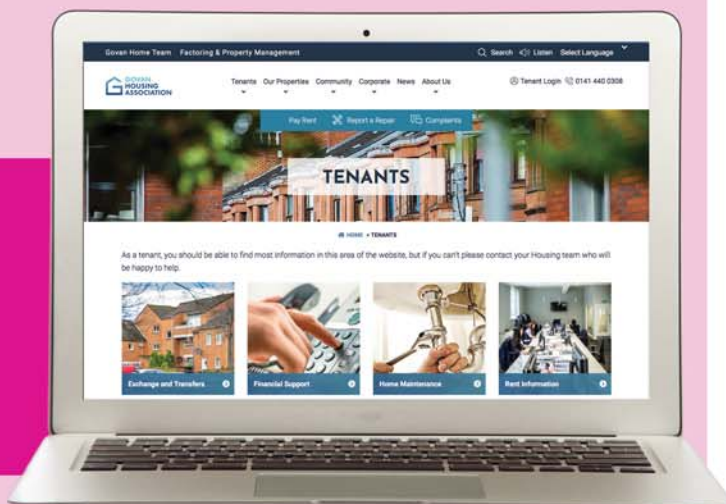
This was a very kind gesture from C.A.S who helped spread some Christmas cheer to the children of Govan Housing Association.

Thank You!



It's here!

We are delighted to announce we have now launched the new option of paying online through our new website. It now couldn't be easier for you to make payments for rent and factoring – check it out at www.govanha.org.uk



Rent Payment Options

You can pay your rent in a number of ways, but one of the easiest is by Direct Debit. Depending on your rent agreement, weekly or monthly payments are taken straight from your bank account. The payment is automatic, so you don't have to worry about missing it.

Why choose Direct Debit?

- Easy to set up – you don't even need to fill out a form
- Your monthly payments are spread equally throughout the year (if you pay your rent weekly, we can set up your payments to be collected every Monday)
- If your rent changes, we will write to you and let you know that we are adjusting the Direct Debit for you – you don't need to do anything
- Direct Debit is safe and secure – your payments are protected by the Direct Debit Guarantee
- You can cancel your direct debit at any time it's as easy as 1, 2, and 3. Have your bank account details to hand and you can call us on **0141 440 0308**. We'll do the rest.

Switch to Direct Debit today!

It's as easy as 1,2,3:

1. Get your bank account details handy
2. Call us on **0141 440 0308**
3. We'll do the rest!



We have introduced a new payment telephone line

Did you know the Association now have a dedicated payment line, meaning you call and pay your rent over the telephoning, you can do this by dialling **0141 440 0308** and choosing option 3. For this option you will require your tenancy number to make the payment, if you don't know this number, please contact the office and we can provide this for you.

Pay your rent online

As well as paying online at our website, you can also make payments online at www.allpayments.net using your debit or credit card, you must have your Allpay card number. You can also download the Allpay APP and make payments by your phone, to do this contact **0844 255 5729** or www.allpay.net.

Pay with a payment card

Everyone is issued with a unique rent payment card, you can use this card at any shop that have the pay point facility in the city. Your nearest outlet can be found on <http://allpay.net/outlet>. If you have miss placed your card or require a new one, you can order a replacement card at the office, free of charge, the cards usually take 14 days to arrive at your home.

In person: we accept payments at our office

You can make cash and card payments in the office, in person, our office hours are, Monday, Tuesday and Thursday 8:30am to 5:00pm, Wednesday 8:30am to 12:30pm and Friday 8:30am to 4:30pm.

Thank you for paying your rent on time

Thank you to all our tenants who pay their rent on time and for keeping their rent payments up to date.

Paying rent on time helps we provide a highly responsive repairs and maintenance service and additional specialised services to our customers.

Importance of paying your rent on time

Unfortunately, some tenants are not paying their rent on time, and some tenants aren't paying at all creating a debt on their rent account and long-term problems for their tenancy agreement.

Paying your rent on time and keeping your account clear of arrears is fundamental to your tenancy agreement. If you do not pay your rent on time, you are putting your home and tenancy at risk which may result in legal action and could lead to eviction and you losing your home. Eviction due to non-payment of rent would class you as intentionally homeless, which means you may not qualify for future re-housing. Legal Action is our last resort and can always be avoidable.



