



# Great Big Govan Gala Day!

*See page 6 for the whole story*



*Gala Day - our feedback stall*

# Chief Executive Update

**Welcome to the Winter Edition of our Newsletter.**



It has been another busy year and as you can see on page 5, our new build development 'Water Row' is taking shape. We are excited to announce that the 92 mid-market rent flats and 6 commercial units will come off site in the summer of 2023, through to Christmas 2023 all going to plan.

On the 15th October 2022, we had our Great Big Govan Gala Event, working in partnership with the Pearce Institute. The event was free to all, with local entertainment, face painters and lots of activities for the kids. I was delighted to see that around 500 people participated in the event and our campaign "Get Involved" had 100 responses from people who wanted to participate and engage with the Association in terms of our services and their delivery. You can see all the fantastic photographs of the day's event on page 6/7.

We have been really busy with Our Community Engagement Programme which will continue in 2023. Participation in 2022 was encouraging with events

including street visits, community groups, tenant forums, digital forums and many more - you can see a full update on page 8. I would also like to say a big thank you to our tenant and residents groups who have been working closely with our Community Engagement Officer on a variety of topics. I look forward to watching these groups work with the Association to improve services we deliver in their particular local areas.

On page 11 we have provided an update on our investment programme. Over the last 5 years, the Association has invested an estimated £6 million in your homes. Our ambitious programme has included kitchen and bathroom installations, central heating and boiler replacements, window replacements, close remedial works, close painting, gutter and roof works, smoke detectors, rewires and electrical checks.

As part of our factoring service review we have increased the resources within our team to ensure we are providing a service suitable for the business and our owner occupier requirements. Please see page 13 for further information.

Due to the cost of living crisis there has never been a greater need for our Money, Debt & Energy Advice Service. This provides much needed assistance and advice, benefiting our tenants at a time when they need it most. On Page 25 we have provided you with useful information in relation to energy and prices increase. Page 28 provides you with details on the

advantages of this service and the benefits it has brought to our tenants and service users - our team has assisted customers with financial gains equating to £663,675.24. We are dedicated to ensuring this service continues to provide access to energy advice and food provision.

I am thrilled to announce on page 14, that the Jim Stephen House building has had a new lease of life and all renovations are now complete. This building will welcome graduate students studying with the University of Glasgow (11 students). We consulted the community in order to fully inform our residents of the change of use of the building. The feedback was very positive and we will welcome the new students to their new homes hopefully by the end of the year.

Finally, I want to wish all our customers a Merry Christmas and Happy New Year and thank all our Management Committee members for their time and commitment to Govan Housing Association and the Board members of the Govan HOME Team for the dedication they provide in assisting us to continually keep 'Moving Govan Forward'.

**Fiona McTaggart**  
Chief Executive Officer

## Contents

### Corporate & Finance Services

You said "Thank you" .....	3
You said, we did.....	3
Staff Update .....	4
Scottish Housing Regulator National Panel of Tenants and Service Users .....	4

### Development

Water Row Update .....	5
------------------------	---

### Community Engagement

Great Big Govan Gala Day .....	6
Community Engagement – looking forward to 2023 .....	8
Digital Participation Project .....	8
Deep Clean Week of Action .....	8
Thank you to Tenants and Residents .....	9

### Property Services

Report a Repair Online.....	10
Emergency Call Outs.....	10
Gas Safety.....	10
Access for Repairs.....	10
Our Investment Programme Update ...	11
Electrical Installation Condition Report.....	11
Winter Plumbing Advice .....	12

### Factoring Services

Factoring Invoice Delays .....	13
Meet our new team .....	13
Review of Factoring Service .....	13
Sell to rent .....	14
New lease of life for Jim Stephen House .....	14
Payment of your Factoring Account ....	15
Owners' Forum.....	15

### Customer Services

Community Areas – Improvements .....	16
Changes to areas and dedicated staff members .....	16
Legislation – Cost of Living Update ....	17
Discretionary Housing Payment .....	17
MY Glasgow app .....	17
Applying for a house with Govan Housing Association .....	18
Anti-social Behaviour .....	18
Rent: avoid arrears at Christmas .....	19
Rent Consultation Timetable .....	19
Bulk Uplift and Estate Maintenance ....	20
Central Govan Deep Clean .....	22
Use of your bins .....	22
When do we get the cost of living payment? .....	23

You said

You said, we did...

# Thank You!

Tradesman was very helpful and polite and soon pinpointed the fault with my shower which is now in perfect working order, many thanks to all concerned.

Thank you for your magnificent magazine you produce. It really gives great advice and is full of handy numbers. It's the best I've seen from any housing associations.

Thank you for taking time to explain my rent payment and for being so patient.

I would come in every day if I could for how well I am treated and how friendly the staff are.

I don't know how we would have got to where we are without you, you have been a complete star.

We wish to extend our sincere thanks to the Govan Home Team on behalf of Glasgow Life and our partners.

You reported that your intercom service wasn't working and you were unhappy with the time it had taken to carry out the repair.



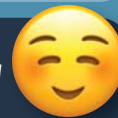
We apologised for the delay in the repair being carried out. We then contacted the contractor to arranged for the repair to be carried out straight away.



You were unhappy about issues you were having with your patio door and you felt that it wasn't secure.



We apologised for the time this had taken. We arranged for the repair to be carried out at a time that was suitable for you.



You had not been updated on the ongoing works that was required in your property.



We apologised and contacted the contractor for an update. We agreed to continually update you on any further progress/works required in your property.



Scottish Child Payment .....	23
Financial Advice .....	23
Disability Living Allowance (DLA) for children changing to Child Disability Payments .....	24
About Best Start Foods .....	24
What is Adult Disability Payment? .....	24
Energy Cap/Costs Explained .....	25
Energy Service Good News Story .....	25
Post Office Card Accounts .....	25
GCC £49 Fuel Voucher .....	25
Cost of Living Crisis: Extra Help for Families .....	26
Energy Saving Tips .....	28
Money Advice .....	28
Warm Home Discount .....	29
Energy Service Update .....	29

7 ways to save on your Christmas spend .....	30
<b>Govan HOME Team</b>	
Govan HOME Team Update .....	31
Govan C Close Door and Close Window Replacements Programme .....	31
Kitchen and Bathroom Replacement Rewires .....	32
EICRs .....	32
Jim Stephen House Refurbishment - Ryan Arnott - Customer Contact Officer .....	32
<b>Govan Volunteer Bank</b>	
Calling all Community Heroes .....	33
Action for Children Positive Choices Programme .....	33

Princes Trust & Action for Children .....	34
Sunny Govan Volunteers .....	34
We dig Govan! .....	34
<b>Community News Board</b>	
Govan Reminiscence Group .....	35
Govanites find their voice .....	35
Southside Judo .....	35
Supporting Local Projects... ..	36
Wanlock Wellbeing Initiative... ..	36
GYIP Cycle Saturday... ..	37
Govan Toy Library... ..	37
Govan Thriving Places Update .....	38
Find the Reindeer Wordsearch .....	38
What's happening this Winter .....	39
Govan C & Bun-sgoil Ghàidhlig Bhaile a' Ghobhainn.....	39
Govan Heritage Trust .....	40
Holiday Closures .....	40

# Staff Update

## Gordon Anderson retires

**Customer Services Officer, Gordon Anderson has recently retired from the Association and we wish Gordon and his wife Jackie well for the future.**



Gordon started with the Association in 2009 as a Housing Assistant and over the years became the Estate Management face of the Association carrying out estate inspections and dealing with anti-social complaints.

He became a Housing Officer in 2019 and took on a more generic role.

Gordon made partnerships with various agencies throughout Govan, including Police Scotland, and was given his own slot on Sunny Govan Radio which he still presents today.

We hope he will have more time for travelling and spending time with his family.



Scottish Housing Regulator

**National Panel of Tenants and Service Users**

## Share your views...

**Would you like to help improve social landlord services in Scotland? Add your voice to the National Panel!**

### **What's involved?**

The Panel is one of the ways that the Scottish Housing Regulator hears from tenants and people who use council or housing association services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive occasional surveys, information updates and take part in other feedback exercises. Participation is always optional.

### **Who can join?**

The Panel is open to anyone who uses council or housing association services. Members include social tenants, people who have been homeless, homeowners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

**Ready to join?**

By phone

**0800 433 7212**

Online

**[bit.ly/shr-panel](https://bit.ly/shr-panel)**

On your smartphone:



**Join today for a chance to win £50!**



# Water Row Update

**Our new build development, Water Row phase 1, has now been on site for over 6 months and all is going to programme.**

The project is really taking shape as can be seen from the photo. We are 'out the ground' and the timber kits are now being erected.

As a reminder to readers, the development will produce 92 mid-market rental flats (all two-bedroom) and six ground floor commercial units. The blocks will start to come off-site from summer 2023 through to Christmas 2023, all going to plan.

We are working with the main contractor, CCG, to ensure that there is a programme of community benefits achieved by their presence in Govan.

One pupil at Govan High School is currently getting some 'shadowing' experience which will help him on his career path for civil engineering.

The Association will be working in partnership with CCG regarding local recruitment onto their annual apprenticeship programme. Apprenticeships start in August 2023.

Applications will be open in early February 2023.

If you are interested, please contact **tmullen@c-c-g.co.uk** for an application pack.

There are apprenticeship opportunities in Bricklaying, Joinery, Plumbing and Electrical.

To find out more about CCG, their training, apprenticeship and job opportunities, please check out their website **www.c-c-g.co.uk**



## Some key contacts for you:

### Site issues:

John Connolly, Site Manager at CCG  
07766 546 164 • johnconnolly@c-c-g.co.uk

### Application to mid market rent waiting list:

Pamela McLevy • Pamela.Mclevy@govanha.org.uk

### Any other matters:

Laura Edwards, Development Consultant at Govan HA,  
07817 208 747 • laura.edwards@govanha.org.uk



# Great Big Govan Gala!

**To support our engagement work this year, we worked in partnership with the Pearce Institute to put on a family gala day on Saturday 15th October and launch our Get Involved campaign.**

The purpose of the day was to offer a free, fun engagement event for all the community, with local entertainment, face painters and other activities for the kids.

We also used the opportunity to hand out feedback forms to find out what types of events the community felt would help the most with engaging with us as a Housing Association and with their community in general. Over 500 people attended on the

day and we received over 100 feedback forms, which we will now use to inform our work next year.

The top 5 responses which the community would like to see in terms of engagement, were:

1. Community focus group
2. Estate walkabouts
3. Walking group
4. Tenants' service improvement group
5. Events organising group

*"Govan area needs more events like today."*

*"Appreciate all your efforts for your local public. Thank you for support."*

*"This is our first time attending an event. We are so happy. I like it. Thanks all of you."*

*"Any improvements for the people of Govan is a positive step forward."*



Staff preparing for the Gala Day



Gilded Lily Stall



"Had a great day. Kids had a wonderful day also. Thank you to volunteers and entertainment."



"My children happy today with this event. We like gathering and fun. Thanks all of you."



"Great wee day out with the kids. Thank you to all the volunteers."

- We are already looking at a community focus group with our partners at Elder Park and Linthouse Housing Associations.

- We are looking at estate walkabouts in our 4 community areas. We have a relaxed walking group on a Tuesday at 12.30pm which anyone can join. There is also a great walking network across Govan, with our friends at Invisible Cities offering a walking tour each week on a Wednesday morning and Govan Health Centre offering a walk every Thursday at 11.30am.

- We are working towards a tenants' service improvement group, through the work of our tenants' focus group this year
- We would be delighted to have tenants and residents involved in event planning or any aspect of our work.

Please get in touch to find out more by phoning **0141 406 6638** or email [community@govanha.org.uk](mailto:community@govanha.org.uk) or phone or text **07521 054411**.

The gala day was good fun and it was great to see so many people coming together. Thanks to all who took part and came along and for the positive comments about the day.



Indepdance



Musicians in Exile



Govan Help

# Community Engagement Looking forward to 2023 – get involved!

**Following on from the engagement work we have carried out this year, we will continue to offer opportunities to work alongside our tenants and residents.**

We have set the programme for 2023 based on your feedback and what you have told us you would like to see. So if you fancy getting involved in one of these opportunities we would love to hear from you.

**2023 will see:**

- Tenant engagement forum
- Owners' forum
- Shaw Street residents' group
- Community litter picks
- Weekly walk and talk group
- Community awards panel
- Scrutiny panel
- Digital participation group
- Close visits
- Estate walkabouts
- Community focus group

Get involved by contacting Susan Burn, Community Engagement Officer on **0141 403 6638** or text or phone **07521 054411** or email

**community@govanha.org.uk**

We look forward to hearing from you.

# Digital Participation Project

**We are working with tenants and residents on a digital pilot project within Luath, Taransay, Elder and Howat Streets to try to find solutions to improve wifi and mobile signals in the area. .**



This is a community-led initiative and we have received responses from 90 people who wish to be involved. We have held our first action plan meeting with support from Sunny Govan radio station and our small tenant working group are putting together information to help residents and trying out solutions themselves. We would like this group to continue and help us inform our digital strategy.

We are also part of a new Govan Digital Partnership and will share any findings with this group to benefit the wider community. This partnership work links in with the Govan Thriving Places Learning for Life and Work group, to ensure strategic relevance and support. The group will share resources, good practice and encourage innovation. The first goal is to look into a digital strategy for Govan.

