



*Merry Christmas to all our readers!*

## So, what do you think?...



**What do I think about what? About the weather? About the football results? No of course not. What do you think about Shettleston Housing Association and how it is run? Are you happy with the service you get from us? Do you think it is value for money? Are there improvements you would like to see?**



The Association is to carry out a survey of tenants in January next year. You could be one of the tenants chosen to tell us what you think of us. We really do want to know what you think of the services we provide and the costs you pay through your rent.

We carry out a survey like this every 3 or 4 years and so far the results have been very positive. This time round we will also be asking you about the type of change and improvement you would like to see. New ideas will be very welcome and we are committed to continually reviewing and updating the service wherever possible.

There will be just over 300 people interviewed and the interview should last around 30 minutes. The survey is totally confidential and the Association will not be given the names of those responding. You can say



what you think about us, without us knowing who said it. An independent market research company called TL Dempster will carry out the survey.

How will you know if the interviewer is genuine? Well anyone who is to be interviewed will be contacted by the Association about 3 days in advance of the interview. We will give you the contact details for the market research company and, if for some reason you do not wish to be interviewed, you can advise them directly. Otherwise, an interviewer who will be carrying identification and a copy of the letter sent to you by the Association will call on you.

Please try to answer the questions, as it will help us to plan and manage our services in the future. It is important that you do not let anyone into your home without identification – all the interviewers will have identification and it is only those tenants who have received a letter in advance who will be interviewed. If you have any questions about the survey contact Margaret Paton at the office.

In order to be responsive to what you need, we need to know what you think so, if you are selected for the survey, please help us by agreeing to take part.

GHA Early Action  
Re-provisioning Programme  
delivers exciting development  
opportunity...

# New build homes for Shettleston Road



Top: Proposed flats and shop units  
on Shettleston Road.

Above: The existing bank façade  
could be integrated into the  
proposals.

The Association has agreed with the Council and Glasgow Housing Association to deliver around 28 new homes for GHA tenants as part of the GHA's 'Early Action Re-provisioning Programme'. An outline design has been prepared for the site that is bounded by Vesalius Street, Shettleston Road and Ardhorn Street, comprising of 3-storey townhouses and 4-storey flats.

The proposals could include four-bedroomed townhouses together with two and three-bedroomed flats onto Shettleston Road. Subject to an agreement with the Lloyds TSB Bank, it is anticipated that the bank could be relocated within the development. It might also be possible to retain the bank's existing marble and sandstone façade to create a new shop unit.

The Association is keen to support the wider regeneration of Shettleston and this project will promote excellence in architecture, town planning, landscaping and innovation, for the benefit of the local community.

The themes of sustainability and durability will be incorporated within the development to produce adaptable, warm, easily heated, low maintenance homes to reduce running costs over the lifetime of the buildings. Environmentally friendly natural materials such as timber, metal and wool will be used rather than oil derived products and rainwater will be recycled and allowed to drain into local burns rather than into the sewage system.

Subject to the Association acquiring the site from the City Council, The Glasgow Housing Association and the Lloyds TSB Bank, it is anticipated that a multi-disciplinary design team could be appointed early in the New Year and work should start on site before Christmas of 2005.

The work continues in 2004

# News from Technical Services...



## Gutter Cleaning

The Association has now entered into contracts to clean the gutters and inspect the roof condition of all its housing stock. Private owners have been contacted and residents who wish to have their gutters cleaned will be included within the contracts. It is anticipated that all gutters will be cleaned by February 2005.

During the summer, the Association employed a specialist contractor to test all the roof safety anchors of its housing stock to identify if anchors were safe or if they required to be replaced. This work means that gutter cleaning can be carried out safely and efficiently without risk to the workforce or the public.

## Controlled Entry

The replacement and upgrading of 38 of the Association's controlled entry close doors will commence at the end of January 2005 and will be complete by March 2005. The contractor carrying out these works is MARTEC security doors Ltd, which has an excellent track record in this type of work.

The project includes the replacement of the close doors with new steel security doors that have the "Secure By Design" approval and new controlled entry panels with key fobs for

ease of use.