Risks if you do not pay your rent on time

Getting into debt will severely affect your personal credit rating and may make it much harder for you to get credit in the future. A poor credit rating reduces your ability to access credit for goods like a new phone, TV and other household goods like a washing machine. You may also end up having to pay extremely high interest rates which will get you into further debt.

Who can help

We have a dedicated Income Team who will work with our tenants who are in rent arrears, the team will work with you to maximise your income where possible. Within this team is our specialised Financial Inclusion Service that can assist with all Welfare Benefit, Money & Debt Advice. Please don't ignore our attempts to resolve rent arrears, get in touch.



Income Team 0141 440 0308



financial.inclusion@govanha.org.uk

ScotcashTM

approachable finance



Scotcash, a Community Interest Company, was set up to provide access to financial services for those who find mainstream services difficult to obtain. A poor credit rating or being on benefits would not necessarily mean that you wouldn't be approved for a loan and **Scotcash** offers a range of services and products, not just affordable credit, they also offer savings accounts via one of their Credit Union partnerships, help to open a bank account, and energy and fuel advice. They aim to give their customers an alternative to expensive forms of credit and help those on a low income make the most of their money. Originally founded with support from organisations including Glasgow City Council and Glasgow Housing Association. The organisation covers the full Glasgow area only, they aim to tackle financial exclusion and have been so successful in doing that, that they have now expanded to cover the whole of the UK and continue to work with many of their original partners including RBS, G-Heat and Home Energy Scotland as well as many others. **Scotcash** provides an ethical lending alternative, they will not lend more than is affordable, and repayments are manageable according to customers' needs. The amount of interest you will pay on a Scotcash loan is lower than you would pay on a home collected loan and they are very flexible about payments which are collected by direct debit and can be set up weekly, fortnightly, 4-weekly or monthly. There is even the option for a payment holiday if you have an unexpected expense. Loans can also be granted for as little as £100. They have an office in Glasgow City Centre for any enquiries or appointments, loan applications can also be made online via their website. For more information call them on 0141 276 0525 or visit their website: www.scotcash.net

	Scotcash	Sunny
Loan	£500	£500
Admin Fee	£30	–
Monthly repayment	£109.18	£165.53
Number of repayments	6	6
Total Amount Payable	£655.05	£993.23
APR	**227.7%	*1293.0%
TOTAL SAVING	£338.18	
<small>*Loan featured on Sunny that is an organisation that is an alternative lender www.sunny.co.uk as at August 2019 **Rates may vary, T & C's apply – admin fee deducted from loan 224.1 % Scotcash Representative APR </small>		



Govan Housing Association are proud to announce that in partnership with Radio Clyde's 'Cash for Kids', we successfully granted a total sum of £5925.00 to children of Govan in the lead up to Christmas 2019.

This amazing initiative allowed our staff to bring some Christmas cheer in the weeks leading up to the big day, by handing out **£25 cash per child** to those tenants who had given us prior permission to share their information with the charity.

This was described as being a fantastic help towards Christmas, a time where it's often difficult to make ends meet. One tenant in particular who received a total cash payment of £75 for their 3 children advised that it was an unexpected helping hand and that they were off to the local B&M store to buy some festive gifts and enjoy a bit of Christmas shopping!

If you missed out on last year's 'Cash for Kids' then don't worry, we'll keep you posted on this year's plans and how you can secure your payment for Christmas 2020.





Annual Rent Increase – Claimants on Universal Credit

Every year the Association is subject to an annual rent increase, that is currently being reviewed, that will take effect from April 2020. The Association will notify all tenants of the result of the rent review consultation and notice will be provided giving one month notice.

The Housing Element Cost of Universal Credit helps many tenants pay their rent. If you are in receipt of this benefit, you will be required to update your journal with your new rent increase information. You can do this by updating the 'To Do' field on your online journal the day you are affected by the rent increase that will be April 2020. It is imperative you check your 'To Do' list from the date of your rent increase.

Universal Credit will enable you to update your new rent details during April 2020.

If you require any help with updating your Universal Credit Online Claim, please do not hesitate to contact the Income Team for advice and assistance:

☎ 0141 440 0308

✉ Income@govanha.org.uk

Universal Credit

Annual Verification

Certain Universal Credit claimants have to re-verify their claim every 12 months – if they fail to do so then their claim is closed down!

