

# news update

## Merry Christmas

and a Happy New Year  
to everyone in Govan...



...from all of the Staff and Board.  
Best wishes to all for 2020.

*Moving Govan Forward*

# Chief Executive Update

**Welcome to our Autumn issue of Govan Housing Association's Newsletter. It has been a very busy year so far at the Association.**



To ensure that we are providing you with the best service possible and to ensure that the staff resource is providing value for money we have recently concluded a Staff Restructure within the organisation. The restructure delivers specialised teams in Housing and Community Engagement, Housing Management Income, Property Services, Factoring and Corporate Services. You will notice a difference in the way we interact with you and hopefully you will see the benefits to you from the new structure immediately. A copy of the new structure can be seen on page 6 of this newsletter.

The Scottish Housing Regulator introduced a new regulatory requirement which requires our Management Committee to provide them with an Annual Assurance Statement. The purpose of this statement is for our Management Committee to provide the regulator with a collective opinion on the Association's level of compliance against all regulatory standards and other aspects of regulatory guidance. Our Management Committee reached an objective and evidence-based judgement on compliance and decided that there were no areas of non-compliance that required to be reported to the regulatory body. In order to arrive at the assumption of full compliance, our board was involved in the review of the Association's Assurance Report. The purpose of this report was to provide the board with a full detailed list of all regulatory requirements and to act as a prompt for members in relation to the continuous evidence provided during regular meetings. This report was based on the Scottish

Federation of Housing Associations toolkit which was evolved to include evidence mapping and a scoring matrix which allowed the board to fully assess compliance against all elements of chapter 3 of the Regulatory Framework and also all the outcomes of the Scottish Social Housing Charter. I would like to take this opportunity to thank our staff and committee members for all of their hard work and dedication to ensure that the Association was in a good position to sign the statement off.

Our AGM was a great success this year and very well attended with so many of our residents, friends and families. I would like to take this opportunity to thank everyone for coming along and also to our Management Committee who have worked especially hard this year carrying out training in line with the regulators guidelines and the expectations required of the independent assessment of the Management Committees training needs. The training completed has placed them in good stead for signing off on the regulators self assessment statement and to continue in Moving Govan Forward.

The HOME Team and our Property Services Department have had a busy time carrying out our planned maintenance programme. To date the HOME Team have successfully completed 571 kitchens and bathrooms and are coming to the end of Phase 3 in the programme. The satisfaction levels and feedback from tenants has been extremely good. We are now about to commence our 1st phase of our new window programme, scheduled for mid February that will encompass Elder Street, Howat Street, Luath Street and Taransay Street.

The Association will soon be consulting on this years rent figures. Please look out for this and tell us what you think. The consultation notice will be placed on our website, our facebook page, via text services and in our next newsletter.

It is that time of year again when we are busy arranging for our big festive event, 'Govan Loves Christmas' being held at Govan Cross on the 4th December 2019. We are preparing for an even bigger and better event than last year with lots of free fun and entertainment for everyone. Please join us.

**Fiona McTaggart** Chief Executive Officer

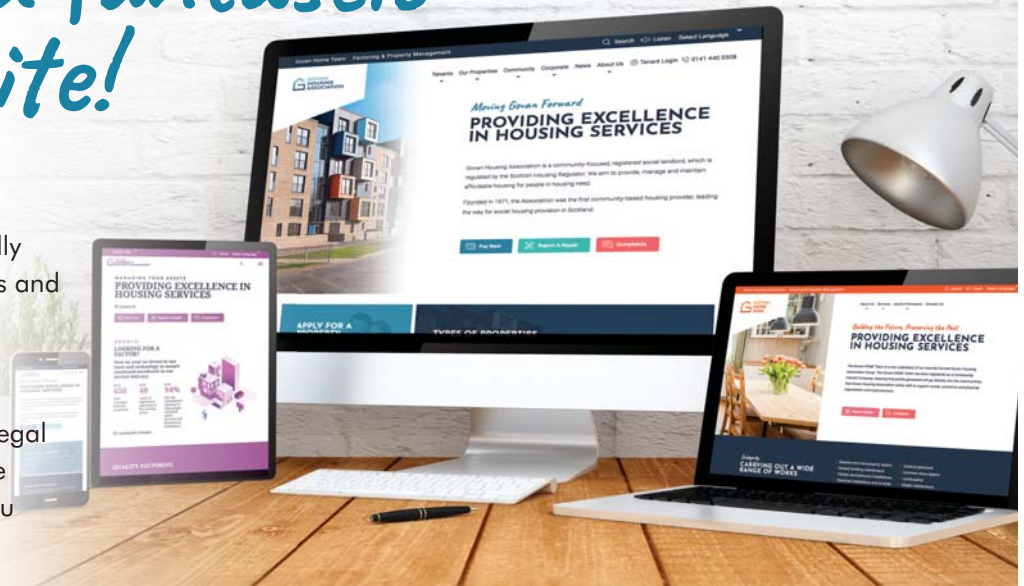
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# We have a fantastic new website!

Have a look at  
[www.govanha.org.uk](http://www.govanha.org.uk)

Our new website will be continually updated with the latest news items and other key documents. It's a good source of information with details about our staff, our Management Committee, our Regulatory and Legal obligations and our subsidiary the Govan HOME Team. We hope you find the site useful.



## Staff News

We are proud to announce that our Community Inclusion officer Ryan Davidson was awarded the **Tenant Participation Champion** at the Tenant Information Service's National Excellence Awards.

This award recognises Ryan's contributions to the Association and the wider community in Govan through establishing and leading the Community Inclusion Programme, which sees the Association offer a variety of community developments projects that includes; breakfast clubs, women's groups, a digital inclusion programme, men's groups, a walking group and much more.

We are happy to announce that Jacqueline Stirling, Factoring Officer and Sandra Sloan, Housing Officer have both successfully completed the **Level 3 Certificate in Letting and Managing Residential Property** via the Letwell Programme.

This programme was created specifically for Scottish letting professionals. This is a great achievement for both team members and for the future of the organisation.



## Congratulations!

Our Association is committed to investing in young people with employment opportunities.

We can proudly announce that Peter Needham, who came to our organisation through Glasgow Guarantee, has been working hard in a temporary role within the Factoring Service for the last 18



months has been successful in securing a permanent position within the Association in the post of Factoring Assistant. Congratulations Peter!!

Peter said "I am thrilled to be made a permanent member of Govan Housing Association as a Factoring Assistant. I am looking forward to continuing my development in the Factoring role and providing an excellent level of customer service."





# 48th Annual General Meeting 2019

**Many thanks to all those attended our AGM meeting on Thursday, 12 September 2019 to attend our 48th Annual General Meeting in the HOME Team Conference Room and helped make it a really enjoyable night.**

We were delighted to see so many familiar faces at our annual meeting for shareholders who, along with their families and friends, also enjoyed our post AGM celebrations with the Best Garden 2019 competition award ceremony, a buffet, bingo, raffle and refreshments.

Opening the meeting, our Chairperson, Thomas McArthur, thanked everyone for attending and introduced Alison Devine from our external auditors Alexander Sloan, who presented the Association's annual audited accounts to share members. Alison gave a summary of the Association's financial position, explaining that the Association is in a healthy, financially viable position and there were no notes of concern. Members were invited to ask Alison questions.

Thereafter members approved the recommendation from the Management Committee that Alexander Sloan be appointed our external auditors for the coming year.

The Chairperson report followed from Thomas who went on to inform members that, whilst GHA was a housing association, it continues to provide wider support to the local community by engaging and participating in activities other than housing, often with other agencies and local partners. He went on to mention some of the GHA teams involved in providing both these activities as well as those teams involved in providing core business, namely:

- the Financial Inclusion team continues to provide comprehensive support to our tenants by helping them maximise their income,
- the Community Inclusion team continues to provide extensive advice and support to our tenants on wider social issues,
- the Housing Services team partners with external agencies to provide a safer neighbourhood for our tenants,
- the Property Services team continuously seek to provide value for money to the Association in relation to placing contracts to replace kitchens, bathrooms and windows.

The Chairperson concluded by thanking all Management Committee members, the Chief Executive and staff for their hard work, commitment and continued dedication to moving Govan forward. In addition, he thanked all of our shareholders for their continuing support.

## Our Management Committee for 2019/20

Mr Thomas McArthur remains our Chairperson with Colin Quigley as our Vice Chairperson and Georgie Hay as Secretary.

Following the key point of the AGM election of our Management Committee process, we are delighted to advise that the Association's Management Committee Members for this year are as follows:

Chairperson	Thomas McArthur	Committee Member	Alice Connelly
Vice Chairperson	Colin Quigley	Committee Member	Garry Bernstein
Secretary	Georgie Hay	Committee Member	Donna McKenzie
Committee Member	Gary Maguire MBE	Committee Member	Scott Simpson
Committee Member	Alison Martin	Committee Member	Stephano Kalonji
		Committee Member	Zulfar Khan

## Our Performance

At our AGM we also provide a summary on our performance over the previous financial year. Using our Annual Return on the Charter (ARC) figures for 2018-19 detailing our performance on things such as rent arrear levels, times taken to carry out repairs and how we compared to last year as well as with the national average, Fiona McTaggart, our CEO delivered an informative presentation with question and answer session at the end.

## Why not become a Committee Member?

So at the AGM we filled 11 of the 15 places available on our Management Committee. This means that we could potentially co-opt another 4 people to the Management Committee this year to help with the governance of the Association.

### Interested??

Being a Committee Member does involve dedicated time every month for thorough reading of reports and papers and attending meetings with a bit of training every now and then. A good way to find out if Committee Membership is for you is to arrange to observe a Committee meeting. It will give you a good idea of how your

Association is run. If this sounds interesting to you and you want a bit more information about becoming a member of the Committee, please contact the **Corporate Services Team** on **0141 440 0308** who will be delighted to help.