# Deep clean week of action with Glasgow City Council

**We were glad to work alongside Glasgow City Council in September this year to carry out a deep clean of central Govan.**



Alongside the practical cleaning work, we joined our colleagues at a pop up stall in Govan Cross to answer questions from the community and share information and resources. On this day, we were also joined by students from Glasgow Clyde College who led a community litter pick.





# Thank you to tenants and residents

In the Community Engagement Team, we spent this year trying to meet as many people as possible to find out what's important to tenants and residents. Thanks to everyone who has taken the time to work alongside us, give feedback and take part. We have enjoyed meeting you and listening to you and are looking forward to a busy involvement programme next year.

As this year comes to an end, we would like to thank everyone who got involved and invite everyone else to think about getting involved in some way next year.

## A big thank you to:

- Golspie Street and Shaw Street. We piloted bike containers in the back courts and after a cautious start all the spaces have now been allocated. We know this was a big deal as the spaces for 18 bikes meant that 3 car park spaces were lost, but there was overwhelming support and we are now looking at more bike storage in other areas.
- Our tenants' focus group members who are leading the way this year, working alongside TIS (Tenant Information Service), to make sure that tenants' views are at the heart of our work. Thank you to TIS for working with our staff team too.
- All the owners who came along to our owners' forums and those owners from Govan C who started it all off.
- Tenants and residents on our Community Awards panel
- The people of Luath, Taransay, Howat and Elder Streets who helped with our digital participation survey and are continuing to help.
- Howat Street for the litter pick.
- Govan C TARA for keeping us closely involved in their work.
- Rathlin Street for holding our first "close meeting".
- Southcroft Street for feedback and involvement in back court improvements.
- Wanlock Street residents for their feedback and input into the work on Jim Stephen House
- Govan Road for their feedback on the 50th anniversary mural
- Shaw Street folk who came along to try out a Shaw Street residents meeting and produced a useful information flyer
- Everyone who came along to the Great Big Govan Gala Day and gave us feedback on what they thought were the most important engagement opportunities.
- All the individuals who have taken the time to tell us what you think. You remain at the heart of our engagement work.

*Thank you*



Golspie Street  
Bike Container



Tenants' Focus Group



TIS Staff Session



Owners' Forum



Shaw Street Residents



## Report a Repair Online

Please remember that in addition to reporting a repair via the telephone or in person, you can report a non-emergency repair online at:

<https://www.govanha.org.uk/home-team/services/report-a-repair/>

## Emergency Call Outs!

If you have an emergency (not Gas Central Heating) while our offices are closed, please call **City Building on 0800 595 595**.

For any **Gas Central Heating Emergencies** or Repairs please contact **James Frew Ltd on 01294 468113**.

# CARBON MONOXIDE (CO) POISONING



**CAN'T BE SEEN**

**CAN'T BE SMELLED**

**CAN'T BE HEARD**

**CAN BE STOPPED**

# 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 Money Advice Service 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**.

# Access for Repairs

**We would all like to have the reassurance that someone will attend to carry out repairs when something goes wrong in your home..**

Many of us get frustrated that someone cannot attend until the next day or a few days, dependant on the repair. Despite this, every week money and time is wasted on sending gas engineers, plumbers, joiners, plasterers, 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, mornings between 8am and 12.30pm or afternoon access between 1.30pm and 4.30pm.

Phone: **0141 440 0308** • Email: [maintenance@govanha.org.uk](mailto:maintenance@govanha.org.uk)



# Our Investment Programme Update

If you have any questions with regards to windows, please do not hesitate to contact our Property Services Department on 0141 440 0308.

## Kitchen & Bathroom Upgrades

We have been working hard to try and progress with our kitchen and bathroom replacements within Govan Road, Shaw Street and Langlands Road and Govan Home Team have been progressing well. Thank you to all our tenants that have given access to their homes to have their kitchen and bathroom upgraded. If your kitchen and/or bathroom have been surveyed, you should receive a letter from Govan Home Team within the next few months to advise of when your works will start.

Kitchen and bathroom surveys are continuing within Govan Road and Wanlock Street and will move on to Southcroft Street over the coming months. Please ensure that when Govan Home Team contact you with regards to your survey that you contact them to arrange access, as failure to give access will cause a delay in your kitchen and bathroom being upgraded. As part of the Kitchen and Bathroom replacement program, if

we do not hold a relevant asbestos survey for your home, we will arrange for this to be carried out, therefore you may be contacted by our asbestos contractor, Enviraz. If Enviraz do contact you please arrange a suitable appointment with them to have an asbestos survey carried out.

## Rewires

Rewiring of properties within Burndyke Square have recommenced and all properties should now have been contacted by Govan Home Team and Wright Kerr, our contractor, carrying out the work. In early January rewiring works will progress within Elphinstone Place and Merryland Place and our contractor will be contacting you soon to arrange a survey of your home and explain the extent of the works.

As part of the rewiring works, if we do not hold a relevant asbestos survey for your home, we will arrange for this to be carried out, therefore you may be contacted by our asbestos contractor, Enviraz. If Enviraz do contact you please arrange a suitable appointment with them to have an asbestos survey carried out.

## Close Painting

Close painting is continuing within the closes in Taransay Street and moving to Shaw Street. As part of these works

you're the door to your home will be painted. Govan Home Team will contact with regards to arranging access for this work to be carried out.

We understand that having operatives painting in your close can cause a level of disruption when coming and going from your home and we appreciate your patience and cooperation while these works are being carried out.

## Common Window & Door Replacement

The replacement of common close windows and doors plus an upgrade to the door entry system within Burndyke Court, Burndyke Square, Elphinstone Place, Merryland Place & Merryland Street will commence in December 2022 continuing into early 2023.

Govan Home Team will contact all residents advising of when works will commence in their close.

There will be level of disruption within closes while these works are on-going and we thank you in advance for your patience and cooperation.

If you have any questions with regards to any planned works, please do not hesitate to contact our Property Services Department on **0141 440 0308**.

## Electrical Installation Condition Report (EICR)

You may have been contact recently by one of our electrical contractors with regards to Electrical Installation Condition Report (or EICR) in your home.

An EICR is an inspection and testing of electrical installations within your home to ensure that it's in a satisfactory condition and safe for continued use. We are required to carry this out every 5 years, to make sure that it is safe and up to the current standards. This test forms part of the Scottish Housing Quality Standard (SHQS), so it's really important that we can get access to your home to carry this out.

Govan Home Team or one of our electrical sub-contractors (Wright Kerr, BR Electrical or City Gate) may contact you for access by letter or telephone. It is essential that you give access for the inspection and you do not ignore. Failure to grant access is a breach of your tenancy agreement and we can exercise the right to force access.

If your appointment is not suitable, please contact the number on the letter to make alternative arrangements. During the EICR we require clear access to your electrical cupboard and a percentage of the electrical sockets. The EICR should take approximately 2 hours to complete.

If we find any minor faults, our electrician will repair these at the time of the EICR. If we need to fix other issues, such as replacing your consumer unit, we will arrange this as follow-on work at a date and time to suit you.

We appreciate your cooperation in allowing us to carry out this safety check and if you have any queries or concerns, please do not hesitate to get in touch with our Property Services Department on **0141 440 0308**.



# Winter is coming, be prepared

## Leaks and how we can work together to prevent them

If you live in a flat, you may have problems with leaks or flooding from neighbouring flats. We find the most common source of water ingress into the flat below is when someone leaves a tap on at the bath, wash hand basin or kitchen sink which results in it overflowing. We would ask that you double check all taps are off before you leave your home, even if you are only popping to the shop for a loaf of bread or going on the school run.

Washing Machines can also be a common cause of leaks so ensure that you regularly check connections and always ensure new machines are plumbed in correctly.

For top floor flats and main door properties storm damage and heavy rain can lead to water ingress into your home. During spells of incessant rain gutters and downpipes can become overwhelmed which may cause water to find its way under the roof tiles and into your home.

Please report all incidents of leaks and water ingress to the Association as soon as you become aware so that we can quickly diagnose and rectify the issue to avoid further damage to your home and the fabric of the building.

## Frozen Pipes

As winter approaches it is important to be aware of the risk of burst pipes in cold weather. When temperatures remain below 0c freezing for 2-3 days there is a possibility that pipes will freeze and burst which will cause leaks as the temperature starts to rise again.



To help with the prevention of frozen pipes we ask were possible that you keep your home as warm as you can as warmth offers the best protection against frozen pipes. Keeping your heating on at low can help with this.

### In the event of a burst pipe, carrying out the following can minimise damage to your home:

1. Turn off the main stopcock, if you are able to,
2. Switch off any water heaters or boilers,
3. Turn on all taps to drain your storage tank,
4. Contact the Housing Association ASAP or if out of hours call the emergency contact number,
5. Warn any neighbours who may be affected,
6. Use buckets, containers etc. to collect as much water as you can. This water can be used to flush your toilet at a later stage if necessary. Please note that any water collected from a burst pipe is NOT suitable to drink or cook with.



## Going away or on holiday over the winter months?

If you are going away from home over the winter months you may wish to consider leaving you're heating on at low to help prevent your pipes freezing while you are away. If you intend being away from your home for an extended period during the winter months we ask that you please contact us on 0141 440 0308 to advise of this and to leave a contact number or access arrangements in the event of an emergency.

# Factoring Service Invoicing Delays

**As a result of system issues, we regrettably experienced delays in issuing homeowners Factoring invoices for the period 29 September 21 – 28 March 2022.**

These accounts have now been issued and all homeowners should be in safe receipt. If you have any questions in relation to your most recent Common Charge Account or are struggling to settle the sums due, please contact our office to discuss.

We can happily advise that we have recently introduced a new computing system and hope to issue owners Factoring invoices for the period 29 March 22 – 28 September 2022 in due course. We feel the best and easiest way to settle your common charge account is to set up a monthly Direct Debit. If this method of payment would be of interest to you, please feel free to contact our office.

## Meet our New Team

**We are pleased to confirm that our existing Factoring Service has made some changes to its staffing team. The new team consists of the following staff members:**

### **Pamela Mclevy** Customer Service Manager

Our Factoring Service Manager, Pamela has worked with the Association for a number of years, however has recently taken on responsibility for the day to day management of our Factoring Service. Pamela also oversees the Association's in house Money Advice Service.



### **Peter Needham** Property Management (Factoring) Adviser

Peter is our longest serving Factoring team member and has an excellent knowledge of the area and challenges for local home owners. Peter also has an excellent understanding and experience in terms of delivering the Factoring Service.



### **Allan MacLean** Property Management (Factoring) Officer

Allan recently joined Govan Housing Association having come from a strong Factoring Service background. Allan is highly experienced in delivering excellent customer service within a Factoring role.



### **Cara McFadden** Property Management (Factoring) Assistant

Cara joined the Association's Factoring service over 2 years ago as an apprentice and has now integrated into the organisation as a valued member of the overall staff team.



## Review of Factoring Service

**Govan Housing Association is currently undergoing a complete review of its Factoring Service provided to our local home owners.**

The Association currently provides a Factoring Service to over 700 properties within Govan. The role of a property factor is to manage and maintain the common parts of land or property owned by more than one homeowner, for example, a shared building as a whole or within a close, the stairwell, door entry system etc.

Working in partnership with Glasgow City Council, we are continually taking on the role of property factor for properties within the local area and therefore our service is continuing to expand.

In line with this, we are currently completing a full review of the service including service costs, our written statement of services (WSS), the services that we provide and communication and consultation with our customers.

The aim of the review is to improve and build upon the services we deliver and to overall improve the service that home owners receive. Our Factoring customers will receive confirmation of changes made once the review is complete.

# Selling to Rent Opportunity



With rising house prices it has caused uncertain times for property owners wanting to sell and buy.

**Govan Housing Association can give property owners a chance to sell your property to us and then rent the same property.**

Our organisation has a high rate of customer service and currently we have a planned improvement programme that has invested more than £6.1 million into our properties in Govan and Ibrox area.

Recent owners have sold their properties to us and we have invested in these properties with the installation of a new kitchen, bathroom and double glazed windows.

If you are interested in selling your property to Govan Housing Association and want to still live in this property by renting, you can contact us on the below details. The process is simple and straightforward and we are here to guide you through this.

**Contact us on 0141 440 0308 or email us on [factoring@govanha.org.uk](mailto:factoring@govanha.org.uk)**

*"I could not afford to carry out repairs and upgrades to my property, I sold to Govan Housing Association and now rent this property, I have had a new kitchen and bathroom, what a difference this has made to my life."*

Property owner feedback

*"I am a pensioner and can't move and can't afford my repairs.*

*Govan Housing Association gave me a life line and I can still live in my home and they have carried out the repairs I could not do, I am happy renting now."*

Govan Housing Association as your landlord can give you access to other services: Reactive Repair service, Planned improvements, Money & Energy Advice, Community Engagement and Volunteering & training opportunities. You can also get involved in your community by joining any of our groups or linking you with any of our partners.