If your UC claim is ended due to this (or any other failure to comply) then even if a new claim is successfully made, it's likely that you'll still have lost out in money as it won't be backdated.

Annual verification is generally aimed at those who have to look for work – and have had to do so for a continuous 12 month period. If you are asked to complete annual verification then you need to comply within set time limits to ensure that your claim isn't terminated. If affected, you'll be sent a 'To do' in your journal advising that you need to confirm your circumstances. If you fail to respond, your claim will be suspended on the 15th day and then if you have still not completed the action within one month, the claim will be terminated.

If you experience any difficulties in trying to re-verify your details and are worried that your claim may be closed, please do not hesitate to get in touch with a member of the Housing Team who will be able to assist you.

Payment Alignment

With the current Universal Credit system, those who have a 'Managed Payment to Landlord' in place, normally have the rent (housing) element is paid directly to Govan Housing Association from the DWP. At present, the rent payment is deducted from the claimant's money at the point of their monthly payment, meaning that it's immediately taken from the claimant but does not reach the landlord until approximately one month later. This has caused a number of issues in relation to rent arrears and uncertainty for tenants.

The DWP have recently announced that they are planning on changing this for the better and that payments deducted from claimants for the rent, will eventually be paid to the landlord on the very same day.

This is currently being piloted in a number of areas and should hopefully reach the Govan area shortly.



Annual Rent Increase Consultation for 2020/21

What changes are we consulting?

The Association, like all other Housing Associations, review annual rents to ensure that the Association aims are to be consistent, fair and transparent in setting rent charges.

We are committed to consulting with our tenants, residents associations and wider stakeholder in the formulation of all of its policies. The consultation is excluding Leased, Secure Rents, Shared Ownership and Void properties. We are therefore consulting widely on the principles of the new proposed rent increase, and we want to hear your views on what a fair and consistent rent increase would look like. We have combined your views to consider extending your rent payment date to the 1st of every month with our annual rent increase options for the proposed changes for the forthcoming financial year.

How can you get involved?

You will receive a Rent Consultation Guide and Questionnaire sent via the post, questionnaire text with link and you can access our social media or website.

Have your say on the proposals by completing and returning the questionnaire by the 1st March 2020 or you can attend one of our consultation sessions below.

If you require further information please contact our office on:

☎ **0141 440 0308**

✉ **fiona.mclauchlan@govanha.org.uk**

Date	Time	Venue
Tuesday 18th February 2020	9.30am- 12.30pm	Digital Hub 905 Govan Road, Glasgow, G51 3DN
Wednesday 19th February 2020	5pm – 8pm	Govan Housing Association 35 McKechnie Street, Glasgow, G51 3AQ
Thursday 27th February 2020	9.30am- 12.30pm	Digital Hub 905 Govan Road, Glasgow, G51 3DN



Free Money Advice Service

Our Financial Inclusion Service offers FREE, confidential Money Advice and support to anyone who is worried about debt or struggling financially. Our Service takes a knowledgeable approach to all circumstances and works with our residents for the most positive outcomes.

Our advisers are accredited to provide advice in all debt related matters including:

- Budgeting support
- Prioritise your debts and review your finances
- Assist you with suitable options to assist you to make decisions
- Access to charitable grants and saving schemes
- Access to all formal forms of debt relief
- Assist you with Charitable grants

Our Financial Inclusion Service is registered and regulated by the Financial Conduct Authority (FCA).



Contact the Financial Inclusion Service on:

☎ **0141 440 0308**

✉ **financial.inclusion@govanha.org.uk**

BREXIT

– and what it means
for EEA Nationals
Claiming Benefits

Transition Period

A transition period following Brexit is set to last until 31st December 2020, whereby the current rules which affect EEA Nationals, will continue to apply. During this transition period, free movement continues and so EEA nationals (and their family members) will be able to rely on their right to benefits as now.

However, all EEA nationals (and their family members including those from outside the EEA) should look into applying to the EU Settlement Scheme to secure their right to live and claim benefits in the UK when the transition period ends. This includes those with a permanent right to reside.

Between 31st January and 31st December 2020:

An EEA national (and some family members) will be entitled to benefits if:

They pass a 'Habitual Residence Test' 'carried out by the DWP (complex rules, please seek advice)

or

They have been given 'settled status' under the EU Settlement Scheme. (ie they have been living in the UK for a period of 5 years or more)

Note: Pre-settled status does not give the right to benefits.