## Why not become a Shareholder for only £1.00?

The Association is always keen to encourage more residents to become a shareholder and join us at our Annual General Meetings. If you are interested, please contact the **Corporate Services Team** on **0141 440 0308** who will be happy to give you further information.

## Awards: Best Garden Competition Winners 2019

After the AGM, we enjoyed refreshments along with bingo, a raffle and our Garden Competition award ceremony.

Once again, all efforts were superb and the winners per geographical patch this year were:

- 1st prize **Myra Brownlie**
- 2nd prize **Mary Chalmers**
- 3rd prize **Rose Mary Fitzpatrick**

The overall winner for the Best was Ms Myra Brownlie for her wonderful garden. Well done to all who took part and many thanks for all the hard work and dedication put in throughout the year to make the gardens look so splendid!!



Mary Chalmers – 2nd Prize Winner





# Our new Staff Structure...







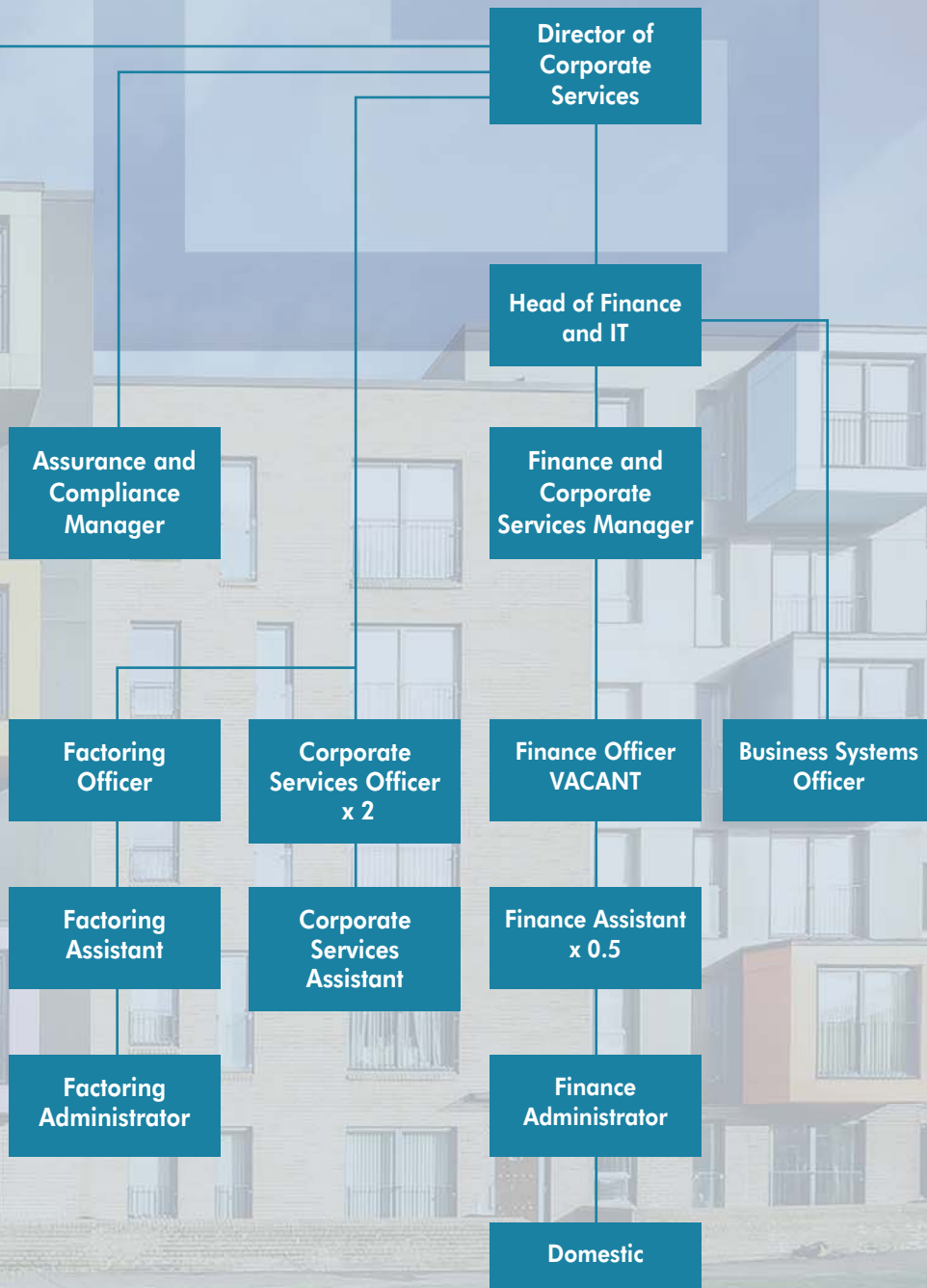
*Moving Govan Forward*  
ANNUAL REPORT 2018-2019 and  
LANDLORD REPORT 2019

## Landlord Report / Performance & Annual Report

This year's annual report was created digitally in the format of an on-line interactive document. We advised all residents by text and send a link direct to the report. Residents were also advised that a hard copy was available by contacting the office and they are currently on display at our reception area.

The report encompasses a full range of performance statistics which provides evidence that we are improving across key areas of service delivery. We have action plans in place to address areas of service delivery we require to improve and we will work alongside our Scrutiny Panel to provide assurance to all residents that we are committed to achieving the highest levels of customer satisfaction.

This document also contained the information from the Scottish Housing Regulator's annual Landlord report.



# Freedom of Information

# Update

**Do you want to find out how to access information about you, the way we work, the services we provide and the decisions we make?**

The **Freedom of Information (Scotland) Act 2002** (FOISA) requires that all housing associations/co-operatives in Scotland must produce and maintain a Publication Scheme. This gives information about the way we work, our services and decisions. It details all of the key information that we publish and how you can access it. The **Guide to Information** is our Publication Scheme and contains links to where you can find all the information listed. It is split into nine easy to understand classes of information, so that you can quickly find what you are looking for. Govan Housing Association Group has adopted the Scottish Information Commissioner's (SIC) **Model Publication Scheme** (MPS), and our **Guide to Information** has been approved by the SIC. The Freedom of Information (Scotland) Act 2002 ("FOISA") and the Environmental Information (Scotland) Regulations 2004 ("EIR") place a general obligation on Scottish Public Authorities to allow the public access to information that they hold. Both FOISA and EIR are overseen by the Scottish Information Commissioner ("SIC").

From 11 November 2019 Govan Housing Association will be designated as Scottish Public Authority and will need to make information available in accordance with FOISA and EIR. We have developed a **Freedom of Information and Environmental Information Policy**.

## Govan Housing Association Group's Guide to Information

We publish all the information that we hold within these nine classes. Once information is published under a class, we will continue to make it available for the current and previous two financial years.

If what you are looking for is not here, you can make a **Request for Information**

Access to information that we hold about you is via a **Subject Access Request**

Access to environmental information is via an **Environmental Information Request**

**The information that we make available to you is classified under one of nine classes as dictated by the SICO and can be found under one of the following headings:**

### CLASS 1 – About our organisation, Govan Housing Association Group

**Information about who we are, where to find us, how to contact us, how we are managed and our external relations.**

#### Descriptions of who we are

- Govan Housing Association and Govan Home Team
- Our Mission Statement
- Our Vision and Values
- Corporate Objectives
- Strategic Objectives
- Senior Management Team
- Organisational Chart
- Area of operation
- Business Plan
- Customer Charter
- Contact Details

#### About our Governing Body

- Governing Body Details
- How to become a part of the Governing Body

#### Contact details

- Contact details and opening hours
- Govan HA / Govan Hometeam
- How to make a complaint and contact details

#### Information relating to Freedom of Information

- Publication Scheme and Guide to Information
- Fees Notice for published information
- Freedom of Information (FOI) and Environmental Information Policy
- How to make a FOI request
- How to make a Subject Access request
- How to make an Environmental Information request (EIR)
- Charging Schedule for providing information under an EIR

#### Governance Documents and Corporate Policies

- Rules
- Standing Orders
- Membership Policy
- Code of Conduct for Staff
- Code of Conduct for Governing Body Members
- Entitlements, Payments and Benefits Policy
- Equalities Policy
- Health and Safety Policy
- Register of Interests – available on request

#### Relationship with Regulators

- Engagement Plan with Scottish Housing Regulator
- Assurance Statement
- Annual Return on Charter
- Financial Returns to Scottish Housing Regulator
- Charter Report to Tenants
- Internal and External Audit Arrangements



## CLASS 2 – How we deliver our functions and services

**Information about our work, our strategy and policies for delivering services and information for our service users.**

### How to use our services

How to Report a Repair  
Right to Repair  
How to apply for a tenancy  
Tenancy support  
How to contact Housing Management  
How to make a complaint  
How we consult with tenants and other customers to improve and develop new services

### Policies and procedures

Allocations Policy  
Anti-Social Behaviour Policy  
Asbestos Management Policy – on request  
Asset Management Strategy – currently under review – on request  
Customer Charter  
Data Protection Policy  
Environmental Information Regulations (EIR) Policy – available from 29th November 2019  
Equality and Diversity Strategy - currently under review – on request  
Estate Management Policy – currently under review – on request  
Health and Safety Policy  
Procurement Policy  
Risk Management Policy  
Rent Setting Policy - currently under review – on request  
Rent Arrears Policy - currently under review – on request

## CLASS 3 – How we take decisions and what we have decided

**Information about the decisions we take, how we make decisions and how we involve others.**

### Governing Body meetings

Governing Body agendas – on request  
Governing Body meeting minutes – on request  
GHA/Govan Home Team – on request  
Governing Body meeting reports – on request

### Consultation and participation

Tenant participation strategy – on request  
Tenant consultation reports – on request  
Tenant scrutiny panel minutes – on request  
Registered tenant organisations – minutes – on request