Govan Housing Association working in partnership with Glasgow City Council

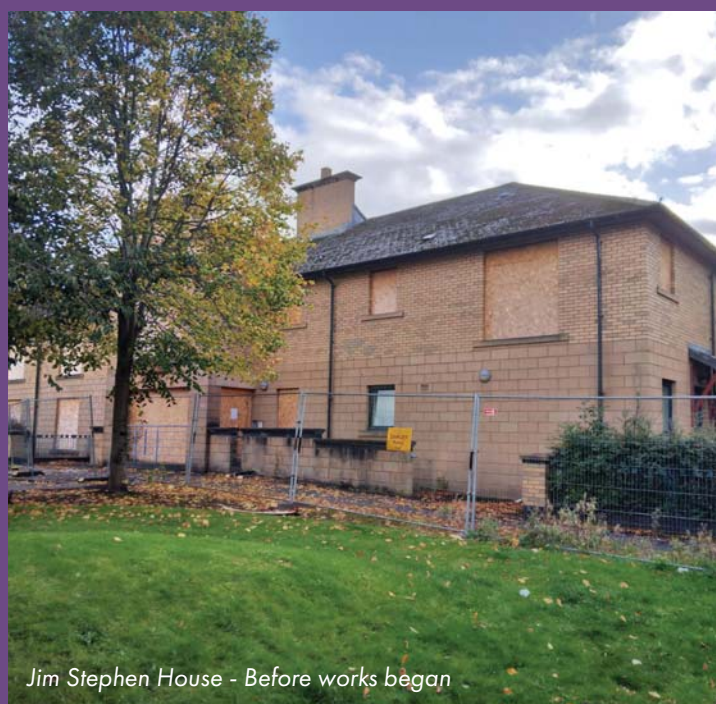


## New lease of life for Jim Stephen House 20 Wanlock Street

**Glasgow University and Govan Housing Association are renovating Jim Stephen House in Wanlock Street to provide smart, new post-graduate student accommodation for 11 students, studying at the University of Glasgow.**

Community consultation has taken place to ensure residents are fully informed and involved in the regeneration of their area and to welcome the students into the community. It is anticipated that the work will be completed by the end of November and there will be an open day once work is completed for local residents to have a walk through and see the improvements.

If you are interested in attending the open day at Jim Stephen House, please contact our office for further details.



Jim Stephen House - Before works began

# Paying your Factoring Account

Govan Housing Association are committed to ensuring that our factored customers have a variety of ways to make payments towards their account.

You can pay your Factoring 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 **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 **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 **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 or during office hours by calling **0141 440 0308**.

## 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.

## Owners Forum

Earlier this year, Govan Housing Association piloted an Owners' Forum, inviting a small number of owners to attend. As a result of its success, a further meeting was arranged and took place in September. As well as giving our staff the opportunity of building relationships with owners, the purpose of the meetings is to offer useful information and provide a forum for homeowners to discuss Factoring matters concerning their development/building.

We now hope to hold these meetings on a quarterly basis with the next meeting scheduled for Wednesday 14 December 2022, commencing at 6.30pm within the Salvation Army, Golspie Street.

If you are a homeowner of a property within a building or development Factored by Govan Housing Association and would like to attend this meeting, please contact our office to confirm your attendance.

Although we have yet to confirm venues, the dates for our 2023 Owners Forums are noted below:

Wednesday 15th March

Wednesday 14th June

Wednesday 13th September

Wednesday 13th December

# Community Areas – Improvements

## Community Area 1

The following streets are part of The Community Area 1:

- Govan Road (odd numbers)
- Broomloan Crescent
- Vicarfield Place
- Elizabeth Street
- Middleton Street
- Taransay Street
- Vicarfield Street
- Brand Street
- Harley Street

We are working closely with our tenants on the following improvements:

- **Govan Road** – Investigations are being carried out in connection with a possible bike container.
- **Taransay Street** – Ongoing digital inclusion work, due to the issues with bad phone and wifi signal in the area.

## Community Area 2

The following streets are part of The Community Area 2:

- Dunsmuir Street
- Govan Road (even numbers)
- Summertown Road
- Elder Street
- Luath Street
- Rosneath Street

We are working closely with our tenants on the following improvements:

- **Rosneath St** – ongoing back court improvements.
- **Dunsmuir St/Summertown Rd** – looking at possible locations for bike sheds.
- **Elder St/Luath St** – digital project trying to investigate the bad phone/wifi signal in the area.

## Community Area 3

The following streets are part of The Community Area 3:

- Shaw Street
- Golspie Street
- Burndyke Court
- Elphinstone Place
- Langlands Road
- Burndyke Square
- Merryland Place
- Merryland Street

We are working closely with our tenants on the following improvements:

- **Golspie Street** – we were successful in receiving funding for bike storage containers at Golspie Street and these were installed on Monday 3rd October.
- **Govan C** – currently working with the Govan Gaelic School to provide some funding to regenerate pacific park and will begin with a community litter pick.

## Community Area 4

The following streets are part of The Community Area 4:

- Howat Street
- Wanlock Street
- Southcroft Street
- Ibrox Street
- Rathlin Street
- Wardrop Street
- Midlock Street
- Paisley Road West

We are working closely with our tenants on the following improvements:

- **Southcroft Street** – back court improvements.
- **Midlock Street** – Toy storage solution.
- **Howat Street** – Digital project trying to investigate the poor phone/wifi signal in the area.

# Changes to areas and dedicated Staff members



Kimberley Cowan

Within the Association we have had a change in our customer (housing) staff.

The details of your dedicated customer services officer and advisor are noted below and they can assist you with various enquires in relation to your tenancy such as your rent account, tenancy changes, general tenancy enquires.



Paula McCann



Louise Hillhouse



Cassie McGarry



Donna Healy



Jude Purves



Danielle Symon-Smith



Robyn Sommerville



Kelly Ferguson



Jennifer Morrison

### Manager – Kimberley Cowan

<b>Customer Services Officer – Louise Hillhouse</b>	<b>Customer Services Officer – Donna Healy</b>
<b>Customer Services Advisor – Cassie McGarry</b>	<b>Customer Services Advisor – Jude Purves</b>
Govan Road (Odd) Broomloan Crescent Vicarfield Place Elizabeth Street Middleton Street	Taransay Street Vicarfield Street Brand Street Harley Street

### Manager – Paula McCann

<b>Customer Services Officer – Danielle Symon-Smith</b>	<b>Customer Services Officer – Kelly Ferguson</b>
<b>Customer Services Advisor – Robyn Sommerville</b>	<b>Customer Services Advisor – Jennifer Morrison</b>
Shaw Street Golspie Street Burndyke Court Elphinstone Place	Langlands Road Burndyke Square Merryland Place Merryland Street



# Legislation – Cost of Living Update

**With the introduction of the emergency legalisation, called The Cost of Living (Tenant Protection) (Scotland) Bill this has put restrictions on some evictions which can happen up until 31st March 2023.**

Although this legislation was introduced, this does not stop Govan Housing Association commencing legal action to recover your property. We can still:

- Serve Notice of Proceedings (the initial court stage letter)
- Enrol cases into court (logging your case into court)
- Seek Decree at court (ask for you to be evicted from your home)

However if we are awarded decree for eviction, due to the new law, the eviction will not go ahead UNLESS:

- The action was raised prior to 6 September 2022
- The case relates to antisocial or criminal activity
- There are £2250 rent arrears or more
- the Association needs to demolish or renovate your home, if you rent a social tenancy from the council or a housing association.

The law also gave Ministers the temporary power to cap rents for private and social tenancies, with this cap set at 0% until 31st March 2023. At present this does not affect Govan Housing Association as rent increases are usually applied in April each year.

However the legislation does include the power to maintain or vary the rent cap over two further six month periods. The Scottish Government will announce in January 2023 whether they will extend this legislation.

The Association will still carry out a rent review consultation with all of our tenants as it is important we still engage with residents on this matter in the event rents can be increased come April 2023.

If you are in arrears with your rent and experiencing financial hardship, please contact our office as we can offer advice and support to try to avoid legal action.



## My Glasgow App

**Glasgow City Council have an app which makes it easy to report issues. We urge our tenants to make full use of this app. You can download this app from your app store.**

You can use this app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti.

The "More Services" section also has handy links to useful information, whether its school holidays, paying your council tax or a quick link to our twitter announcements, all the things you need are only a tap away.

# Discretionary Housing Payment from Glasgow City Council



**If you are receiving housing benefit or housing costs within universal credit but are still having difficulty meeting your rent payments, you may be able to get extra help from the Discretionary Housing Payment (DHP) Fund.**

Additionally, if you are under-occupying your current property (i.e. you have a 'spare' bedroom[s]) or have a bedroom for access to a child you do not have full custody of, your housing benefit/ Universal Credit housing costs will be reduced. In these cases you should apply for DHP to make up the shortfall.

**Priority is given to applications:**

- Where separated parents have a formal arrangement for shared care of a child, or children, and an additional bedroom is a requirement of the agreement.
- To help with ongoing rental costs for a disabled person in significantly adapted accommodation.
- To help with short term rental costs while the claimant seeks employment or secures alternative accommodation.
- To help with short-term rental costs where the claimant is at risk of losing their tenancy resulting from an unexpected financial crisis.

If you would like to apply for the above fund, please contact our office and ask to speak to your Customer Service Officer. You can also do this online via the Glasgow City Council website.

# Applying for a house with Govan Housing Association

## Request an application

You can collect a form from our office, you can download a form from our website or request one be sent to you via post.



## Complete and Return

When you return your application, you must have the correct evidence such as Photo id or Birth Certificates, Proof of address dated with in the last 3 months and any other supporting evidence.

If you require assistance completing an application assistance, please contact us and we can provide assistance, this includes an interpretation service.

## Invitation to the office or telephone call for Housing Application Interview

Upon receiving a fully completed application, we will carry out an application interview. The reason for this is to discuss your options such as street choice, floor choice and provide you information on the pointing process.

## Processing Timescales

Application will be loaded and within 7 days. Once applications are loaded on our system you will receive a points letter confirming your application is live on our system and confirming your points and also provide you with information in relation to re-housing.



## Anti Social Behaviour

**Anti Social Behaviour is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person'.**

### Who you should report to and when:

To report a crime to Police Scotland which is not an emergency call 101. You can decline to provide your name and address if you wish to remain anonymous.

There is also an online reporting form -

<https://www.scotland.police.uk/secureforms/contact/>

**Please put full details of the incident and ensure you put 'FAO Community Police Officer' in the notes.**

There is a separate form for domestic abuse, hate crime, stalking and harassment - <https://www.scotland.police.uk/secureforms/c3/>  
Continue to call 999 for emergencies.

An entirely confidential method of reporting is to Crimestoppers on **0800 555 111** or on their online form - [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

To report environmental issues (such as fly tipping, dog fouling or littering) to Glasgow City Council, download the MyGlasgow app to your smart phone or their website [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

To report noise from neighbours from 5pm-3am you can contact Glasgow City Council – the noise team deal with amplified noise such as loud music, dogs barking or DIY equipment. You can report this type of noise by calling 0141 287 6688 or reporting online – <https://www.glasgow.gov.uk/reportnoise>

Everyday noise such as children playing or footsteps cannot be addressed as anti-social behaviour and mediation is a more appropriate solution for this type of noise – please contact us for more information on this.

To report noise from commercial properties from 5pm-3am you can contact Glasgow City Council by calling 0141 287 1060 or reporting online – <https://www.glasgow.gov.uk/reportnoise>

# Rent: Avoid arrears this Christmas

**Buying Christmas presents, sending cards, adding new decorations to the tree, there's no doubt about it, Christmas is an expensive time for most of us. But there's a good reason to put paying the rent at the top of your Christmas to-do list.**

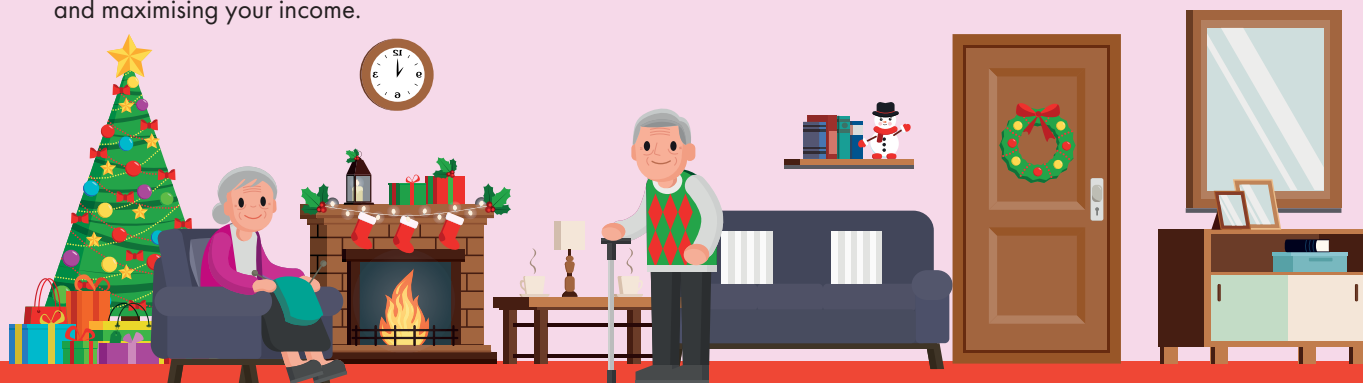
Paying the rent over the Christmas period can sometimes be a problem for tenants. Some tenants feel that the Christmas period shifts their priorities to presents and get-togethers.

Putting a plan in place to prevent rental arrears will help to ease some of the financial stress associated with the Christmas and New Year period.