What about when the transition period ends?

Unless the transition period is extended – which can only happen through a change in primary legislation as the EU Withdrawal Bill precludes this – then everything changes from 1st January 2021.

Passing the 'Habitual Residence Test' – even if a 'permanent right to reside,' is established, will no longer entitle an EEA national / family member to remain in the UK or claim benefits!

Who will be entitled to benefits from 1st January 2021 onwards?

An EEA national (and their family members) will only be able to claim benefits from 1st January 2021 if:

- They have been granted settled (but not pre-settled) status under the EU Settlement scheme, or
- If they already have 'indefinite leave to remain' granted before the UK joined the EU, or
- They have applied for and been given a new immigration status that allows them to claim.

If you are an EEA National and have not already applied to the EU Settlement Scheme, you can contact the EU Citizens Support Service national helpline on **0800 916 9847** where you can receive free, impartial and confidential advice.





Social Security Scotland
Tèarainteachd Shòisealta Alba

Fair, equal
and responsive

DESIGNING A SOCIAL SECURITY
SYSTEM FOR SCOTLAND



Scottish Child Payment

An estimated 170,000 children will be eligible for the new £10 weekly Scottish Child Payment when it goes live later this year. Families will be invited to apply in advance of the benefit being introduced in the autumn with parents will be able to apply by post, phone and online.

Applications will be assessed for eligibility in the autumn, with the first payments made by Christmas.

Parents should look out for their letter in the post in relation to the Scottish Child Payment!

Best Start Grant

The Best Start Grant is 3 cash payments that you can apply for if you're a parent or a carer.

You can get these payments:

- if you have a child who's the right age for a payment
- whether you're in work or not, as long as you're on certain payments or tax credits

Best Start Grant includes 3 one-off cash payments:

Pregnancy and Baby Payment

You will receive a one off payment of £600 for your first child and £300 for any subsequent children. You can apply from 24 weeks pregnant up until the day your baby is 6 months old.

Early Learning Payment

You will be paid a one off payment of £250 for each child you can get the payment for. You can apply from your child's second birthday until the day your child is 3 years and 6 months old.

School Age Payment

You will be paid a one off payment of £250 for each child you can get the payment for. You can apply within the year that your child should be starting school.

To check if you are eligible please visit

**mygov.scot/
best-start-
grant.**

Alternatively, please contact our Financial Inclusion Team who can provide advice and assistance with applying.

**THE BEST
START GRANT**
TO INCREASE SUPPORT FOR FAMILIES
WITH YOUNG CHILDREN



Why is it important to have Home Insurance?

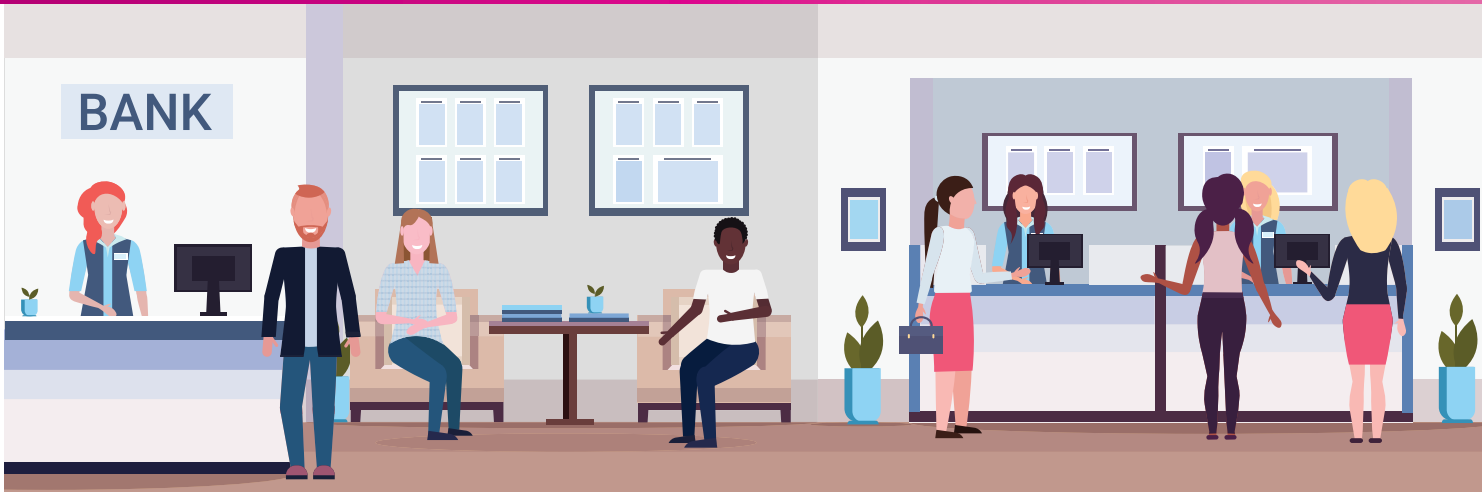
Your home is one of your most valuable possessions. It contains all your belongings, memories and comforts. It makes sense then, that ensuring it is fully secure is one of the most important things you can do.