## CLASS 4 – What we spend and how we spend it

**Information about our strategy for and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent.**

### Information about our accounts and budgets

Financial Management and Administration policies and procedures – available on request  
Budget policies and procedures – available on request  
Audited Accounts GHA and GHT – available on request  
Annual Report and Financial Statements

### Our programme of work and projects

Project funding – on request  
Capital works programme – on request

### Spending relating to Staff and Governing Body

Travel and Subsistence Policy  
Senior Staff - expenses – on request  
Board member expenses – on request  
Pay and grading structure  
Pension Scheme

## CLASS 5 – How we manage our human, physical and information resources

**Information about how we manage our human, physical and information resources.**

### Human resources

Staffing structure GHA & GHT  
Salary and grading scales  
Pension Arrangements – available on request  
Recruitment Policy  
Training and Development Policy – available on request – under review  
Adoption, Maternity, Paternity and Shared Parental Leave - available on request  
Alcohol Drugs & Substance Abuse Policy – available on request  
Attendance Management Policy – available on request  
Code of Conduct – Governing Body Members, Staff  
Disciplinary Policy – available on request  
Disclosure Handling Policy – available on request  
Equal Opportunities Policy  
Flexible Working Policy – available on request  
Entitlement, Payments and Benefits Policy  
Redundancy Policy – available on request  
Dignity at Work Policy – available on request  
Smoke Free Policy – available on request  
Social Media Policy – available on request

Staff Uniform Policy – available on request  
Stress Policy – available on request  
Whistleblowing Policy  
Retention Schedule

### Information resources

Document Retention Schedule – on request  
Data protection and Privacy Policy  
Freedom of Information Policy

## CLASS 6 – How we procure goods and services from external providers

**Information about how we procure works, goods and services, and our contracts with external providers.**

### Our procurement

Procurement Policy  
Public Contracts Scotland Notices  
Regulated procurement contracts awarded

### Our contractors and suppliers

Key service delivery contractors – on request  
Approved suppliers and contractors used by GHA Group – on request  
Contracts Register – on request  
Framework Agreements

## CLASS 7 – How are we performing

**Information about how we perform as an organisation and how well we deliver our functions and services.**

Annual Report  
ARC Report to tenants  
Performance reports  
Benchmarking information  
Complaints Policy and guidance  
Tenant scrutiny reports – on request  
Newsletters

## CLASS 8 – Our commercial publications

**Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.**

This class does not apply to Govan Housing Association Group as we do not produce any publications for sale.

## CLASS 9 – Our open data

**Open data made available by us under Scottish Government's Open Data Resource Pack and available under open licence.**

This class does not apply to Govan Housing Association.

# Have you thought about becoming a committee member?

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

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

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

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



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

### Benefits for you:

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

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

### Benefits for the association and the wider community:

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



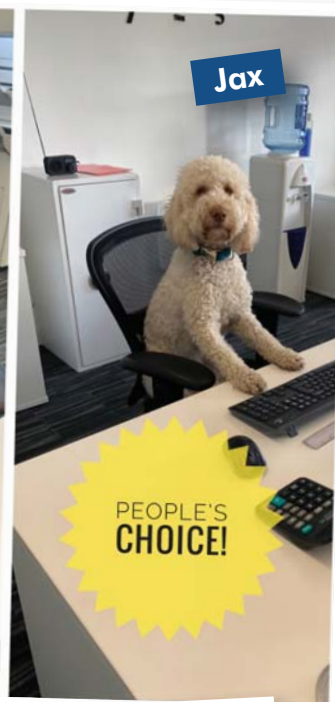
# Every dog has its day...

On Friday 21st June a number of staff brought their dogs into the office for National Bring Your Dog to Work Day.

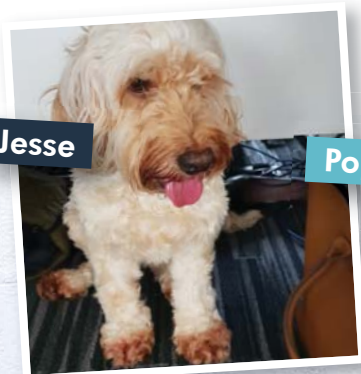
The dogs very quickly took over the running of the Association for the day with Poppy barking orders at the Chief Executive for the day, Jax ran 'around' the Finance Department, Corporate Services sat to attention for Jessie, Bali barked orders to the housing team, Baxter showed some puppy love on behalf of the Financial Inclusions Service, Skye watched over the flock in maintenance and lastly Marley guarded the keys over at our Community Hub and made sure everyone felt included. We wanted to share our fabulous Dog Winners of the Day and can announce that the People's Choice Award went to Jax and the Staff Pick award went to Baxter, but all dogs were winners on the day!



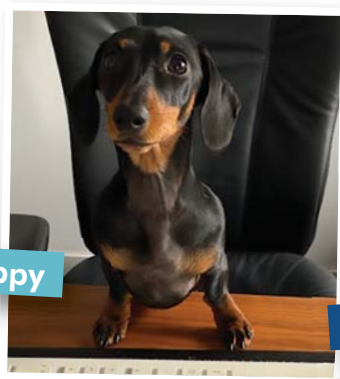
Baxter



Jax



Jesse



Poppy



Skye



Marley



Bali







# Internet Safety

## Are you worried about your children using the internet, social media and how much screen time they are having?

Whether you are comfortable with technology, or completely confused by the internet and the online world, it is here to stay and will play an increasing part in your child's life and more than likely your own.

This might sound scary. You don't have to be an expert but it is important that you take an interest in your child's online world just as you do with all their activities and relationships. This will help to keep them safe so they can use the internet, and the opportunities, it provides in a positive way.

### Remember:

- the online world is very important to children and they will use it differently to you;
- it's good to take an interest even if you don't share their enthusiasm or interest;
- be open and talk honestly about things they see and do online – they need you to help them make sense of it; and
- agree rules and boundaries regarding screen time to help everyone. This will mean setting a good example about your own screen time.

There is lots of conflicting advice out there but you know your child best. You will know what feels right, and what doesn't, and your decisions will be based on their age and maturity just like all the other decisions you make about them.

Trust your instincts and be honest with your child about any concerns you have such as spending all their time on a device or playing a game, sending messages on social media and you're not sure who they're talking to, or spending less time doing other activities like family, homework, or meeting friends.

**If in doubt speak to other parents, friend or look online for help forums.**

# How much does your child know about the internet?

Children seem to be so competent when using technology and the internet but how aware are they of the dangers of posting on social media? Our quiz below will help you see how much they know about being safe on the internet.

## Question 1

**When a photo or video is shared on the internet, who might be able to see it?**

- A Anyone
- B Just me, everything is automatically private on the internet
- C Only the people I choose to share with

## Question 2

**One of your teachers slipped over and someone took a video of it on their phone. It gets sent to you. Do you share it?**

- A Yes! It was hilarious!
- B Probably, but only to my friends
- C Wouldn't that be mean?

## Question 3

**One of your classmates has shared a photo of you that you really don't like. What do you do?**

- A Share an embarrassing photo of them in return
- B Nothing; it's up to them what they post online
- C Tell an adult and explain why you're unhappy

## Question 4

**You took a photo of a friend doing something that might get them into trouble. Do you share it?**

- A No, I wouldn't like that if they did it to me
- B I'd only share it with my closest friends, so nobody else will see it
- C They would see the funny side and nobody will remember

## Question 5

**You took a video of you and your friends play fighting and being really silly. Do you share it?**

- A We're only messing around, of course
- B Probably not, I might not want people to see it in the future
- C Probably, it was just for fun and I can delete it later

## Question 6

**You want to share a video of yourself online, but are not sure. Who should you ask before you do it?**

- A The website can tell me if it's suitable or not
- B No one. I can delete it later if I need to
- C Your parents or carers

## Question 7

**Your friend is really into photography but has received some unkind comments for one of their online pictures. How can you help?**

- A Help your friend figure out how to block them
- B Tell an adult and ask them to show you what you can do online to stop it happening
- C Reply to the comment and tell the person not to be so mean

## How did you do? Check your answers below.

- |             |                     |
|-------------|---------------------|
| 7 correct   | Internet Hero!      |
| 5-6 correct | Internet Adventurer |
| 3-4 correct | Internet Explorer   |
| 1-2 correct | Internet Beginner   |

## Answers:

### Question 1

#### A – Anyone

When posting online, you usually have the option to control who can see the content. However anyone that you have allowed to view it can then copy it or share it again possibly making it public.

### Question 2

#### C – Wouldn't be that mean?

Something that is funny to one person, is not always funny to another. The teacher who fell over may be feeling really embarrassed by what happened and sharing it will only make the situation worse.

### Question 3

#### C – Tell an adult and explain why you're unhappy

An adult will be able to advise you, and can help you let your friend know that you are feeling unhappy. Together, you can ask them to remove the photo that is upsetting you, in a polite way.

### Question 4

#### A – No, I wouldn't like it if they did that to me

Always treat others online in the way that you would expect to be treated. If you know you'd feel bad if it happened to you, then it's really important not to do it to someone else.

### Question 5

#### B – Probably not, I might not want people to see it in the future

When something is shared online, it could be there forever. Posting something that could affect your reputation, or your friends' reputations, is not advisable. The internet never forgets.

### Question 6

#### C – Your parents or carers

Your parents or carers are the best people to help you decide what is suitable for the internet and what is best kept offline. Sometimes you may be giving away personal information without even realising it.