## 3 easy money tips to help you relax this Christmas

- 1. Get Ahead.** Where possible, try to pay an additional week's rent early in December so you're not caught out as Christmas draws closer. The festive season carries us away at the best of times, but if you've paid an extra week of rent in advance, it removes the burden of extra financial pressure.
- 2. Pay extra.** Could paying an additional week's rent in advance be a struggle? Continue paying your rent as normal, but consider adding a little extra each week in the lead up to Christmas. That way, you'll be up to date, or even a little ahead when the festive season rolls around.
- 3. Communication is key.** It's important to stay in touch with us if you feel you might be under some financial pressure towards the end of the year. Are you already worried about being able to pay your rent? You can contact our Money Advice Team for advice and they also offer assistance with budgeting.

If you are in rent arrears or have any concerns with rent payments it is important that you engage with your Customer Services Officer to agree a payment plan. They can also refer you to our Money Advice team if you need any help with budgeting, benefits and maximising your income.



## Rent Consultation Timetable

**We are committed to consulting with our tenants, residents associations and wider stakeholders in the formulation of policies which affect residents.**

We are therefore consulting on the proposed rent increase, and we want to hear your views on what a fair and consistent rent increase would look like.

This consultation excludes Leased Tenancies, Secure Rents, Shared Ownership and Void properties.

The consultation exercise will be carried out between **Friday 28th November 2022 to Friday 6th January 2023.**

We will carry out a Digital consultation for customer's feedback, as well as sending paper consultation forms, engaging with residents' groups and promoting this on the Associations website and our social media platforms.

# GOVAN HOME TEAM



# Bulk Uplift and Estate Maintenance Schedule

Residents should note the below arrangements in relation to bulk uplifts being carried out by Govan Home Team - this will be bulk items only such as furniture, flooring, etc.

As well as the collection points shown below, larger items will still be collected from back courts. Domestic waste such as litter or bin bags not placed inside the bins will NOT be lifted. Bulk should only be placed at the collection points the day before collection days, so as not to cause obstruction.

If waste is not disposed of appropriately (i.e bags left in close or left outside of bins) we will not remove them unless a health and safety issue or fire risk is identified. Should we require to carry out any type of clean up in a common area, the entire close will be recharged if we cannot identify who is responsible.

## GOVAN HOME TEAM BULK UPLIFT AND ESTATE MAINTENANCE SCHEDULE

Monday AM	Monday PM	Tuesday AM	Tuesday PM	Wednesday AM	Wednesday PM	Thursday AM	Thursday PM	Friday AM	Friday PM
Ibrox/ Govan C	Ibrox	Ibrox	Govan C	Govan C	Central Govan	Central Govan	Central Govan	Central Govan	Central Govan
<b>Bulk</b>	<b>Estates</b>	<b>Estates</b>	<b>Estates</b>	<b>Estates</b>	<b>Estates</b>	<b>Bulk</b>	<b>Estates</b>	<b>Estates</b>	<b>Estates</b>

### Street Breakdown Central Govan

- Elder Street
- Golspie Street
- Govan Road
- Howat Street
- Langlands Road
- Luath Street
- McKechnie Street
- Rathlin Street
- Rosneath Street
- Shaw Street
- Taransay Street
- Wanlock Street
- Wardrop Street

### Bulk Uplift Points Central Govan

## Description of Work

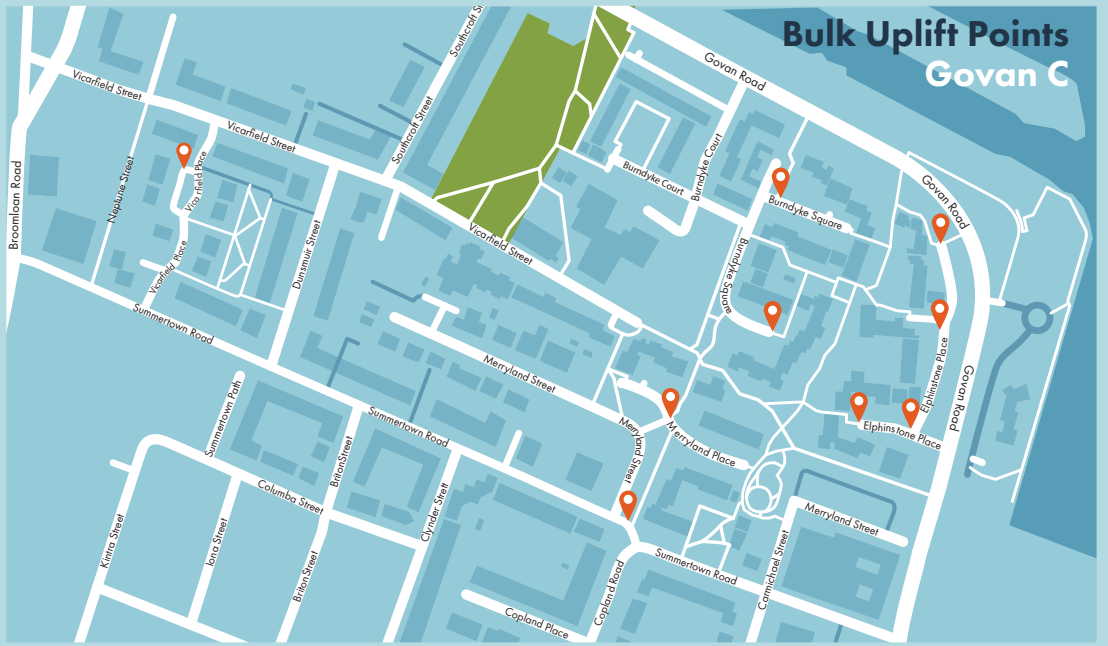
**Bulk**  
Pull out all bulk items from back courts and bulk collection points then dispose of at GCC dump.

**Estates**  
Clean and clear back court.  
Sweep back court (including leaves).

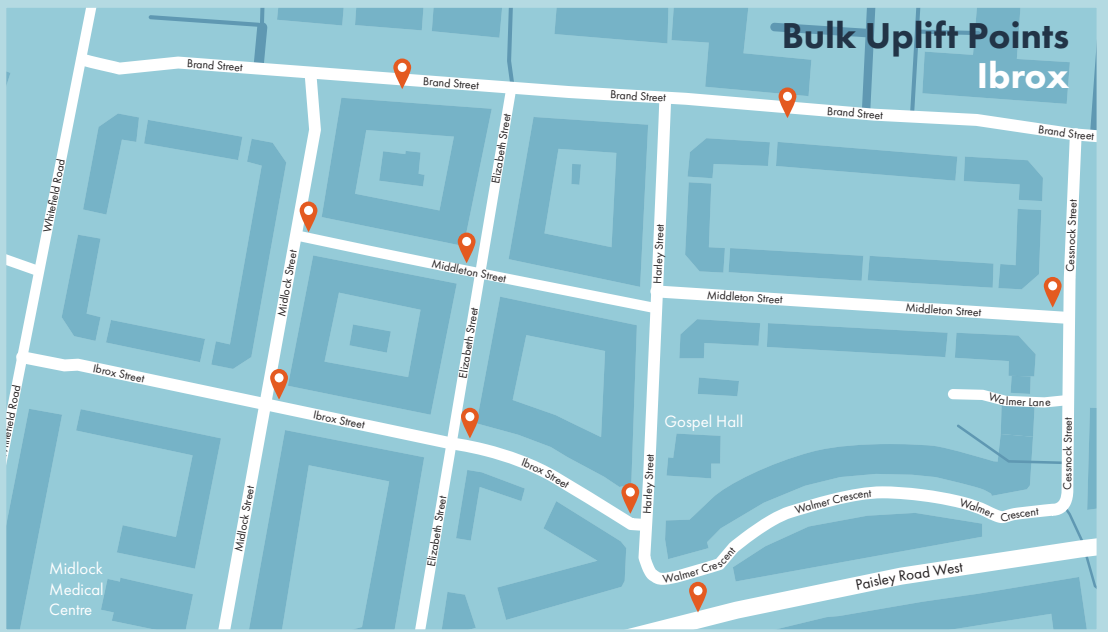


## Street Breakdown Ibrox and Govan C

- Brand Street (189, 191, 193)
- Broomloan Crescent
- Burndyke Court
- Burndyke Square
- Cessnock Street (1, 3, 5)
- Copland Road (202)
- Dunsmuir Street
- Elizabeth Street (20, 25, 26, 27, 28, 29, 31, 33, 35, 37)
- Elphinstone Place
- Harley Street (11)
- Ibrox Street (5, 7, 24, 40, 50, 62)
- Merryland Place
- Merryland Street
- Middleton Street (96, 97, 98, 99, 100, 101, 102, 103, 104)
- Midlock Street (18, 26, 28, 30, 32, 34)
- Paisley Road West (407)
- Southcroft Street
- Summertown Road
- Vicarfield Street
- Vicarfield Place
- Walmer Crescent (1, 2, 3, 4-6, 11, 14, 16-18)



## Bulk Uplift Points Govan C



## Bulk Uplift Points Ibrox



# Central Govan Deep Clean



## Glasgow City Council (GCC) held a clean up week of action in central Govan from 27th – 30th September.

This included all streets from Govan Underground to Elder Street. The following GCC resources were committed to the area:

- Deep Clean Team - weeding, uplifting litter and fly-tipping
- Public Health Enforcement: Fly-tipping
- Commercial Waste Enforcement
- Community Enforcement Officers – dog fouling and litter
- Cleansing – Removing blue/grey bins from back courts
- Lighting
- Roads – small repairs
- Graffiti removal
- CCTV – monitoring for fly-tipping/anti-social behaviour
- Neighbourhood Improvement and Enforcement Service (NIES) – community litter picks with local schools
- Glasgow City Council Pop Up Stall with Police Scotland, Fire Brigade, Thriving Places & Govan Housing Association

Govan Housing Association and Govan Home Team supported this week of action by carrying out back court maintenance during this time including de-weeding, removal of litter, general tidy up, etc.

Following this week of action, Govan Housing will check bin stock is adequate; provide educational information to residents on disposing of refuse and waste appropriately and have now commenced weekly inspections to maintain cleanliness levels. Bulk uplifts will continue from Govan Home Team but this will be larger bulk items only such as furniture, flooring, etc. Domestic waste such as litter or bin bags not placed inside the bins will **NOT** be lifted.

As above, weekly inspections will ensure cleanliness levels are maintained as it is the responsibility of all residents to keep common areas tidy and free from litter as the Scottish Secure Tenancy Agreement:

**Section 2.9: You must take your turn, with all other tenants and owner occupiers sharing the common parts, in keeping them clean and tidy.**

If a back court area has waste bags not disposed of appropriately (left in close or left outside of bins) we will not remove them unless a health and safety issue or fire risk is identified. Should we require to carry out any type of clean up in a common area after next week, the entire close will be recharged if we cannot identify who is responsible.

If you require any further information on the above, please contact your Customer Service Officer.

## Use of your bins

**Flats/tenements will have use of green 240 litre wheelie bins collected by Glasgow City Council from the communal areas or large 1280 litre steel bins which are situated and collected kerbside.**

**Houses who present their bins to the kerbside will use green 240 litre wheelie bins.**

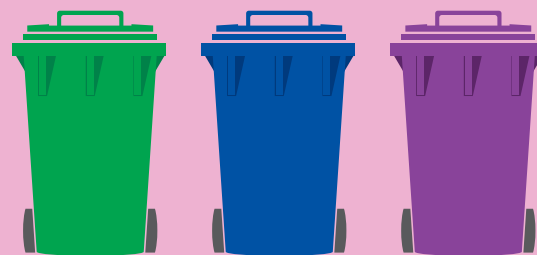
### What can go in each bin?

**Green Bins/Large Metal Bins (General refuse)** - Any items that cannot go into a recycling a blue, purple, brown bin or grey food caddy, can go into a general waste bin other than hazardous, bulky or electrical items and batteries.

**Blue Bins (Recycling)** - Mixed papers - newspapers, magazines, journals, junk mail, brochures, catalogues, directories, yellow pages, Cardboard - cardboard boxes, card packaging, Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles, Food and drink cans - steel cans, aluminium cans, food tins, empty aerosol cans

**Purple (Glass Bins)** - Wine Bottles, Beer bottles, Jam jars, Coffee jars, Sauce bottles

To find out when your bins will be collected you can access this information from Glasgow City Council Website [www.glasgow.gov.uk](http://www.glasgow.gov.uk) and searching "Collection Days"



# When do we get the cost of living payment?

## Who can claim the one-off £650 payment and what date to expect it...

The one-off cost of living support payment of £650 is being paid in two lump sums to all households on means tested benefits.

Millions of the UK's most vulnerable households are set to receive a one-off £650 payment to combat the cost of living crisis.

The Government announced that the payment will be issued directly to households on means-tested benefits in two lump sums, with **one paid in July and another in autumn.**



The first instalment of the £650 landed in bank accounts in July.

For those qualifying for the one-off payment through tax credit and working tax credit, the two instalments will be **paid in autumn and winter instead.**

If you eligible for the payment, **there is no need for you to apply** – the £650 will be submitted to you automatically.

## Free, Impartial and Confidential

Our Welfare Benefit, Money, Debt & Energy Advice Service is free, impartial and confidential.