However, we know that despite the best security protection measures that are put in place, there is still the risk of Fire, Flood, Theft and accidental damage occurring that can never be fully eliminated. These things can impact on lives in more ways than one and in order to protect your home should any of these issues occur we recommend you get home insurance.

Did you know you can be covered for as little as £1.20 per week to give you assurance that your valuables are protected.

If you need further information on Content Insurance or are interested, you can contact the Income Team, Financial Inclusion Service on **0141 440 0308**.





Do you need help to open 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 license if no photographic ID is available
- **Proof of address** – this can be a benefit award letter or paper driving license 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.

For assistance to open a bank account, you can contact our Financial Inclusion Service:

📞 0141 440 03008

✉️ financial.inclusion@govanha.org.uk



MatchFor Megan

HOME Team and Association staff pulled together to organise a charity day to raise funds to help support one of our colleagues, Paul Sweeney, Assistant Storeman at Govan Home Team, following his partner Megan's grade 4 neuroblastoma diagnosis just days after giving birth to their beautiful son Roan.

The cold November day started with a charity football match with saw staff donning either Celtic or Rangers kits. With a last minute change of venue due to a frozen pitch, the game kicked off. There was a mixture of friendly banter and some serious competitive streaks which left the boys in green and white with bragging rights on return to work on Monday. Later that night staff, family and friends met up for the race night and charity raffle. Overall, we managed to raise just under £2,000 on the day.





The Scottish Parliament
Pàrlamaid na h-Alba

Humza Yousaf MSP, Member of the Scottish Parliament for Glasgow Pollok

Advice Surgeries:

- Every second Friday of the month in the Govan Pearce Institute, 840-860 Govan Road, G51 3UU
- Every final Friday of the month in the café of Sainsbury's, 10 Darnley Mains Road, G53 7RH (Except December)
- Or by appointment.

You can contact Humza Yousaf MSP on **0141 882 4647**, or email humza.yousaf.msp@parliament.scot



Elder Park Junior Parkrun

Junior parkrun is a free timed 2k run for 4- 14 year olds which will be held every Sunday morning at 9.30 in Elder Park starting in the Spring (date to be confirmed). It is a great fun event and runners and volunteers love it. We will need volunteers every Sunday to help. Want to see what a junior parkrun looks like? Check out

<https://www.youtube.com/watch?v=83FRAvnsrJM>

If you would like to volunteer and want to be kept in the loop about progress towards the Elder Park start date, please email

liz.corbett@parkrun.com



Bailie John Kane, Councillor

Advice Surgeries:

- First Saturday of every month at 10.30am in Elderpark Library, 228a Langlands Road, Glasgow, G51 3TZ and 11.30am in the Pearce Institute, 840-860 Govan Road, G51 3UU
- First Tuesday of every month at 12pm in Clyde Community Hall, 41 Whitefield Road, Glasgow, G51 2YB and 1pm in Riverside Hall, 29-31 Clydebrae Street, Glasgow, G51 2AJ
- Or by appointment.

You can contact Bailie Kane on **0141 287 5623**, or email john.kane@glasgow.gov.uk



South West Community Transport

SWCT runs a weekly **Hoppa Shoppa Service**, visiting shopping centres, retail parks and occasional day trips. The service is for those older people who struggle to get out and about or struggle to use public transport. For those not able to get round a shopping facility, we provide folding wheelchairs and a volunteer Passenger Assistant. We charge an annual membership fee of £1 for this service, and then £6 for each trip. Contact us on **0141 881 9998** for more information.