The closes due for replacement are:

- 7-25 and 16-22 Blair Street
- 40-88 Old Shettleston Road
- 578-660 and 577-663 Shettleston Road
- 3, 9 and 15 St Marks Street

## Painterwork Contract

The tendering process and contract acceptance procedure is nearly complete with the successful painting contractor to be announced this month. It is proposed to start the painting works after April to catch the warmer weather, which is crucial for a good paint finish – especially with external painterwork. Association staff, along with the painting contractor, will contact tenants nearer the time to agree suitable paint colour schemes.

## Window Replacement

The Association has appointed consultants to provide a specification and contract tender documents for the replacement of windows in part of our inter-war housing stock.

At this stage, suitable window manufacturers have been identified and samples will be submitted to the Association for approval. It is anticipated that timber type windows with a Secure by Design approval will be

chosen. We expect to be able to issue the contract for this project in April 2005.

The addresses included in this work are:

- 61 and 71 Darleith Street
- 32-92 and 43-93 Denbeck Street
- 31-61 Fernan Street
- 73 and 83 Kenmore Street
- 100-300 Old Shettleston Road

## Kitchen Replacement and Rewiring

The kitchen replacement works in our properties in the Sandyhills area (Loch Achray Street, Loch Achray Gardens & Glen Ogle Street) are now complete and the next phase, consisting of 13 flats at 765-795 Shettleston Road is currently being surveyed.

The next phase of kitchen replacement works is planned for the Budhill area and these homes will be contacted and surveyed early next year.



## Warm Deal Initiative

The Association and Fibreglo Insulations Ltd are working together to deliver the government's 'Warm Deal' initiative across the Association's stock as part of our commitment to provide high quality, affordable and energy efficient homes.

The scheme allows for a grant of up to £500 for this work for eligible tenants or homeowners.

Surveyors from Fibreglo will contact each household to arrange a survey and provide, where appropriate, to qualifying households the following:

- Energy Advice
- Loft Insulation
- Draught Proofing
- Cavity Wall insulation

All Fibreglo operatives will carry photographic identity cards and we would like to remind all Shettleston residents of the importance of checking the identification of any operatives or tradesmen before allowing them entry into your home.

## Performance Monitoring

We have recently introduced Tenant Satisfaction Forms to help us monitor the performance of our contractors. All tenants involved in our cyclical and major repairs projects will be asked to complete a form, which will help us assess how well the contractors have performed. It would help us greatly if all tenants involved in one of these projects could spare the time to complete these forms.

## Partial Central Heating Upgrade

The Association has secured a £75,000 grant from the Scottish Executive to upgrade homes with partial central heating to full

central heating.

A survey is underway to identify the homes eligible for this work and once this has been established a programme of works will be issued and the tenants concerned will be notified.

## Structural Repairs to rear elevation of 1126 Shettleston Road

Work is in progress at this tenement property which includes needling, propping, demolition and rebuilding part of the rear elevation, structural ties, plaster and render repairs and drainage works. The project timescale is ten weeks and should be complete towards the end of January 2005.

## Springboig Phase 3

When the Springboig homes transferred to the Association in 2000, Scottish Homes was the designated body for awarding grants for improvement works. By the time Phase 3 got off the ground, this responsibility had passed to Glasgow City Council, resulting in some disruption to the process. The Association has had several meetings with Glasgow City Council and the

various outstanding issues now appear to have been resolved. The Council will shortly be writing to owners to advise them of the outcome of their grant applications.

Following a recent site meeting, the contractor has advised of a five-week delay to the first phase of the modernisation programme. Weather has been an issue and the contractor had difficulty with gas services from day one. However, the major difficulty has been getting bricklaying squads on site. Demand for bricklayers is in excess of supply at the moment.

The Association has been maintaining pressure on the contractor to catch up with the programme. Consequently, residents in the first four blocks will not be able to return to their properties until early in the New Year. The Association appreciates that this will cause residents inconvenience. We will monitor the situation closely and keep all residents fully informed as matters progress and when we receive the contractors revised programme of works.