### Question 7

#### B – Tell an adult and ask them to show you what you can do online to stop it happening

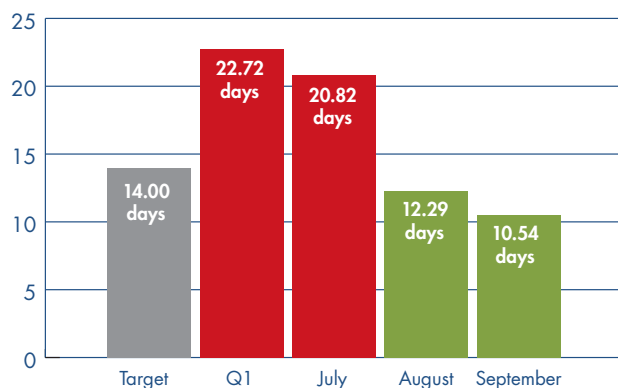
An adult will be able to give you the best advice and show you how to use the safety tools available online. This is a better choice than trying to do it yourself or engage in the conversation online.

# How are we doing?

How we are performing 1 July to 30 September 2019

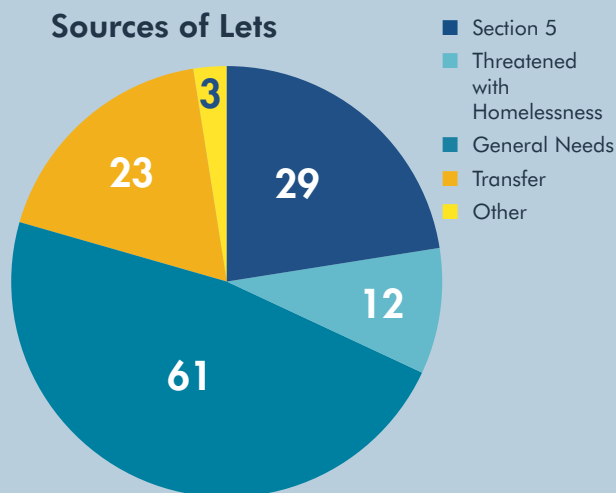
## Allocations

**Relet of Properties** Time Taken in days

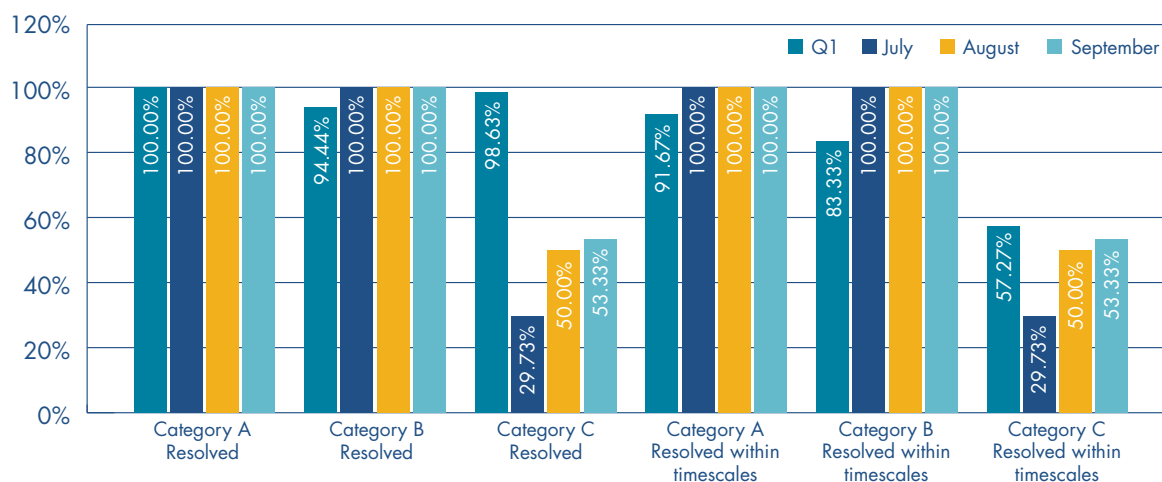


Our performance in re-letting empty properties is continually improving.

**Sources of Lets**



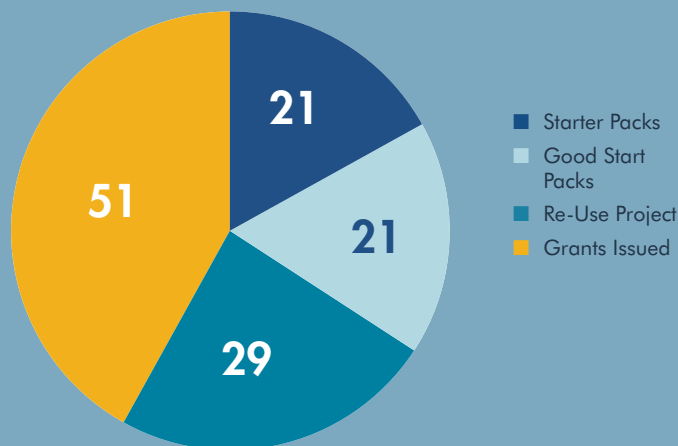
## Anti-social Behaviour Complaints Overview



We take Anti-Social complaints very seriously and set ourselves demanding targets to resolve them.

## New Tenant Support

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





## Maintenance: Repairs Completed

Category of repair	Number of repairs	Average time to complete
Emergency	199	2.03 hours
Non Emergency	2591	2.24 days

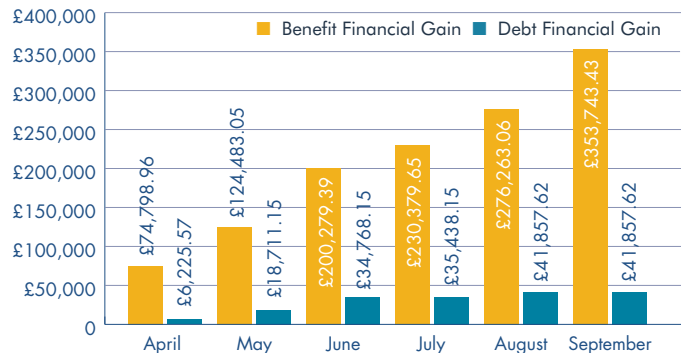
## Gas Servicing

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

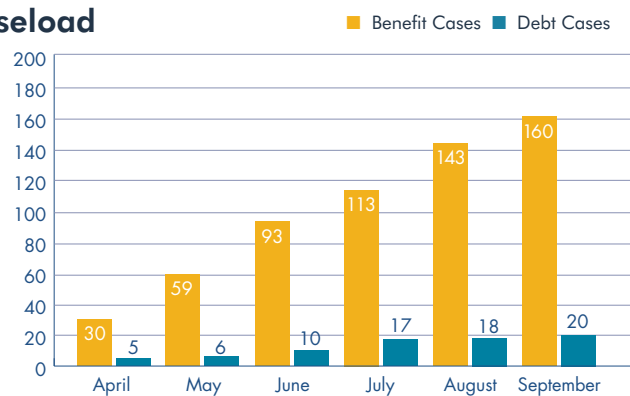
**100%** ✓  
**1065 services completed**

## Financial Inclusion Service

### Financial Gain (Tenants & Association)

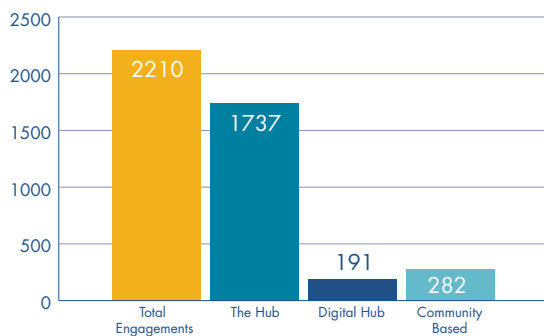


### Caseload

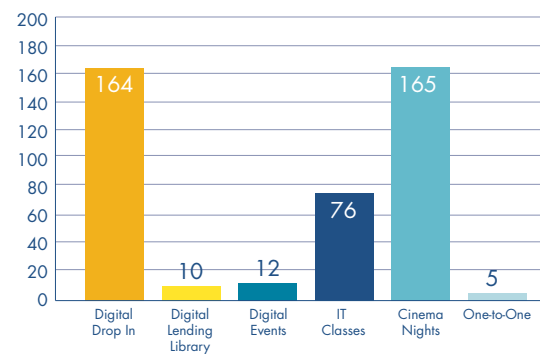


## Community Inclusion Service

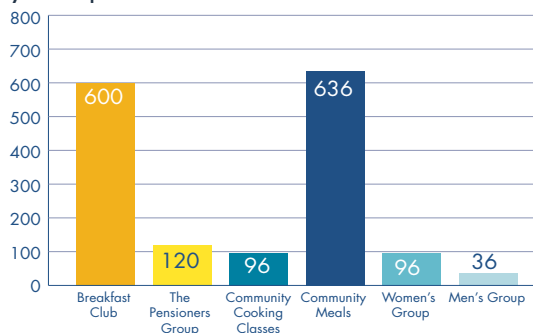
### Engagements July - September



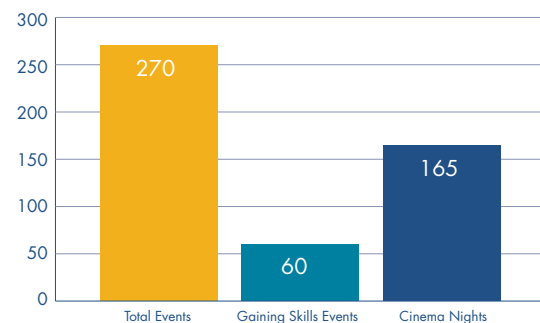
### Digital Inclusion July - September



### The Hub Programme – Engagements July - September



### Community Events July - September



# Stay warm this Winter

We currently work in partnership with Home Energy Scotland who can assist our tenants in fuel debt and capped meters.

If you are experiencing financial difficulty and are unable to



top up your gas meter or there is historical debt on your meter we can refer you to Home Energy Scotland who can assist you to deal with the debt on your meter, clear the debt and enabling you to have your gas meter uncapped.

As temperatures begin to drop, it is important you contact us to allow us to help you ensure you do not face a cold winter.