Our Money Advice Team can assist you with the following:

- Mandatory reconsiderations, reviews, supersessions and appeals;
- Financial Health Check;
- Assistance to apply for all benefit claims;
- Liaising with benefit offices;
- Universal Credit/Housing Benefit claims and advice;
- Money & Debt Advice;
- Energy Advice; and
- Assistance to apply for all relevant grants

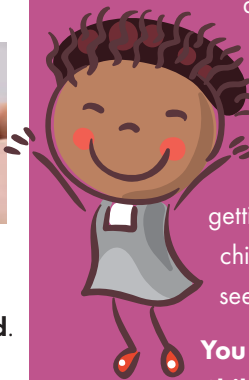
We provide an appointment-based service at our office, or home visits are available

- Telephone Advice:** 0141 440 0308
- Appointment Availability:** Monday to Thursday – 8.30am – 5pm  
Friday – 8.30am – 4.30pm
- Email Advice:** financial.inclusion@govanha.org.uk
- Home visits:** Phone office to discuss.
- Digital Appointments:** Zoom, Whatsapp video etc.

# Scottish Child Payment

Scottish Child Payment opened for applications for all eligible children under the age of 16 from Monday 14 November.

The payment, which is unique to Scotland, provides direct financial support to eligible families and carers to help with the costs of caring for a child.



From 14 November, around 104,000 children already getting Scottish Child Payment for their children under 6 will automatically see their awards increase to £25.

**You may be able to get Scottish Child Payment if all**

**of the following apply:**

- You live in Scotland
- You or your partner are getting certain benefits or payments
- You or your partner are the main person looking after a child who's under 16 years old (applications from 14 November)
- The main person looking after your child (if any) might want to complete the application form, or use their bank details for payment.



**Benefits or payment you or your partner must get:**

- Universal Credit
- Child Tax Credit
- Income Support
- Pension Credit
- Working Tax Credit
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)



## Disability Living Allowance (DLA) for children changing to Child Disability Payments

You now need to apply for Child Disability Payment instead of DLA for children.

If you currently get DLA for children, you'll be automatically switched to Child Disability Payment before the end of 2022.

When the switch begins, you'll get a letter from Social Security Scotland.



Social Security Scotland and the Department for Work and Pensions work together during the transfer process, which begins in Autumn 2021 in certain Scottish Local Authorities.

Once Social Security Scotland has your details, they'll send you a letter to let you know that the transfer has begun.

The transfer takes about three months to complete.

Social Security Scotland will then send you another letter letting you know:

- that the transfer has ended
- when your award begins
- when they'll start paying you

## About Best Start Foods



Best Start Foods is a prepaid card that can help you buy healthy foods like milk or fruit, if any of the following criteria applies to you:

- you're pregnant
- you have a child under 3
- you or your partner are getting certain benefits or tax credits
- you currently live in Scotland

The amount you get on your prepaid card will change depending on the age of your child. The Best Start Foods payments are:

- £18 every 4 weeks during pregnancy – the payment amount is per pregnancy. This means the payment amount is the same whether you're pregnant with one baby, or if you're having twins or triplets
- £36 every 4 weeks from your child being born up until they're one year old
- £18 every 4 weeks when your child is between the ages of one and 3 years old

# What is Adult Disability Payment?

**Adult Disability Payment is a benefit for disabled working-age adults who live in Scotland. It's to help with the extra costs of being disabled or having a long-term health condition.**

It's paid by Social Security Scotland. Adult Disability Payment is replacing Personal Independence Payment (PIP) in Scotland.

### Who can get Adult Disability Payment?

To get Adult Disability Payment, you must have a long-term physical or mental health condition or disability, or be terminally ill.

In most cases, you must also:

- be between 16 years old and State Pension age, and
- live in Scotland.

A long-term condition or disability is one that:

- has lasted 13 weeks or more, and
- is expected to last a further 39 weeks or more.

You can also get Adult Disability Payment by moving over from PIP.

You cannot get Adult Disability Payment at the same time as:

- Armed Forces Independence Payment
- Attendance Allowance
- Child Disability Payment
- Disability Living Allowance (DLA)
- PIP.

### How much is Adult Disability Payment?

Adult Disability Payment is made up of 2 parts called components - a **daily living component** and a **mobility component**. Each component is paid at a different rate.

You can get 1 or both components, depending on your daily living and mobility needs. You only need to make 1 application.

Daily living component	Weekly amount
Standard rate	£61.85
Enhanced rate	£92.40
Mobility component	Weekly amount
Standard rate	£24.45
Enhanced rate	£64.50



# Energy Service Good News Story

**Our dedicated in house Energy Adviser, Diane Miles, has been working tirelessly to assist residents amidst the current energy crisis.**

There are many good news stories of help being provided to different tenants and Diane can be seen here with some of the thank you gifts that she has received from our lovely customers this week, who were extremely grateful for her assistance in these tough times.



## Energy Cap/Costs Explained

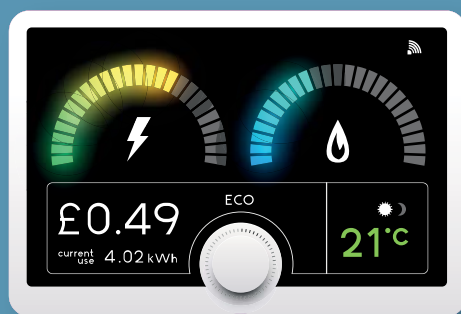
**In light of the recent increase in the cost of wholesale gas, the price suppliers need to charge per unit of energy has gone up significantly.**

To help protect consumers, the Government has announced the Energy Price Guarantee which came into effect on 1 October 2022.

This new scheme will reduce the unit cost of electricity and gas, so that a household with typical energy use in Great Britain pays, on average, around £2,500 a year on their energy bill for the next 6 months.

On average usage a household will save £1,000 a year (based on current prices from October). Energy suppliers will be fully compensated by the government for the savings delivered to households.

For an individual customer, the amount paid under the Energy Price Guarantee will vary depending on how much energy they use, where they live, how they pay for their energy and their metering arrangement. The £2,500 figure is based on a household with typical consumption on a dual electricity and gas bill paying by direct debit.



## Post Office Card Accounts (POca) closures Nov 2022

**The Department for Work and Pensions (DWP) contract to provide POca will end in November 2022.**



Payment of your pensions or benefits will no longer be made into POca accounts and needs to be paid into a bank, building society or credit union account or been migrated onto the new payment exceptions service in the form of an imovo voucher moving forward.

The DWP is writing to all customers who currently receive payment into a POca, telling them the service is ending and encouraging those who are able to open a bank account to do so. This will also have included a form so that you can claim any balance remaining in your account upon its closure.

If you have any further queries regarding this, please contact the Money Advice Service.

## GCC £49 Fuel Voucher

**A £1 million fuel support programme to help hard-pressed households in Glasgow began on the 3rd October - the Glasgow Fuel Support Project will help families with top-up payments, energy advice and assistance.**

The project aims to help eligible citizens in Glasgow gain access to a £49 fuel top-up payment to help with the rising cost of gas and electricity.

Families with children at home and receiving Council Tax Reduction are eligible for the support, and they should contact **Glasgow Helps** on **0141 276 1185** if they require a referral for a fuel top-up or energy advice.

The grant is part of a wider package of support offered to citizens through the Glasgow Helps team who will support with fuel needs as well as any other needs identified. Glasgow Helps staff will carry out an eligibility check, and a grant of £49 will be awarded via a fuel voucher which will be administered on the families' behalf by HEAT (The Wise Group) directly with the energy provider.

# Costs of Living Crisis:

## Fuel Support

The government will give every household in Great Britain £400 off their electricity bill. This is called the Energy Bills Support Scheme. You don't need to do anything to get the money and you won't have to pay it back.

You'll get the £400 in 6 instalments starting from October 2022. You'll get:

- £66 in October and November
- £67 in December, January, February and March

If you have an electricity meter and pay your bills every month.

## Warm Home Discount

The Warm Homes Discount provides money off your energy bills if you are on a low income or on certain benefits. The discount is usually applied to your bill between October and March has been increased from £140 to £150 for 2022/23. The government have not released full details of the 2022/23 scheme to date, but we will update this page with further information when it becomes available.

## Scottish Child Payment

If you're on a low income, you could get a weekly payment of £20 for every child you look after under 6 years old. After the 7 Nov, amount raising to £25 per month and under 16's will be eligible.

## Best Start Grant and Best Start Foods

You could get payments from Social Security Scotland to help towards the costs of being pregnant or looking after a child.

## School Clothing Grant

You may be able to get a school clothing grant to help with the cost of school uniforms. This is a cash grant of £120 per child of primary school age, and £150 per child of secondary school age.

## Free School Meals

In Scotland you can qualify for free school meals if you receive Child Tax Credit and Working Tax Credit, provided your income is under £7,500. If you're on Universal Credit you'll qualify if your household income is less than £625 a month.

In Scotland free school meals are available to all children between p1 and P5. This is also a universal scheme for all children in these year groups in state run schools, so you do not have to be on benefits or on a low income to qualify.

## Scottish Welfare Fund

- **Crisis Grant** to help with unexpected emergencies such as needing immediate help with food or heating costs, if your home is damaged by flood or fire, if you are facing a gap in your income due to benefit or work changes, if you are a domestic abuse victim and need help to move away from your abuser, if you lose money or if an unexpected crisis occurs. To be eligible you do not have to be on benefits, but you must be on a low income.
- **Community Care Grant** to help you or someone you care for live a settled life in the community. You may qualify for the grant if you are a care leaver, leaving prison, or you've been homeless and need help to start a settled home, or if you need help to stay out of care or you're escaping domestic abuse or a child is at risk.

## Universal Credit

You could get Universal Credit if you're on a low income, out of work or cannot work.

## Pension Credit

You could get Pension Credit if you're over State Pension age and on a low income.

## Carer's Allowance

You could get £69.70 a week if you care for someone at least 35 hours a week and they get certain benefits and your income is below £132 per week (after tax).

## Carer's Allowance Supplement

Carer's Allowance Supplement is an extra payment to help carers in Scotland who get Carer's Allowance.

## Scottish Welfare Fund

You could get a Crisis Grant if you need financial help in an emergency or a Community Care Grant if you need help living in your community.

## Self-Isolation Support Grant

If you're a low paid worker and need to stay home due to Covid you may qualify for the Self-Isolation Support Grant.

## Funeral Support Payment

Funeral Support Payment can help pay for funeral costs. It will not usually cover the full cost of a funeral but can help towards it.

## Discretionary Housing Payment

(DHPs) provide financial support to help with rent or housing costs. Must be in receipt of housing benefit or UC to be eligible for support.



# Extra Help for Families

## Cost of Living Payments

If you're eligible, you'll be paid automatically in the same way you usually get your benefit or tax credits. This includes if you're found to be eligible for a Cost of Living Payment or a Disability Cost of Living Payment at a later date.

You could get up to 3 different types of payment depending on your circumstances on a particular date or during a particular period:

- a Cost of Living Payment, if you get a qualifying low income benefit or tax credits
- a Disability Cost of Living Payment, if you get a qualifying disability benefit
- a Pensioner Cost of Living Payment, if you're entitled to a Winter Fuel Payment for winter 2022 to 2023

These payments are not taxable and will not affect the benefits or tax credits you get.

## Low income benefits and tax credits – Cost of Living Payments

You may get a payment of £650 paid in 2 lump sums of £326 and £324 if you get payments of any of the following:

- Universal Credit
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Child Tax Credit
- Working Tax Credit

The payment will be made separately from your benefit.

You will not get a payment if you get New Style Employment and Support Allowance, contributory Employment and Support Allowance, or New Style Jobseeker's Allowance, unless you get Universal Credit.

If you have a joint claim with a partner, you will get one payment of £326 and one payment of £324 for your joint claim, if you're entitled.

## Universal Credit

You were eligible for the first Cost of Living Payment of £326 if you were entitled to a payment (or later found to be entitled to a payment) of Universal Credit for an assessment period that ended in the period 26 April 2022 to 25 May 2022.

You will be eligible for the second Cost of Living Payment of £324 if you were entitled to a payment (or later found to be entitled to a payment) of Universal Credit for an assessment period that ended in the period 26 August 2022 to 25 September 2022.

The payment will be made separately from your benefit.

## Universal Credit 'nil awards'

You will not be eligible for the Cost of Living Payment if your earnings reduced your Universal Credit to £0 for the qualifying assessment period. This is sometimes called a 'nil award'. If money has also been taken off for other reasons (such as payments of rent to your landlord or for money that you owe), you might still be eligible.

## Income-based JSA, income-based ESA, Income Support and Pension Credit

You were eligible for the first Cost of Living Payment of £326 if you were entitled to a payment (or later found to be entitled to a payment) of income-based JSA, income-related ESA, Income Support or Pension Credit for any day in the period 26 April 2022 to 25 May 2022.

You will be eligible for the second Cost of Living Payment of £324 if you were entitled to a payment (or later found to be entitled to a payment) of income-based JSA, income-related ESA, Income Support or Pension Credit for any day in the period 26 August 2022 to 25 September 2022.

The payment will be made separately from your benefit.

## Tax credits

You were eligible for the first Cost of Living Payment of £326 if you received, or later receive, for any day in the period 26 April 2022 to 25 May 2022 either:

- a payment of tax credits for the tax year 2022 to 2023
- an annual award of at least £26 of tax credits for the tax year 2022 to 2023

You will be eligible for the second Cost of Living Payment of £324 if you received, or later receive, for any day in the period 26 August 2022 to 25 September 2022 either:

- a payment of tax credits for the tax year 2022 to 2023
- an annual award of at least £26 of tax credits for the tax year 2022 to 2023

If you get both Child Tax Credit and Working Tax Credit, you will receive a Cost of Living Payment for Child Tax Credit only.

If you get tax credits from HMRC and a low income benefit from DWP, you will get a Cost of Living Payment from DWP only.