Volunteer with us!

SWCT is a charity and we rely heavily on volunteers to provide our services. We have volunteer opportunities for Patient Transport Drivers, Passenger Assistants, and Minibus Drivers. All our volunteers are PVG checked and we put them through a variety of training to help them carry out their role. Travel/mileage expenses are reimbursed. Contact us on **0141 881 9998** for more information.

Councillor Richard Bell

Advice Surgeries:

- Second Tuesday of every month between 6pm-7pm in Ibrox Library, 1 Midlock Street and 7pm-8pm in the Riverside Hall, 29-31 Clydebrae Street, Glasgow, G51 2AJ
- Third Saturday of every month between 10am-11am in Pearce Institute, 840-860 Govan Road, G51 3UU
- No surgeries during school and public holidays
- Or by appointment.

You can contact Richard Bell on **0141 287 7046**, or email richard.bell@glasgow.gov.uk



Glasgow Life – Ibrox Library



Ibrox Library welcomes you to come along to our free children's activities!

Sing a long at our **Bookbug** sessions for parents and babies on Wednesdays at 10.30am and Saturdays at 11.00am.

Create, build, imagine at our **Lego Club** for under 13's on a Monday at 3.15pm.

Artastic is a messy Arts and Crafts session for aged 5-12 years old on a Saturday at 2.00pm.

Come along and play your favourite **board games** with your friends at 6.30pm on a Tuesday evening.



GLASGOW CODE LEARNING digital

Learn basic digital skills for life and work.

Achieve recognised qualifications and learn at your own pace. Option of tutor-led courses and drop-in sessions with tutor support available across the city.



GLASGOW CODE LEARNING developer

From web development to digital marketing, learn the skills you need to progress in your career or to promote your business.



GLASGOW CODE LEARNING digital

Learn basic digital skills for life and work.

Achieve recognised qualifications and learn at your own pace. Option of tutor-led courses and drop-in sessions with tutor support available across the city.



GLASGOW CODE LEARNING developer

From web development to digital marketing, learn the skills you need to progress in your career or to promote your business.

Bespoke qualification developed by tech experts with optional work experience. Online course plus drop-in sessions with tutor support.



GLASGOW CODE LEARNING pro

Practical coding skills and web development qualification to suit your interests and advance your career.

Part-time, tutor-led course with mentoring. Optional work experience included.



www.glasgowlife.org.uk/libraries-glasgow-code-learning

@GLACodeLearning



Supported by J.P.Morgan



COMMUNITY NEWS BOARD



Glasgow Life - Communities Libraries

Adult Learning and Numeracy

Would you like to improve your skills in reading, writing and numbers or you know someone who you think could benefit from help in filling in forms, personal finances or helping children with homework?

Whatever the reason, there is a range of free adult literacy and numeracy learning programmes delivered to meet individual needs that take place in community venues across the South.

To find out where you can get help with reading, writing and numbers contact our Freephone helpline on 0800 027 6402.

Save the Date!



Govan Thriving Place Community Event Saturday 21st March 2020

Govan Campus
Govan Road

Food/Music/Chat

Come along and find out what the Thriving Place Theme Groups have been up to over the past year.

Have your say on what they should be doing next year!

Nicola Sturgeon MSP

Member of the Scottish Parliament
for Glasgow Southside



The Scottish Parliament
Pàrlamaid na h-Alba

LIST OF SURGERIES

1st FRIDAY EACH MONTH

Geoff Shaw Centre,
25 Kerrylamont Avenue,
Toryglen, G42 0DN
at 11 a.m.

2nd MONDAY EACH MONTH

Pollokshields Community Centre,
15 Kenmure Street, G41 2NT
at 6 p.m.

2nd FRIDAY EACH MONTH

Larkfield Centre,
39 Inglefield Street, Govanhill,
G42 7AY at 11 a.m.

2nd SATURDAY EACH MONTH

Gorbals Library,
180 Crown Street, G5 9XD
at 11.30 a.m.

3rd FRIDAY EACH MONTH

Riverside Hall,
29-31 Clydebrae Street,
Govan, G51 2AJ at 11 a.m.

4th FRIDAY EACH MONTH

Shawlands Kirk
5 Moss-side Road, Shawlands,
G41 3TP at 11 a.m.

Surgeries are for Glasgow Southside constituents only. No surgeries on public holidays.