*Springboig Phase 3...getting on track!*



## Second Stage Transfer Making Progress

**LHO tenants will be aware that in October GHA gave us permission to talk to tenants about Shettleston becoming their landlord.**

Since then, we have held a series of public meetings (pictured). To start with, the meetings were to introduce the idea of transfer, explain what would happen next and set out a timetable for the process. We then held further meetings at a much more local level to discuss investment issues in people's homes. This is intended to better understand the condition of tenants' homes and to get a feel for what they think is important.

These are the early stages of the consultation process that needs to look at a great many

issues. These include:

- Getting information from GHA about the properties themselves and about the terms of the original transfer.
- Getting information from GHA about their overall future plans and the value they put on the houses in our LHO.
- Agreeing with funders about future financial arrangements.
- Agreeing with Communities Scotland about the Association's overall financial position.
- Agreeing with other parties, the Government for example, on any additional resources if they are thought necessary.

**But above all ....**

- Making progress with tenants on the development of the transfer proposal.

It's this last bit that we've now really started on, understanding what tenants want for the future.

**Putting all this together will**



**take months and, based on past experience, it is unlikely that we will be able to submit a final proposal before spring next year.**

After that both GHA and Communities Scotland will have to assess the proposals. If both are happy with them there will then be a formal consultation period for GHA tenants and this will ultimately lead to a ballot. This whole process, from submission of our proposals to ballot, is likely to take about 6 months.

Right now, all of this may seem a long time but the serious work has now begun!

## Social Firm First for Shettleston

Over the past few months the Association has been developing plans to set up a new community business in Shettleston. The business, **Shettleston Community Enterprises**, will provide full time, paid employment for 7 people and volunteering opportunities for others not yet ready for full time work.

The business will be a 'social firm' which means that although it will be commercially viable, it will be non-profit making – any surplus will be ploughed back into the business to help it expand and create new jobs. In addition, at least three of the posts will be set aside for people

who have a disability or disadvantage that makes it difficult for them to find and keep a job.

Shettleston Community Enterprises will carry out a range of housing related services on behalf of the Association – and hopefully other businesses in the East End – including, environmental works, clearing out void properties and removing graffiti.

The establishment of the social firm ties into the Association's 'Wider Role' strategy that investigates ways in which the wider community can get the maximum benefit from its

core activities. In this case, we wanted to use the Association's resources, expertise and spending power to address the issue of unemployment. And we wanted to find a way of ensuring that more of the money we spend on services on behalf of our tenants remains in the community.

The new business aims to be up and running for April 2005, subject to the necessary funding arrangements being in place. Posts will be advertised early in the New Year. If anybody would like further information about Shettleston Community Enterprise, please contact **Jane McBride** at the Association office.

# *SHA – Giving you the right to vote!*

## **The Association is proposing to extend voting rights for elections to Committee to all tenants.**

This is one in a series of changes that were agreed by the Committee in September and November this year. These changes have been put forward to Communities Scotland, the government regulator of housing associations. If they are approved they will go forward to a Special General Meeting of Association members in the new year.

In summary the proposed major changes are:

- **Elections to the Management Committee, the governing body of the Association, will be by a postal ballot of all tenants and all Association members. Each eligible voter will have only one vote.**
- **Only Association members will be eligible to stand for Committee. The Association will continue to encourage membership amongst tenants and local residents.**
- **Membership of the Association will only be open to residents of the Association's area of operation. This will be set out in the rules.**
- **The Association will seek charitable status.**

## **The Right to Vote**

At present the Association has some 350 members. These are tenants and local residents who have paid £1 to become a share holder in the Association. Currently only members have the right to vote in elections to Committee and to participate in the Annual General Meeting.

The Association has over 1500 tenancies, many of which are joint tenancies and, should we be successful in taking ownership of the GHA houses in Shettleston, the number of tenancies will increase to almost 2,500.

Committee is concerned at the increasing gap between the number of members and the number of tenants and has decided that the most effective way of ensuring wider participation in the Association would be to extend voting rights to all tenants. If these changes are approved it would mean that over 2,000 local people would be able to participate in elections to Committee right now and over 3,000 following a second stage transfer from GHA.