Benefit or Tax Credits	Cost of Living Payment	When you'll be paid
Universal Credit	£326	Between 14 and 31 July 2022 for most people
	£324	Between 8 and 23 November 2022 for most people
Income-based JSA	£326	Between 14 and 31 July 2022 for most people
	£324	Between 8 and 23 November 2022 for most people
Income-related ESA	£326	Between 14 and 31 July 2022 for most people
	£324	Between 8 and 23 November 2022 for most people
Income Support	£326	Between 14 and 31 July 2022 for most people
	£324	Between 8 and 23 November 2022 for most people
Pension Credit	£326	Between 14 and 31 July 2022 for most people
	£324	Between 8 and 23 November 2022 for most people
Tax Credits	£326	Between 2 and 7 September 2022 for most people
	£324	Shortly after people on the low income DWP benefits have been paid

# Energy Saving Tips

## Use heavy, lined curtains - and shut doors

In a typical household, half the energy bill goes on heating and hot water. Heavy, lined curtains are very effective at keeping out draughts - as are draught excluders.

If you're not using a room, ensure the door is shut, and turn the heaters down either at the valve or via a thermostat.

Never pay to heat rooms you don't need to.

## Control your fridge

Ensure your fridge is tightly sealed. If the seals round the edge are leaky, the fridge will have to use more energy to keep the food inside cool.

That costs you energy and money: replace or repair the seals when you can.

## Use a smart meter

A smart meter helps you stay on top of how much energy you are spending - and ensures there are no 'surprise' bills after periods of high energy use.

Smart meters come with a wireless in-home display which shows how much energy is being used, in pounds and pence, in near real-time.

Smart meters are fitted at no extra cost by your energy supplier.

## Turn down your thermostat one degree

Even a tiny adjustment of your thermostat will make a big difference to your energy bill.

Turn your thermostat down by one degree, see how everyone feels and you could save on your bills.



# Money Advice Service

**The Money Advice Team have seen a record demand for their service this financial year. The impact of the cost of living crisis and introduction of the devolved benefits from the Scottish Social Security System has led to this increased demand from tenants.**

The team are happy to announce the arrival of a new Adviser, Mark Wilson who is due to start with the Association in December. Mark has a wealth of experience in dealing with welfare benefits and debt related issues and is currently delivering a frontline advice service in the Govan area.

During the current financial year the team have already assisted tenants with financial gains equating to £663,675.24. Moreover, the team have assisted 84 tenants with food provision and worked in partnership with the Govan food pantry to provide tenants in crisis situations with access to food.

They have assisted 67 new tenants when taking their new properties with Govan Housing Association with benefit checks, accessing grants and furniture to help with their move. The service have been

able to access grants of £84,403.93 during this financial year alone.

We recognise that with the current financial crisis and the inherent impact that this is having on household budgets, that the coming years could be very hard not only for our tenants, but for the whole country. As a result we have also applied for funding for an extra two advisers to help throughout the whole community.

The team are hoping this will be successful to increase the service and help as many people as possible during these unprecedented tough times.



# Warm Home Discount 2022

The scheme reopened again in November 2022 (Different dates for each supplier). You could get £150 off your electricity bill for Winter 2022 to 2023 under the Warm Home Discount Scheme.

The money is not paid to you – it's a one-off discount on your electricity bill, between November 2022 and March 2023.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

## Eligibility Criteria

There are different ways to qualify for the Warm Home Discount Scheme depending on where you live.

- Are entitled to Guarantee Credit element of Pension Credit - known as the 'core group'

p29 Are on a low income and meet your energy supplier's specific criteria for the scheme - known as the 'broader group' (payment is not guaranteed if you meet the criteria in the broader group)

## Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.



# Energy Service Update

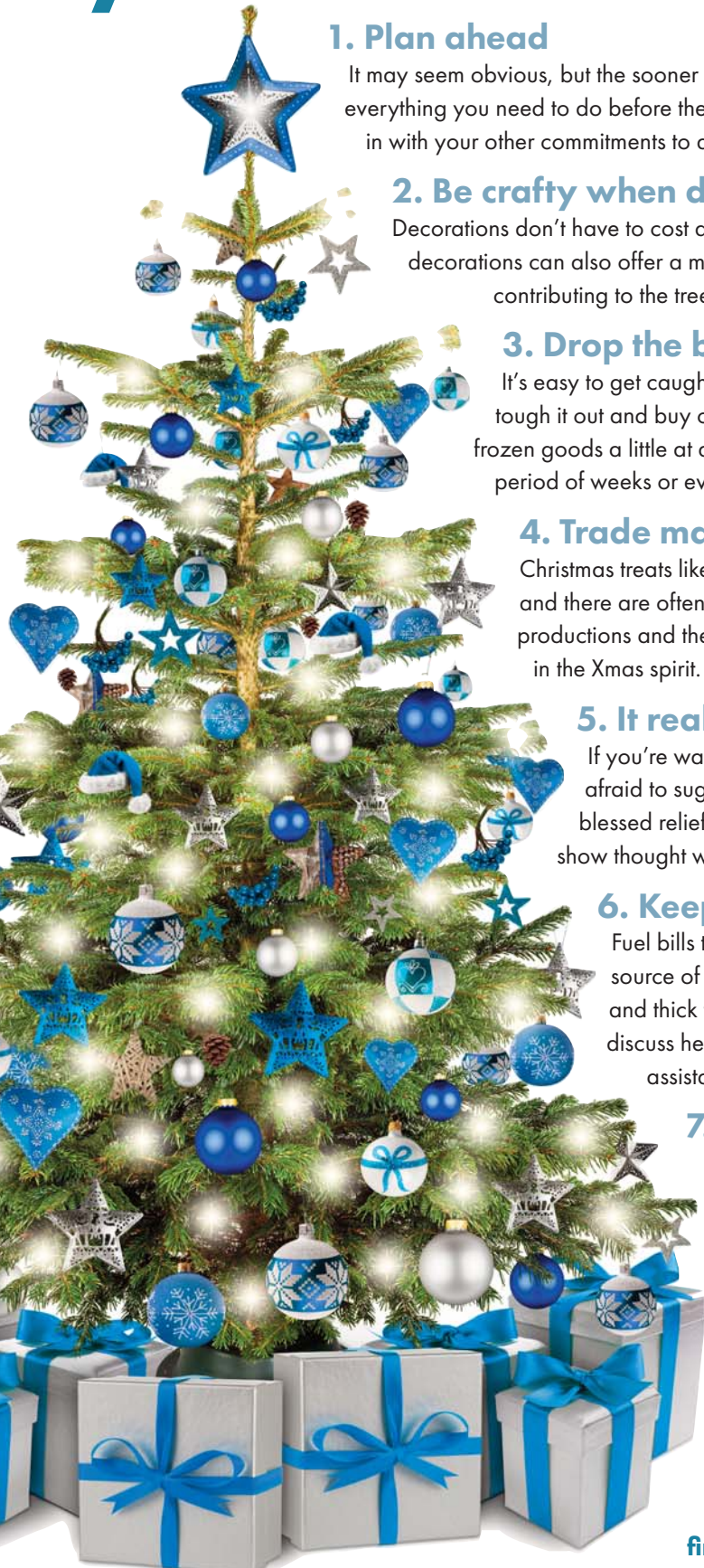
The Energy Service have been very busy over the past few weeks assisting eligible tenants to apply for their Warm Home Discount, enabling them to get a £150 payment towards their electricity accounts over the winter period.

This payment is made either directly onto their energy bill or sent out as a fuel voucher that can be redeemed and put onto their prepayment meter. Most of the energy companies have now opened their schemes, therefore any tenants that feel they may be eligible for the payment can now apply by calling their supplier and completing the application over the phone or by getting assistance from the fuel adviser to complete the application online.

We have also been successful in securing some funding from the Social Housing Fuel Support Fund that has allowed us to provide fuel vouchers directly to tenants enabling them to top their meters up or assist tenants to pay their monthly direct debits. It has also allowed us to assist tenants that have maybe fallen behind with their payments and have got into debt with their energy company, as we can look at assisting them to pay some of this back.

As well as the above support, tenants should now be receiving the Energy Bill Support payments of £66 each month directly from their suppliers. These payments are being paid in various different ways to customers dependant on the supplier. Some suppliers are deducting the £66 from people's bills directly, some companies are refunding the £66 into their customers bank accounts and people with prepayment meters are being sent a voucher each month. They can take to the Paypoint or Payzone outlets to redeem. These payments are being made to customers until March 2023 to assist them with their rising energy costs.

# 7 ways to save on your Christmas spend



## 1. Plan ahead

It may seem obvious, but the sooner you start prepping, the less stressful December will be. Sort out everything you need to do before the big day, and break it down into manageable chunks that can fit in with your other commitments to avoid over spending and struggling in in the New year.

## 2. Be crafty when decking the halls

Decorations don't have to cost a fortune – the pound shop really is your friend here. Homemade decorations can also offer a more authentic touch too, and little ones will get a thrill from contributing to the tree or a bit of wall-space with their own personal touches.

## 3. Drop the big shop

It's easy to get caught up in the supermarket frenzy, but your wallet will thank you if you tough it out and buy only what you need. Stock up on non-perishables like canned and frozen goods a little at a time in the run-up to December – you'll spread the cost over a period of weeks or even months, avoiding a massive over-spend on your food budget

## 4. Trade materialism for memories

Christmas treats like a visit to Santa or a trip to the panto are magical for children, and there are often cheaper alternatives to the shopping centres and big-name productions and there are often free local events to celebrate the time of year and get in the Xmas spirit.

## 5. It really is the thought that counts

If you're watching your budget, set price limits, shop around, and don't be afraid to suggest a Secret Santa to friends and family – they might find it a blessed relief. Don't underestimate the value of a homemade gift which can show thought without over stretching your budget.

## 6. Keep warm and cosy with layers and wool

Fuel bills tend to skyrocket as the temperature plummets, and can be a source of stress for many at this time of year. Layering up with jumpers, socks and thick thermals is a good start. Also contact the Energy Advice Service to discuss help available, to see if you are entitled to any extra grants for assistance with gas/electric.

## 7. Shop smarter

Set a budget and stick to it, think of the total maximum spend then divide this up between the number of people you have to buy for, weighting up and down according to importance and expectations. If one or two gifts go over the individual budget, you can even it out quickly by making sure the next couple of buys are under-budget. Never over stretch yourself as the bill will only catch up with you in the New Year.

**If you are struggling financially this Xmas period, please contact the Money Advice Service and make an appointment on 0141 440 0308 and make a good financial start to 2023!**

# Govan HOME Team Update

Since the inception of Govan Home Team in 2017 we have continued to work in partnership with Govan Housing Association, servicing the majority of their Maintenance contracts ranging from reactive repairs to planned improvements such as Kitchen & Bathroom installations and everything inbetween. We now employ 49 operatives, many from the local area in line with our objective to be a community interest company.

## “Keep Wee Govanites Cosy”

We were delighted to contribute to the “Keep Wee Govanites Cosy” appeal with a donation of cosy nightwear for local children.



Please pass our thanks on again to everyone at Govan Home Team for their donations. These will help to ‘Keep Wee Govanites Cosy’ this winter.  
Amy Adair, Together for Childhood

## Govan C Close Door and Close Window Replacement

The common windows for Govan C are currently in consultation with owners regarding the cost. The work is due to commence by the end of November 22, with the common close windows being the first phase of the works.

The 2nd phase will be close doors at Govan C which should start on the second week of December 22 depending on the consultation process with the owners in the area. Prior to any works starting the blocks in question will be lettered by the Home Team in advance of the contract starting.

## Kitchen and Bathroom Replacement Programme

We are currently working our way through a list of 115 properties that are due a kitchen and/or bathroom upgrade.

The areas that are our focus from now until the end of the financial year is Govan Road, Southcroft Street and Wanlock Street. If you have had a recent survey we will be in contact shortly to arrange a time slot for you.



## Rewires

The rewire programme is due to begin on the 8th of November 22. We aim to have 10 properties completed by the end of December 22.

We will be focusing on the properties at Govan C and project to have 51 completed by the end of the financial year.

## EICRs

The EICR contract continues to progress. The target completion is Jan 23. To date we have 412 outstanding and between the HOME Team and approved contractors we have completed 445.

We will also be using various other subcontractors to help push this forward. Our approved Electrical contractors are:

Wright Kerr, BR Electrical and City Gate.

All contractors will carry i.d. and if you are ever in doubt you can call the HOME Team to confirm identity.

# Jim Stephen House Refurbishment



**The HOME Team are currently refurbishing Jim Stephen House which was previously a supported living accommodation.**

The unit is being refurbished as a student accommodation with first phase of work completed by mid-November.



## Ryan Arnott – Customer Contact Officer

**Ryan Arnott has recently returned to GHT as our Customer Contact officer, Ryan comes with a wealth of knowledge both in Maintenance and Housing.**

After his first period of employment with GHT he moved on to Thenue Housing Association where he furthered his skillset in Maintenance dealing with Reactive, Void & Planned Contracts. He has now brought all that experience back to GHT to assist us in the running of our Planned Contracts primarily dealing with our tenants, during the work Ryan assists in the first Planned Maintenance Surveys through to the works being signed off as complete. Ryan works as a named point of contact for all tenant enquiries throughout this process.