If you cannot make it to a surgery please contact Nicola's constituency office
to make an appointment.

Constituency office address -

Unit 3, Govanhill Workspace, 69 Dixon Road, Glasgow G42 8AT.
Telephone 0141 424 1174. Email Nicola.Sturgeon.msp@parliament.scot

MOOGETY GRUB HUB



GROWING, COOKING, EATING TOGETHER

Weekly: Drop In every Friday,
10am-1pm, 30 Elderpark St.
Make soup and rolls and eat together.

Community meal every Saturday,
1pm onwards, Elderpark Community
Centre, free, all welcome.

Dig In, Crossloan Rd
open 6 days a week, check Dig In
Facebook page for times.

Garden sessions, Moogety Garden
(corner Uist St/Nimmo Drive) Weds and
Sats, 12-4pm.

Ongoing cooking groups, workshops,
herbal sessions - check Moogety Grub
Hub on Facebook for details.

Coming soon:

Saturday 11th April, 12.30-3.30pm,
Elderpark community centre/Moogety
garden.

SPRING on to your bike!

Food and Easter fun! Bring along your
bike to be fixed free
of charge by Dr Bike. Bike for Good will
also be running fun cycle rides.

Kinning Park Complex at Clyde Community Hall

Tuesdays 12pm-3pm and Thursdays 5.30pm-8pm
Clyde Community Hall, 41 Whitefield Road,
Glasgow G51 2YB

Our community café offers delicious home-made
soup and a variety of tasty meals and snacks on a
pay-what-you-can basis. Take part in craft
workshops, games or our walking group on
Tuesdays too!



Govan & Linthouse Parish

The Art Group

Join local resident Fi and others, as they share their passion for art and painting.

Whether you're already a budding artist or have never tried it before this group is open to all abilities. Refreshments and banter are a given!

The Art Group runs every Monday from 12.30pm to 2.30pm at Govan and Linthouse Parish' Govan Cross Building, 796 Govan Road, G51 2YL.

Supported by Govan & Linthouse Parish and Govan Townscape Heritage Initiative.



GO VEGAN GOVAN

THAT VEGAN SHOW

Tune in
Saturdays
from 2pm

103.5FM



Sunny Govan Community Radio

Go Vegan Govan has teamed up with Sunny Govan Community Radio to deliver a weekly show dedicated to all things vegan.

The GVG team will be chatting with guests, discussing food, health, climate and ethics, all designed to help you learn how to live and THRIVE as a vegan in Govan and beyond.

Councillor Allan Young

Advice Surgeries:

- First Wednesday of every month between 5pm-6pm in Lorne Street Primary School, 28 Lorne Street
- Fourth Wednesday of every month between 5pm-6pm in Riverside Hall, 29-31 Clydebrae Street, Glasgow, G51 2AJ
- Or by appointment.

You can contact Allan Young on **0141 287 5604**, or email **allan.young@glasgow.gov.uk**



Healthy Vegan Recipe...

Red Lentil, Chickpea & Chilli Soup

Ingredients (serves 4)

2 teaspoons cumin seeds	13p
Large pinch chilli flakes	3p
1 tablespoon olive oil	15p
1 red onion, chopped	22p
140g red split lentils	25p
850ml vegan vegetable stock	20p
400g can tomatoes, whole or chopped	40p
1/2 a can, rinsed and drained chickpeas	25p
Small bunch coriander, roughly chopped	40p
Crusty bread to serve	80p
Total	£2.83

Cost**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.
 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.
- Serve with crusty bread.

Ingredient costs sourced from major supermarket website and are correct as at 14th February 2020.



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

Please note that the office will be closed on the following dates:

Easter

Friday, 10 April 2020
Monday, 13 April 2020
Reopening Tuesday, 14 April 2020

V. E. Anniversary

Friday, 8 May 2020

Spring Holiday

Friday, 22 May 2020
Monday, 25 May 2020
Reopening Tuesday, 26 May 2020

Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: **0141 440 0308**

Option 1 - Reporting a Repair

Option 2 - Rent/Factoring Payment Line

Option 3 - General Enquiries

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



[@MovingGovanFwd](https://twitter.com/MovingGovanFwd)

Office Opening Times

Monday - Tuesday	8.30am – 5pm
Wednesday	8.30am – 12.30pm
Thursday – Friday	8.30am – 4.30 pm