To make it easier for all concerned to vote, the Association intends to conduct these elections by postal ballot. Many tenants will already have

experience of this method. Postal ballots were conducted amongst tenants for stock transfers from Scottish Homes in 1994 and 2000 and of course GHA tenants went through the same process in 2002 for the Council's transfer to GHA. Postal ballots are now the norm in elections to trade unions.

As with all of these transfers, the ballot would be conducted by an independent administrator, such as the Electoral Reform Society. There will be stringent controls on 'electioneering' to ensure a level playing field for all candidates who stand for election.

## **Shettleston the key to Membership**

The Annual General Meeting of the Association would still have to ratify the results of the elections and control over the Association's rules would remain with Association members so it will still be important for local people to become members. To reinforce this, you would still need to be a member to stand for election to Committee.

As will be obvious from the above, the Committee believe that extending our democracy is vital to the future of the Association.

The Committee also believe that control of the Association should lie within Shettleston.

For that reason it is proposed that membership is only open to people who live within the Association's area. The map shown here sets out the broad outlines of that area. Once this change is made, applications for membership will only be considered from people resident within this area. But all residents would be eligible, whether they

are tenants, owner occupiers in an Association estate or simply local people who live in the area.

## Becoming a Charity

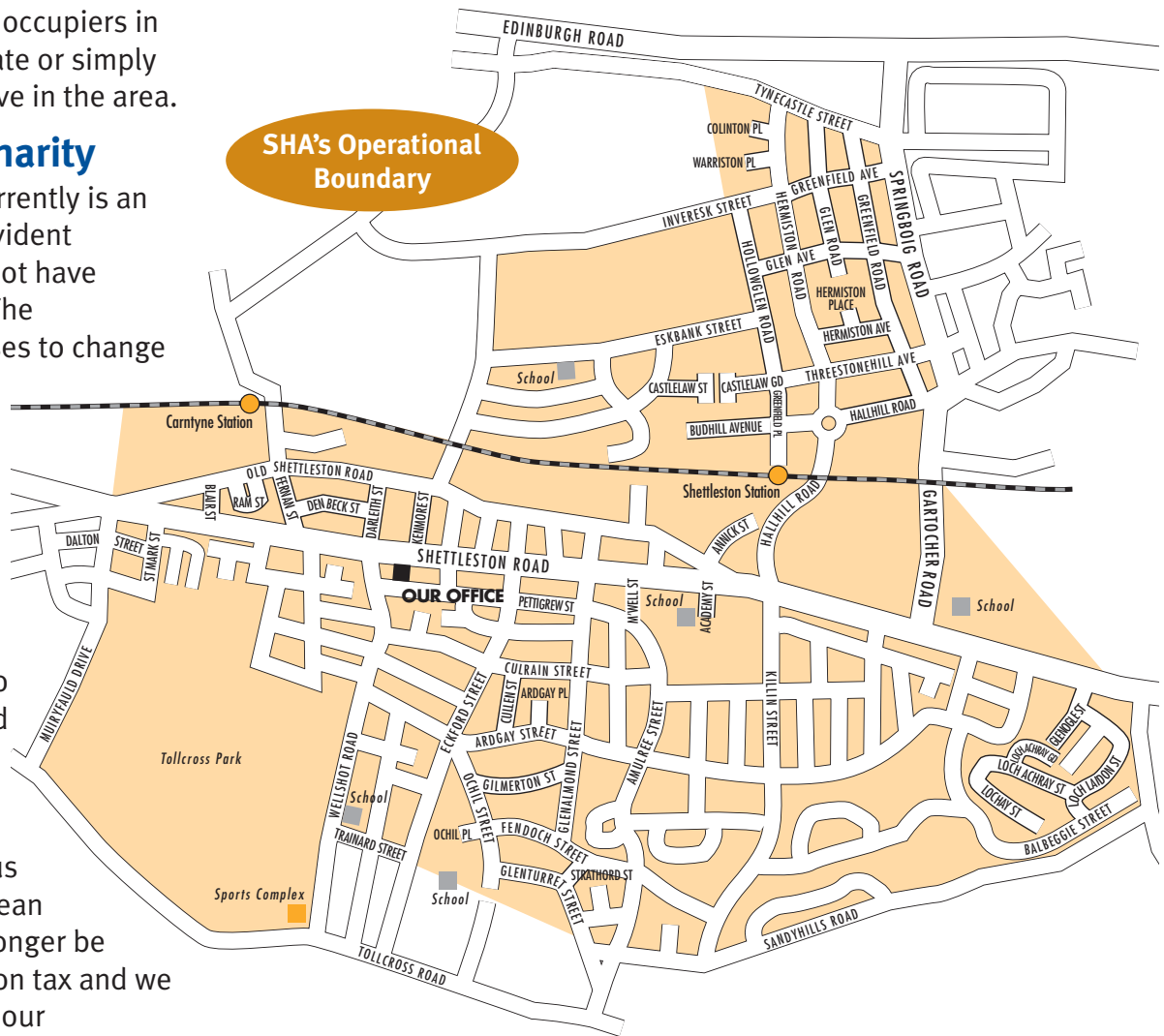
The Association currently is an 'Industrial and Provident Society' but does not have charitable status. The Association proposes to change this.