If you have any queries regarding your ongoing Kitchen & Bathroom Replacements, Windows Replacement, Rewires or EICR – Electrical Check, please contact him on **0141 406 6644** or **ryan.arnott@govanhometeam.co.uk**.



# Calling all Community Heroes

**Are you interested in finding out about Volunteering?**

**Looking to get more involved in your community?**

**Looking to develop your interests, skills and social connections?**

Govan Volunteer Bank has a wide range of exciting Volunteering opportunities to suit everyone.

**Volunteering opportunities ranging from:**

- Drivers • Office Administration • Interpreters • Befrienders • Gardeners
- Sports Coaches • Creative Arts • Digital Champions • Cooks • Events Marshals

You can search for volunteering opportunities that are available with the Greater Govan & surrounding areas by visiting [www.govanvolunteerbank.org](http://www.govanvolunteerbank.org)

Register as a volunteer at [www.govanvolunteerbank.org/register](http://www.govanvolunteerbank.org/register) or email [govanvolunteerbank@gmail.com](mailto:govanvolunteerbank@gmail.com) or call our Volunteer & Training Coordinator Carol on **0141 440 0308** or **07521 052740** to apply for opportunities, once registered our Volunteer Coordinator will offer a 1-1 appointment to help you find the volunteering opportunity that best suits you. These can either be face to face or take place over the phone, via Zoom, Teams or WhatsApp video.

**Our Volunteer and Training coordinator Carol would love to hear from you and help You Make A Difference in your community.**

## Action For Children Positive Choices Programme (Ibrox Flower Field)

**A Group of 9 Young Volunteers Spring into Action Volunteering their Time to help transform Ibrox Flower Field for Springtime.**

The team worked in small teams to help makeover the garden, painting wooden flower beds and the fence around the perimeter of the garden, made hanging baskets and filled them with new flowers, bringing colour and springtime to the garden.

They also maintained the compost bins and turned over the new food waste which, over time, will then turn into compost that can be used in the garden.

The group developed their skills doing odd jobs around the garden, fixing anything that seemed broken or needed replacing and sorting tools.

The day was a great success with the young people gaining new working as a team and giving something back to their community.



**Some quotes from the young people:**

*"I enjoyed doing the painting, I've never tried that before."*

*"It was good to get out and try something new."*

*"I hadn't thought of helping out somewhere like this before."*

*"I'm not into gardening but this was fun."*

## Sunny Govan Radio Volunteers share their experience

"SG has not only helped me expand my radio show but it has also helped me experience a wider and more inclusive environment. In the past I've been socially excluded but I've had the pleasure of meeting all sorts of people at SG and that means I'm now more involved in my community at home." - Matthew



Want to support our community development work?

Our volunteers share their thoughts about how Sunny G has helped them.

Visit [sunnyg.org/support](http://sunnyg.org/support) for more info or email [steg@sunnyg.org](mailto:steg@sunnyg.org)

 For Community Development - Made By Volunteers - Created In Govan 

"Being at Sunny G has given me the confidence to talk to other people. I struggle with mental health issues and volunteering has given me something positive to focus on. Then I can be positive about other things in life." - Stuart



Want to support our community development work?

Our volunteers share their thoughts about how Sunny G has helped them.

Visit [sunnyg.org/support](http://sunnyg.org/support) for more info or email [steg@sunnyg.org](mailto:steg@sunnyg.org)

 For Community Development - Made By Volunteers - Created In Govan 

## Princes Trust & Action for Children Programme Group Volunteering

Govan Volunteer Bank has been working with Princes Trust Students at Cardonald campus and participants in the Action for Children Positive Choices Programme to access volunteering opportunities and learn of the benefits of volunteering to the volunteers themselves as well as the community.

A group of 9 students from Princes Trust Programme at Glasgow Clyde College and a group of 12 young people attending the Positive Choices Programme with Action for Children had the opportunity to take part in a 2 hour Dj Skills workshop at Sunny Govan Radio station, learning some basic skills in mixing music and creating a song. They had the opportunity to chat with staff and volunteers about the types of volunteering roles that there are available within Sunny Govan Radio with some of the young people looking to do a 3 day volunteer placement with Sunny Govan Radio as part of their course.



Princes Trust Students at Sunny Govan Radio

## Govan Stones Volunteers We dig Govan!

Inside Glasgow's oldest graveyard, the Govan community turned out in droves throughout September to join the archaeological hunt for the lost Viking-age Kingdom of Strathclyde, and to take part in a packed Glasgow Doors Open Festival at the Govan Stones.

Alongside archaeologists and researchers, throughout 2022's Doors Open week, Govan Old Churchyard played host to friendly 'time-travellers' from Govan's early medieval past, including the Glasgow Vikings, and Cumbreland Living History Society, as well as a colourful cast of storytellers, artists and more!

Govan Heritage Trust received hundreds of dig volunteering sign-ups from Govanites of all ages, as well as local schools and social groups, all eager to try their hand at medieval and industrial era archaeology inside Govan Old Churchyard, supported by the University of Glasgow and Clyde Archaeology.

Alongside these enthusiastic dig volunteers, Govan Heritage Trust would like to thank those people and organisations who helped fund this year's archaeology activity programme: Govan THI/ CGAP, the University of Glasgow, Museums Galleries Scotland, Govan's Thriving Places, Trusthouse Foundation, Robertson Charitable Trust, and Govan Housing Association.



# Govanites find their voice!

The participants of Sunny Govan's most recent creative writing workshops, which were funded and supported by Govan Housing's Community Fund, have not only been learning how to express themselves and improve their creative writing they have been picked to perform at a prestigious national poetry event!



Sunny G was invited to curate a performance at the Edinburgh based poetry festival Push The Boat Out, some of the local people involved had never written poetry or performed it in front of others before so it was a massive achievement for them and everyone delivered amazing performances and firmly put Govan on the national poetry map.

*Article from Sunny Govan Radio*

# Southside Judo

**Police officers from Glasgow South West Community Policing Team based at Helen Street Police Office worked in partnership with Southside Judo Club to provide free judo taster sessions within local primary schools.**

The sessions aimed to introduce the children to the sport of judo and provide them with the opportunity to take part in the sport. Everyone who took part really enjoyed the sessions.



With support from Govan Housing's community fund, the children were invited to further their judo learning by inviting them to join Southside Judo Club who operate from the Riverside Hall. The overarching aim of this project is to reduce anti-social behaviour within the community by providing activities that children can engage in. Plans are currently in place to extend the project to other local primary schools.



## GOVAN REMINISCENCE GROUP



**GRG meet every Tuesday 2pm-4pm @ Elderpark Workspace  
100 Elderpark Street  
Glasgow  
G51 3TR**

An event to mark the 100th Anniversary of the unveiling of the Govan War Memorial took place on Sunday 13th November 2022 in the McLeod Hall at the Pearce Institute.

At the unveiling in 1922, a silver casket containing a Roll of Honour was inserted into the Govan War Memorial, the 1122 men named on the Roll of Honour all came from the areas of Govan, Ibrox, Cessnock, Plantation, Drumoyne and Linthouse.

In 2019 an opportunity was taken to retrieve the Roll of Honour during refurbishment of the War Memorial. The plan was to copy the names then conserve and re-insert the Roll of Honour back into memorial, however the Roll was completely destroyed due to water damage and no names could be recovered.

Remarkably the Govan Reminiscence Group managed to track down an exact copy of the Roll of Honour in a barn loft of a croft on the Isle of Skye and we were able to re-insert a copy of Roll back into War Memorial.

The 100th anniversary event was held thanks to the support of Govan Cross Townscape Heritage Initiative (GCTHI) who commissioned the refurbishment of the memorial back in 2019. At the event we told the story of the unveiling in 1922, the refurbishment of memorial and amazing rediscovery of Roll of Honour and we were also able to display the names of all 1122 men for the first time and tell the stories of some of these men.

The group also has a list of 754 Govan men and 3 Govan women who are not recorded on the Govan War Memorial Roll of Honour. We also displayed their names and told some of their stories too.

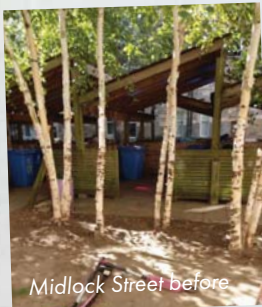
The event also featured live music from the Glasgow Barons and Pipe and Drums from Govan Schools and Community Pipe Band.

*Article by Colin Quigley, Govan Reminiscence Group*

# Supporting local projects

This year, we were delighted to be able to support local projects through our Community Fund. Since our last update in the summer, we have also been able to support the Toy Library, the Riverside Hall panto, Sunny Govan's creative writing course, Govan HELP befriending and tots projects, Elder Café, the Pearce Institute panto and the Wanlock Wellbeing project. We were also able to contribute to the upcoming Christmas in Govan event and the G51 winter warmer initiative.

Working in consultation with tenants, we were also able to provide storage space for the back courts at Midlock/Middleton Streets and for Southcroft/Govan Road.



The Community Fund provides awards of up to £500 to support local projects, which will improve the quality of life for our tenants and residents. It is open 3 times a year: 31st March, 30th June and 30th September. Please get in touch if you would like to find out more, or you have an idea for a project, which you would like to discuss.

If you would like to be kept informed of what is happening in the community, please sign up for our community mailing list by emailing [community@govanha.org.uk](mailto:community@govanha.org.uk) for a monthly update.

We would also like to hear from you if you'd be happy to receive this newsletter electronically and do our bit towards reducing paper.

## Wanlock Wellbeing Initiative



**Busy Bees we are these days, always busy with something or rushing to get somewhere.**

Everybody lives at a million miles per hour. Last summer I had the good fortune to stop and decompress, spent 3 weeks recovering from an operation and had no choice but to take a minute and let my body and mind catch up. I sat out in the front garden most of the time, reading, chatting with neighbours and watching the world go by. This for me was better than any medication and went a long way to getting me back to work and take stock. This was the prompt I needed, gave me the idea of creating a Wellbeing area, a place where everybody up the close can benefit like myself.

I found out about the Community Fund from the Govan Housing website and applied for funds to create a Wellbeing space. An area to sit and have a cuppa, tend the garden, play chess, read a book or simply stare into space. A space for us all to take some time away from the mundane in life. Things are going well, everybody up the close is delighted with the area and folk are already sitting on the benches, on the way in from work, to catch a breath before climbing the stairs.

*Article by Nick, Wanlock Street*

# GYIP Cycle Saturdays

**GYIP continue to work in partnership with Govan Housing & Cycling Scotland through our bike project. Our most recent trips seen us tackle the Commonwealth course at Cathkin Braes with 5 young people.**

Using the Cycle Hub at Govan Housing we were able to plan and prepare for our trip before loading the bikes and setting off.

Young People were understandably nervous as the conditions were far from ideal with plenty rain creating muddy tracks and loose stones on the gravel. Not to be defeated our young stars ranging from 14 to 19 saddled up and after some practice gained their composure to complete the downhill track.

Over the course of the 6 hour trip young people gained in confidence and bike handling skills learning when to peddle and when to brake negotiating the course gradually at more rapid speed.

Thanks again to the grant from Govan Housing we were able to provide lunch for the group which was welcomed after many hours cycling.

Young people noted their accomplishment afterwards looking up at the steep downhill course saying... *"I can't believe I actually did it...Can we do it again...that was magic."*

Looking forward to next year, the youth group have been granted funds from Govan Housing to go fishing, but more about that in the next newsletter.



# Govan Toy Library

**The Toy Library in Govan Road contains a huge range of toys, games and outdoor equipment for every age and stage from birth to around 14 years old.**

Membership of the library provides:

- Access to high quality, educational and play inspired resources.
- Support for child learning and development through toy rotation, educational resources and family stay and play sessions.
- Support for the local environment, circulating community resources and encouraging reuse over buying new.
- Saved space for families in storing toys and saved money at a time of financial crisis where good quality toys have become a luxury.

Only the best quality toys make it onto the library and families highlight new toys and brands they would like to see added. There are over 100 children registered on the library from across Greater Govan and even wider Glasgow.

Membership also includes a brand new toy for each child to choose and keep on their birthday. Something which families themselves highlighted as an important element of the service. Govan Housing Association was able to provide a community grant to support the purchase of additional birthday presents.

Families in financial difficulty are referred for free membership to the library through 10 local partner organisations, including Health Visitors, Govan Help, Govan Community Project and Govan Youth Information Project. Parent organisation Make Do and Grow also refers families through their community children's shop and after school art clubs. The Toy Library is open to everyone.

*"We found out about The Toy Library from our health visitor. Our son is non-verbal and we love the service as the toys promote speech and language development and stay and play encourages parent to play together with their child"* (Local Toy Library Member).

The Toy Library was recently shortlisted for a Social Enterprise Scotland award and a Glasgow Times Community Champion Award.

Contact **0141 440 5998** for more information.



# Govan Thriving Places

by Yvonne Reilly • Glasgow City Council • Community Connector  
 yvonne.reilly2@glasgow.gov.uk



Many people who live, work, and volunteer in Govan share the desire to see this community thrive and in 2017, Glasgow City Council gave a ten-year commitment in to help improve the quality of life of those people.

Since then, **Govan Thriving Places** has been responding to the views gathered about what not only needs to improve, but what good things about Govan need supporting, strengthening and celebrating! Here are some highlights since the last Govan HA newsletter.