# Estates Team

Govan Home Team's Estates Team are out every day working in the area.

Work ranges from back court clear ups, graffiti removal, bulk uplift to general maintenance. Below are a few pictures of before and after some back court clear ups.



Before



Before



After



After

# Window Replacement Surveys have started!

We have been working hard to progress with the window upgrades to our stock and we know how important these replacements are to our tenants. Due to the conservation status in Govan this has taken longer than anticipated to agree a specification with Glasgow City Council.

We wanted to thank you all for your continued patience whilst we worked on this.

We are ecstatic to advise that this has now been approved and we have appointed Heron Joinery to manufacture the windows with Govan Home Team fitting the new windows.

We have completed over 60 march in surveys and will continue to carry these out over the coming weeks.

The picture is a sample of what our replacement windows will look like. At the start of December we will commence a Pilot install in one of our properties and will keep you updated on the progress of this contract.

If you have any queries, please contact one of our **Tenant Liaison Officers** on **0141 440 0308**.



# Our Investment Programme Update

Since 2017 the Association has been working alongside Govan Home Team to upgrade kitchen and bathrooms and are continuing to work through our investment programme to improve the quality of tenant's homes.

If you haven't already been contacted to arrange access to survey your property, we will be in touch soon.

Below are a few pictures of during and after replacement works.

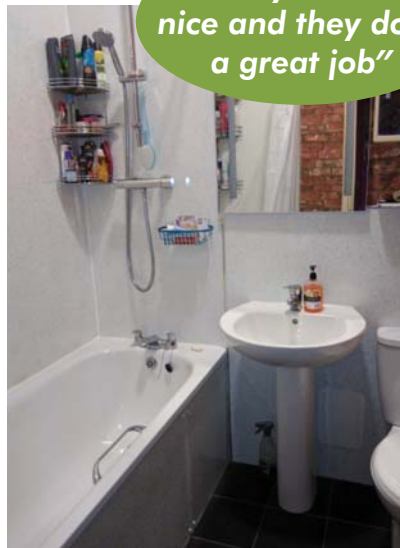


When asked about their kitchen and bathroom replacement, one resident said:

*"Everything was perfect"*

Another resident in Luath Street, when asked how satisfied they were with their installation, said:

*"Everyone was nice and they done a great job"*



## Repairs: Thank you!

We would like to take this opportunity to thank our tenants for timeously reporting repairs & for providing access to ensure completion, which helps us to maintain our stock & keep your home in a well maintained state of repair. We trust that you're happy with the quality of our repairs & the service provided by our Maintenance staff & contractors, but please let us know if there's anything you feel we can improve upon & we'll be happy to consider all comments received towards providing an ongoing & improving quality repairs service for the benefit of all tenants & our properties.

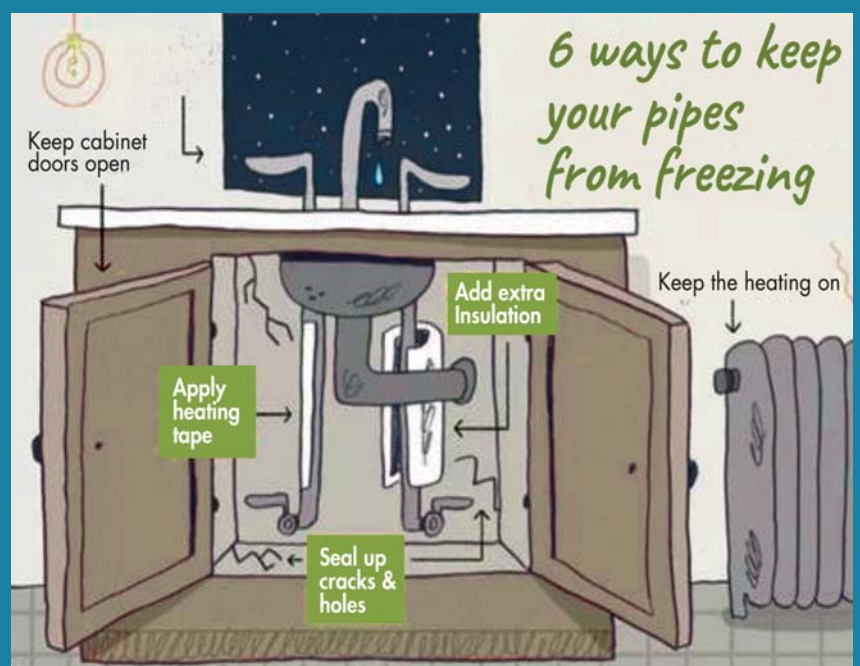
### Stock condition & how it will feed into the investment programme

Our appointed surveyors ASSIST Design Limited have recently completed our Stock Condition Survey & achieved the 80% target required, which equates to 1,263 surveys out of 1,579 properties. We would like to express our sincere thanks to our tenants for allowing access.

## Preventing Freezing Pipes

Cold temperatures can cause water pipes to freeze.

Freezing in a pipe creates a lot of pressure inside the pipe and can cause the pipe to burst and likely lead to serious flooding, especially when there's no one around to turn off the water. The best prevention against frozen pipes is to keep them warm enough to stay above the freezing point. You can do this with any one of six simple steps or, better still, a combination of measures.





# What homeowners need ...about changes in legislation relating to fire

Following the tragic fire at Grenfell Tower in London, a Ministerial Working Group on Building and Fire Safety was established to review Scotland's building and fire safety regulatory frameworks. As part of this work, the group agreed that a consultation on fire and smoke alarms should be prioritised.

All homes will be covered by the new standard regardless of tenure e.g. owner occupied or tenanted. It will be the property owner's responsibility to meet the new standard.

## Fire and smoke alarms: changes to the law

New fire safety legislation within Scotland changed on 1st February 2019 which specifies the standard of protection from fire and carbon monoxide that all homes must comply with, including owner occupied property.

## How many alarms are required to meet the standards?

The standard requires:

- One smoke alarm installed in the room most frequently used for general daytime living purposes
- One smoke alarm in every circulation space on each storey, such as hallways and landings
- One heat alarm installed in every kitchen

All alarms should be ceiling mounted and interlinked. There is also a requirement for carbon monoxide detectors to be fitted where there is a carbon-fuelled appliance (such as boilers, fires (including open fires), heaters and stoves) or a flue.

## I already have smoke alarms fitted in my home but they are not interlinked – do I need to change these to interlinked ones?

Yes – the requirement is to have all alarms interlinked. You may not hear the alarm closest to the fire but, by having an interlinked system, you will be alerted immediately.



## There are lots of different types of alarms available – which ones should I get and where can I buy them?

You can install tamper proof long-life lithium battery alarms or mains-wired alarms. Mains-wired alarms are generally cheaper than the tamper proof long-life battery alarms; however, installation will need to be carried out by an electrician which will be an additional cost to consider.

Smoke alarms should conform to BS EN 14604  
Heat alarms should conform to BS 5446-2  
CO detectors should comply with BS EN 50291

Alarms that meet the new standard, both tamper proof long-life lithium battery alarms and mains-wired alarms, are widely available in general hardware outlets and online.

## How long do I have to comply?

The regulations come into force in February 2021, meaning homeowners and landlords have until then to comply. However, installing alarms at the earliest opportunity will provide improved fire safety in your home.

## I own my home – who will pay for these smoke alarms?

Any costs will be the responsibility of home owners and landlords. Mains-wired alarms are generally cheaper than the tamper-proof, long-life lithium battery alarms; however, installation will need to be carried out by an electrician which will be an additional cost to consider.

# to know... and smoke alarms

## Will it be necessary for tenements to have linked alarms between individual residences?

In a shared property such as a tenement or block of flats there is no requirement for different properties to be linked to each other.

## How will you check that home owners comply?

Most home owners want to make their homes as safe as possible and compliance will also form part of any Home Report when you come to sell your home. Because this will be a minimum standard for safe houses, local authorities will be able to use their statutory powers to require owners to carry out work on substandard housing.

## I am a tenant in a privately rented property – how do I make sure my landlord complies?

As the new standards for fire and smoke alarms extend those which currently apply in the Private Rented Sector PRS to housing of all tenures, your landlord should already be complying. The standard is enforced by the right of tenants to apply to the First-tier Tribunal for Scotland (Housing and Property Chamber), so if you believe that your landlord is failing to comply, you can apply to the First-tier Tribunal.

## I have shared ownership of my home with a housing association. I have been told that I am responsible for making sure that my house complies with the standard, is this correct?

For shared ownership properties, as with other condition standards, responsibilities are set out in the occupancy agreement. However, in general, it is your responsibility as the proportion owner, rather than the registered social landlord, to meet the new fire and smoke alarm standard.

# Factoring Website

As part of our new website we have also launched a dedicated website for our factoring customers, please have a look and let us know what you think.



<https://www.govanha.org.uk/factoring-property-management/>

# Help save your drains

Over the past 12 months the Association has experienced an increase to sewage backing up causing considerable damage to the unfortunate properties involved.

This has had financial implications on homeowners as well as causing distress.

A large number of the blockages have been caused by misuse of the drains by residents e.g. flushing items down the toilet and pouring things down the drain. All of which is preventable.

Be considerate to your neighbours and look after your drains.

If the Association are required to unblock drains, carryout CCTV surveys of the drains or replace sections of the pipes this will be recharged to owners in full.

**In the bathroom, follow the "Three P's rule" and only flush pee, poo and toilet paper.**

**In the kitchen, fat, oil and grease in liquid form can congeal, harden and stick to the inside of drains and sewers.**

## Never flush down the toilet:



## Never pour down the sink:





# What's the future for Under One Roof?

**Under One Roof is a website that provides impartial advice on repairs and maintenance for flat owners in Scotland.**

Under One Roof was set up in 2015 with core funding of under £140,000 to run the website for 5 years. This works out at approximately 6p per privately owned flat in Scotland per annum. The 5 years is now coming to an end.