Charitable status would not alter the Association's normal day to day operations. We would continue to house those who are in housing need and to charge reasonable or 'affordable' rents.

Charitable status would, however, mean that we would no longer be liable for corporation tax and we would get relief on our commercial rates. The Association's corporation tax bills can be anything between £50,000 and £100,000 per year. In past years, the government has given us a grant to cover our corporation tax bills but this arrangement is being phased out in the near future. This would mean the Association and therefore the Shettleston community 'losing' a large sum of money every year.

The financial argument in favour of a change is reinforced by the arrangements that will apply to any transfer from GHA. Without charitable status it would be financially impossible for the Association to do a second stage transfer from GHA.

Adopting charitable rules will have no effect on tenants' right to buy.



SHA's Operational Boundary

## Lots more detail

These are the key changes that are proposed. There are a number of other more detailed changes that follow on from these and the detail of the proposals is contained in a briefing note available from the Association. If you would like to know more please contact the office or check out the Association's revised website.

## What happens next?

The revised rules must be approved by Communities Scotland, by the Financial Services Authority, by the Inland Revenue and by the Office of the Scottish Charity Regulator (OSCR).

Once we have approval for the new rules they must be put to

Association members at a special general meeting where they must be passed by at least 75% of the members voting at the meeting. It is hoped that the new rules will be adopted before the spring of next year.

Without these changes it is unlikely that we will be able to proceed with a second stage transfer from GHA.

Getting a 75% vote is a demanding requirement but the Committee are firmly of the view that these changes are good for the Association, good for the local community and good for the tenants.



**SHETTLESTON  
HOUSING  
ASSOCIATION**

# Allocations Policy Review

In previous newsletters, we reported on the review of the Association's Allocations Policy, which has been underway for some time now. In August this year a consultation document was produced which was sent out to all Association tenants. The document contained details of the proposed changes to the policy and included a Tenants' Feedback Form that asked for your views on the proposed changes.

Although the response from tenants in terms of

numbers was quite disappointing, it was encouraging to note that those tenants who did respond were very positive about the proposed changes.

The outcome of those responses is illustrated in the table below:

## Draft Policy Approved

The results of the consultation exercise allowed the Association to produce a draft policy statement, which was

presented to the Housing Management Sub-committee in November 2004. We are very pleased to report that Committee approved the draft policy and agreed that we can work towards implementing the new Allocations Policy from the 1st April 2005.

## New Allocations Policy by April 2005

The implementation process will require a large commitment from both the Association and all the applicants on our waiting lists. It is our intention to start writing to applicants between mid January 2005 and mid March 2005. We would ask that if you receive a review letter from the Association, following a recent application for rehousing, you return the enclosed form to the Association immediately. This will allow us to update our records in advance of the implementation date in April 2005.

We will also be holding a series of surgeries to allow applicants to call to the office to discuss their application in person. Details of these surgeries will be given in the review letter.