## Thriving Places Pop up Stall in the Shopping Centre – second Friday morning of the month

Providing information on what is happening across Govan and giving advice on where to get support. For many it is a good opportunity to have a friendly conversation about daily life and some of the struggles faced by families. Partners who have joined me include; Govan’s Men Shed, Govan Volunteer Bank, Jobs & Business Glasgow, Glasgow Helps, National Society for Prevention of Cruelty to Children Together for Childhood, Social Security Scotland, Gilded Lily, No 1 Befriending Project,



Govan, Elderpark and Linthouse Housing Association’s Energy Adviser, Glasgow City Council Neighbourhood Co-ordinator.

**Supporting** the co-ordination of the new Weekday Wow Factor Disco for 50+ age group, taking place in the Riverside Hall. A new project aimed at addressing isolation and loneliness.

**Hosting** the Thriving Places Networking Breakfast, taking place at the Clyde Hall on the first Friday of every month. Providing an opportunity for community members, local volunteers and local workers to get together, make connections and work together.

**Working in partnership** with others to develop Govan’s Winter Warmer Together Programme. Supporting the development of a joint bid to the Social Wellbeing Fund to

provide financial support to local projects and organisations who have planned additional indoor activities for local residents and families over the winter months. More information will be posted on the Govan Housing website when finalised.

**Facilitated** the Arts, Heritage and Wellbeing Theme Group meeting which took place in the Kinning Park Complex and heard from a community member who is looking for support to carry out a community consultation on the community’s vision for the Fairfield Annexe.



For more information on Thriving Places, come along to the pop up stall or the community breakfast or contact  
 Yvonne.Reilly2@glasgow.gov.uk

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

## Find Santa’s Reindeer!

Can you find all 8 of Santa’s reindeer in our wordsearch? Find them all, then bring this page into the Association’s office by Thursday 22nd December for your chance to win a prize!

Name:

Age

Address:

Telephone:



# What's happening this Winter...

Our community is packed full of things to do and useful services. If you want to know more, just get in touch, we are here to help. Please read our article from Thriving Places Co-ordinator Yvonne Reilly for information about their pop up stall, networking breakfast and winter warmer initiative.

Other partners have lots to offer: check out the community offers from Sunny Govan Radio at [www.sunnyg.org](http://www.sunnyg.org); GYIP for youth work on 0141 445 405; Make Do and Grow supporting families and children in Govan at [makedogrow.co.uk](http://makedogrow.co.uk); Govan Community Project 0054; Govan HELP for families and children and The Govan Pantry on 0141 445 6481 and Govan Men's Shed at [mensshedgovan.online](http://mensshedgovan.online) to name but a few.

Support our community centres and find out what's available at the Riverside Hall 0141 445 2822, Pearce Institute 0141 445 6007, Clyde Community Hall 0141 258 3663,

Salvation Army at Golspie Street 0141 445 6272 and Kinning Park Complex 07840 843314.



## #G51EVENTS

### DECEMBER 2022

[@GoodaboutGovan](#)  
[@ThrivingGovan](#)

**RIVERSIDE HALL, 29-31 CLYDEBRAE ST, GOVAN, G51 2AJ - VARIOUS DATES**  
 Family Movie Nights - Thursday 8th and 15th Dec, 3-5pm. Free breakfast rolls on Tuesdays (11 - 12.30) & Thursdays (12 - 1.30). Running from Thursday 1st Dec until their festive break on the 22nd of December.

**FRI 2ND** 9.30 - 11.30AM  
**COMMUNITY NETWORKING BREAKFAST** CLYDE COMMUNITY HALL, 41 WHITEFIELD RD, G51 2YB  
 Grab a FREE cuppa & some toast and have a chat with others who live, work and volunteer in the Greater Govan area. [yvonne.reilly2@glasgow.org.uk](mailto:yvonne.reilly2@glasgow.org.uk)

**SAT 3RD** 11.30AM - 3PM  
**CRAFT CAFE OPEN DAY** ELDERPARK COMMUNITY CENTRE, 82 ELDERPARK ST, G51 3ST  
 Beautiful homemade work for sale, an art activity suitable for all ages, and soup and cake served at 12noon, supplied by Urban Roots.

**SAT 3RD** 2 - 6PM  
**CHRISTMAS MARKET** RONALD MCDONALD HOUSE, 1299 GOVAN RD, G51 4TE  
 Christmas carols, hot food & drink, kids crafts, market stalls and Santa Claus.

**SUN 4TH** 11AM - 3PM  
**GALGAEL WINTER FAIR** THE GALGAEL TRUST, 15 FAIRLEY ST, G51 2SN  
 Arts and crafts, baking, kids activities, home cooked food and more.

**MON 5TH** 11AM - 2PM  
**BRETFRIENDING STORYTELLING EVENT** ELDERPARK HA OFFICES, 65 GOLSPIE ST, G51 3AX  
 Brunch and Bretfriending Storytelling Event from the No. 1 Bretfriending Agency & the Village Storytelling Centre. [01414656998](mailto:01414656998) [info@brefriending.org.uk](mailto:info@brefriending.org.uk)

**MON 5TH** 6 - 9PM  
**BOARD GAMES NIGHT** SUNNY GOVAN RADIO, 960 GOVAN RD, G51 3AJ  
 Join Sunny Govan Radio for a family friendly Winter Warmer night in. No need to register, just pop in!

**WED 7TH** 11.5 - 2.30PM  
**GOVAN WINTER GATHERING** FAIRFIELD WORKING MEN'S CLUB, 211 CROSSLOAN RD, G51 3DD  
 Govan's Primary School Choirs Seasonal Showcase with the Glasgow Barons.

**FRI 9TH** 11AM - 1PM  
**CONNECTOR POP-UP** GOVAN CROSS SHOPPING CENTRE, 795 GOVAN ROAD, G51 3JW  
 Drop by for a chat with Thriving Place community connector Yvonne, and folk from other organisations for info on local support, services, groups and activities in the Greater Govan area.

**FRI 9TH** 12 - 2PM  
**CLYDE HALL COMMUNITY CHRISTMAS LUNCH** 41 WHITEFIELD RD G51 2YB  
 Free Christmas Lunch. [01412583663](mailto:01412583663) [clydech@icloud.com](mailto:clydech@icloud.com)  
 Free Christmas Lunch. [01414656998](mailto:01414656998) [info@brefriending.org.uk](mailto:info@brefriending.org.uk)

**FRI 9TH** 1.30 - 3.30PM  
**CHRISTMAS CUP OF FRIENDSHIP** ELDERPARK HA OFFICES, 65 GOLSPIE ST, G51 3AX  
 Christmas event arranged by the No. 1 Bretfriending Agency. [01414656998](mailto:01414656998) [info@brefriending.org.uk](mailto:info@brefriending.org.uk)

**FRI 9TH**  
**SLEEPING BETTY - A PROPER GLESGA PANTO!** THE PI, 840-860 GOVAN RD, G51 3UU  
 Halo Arts pantomime with a number of shows between the 9th and 11th. [See QR code for link to further details.](#) Tickets £12 child/£14 adult.

**SUN 11TH**  
**THE WEE GOVAN FESTIVE FIESTA** GOVAN CROSS  
 A day of festive family fun at Govan Cross with a zero waste market, live radio from Sunny G, a gratto at GYIP and activities, performances, and more from local organisations & groups.

**SAT 10TH** 10AM - 3.30PM  
**CHRISTMAS FAMILY DAY** MOOGETY COMMUNITY GARDEN, U1ST STREET, G51 3XW  
 Urban Roots and Moogety present a festive family day with crafts, storytelling and food. [Message Moogety](mailto:julia@urbanroots.org.uk) Grubhub on Facebook or contact [julia@urbanroots.org.uk](mailto:julia@urbanroots.org.uk) to book a meal place.

**SUN 11TH** 1.30 - 6.30PM  
**RAVIE DAVIE'S REINDEER DISCO** PARK VILLA COMMUNITY SPORTS HUB, 337 LANGLANDS RD, G51 4AW  
 Festive family fun from Ravie Davie at Park Villa Community Sports Hub, 337 Langlands Rd, G51 4AW  
[01414656998](mailto:01414656998) [07746227520](mailto:07746227520) [communityprovwresting@gmail.com](mailto:communityprovwresting@gmail.com)

**THU 15TH** 1.30PM  
**HEATHER CARTWRIGHT (LIVE MUSIC)** THE PI, 840-860 GOVAN ROAD, G51 3UU  
 Free live music from the 'Billiard Room Sessions' organised by the Glasgow Barons. Heather Cartwright is a guitarist and singer-songwriter recently qualified in Traditional Music at the RCS.

**MON 19TH** 6 - 9PM  
**HOLIDAY MOVIE NIGHT** SUNNY GOVAN RADIO, 960 GOVAN RD, G51 3AJ  
 Join Sunny Govan Radio for a family friendly Winter Warmer night in. No need to register, just pop in!

**TUES 20TH** 19.30 - 21.30PM  
**MUSICIANS IN EXILE & DOPESICKFLY** GOVAN & LINTHOUSE PARISH CHURCH, G51 2YL  
 The Glasgow Barons presents Musicians in Exile and DOPESICKFLY featuring Karen Dunbar at Govan & Linthouse Parish Church, Greenwell St, Govan, Glasgow G51 2YL. [Free entry, book via eventbrite.](#)

Activities & Events compiled by Govan Thriving Place. Look for #G51events on facebook and twitter, or bookmark the [www.linktr.ee/g51events](http://www.linktr.ee/g51events) (see QR code) where further events will be listed as they are announced. There is also a link to register your own community event or activity with Govan Volunteer Bank. [07521052740](mailto:07521052740) [carol.kearns@govanha.org.uk](mailto:carol.kearns@govanha.org.uk)

There are often subsidised community meals available along with a changing programme of community events and activities so please contact the venues for up-to-date information.

Urban Roots is offering Saturday Soup, free to all, no need to book, from 1pm - 2pm (except when there's a community meal on), at Elderpark Community Centre, 82 Elderpark Street.

In addition, Asda is offering those aged 60 and over soup, a roll and unlimited tea and coffees for just £1 in any of its cafes all day and every day throughout November and December.

To keep up to date you can also check out the #G51 events poster on twitter, which advertises free events for the month. This is produced online, but printed copies are available through us at Govan Housing. You can also visit the Govan Volunteer Bank website at [www.govanvolunteerbank.org](http://www.govanvolunteerbank.org) which lists all events.

If you would like to be kept informed of what's happening, please email [community@govanha.org.uk](mailto:community@govanha.org.uk) to join our mailing list or phone or text **07521 054411**.



## Govan C & Bun-sgoil Ghàidhlig Bhaile a' Ghobhainn

After a very successful meeting with the local Govan Gaelic School we are delighted to announce we will be working with them on some projects around the Govan C area.

Local residents met with principal teacher Charlotte McKay to look at how we can work with the school's eco-committee to regenerate some of the surrounding unused spaces in the community. Since the school moved into the area in 2019 they have been committed to establishing lasting community ties to Govan. The first step in our journey together will be a litter pick around the Govan C area with the children from the eco committee and local residents. We hope to look at wider funding to regenerate the area.



# Govan Heritage Trust

In September, Govan hosted one of the UK's most exciting 2022 archaeological digs! Inside Glasgow's oldest graveyard at Govan Old Church, the Govan community turned out in droves to join the archaeological hunt for the lost Viking-age Kingdom of Strathclyde. Alongside archaeologists and researchers, the dig also played host to friendly

'time-travellers' from Govan's early medieval past, including the Glasgow Vikings, and Cumbraland, as well as a colourful cast of storytellers, artists and more!

Govan Heritage Trust received hundreds of dig volunteering sign-ups from Govanites of all ages, including local schools and social groups, all eager to try their hand at archaeology inside Govan's ancient kirkyard with the support of the University of Glasgow and Clyde Archaeology.

The highlight of the dig was perhaps a weekend-long Viking Age encampment in the kirkyard, which has recently won the Award for the "Outstanding Event for Children and Young People" during the 2022 Glasgow Doors Open Days Festival. This award was presented by the Lord Provost at a Civic Reception at Glasgow City Chambers on Wednesday 16 November 2022.



Alongside enthusiastic dig volunteers, Govan Heritage Trust would like to thank those organisations who helped to fund this year's archaeology activity programme: Govan Townscape Heritage Initiative, the University of Glasgow, Museums Galleries Scotland, Govan's Thriving Places, Trusthouse Foundation, Robertson Charitable Trust, and Govan Housing Association's Community Fund.

If you'd like to hear about opportunities to get involved in archaeology in Govan, sign up to the Govan Stones digital newsletter or keep an eye on Govan Stones social media for announcements. Phone: **0141 445 2340** or email: [info@thegovanstones.org.uk](mailto:info@thegovanstones.org.uk)

## Festive Break!



Our staff will be unavailable during the festive holidays from **Friday 23rd December 2022 at 4.30pm** through to **8:30am on Thursday 5th January 2023**, when the office re-opens

We will only be processing emergency repairs during the festive holidays. If you require an emergency repair during this period, please contact the numbers below. Routine repairs should be reported to our Property Services Team on **0141 440 0308** (Option 2), when the Association re-opens on the 5th January 2023.

If you have an emergency (not Gas Central

Heating) while our offices are closed, please call **City Building** on **0800 595 595**


For any Gas Central Heating Emergencies or Repairs please contact **James Frew Ltd** on **01294 468113**


## Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: **0141 440 0308**

Email: [general@govanha.org.uk](mailto:general@govanha.org.uk) • Website: [www.govanha.org.uk](http://www.govanha.org.uk)

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

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

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