Under One Roof are asking is now the time to wind up? Especially as the Scottish Parliament is considering new tenement legislation; issues of climate change come ever more to the fore and incidences such as tenement collapse and stone falls continue apace.

Under One Roof believe they are still needed and are looking to fund a Phase 2 of Under One Roof. They say "it's going to be a lot of work and public coffers are even emptier now than they were 5 years ago", and are asking for your help.

How can you help?

Under One Roof are looking for user to provide them with evidence that the can present to funders that will help justify more funding!

They are looking for you to tell them how you have used Under One Roof and what you want to see them do in the future. There is no deadline and it won't take more than few minutes?

You can have your say by completing the Under One Roof survey monkey at <https://www.surveymonkey.co.uk/r/JPF5WB3>



## Walmer Crescent

**The Association would like to welcome and thank the owners of 10-15 Walmer Crescent for appointing the Association as factors of their property.**

Walmer Crescent is a beautiful iconic A-listed building in Cessnock and the Association is looking forward to working on behalf of the owners to manage their asset and protect their investment.

## Ibrox and Cessnock Strategy

**The Association have been working closely with Glasgow City Council to develop a joint approach to tackle the condition of the pre-1919 tenements and safeguard the tenement stock in Ibrox and Cessnock.**

Factoring and Property Services have been carrying out a number of inspections, on behalf of owners, at properties without a factor. Providing a report to owners highlighting any repairs or maintenance issues and offering the Association factoring services to assist with implementing the maintenance and repair plans and to help protect their investment. If you have an unfactored property in the Ibrox or Cessnock area and are interested in the Association's service please feel free to contact a member of the factoring team.

We will keep you updated on the Ibrox and Cessnock strategy in future newsletters.





# Continuing investment in training and development

Jacqueline Stirling, Factoring Officer, has been attending the *Understanding Buildings and Managing Repairs - City & Guilds Accredited Programme*. The training programme aims to provide delegates with the knowledge and understanding of how buildings are constructed, recognise common maintenance problems and develop the skills needed to successfully manage the administration of reporting building repairs.

The course consists of five modules including Building Construction, Damp and Condensation in buildings, Heating, Lighting and Power, Plumbing and Drainage and Building Maintenance and Reporting Repairs. After attending the five modules there will be a 2½ hour assessment. On successful completion Jacqueline will receive a certificate for the programme from City & Guilds.

**Peter Needham, Factoring Assistant, attended the Tenements Today, Tenements Tomorrow Conference on the 18th September. The conference was organised by the Scottish Civic Trust, Built Environment Forum Scotland and Under One Roof. Its aim was to highlight and discuss the complex issues related to tenement maintenance in Scotland, in light of the recommendations published by the Scottish Government's Tenement Maintenance Working Group in June 2019.**

The conference attracted 114 attendees with representatives from local tenants' associations from all over the country, commercial factors, surveyors, housing associations, local authorities and teams from City Heritage Trusts highlighting the importance of the issue across Scotland.



## City & Guilds

### Scottish Factoring Network Conference

Our Factoring Team attended the Scottish Factoring Conference on 29th November at the Central Hotel in Glasgow.

The conference offers an excellent opportunity to network with others working in factoring from around the country and to get face to face expert opinion on issues surrounding factoring.

Returning for its 7th year the conference provides an update on the policy and legal developments through strategic plenary sessions as well as providing pragmatic operational advice, with a selection of practical workshops.

This year our Factoring Officer, Jacqueline Stirling, hosted a workshop on Tackling Un-factored Blocks. Unfactored properties can be an unsightly blight on communities, impact on environmental issues and have a detrimental effect on surrounding properties. With the Scottish Government and the Local Authorities taking an interest in safeguarding the tenement stock, the workshop looked at the risks and challenges of tackling unfactored blocks and provided practical advice on how to overcome them.

# Scottish Factoring Network

Peter Needham, Factoring Assistant, attended the Scottish Factoring Network on 7th October. The network is for members of SFHA, SHARE and GWSF who provide factoring services and provides an opportunity to meet to learn about current issues, discuss common challenges and share best practice. The latest network focused on an update from Stephen Leetion from the Scottish Government on the revised Code of Conduct for Property Factors.



## How to Report Environmental Issues

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

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

### Get the 'My Glasgow App'

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

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

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

### Another option is to telephone

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

**SAVE TIME  
GO ONLINE**  
[www.glasgow.gov.uk](http://www.glasgow.gov.uk)



# Medical Adaptations to your home

## Govan Housing Association Waiting List

The Association is allocated an annual budget from Glasgow City Council to pay for medical adaptations to our tenants' homes. This will cover medical adaptations from 1st April 2019 until 31st March 2020. The aim is to adapt homes as our tenants' medical needs change. The adaptations should help and supports tenants to stay in their homes and in the local community.

### Medical Adaptations

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

### How to Apply

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

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

### Current Applications

If you have submitted an application for an adaptation, please be advised the work will be carried out over the next 4 - 6 weeks.

### More information

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



# How to help your elderly neighbours in the cold weather

**It's easy to become swept up in the excitement of seeing loved ones and the giving and receiving of gifts during the Christmas period. So it's easy to forget that the family-orientated holiday season can be pretty lonely for people with no relatives, either living or nearby.**

This time of year can be particularly difficult for the elderly, people who've lost their partners or whose children have moved too far away to visit.

**We can all help the older people in our lives. So, here is what you can do to help:**

## Pay a visit

Visiting older relatives can be difficult if they live far away, but research from Age UK shows that making the effort to keep in touch can make a big difference to older people who can be reluctant to admit how lonely they are.

## Have a chat

It might seem obvious or perhaps even a little odd, but if an elderly person is stuck indoors because of the weather, it could be the only conversation they have all day.

## Help on days when the weather means they can't leave the house

To most people, bad weather is an annoyance. To the elderly, it can be dangerous and very isolating. You can help by sprinkling salt on their pathway or doing their weekly shop.

## Accompanying your neighbour to a local event

The Christmas period offers many opportunities for local communities to get together, whether it's an event at a local church, community centre, a Christmas market or a party. This could be a great opportunity to strike up a conversation with an elderly neighbour to see if they'd like to go.

# Govan Housing Association's Re-Use Project

Govan Housing Association have recently started a Re-Use Initiative, whereby used furniture and white goods which are still in good condition, can be donated and passed onto other tenants. Many of our tenants have already benefited from this initiative

that has assisted them to creating a home.

All electrical items are PAT tested to ensure that they are safe and in good working order before they are

supplied to new tenants who have no other means of accessing these items.

If you have any items that you no longer have use for that are in good condition and can be donated to people in your community, we will collect these from your home hassle free!



**We will be happy to accept:**

- |                   |                    |
|-------------------|--------------------|
| ✓ Wardrobes       | ✓ Electric cookers |
| ✓ Drawers         | ✓ Washing machines |
| ✓ Tables          | ✓ Microwaves       |
| ✓ Chairs          | ✓ Televisions      |
| ✓ Fridge-freezers |                    |

# Are you looking to change job? Are you unemployed and looking to get back into work?

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

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

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

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

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





# The Hub What's on...

Our community inclusion programme is still in full flow in The Hub. Our weekly programme and updates can be found on our social media pages and on our new website.

## Pensioners Group

**Our pensioners group are still meeting on Monday mornings and taking part in activities and trips.**

Over the past three months, they have visited the Police Museum, taken a tour of Shearer's Candles, seen Calendar Girls in the Kings Theatre and wept at the end of the Lion King in the cinema.

They have also taken part in workshops and art activities such as a samba workshop, pottery class and a painting masterclass.

They meet every Monday morning in The Hub from 10:30 – 12:30pm.



## Food Provision

**We are currently offering an inclusive food drop-in programme from The Hub for local residents offering free community meals on the following days and times:**

Breakfast Club:

Mon – Fri 9-10am

Evening Community Meals:

Mon 5-6pm / Thur 5-6pm / Sat 11-1pm

Lunchtime Community Meal:

Wed 12.30 – 1.30pm



# Women's Group

The woman's group have been busy learning and trying new things for the last 3 months. The group planned a 6-week project that included tie dying and badge making.



## NSPCC

The Community Inclusion Team has been working closely with the NSPCC on various projects. Over the summer holidays, the NSPCC delivered a family drop-in service from The Hub on Friday mornings offering activities and support for local families through their Look, Say, Sing, Play initiative.

Emma from NSPCC has also been doing some consultation work within Govan and has been popping in and out of activities in The Hub to speak with service users and partners.

The NSPCC has also been one of our key partners with the community cinema programme curating several film nights in the community.

The Community Inclusion Team supported their event for National Play Day in Govan and Linthouse Parish Church with our mobile digital library. The event was very well attended.

Our Community Inclusion Assistant Rory Brown was asked to speak at the launch of their photo exhibition in Govan. The event showcased photographs taken by local people and shared many stories and memories.

## Digital Inclusion

Over the summer period we opened the The Hub as an extra digital drop-in space as well as having the Digital Hub opened. We worked together with the new Govan Jobs Match Coordinator who was running extended jobs clubs from the Digital Hub and we had a more relaxed digital drop-in in the comfort of The Hub.

Our Digital Hub is still open on Tue/Thur and Fri from 9:30-12:30 for digital drop-in, free printing and copying and free WiFi.







## Lost Keys – how to prepare for accidents

**Accidents can happen, what would you do if you lose your keys and get locked out of your home?**

Have you got a spare set of keys left with family or friends?

Are you prepared if you lose your keys?

Have you got home insurance to cover the costs of a locksmith?

If you get locked out your home, it is however your responsibility to make arrangements to get access to your home as we know this can be expensive. We want residents to avoid this happening and by having a spare set of keys left with a family member or close friend this could help to avoid any unnecessary expense.

We are asking residents to consider getting a spare set of keys cut and give them to someone you trust.....they may also want you to watch a spare set of keys for their house too, so they don't get locked out.

The Association may in certain circumstances be able to assist you with our repair service, but there will be cost for this service often around **£100**.

Alternatively you can contact a local locksmith or joiner who may be able to assist you.

## New Tenant's Service Improvement Group

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

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

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

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

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

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

We have set up a new forum for scrutiny called the Tenants Service Improvement Group.

We aim to meet at least 6 times a year to carry out scrutiny exercises and engage with both staff and tenants using a variety of methods including digital, interviews and group sessions.

Full training will be provided and all meetings include lunch and refreshments.

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

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

## Govan Volunteer Bank is now live!

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

### VISION

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

### MISSION STATEMENT

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

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

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

For more information, please visit [www.govanvolunteerbank.org](http://www.govanvolunteerbank.org)



# Improved ways to pay your rent...

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

## Why choose Direct Debit?

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

## We have introduced a new payment telephone line

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

## Pay with a payment card

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

## Pay your rent online

You can make payments online at [www.allpayments.net](http://www.allpayments.net) using your debit or credit card, you must have your Allpay card number. You can also download the Allpay APP and make payments by your phone, to do this contact **0844 255 5729** or [www.allpay.net](http://www.allpay.net).

## Switch to Direct Debit today!

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

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

**GOVAN HOUSING ASSOCIATION**

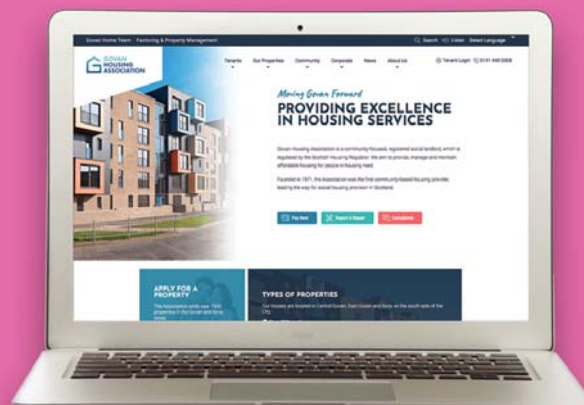


## In person: we accept payments at our office

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

## Coming soon!

We are delighted to announce we are introducing a new payment option through our new website to allow you to make easier payments for rent and factoring payments online, watch for the live date of this at [www.govanha.org.uk](http://www.govanha.org.uk)





## Best Start Foods

The UK Government's 'Healthy Start' vouchers in Scotland are being replaced with 'Best Start Foods'. The new payment will replace the paper vouchers with a new payment card, giving you more flexibility in how you use it.

### What can I buy with the card?

You can use the card to buy any of the healthy foods listed below:

#### Fresh eggs

**Milk** – plain cow's milk and first infant formula

**Fruit/vegetables** – fresh, frozen or tinned

**Pulses (e.g. peas, lentils and beans)** – dried, fresh, frozen or tinned.

### How much will I get?

You will get £17.00 every four weeks during pregnancy and for any children between one and three years old. This payment increases to £34.00 for any child under one.

### Who can apply?

You can apply for Best Start Foods if you live in Scotland and get certain benefits or Tax Credits and are pregnant or the parent or carer of a child. You may be eligible if you receive any of the following:

Income support, Income-based Job Seekers Allowance, Income-related Employment and Support Allowance, Child Tax Credit up to a maximum income of £16,190 per annum, Universal Credit with an income limit of £610 per month, Pension Credit or Housing Benefit with a weekly income of £311 and under.



The cash for kids grant fund is now closed and we will be contacting all the applicants in December to collect the grant fund of £25.00 per child. Govan Housing Association's application on tenants' behalf has been successful in gaining the grant fund sum of £5925.00. This is a fantastic award and will go a long way to helping families with children financially this Christmas.



**cashforkids**

# Best Start Grant

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

You can get these payments:

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

Best Start Grant includes 3 one-off cash payments:

## Pregnancy and Baby Payment

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

## Early Learning Payment

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

## School Age Payment

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

To check if you are eligible please visit [mygov.scot/best-start-grant](http://mygov.scot/best-start-grant).

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



# EU Settlement Scheme

The UK may be leaving the European Union and as a result, Brexit could affect EU Citizens living in the UK. EU citizens currently living in the UK will have to apply to the EU Settlement Scheme by 30 June 2021 to continue living in the UK.

To be eligible to apply to the Settlement Scheme, EU citizens will need to show they are resident in the UK by December 2020.

This scheme opened fully on 30 March 2019 and is run by the UK Government. The proposed fee for settled status has been removed and applications are free.

# Benefits & grants for children

INCOME TEAM

## School Clothing Grants

### Who is eligible for a clothing grant?

Families on low incomes may be eligible to receive a School Clothing Grant. The award is given annually to assist with the cost of purchasing essential school clothing for families who are on qualifying benefits.

You may be eligible for a school clothing grant if you have a child that attends a Glasgow school, you reside within Glasgow and you receive any of the following benefits:

- Income Support
- Income-based Job Seeker's Allowance (JSA)
- Any income related element of Employment and Support Allowance (ESA)

## Child Benefit

You can get Child Benefit if you're responsible for one or more children under sixteen (or under 20 if they stay in full time non advanced education). There's no limit to how many children you can claim for.

### There are two Child Benefit rates:

Eldest or only child	£20.70 per week
Additional children	£13.70 per child per week

## Education Maintenance Allowance (EMA)

EMAs provide financial support to eligible 16 to 19 year olds who want to continue learning. Eligibility depends on your household income. If you are eligible to be paid an EMA, you will be paid a weekly allowance of £30.00.

- Child Tax Credit (CTC) with an annual income of less than £16,105
- Working Tax Credit (WTC) with an annual income of less than £15,050
- Both maximum Child Tax Credit and maximum Working Tax Credit and your annual income is under £6,900
- Universal Credit (UC), and your monthly income is not more than £610
- Support under Part VI of the Immigration and Asylum Act 1999
- Housing Benefit and/or Council Tax Reduction (this is not Council Tax single person's discount)

You may also qualify for free school meals.

### How much is the award?

For academic session 2019/20 the school clothing grant award is £110 for each child in each qualifying family.

## Disability Living Allowance (DLA) for Children

DLA is money for children who have care needs or mobility needs (difficulty getting around).

Your child must be under the age of 16. The tax free benefit is made up of 2 components (parts). Your child may qualify for one or both components.

### Care Component

Lowest	£23.20 per week
Middle	£58.70 per week
Highest	£87.65 per week

### Mobility Component

Lower	£23.20 per week
Higher	£61.20 per week

## Pension Credit

Pension credit is a tax-free benefit aimed at retired people on low incomes. It's means-tested, but for those who qualify it can be worth £1,000s a year. However, an estimated 1.3 million eligible households don't claim the top-up – in many cases because they don't realise they're entitled to it.

By claiming pension credit, you can also qualify for many other benefits, including council tax reduction, cold weather payments, free dental care and, from June 2020, a free TV licence if you're over 75.

The average weekly amount of pension credit received by claimants is £58 – more than £3,000 a year – according to Government figures.

What you get depends on your income and how much you have saved or invested. If you are in a couple (defined as having a partner who you live with), it's your combined incomes and savings that matter.

Please contact our Financial Inclusion Team who will be happy to carry out a quick benefit check to see if you may be entitled to Pension Credit or any other benefits.





# Warm home discount scheme – don't miss out

**You could get £140 off your electricity bill under the Warm Home Discount Scheme.**

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

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity.

## Eligibility

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit - known as the 'core group'
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'.

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

## 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.

## How to apply

You'll receive a letter by 7 December 2019 telling you how to get the discount if you qualify. Your letter will say if you need to call a helpline by 28 February 2020 to confirm your details.

Your electricity supplier will apply the discount to your bill by the end of March 2020.

## If you did not get a letter

Contact the Warm Home Discount Team if you did not get the letter and you think you're eligible for the 'core group'.



Warm Home Discount Team

Telephone: 0800 731 0214

Monday to Friday, 8:30am to 4:30pm

## If you're on a low income

You may be able to apply directly to your electricity supplier for help if you do not get the Guarantee Credit element of Pension Credit but:

- your energy supplier is part of the scheme
- you're on a low income
- you get certain means-tested benefits

This is known as being in the 'broader group'.

To get the discount you'll need to stay with your supplier until it's paid.

**Your electricity supplier decides who can get the discount - check with your supplier to see if you're eligible and how to apply. Check with your supplier as early as possible. The numbers of discounts that suppliers can give are limited.**

# TV Licences and rule changes

## Who needs TV licences and why?

A TV licence gives you legal permission to watch and record television shows live as they're being broadcast – either on a TV or on an online TV viewing service. Therefore if you plan on watching live TV and/or BBC iPlayer, then you'll need a TV licence. This includes if you wanted to tune in on something other than your TV – including your laptop, phone and/or tablet.

## Who has to pay for a TV licence?

Following the recent changes to the rules surrounding TV licences, only pensioners over the age of 75 and receiving pension credit will be entitled to a free licence. All other people over 75 will have to pay for their TV licence when these changes are put into place on 1 June, 2020.

This means that, if you already have a free over 75 TV licence, you will be covered by that licence until 31 May, 2020.

The BBC's decision to scrap free TV licences for all over 75s means that 1.2 million households will be eligible for a free TV licence and 3.7 million pensioners will have to pay for a TV licence from next summer. A TV licence – which covers a whole household – currently costs £154.50 a year for a colour TV or £52 for a black and white TV. However, if you're severely visually impaired, then you can get a TV licence for half of the usual cost.



# Get prepared for Christmas

## 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 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. The Govan Loves Xmas festival will be on the Wednesday 4th December and will be a free event to mark the turn on of the Govan Xmas lights. Fun times and memories are sure to be made without stretching your budget. There will also be program of events running over the festive period around the area, with further information to follow.
- 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 Financial Inclusion Team to discuss their winter fuel campaign 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 numbers 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 Christmas period, please contact the Financial Inclusion Service and make an appointment on 0141 440 0308 or email [financial.inclusion@govanha.org.uk](mailto:financial.inclusion@govanha.org.uk) to make a good financial start to 2020!**

## Why is it important to have Home Insurance?

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

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

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

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



# Government's Help to Save Scheme

Attention if you are in receipt of Universal Credit or Working Tax Credit!

## Help to Save

The Government's Help to Save scheme is designed to encourage people claiming Universal Credit or Working Tax Credits to save. It pays a 50% bonus on the amount saved, up to a maximum bonus of £1,200 over four years.

## How it works

Help to Save is a type of savings account. It allows people entitled to Working Tax Credit or receiving Universal Credit to get a bonus of 50p for every £1 they save over 4 years. Help to Save is backed by the government so all savings in the scheme are secure. If you get payments as a couple, you and your partner can apply for your own Help to Save accounts. You need to apply separately. You can save between £1 and £50 each calendar month. You do not have to pay money in every month. You can pay money into your Help to Save account by debit card, standing order or bank transfer. You

# Get 50p for every £1 you save

Apply now for **Help to Save** if you work and receive Working Tax Credit or Universal Credit.



HM Government



[gov.uk/helptosave](http://gov.uk/helptosave)

can pay in as many times as you like, but the most you can pay in each calendar month is £50. For example, if you have saved £50 by 8 January you will not be able to pay in again until 1 February.

## What you'll get

You get bonuses at the end of the second and fourth years. They're based on how much you've saved. The most you can pay into your

account each calendar month is £50, which is £2,400 over 4 years. The most you can earn from your savings in 4 years is £1,200 in bonus money.

## How to apply?

Applications are made via the [gov.co.uk](http://gov.co.uk) website. For advice and assistance, please make an appointment with the financial inclusion service by calling **0141 440 0308**.

# PIP Factsheet

The introduction of Personal Independence Payment (PIP) has significantly disadvantaged people with epilepsy, the Department for Work and Pensions (DWP) has denied PIP to 54% of people living with epilepsy who previously had Disability Living Allowance (DLA). This is over double the national average for all health conditions and the second highest reassessment rejection out of all health conditions. Previous figures show that of those who appealed their PIP decision, a huge 78% won their case and received the benefit. These figures only cover those who have moved from DLA to PIP. DWP data suggests that 65% of people with epilepsy applying for PIP as new claimants have been denied the benefit.

## We need you!

Tell us about your experience of the PIP process and how you think the system should be changed.



**Epilepsy is More than Seizures**  
**#GetAGripOnPIP**



 **epilepsy scotland**

## Our Campaign



Our ambition is to amend the current Westminster system so that people with epilepsy are treated fairly. We also want to influence the new social security system coming to Scotland to make a better system for all.

## What do we want?

- For the wider impacts of epilepsy to be taken into account
- Epilepsy is more than seizures - other impacts include memory loss, anxiety/depression and fatigue
- Better understanding of risk on the part of assessors and decision makers Reduced stress and greater dignity throughout the process
- Fewer face to face assessments
- Straightforward forms and easier ways to give evidence
- Longer awards








# Your Rent payment matters – even at Christmas

**Govan Housing Association knows that money is tight and at times it can be difficult to make ends meet, especially over the festive period. However, making sure that your rent is paid should always be your top priority.**

Paying your rent not only protects the roof over your head but it helps us to keep improving our community and deliver important services including:

- Essential repairs and maintenance to your home when you need it.
- Improvement programmes such as new kitchens, bathrooms and windows.
- Regenerating our community and surroundings.
- Expert Welfare Rights & Debt Advice delivered by our Financial Inclusion Team.
- Helping people into work, education and training.
- Digital support.
- Free breakfasts, cooking classes, community groups and events.

**To make it as easy as possible for our tenants, we have introduced a range of payment methods:**

	Post Office/Pay point/Payzone/E-Pay Outlet using your Allpay card. Your nearest outlet can be found on <a href="http://allpay.net/outlet">http://allpay.net/outlet</a>
	Telephone payment to Allpay on 0844 557 8315. It has secure and authorised payment processing and you can make payments by telephone 24 hours a day, 7 days a week. You must have your Allpay number.
	Internet payments online at <a href="http://www.allpayments.net">www.allpayments.net</a> using your debit or credit card, you must have your Allpay card number. You can also download the Allpay app and make payments by your android phone, to do this contact 0844 255 5729 or <a href="http://www.allpay.net">www.allpay.net</a> .
	You can make cash and debit card payments at our office from 8.30am-5pm everyday day, accept a Wednesday afternoon until 12.30pm due to staff training.
	You can pay by Direct Debit or Standing Order option, this is one of the easiest ways to pay your rent.

**Useful tip...** If you are having difficulty paying your rent, please get in touch with your Housing Officer or the Financial Inclusion Team who are here to help. You can contact the office on 0141 440 0308 or email [financial.inclusion@govanha.org.uk](mailto:financial.inclusion@govanha.org.uk)



YOUR RENT PAYMENT MATTERS – EVEN AT CHRISTMAS



# Community Survey

Together for Childhood is a 10-year partnership project between the NSPCC and local organisations, which is focused on helping to keep children safe in Govan. We are working with local people to build upon the great things you are already doing to help keep children safe in your area.

We would like to get your views on issues facing children in your community to help us focus our resources on the areas that are important to you. Your community is unique, so by asking you about your understanding of keeping children safe, and your views about this subject we can start to work together to help keep more children safe in the future.

The survey takes around 5-10 minutes to complete and is open to everyone in the Govan area aged 18+ years. We would be very grateful if you could take the time to give us your views. Please visit <https://www.snapsurveys.com/wh/s.asp?k=156959222003> to take part on a computer, phone or tablet.

If you would like to complete the survey on paper, arrange a time to have the survey read aloud to you, or if you have any questions about this research, please get in touch with Emma Moore at [Emma.Moore@NSPCC.org.uk](mailto:Emma.Moore@NSPCC.org.uk)

## Free Family Film Nights!

Govan Housing Association's cinema project in partnership with NSPCC and Govan and Linthouse Parish is showing free films on the last Thursday of every month at Govan and Linthouse Parish Church from 6pm until 8pm.

Follow us on social media to find out more info!



## Make do and grow!

41 Burleigh Street, Govan,  
Glasgow G51 3LB

Thursday drop in

1-4.15pm. Age 3+

**FREE**

Adults stay and enjoy a cuppa.

**Saturday Family Club** 1-3pm drop in.

£3/£2 siblings. Age 3+.

Christmas countdown crafts.

**Remit craft club**

Saturday 3.30-5pm. age 8+.

Drop off. £8.



# Govan LOVES Christmas!

WEDNESDAY 4TH DECEMBER  
3PM UNTIL 6PM

LIVE MUSIC  
FREE FAIR  
GROUND RIDES  
STALLS  
FACE PAINTING  
PLAY BUS  
FIREWORKS

FREE FAMILY  
EVENTS  
SANTAS GROTTO  
GOVAN ALL  
SORTS CHOIRS  
SCHOOL CHOIRS  
SILENT DISCO

**GBX**

HEADLINE ACT:  
GBX ANTHEM WITH  
GEORGE BOWIE AND  
SPARKOS



## Job & Career Support Club (21st November 10.30-1.30pm and every second Thursday)

Gilded Lily have partnered up with Govan Jobs Match to provide support for women who are looking to improve their career prospects. Do you need support with any of the following? :

- CV UPDATES
- ASSISTED JOB SEARCH
- JOB APPLICATIONS
- INTERVIEW PREPARATION
- JOB ASPIRATIONS SESSIONS
- HELP TO ACCESS SHORT TERM LOCAL COURSES TO GAIN FURTHER SKILLS
- UNIVERSAL CREDIT JOURNAL UPDATES



To book or for further information  
Contact Mary on 07763 894215 or  
marymacleod\_gilded-lily@outlook.com

Unlock Employment  
905 Govan Road, Govan G51 3DN

## Young Person's Job Club

Every Friday Afternoon: this is in partnership with Govan High, Enable, Aberlour, Action for Kids & GYIP. Open to any young person interested in updating their CV, preparing for interviews or searching for training/volunteering.



# Spaghetti with Pork, Beef and Chickpea Meatballs

Feed a family of 4 for £5!

## Ingredients

400g chickpeas  
500g beef and pork mince  
1 onion  
290g chopped tomatoes  
4 tbsp tomato puree  
50g cheddar cheese, grated  
spaghetti

## From the store cupboard

1 tbsp dried mixed herbs  
1 tbsp Dijon mustard  
1-2 garlic cloves, crushed  
1 tbsp olive oil  
75ml beef stock  
2 tbsp BBQ ketchup

## Method

Mash chickpeas, remove one-third and set aside. Add the beef and pork mince, dried mixed herbs, mustard and half the crushed garlic to the remaining mix.

Combine well and shape into 30 meatballs. Heat half the oil and fry in batches.

Put remaining oil in a pan and cook onion and rest of garlic until soft.

Stir in tomatoes, puree, stock, BBQ ketchup and chickpeas you set aside. Simmer gently for 5 minutes.

Stir in cooked meatballs and simmer for 5 minutes. Serve with spaghetti and sprinkle with cheese.



## Emergency Call-out Arrangements

### General Emergency Repairs (not Gas Central Heating)

When the office is closed the **emergency repairs service** will operate throughout this period and will be operated by **City Building on 0800 595 595**. They will respond to the usual emergencies such as burst pipes and smashed windows.

### Gas Central Heating Repairs

If your **central heating** breaks down, please contact **JAMES FREW Ltd on 01294 468 113**.

**Lift Repairs** If your building has a lift which breaks down, please contact **KONE on 0800 6520692**.

## Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

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

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

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