The Association would like to say a very big thank you to all of you who responded to our consultation document. Your comments and views have been crucial in helping us develop the new Allocations Policy, which we believe will continue to meet the needs and demands of all those who wish to live in Shettleston Housing Association stock.

Proposed Change	Agree	Disagree	No Opinion
<b>Expectant mothers:</b> should be able to access larger accommodation after 20 week confinement	85%	4%	11%
<b>Insecurity of tenure:</b> points should be the same for all applicants	65%	5%	30%
<b>Couples:</b> should be considered for both 2 and 3 apts	84%	5%	11%
<b>Sharing amenities:</b> hostel and bedsit applicants should have a level of priority	65%	15%	20%
<b>Thresholds:</b> threshold system should be removed	84%	2%	14%
<b>Social priority:</b> two levels of social priority to be recognised/introduction of Social Priority List	76%	11%	13%
<b>Separate bedroom:</b> overcrowding points can be awarded where there is medical need for separate bedroom	85%	4%	11%
<b>Medical points:</b> restructuring of system/introduction of non-eligible conditions and Medically Suited Stock List	67%	13%	20%
<b>Aspirational moves:</b> recognition of aspirational need for long standing tenants	84%	7%	9%
<b>Housing support:</b> offer of tenancy can be withheld until support provisions in place	85%	4%	11%

# Important Benefit Information for the Elderly

## Attendance Allowance Project

**Shettleston Housing Association, in partnership with Parkhead Housing Association and their respective Local Housing Organisations, have recently appointed a Welfare Rights Assistant to work on an Attendance Allowance project.**

This post is funded jointly by Communities Scotland and the Glasgow Housing Association.

It may surprise you to know that a recent Government report highlighted the fact that about 2 million older people in the UK are missing out on £2 billion in unclaimed benefits each year. In Glasgow that means approximately £25 million of cash goes unclaimed by the elderly. This project has been set up to ensure that our elderly tenants are not missing out and are claiming all the benefits they may be entitled to.

Attendance Allowance is a benefit for those aged 65 or over. It is paid to people who have an illness, disability or health problem that means they may require additional help with their personal care. It can also be paid to those who may need someone to keep an eye on them and make sure they are safe.

If you suffer from things like arthritis, angina, pain, shortness of breath, a heart or chest complaint, problems with your sight or hearing, restricted

## Do you Receive Housing Benefit or Council Tax Benefit?

If you receive Housing Benefit or Council Tax Benefit then the following information concerns you. Since Monday 15th November 2004 your Housing Benefit and Council Tax Benefit is no longer being dealt with at the Housing Benefit & Council Tax Benefit Office at 280 George Street, Glasgow.

Your file has been transferred to the local Housing Benefit Office at Parkhead where a dedicated team of benefit assessors will now deal with your claim.

If you need to make contact with the team regarding any aspect of your claim, you can either telephone the Parkhead Office between 8.30am until 5.00pm or call in person at the office between 9.30am and 4pm, Monday to Friday (with the exception of every third Wednesday in the month, when the office closes at 1.00pm for staff training). The address and telephone number are:

**Parkhead Housing Benefit Office**

**125 Westmuir Street, Parkhead, Glasgow G31 5EX**

**Tel: 0141 287 1500**

mobility then you might qualify. This list is not exhaustive and any illness or health complaint that gives rise to care needs may help you to qualify.

Attendance Allowance is not means tested so you can claim it regardless of your current income. It is also ignored when calculating entitlement to Housing Benefit, Council Tax Benefit and Pension Credits.

An award of Attendance Allowance can also trigger entitlement to or increases of other benefits so it is important to claim. If successful, it can lead to a substantial increase in your weekly income, which may in turn improve your quality of life.

The Welfare Rights Assistant, Rhona Isbister will be contacting all tenants who are aged 65 or over to check for entitlement to this benefit. Rhona will also assist with the claims process if required. She will need to ask some basic health questions to determine if you may qualify and will help you submit a claim if you

wish to apply. Please do not worry if you think it may not apply to you; you may feel you manage but after a brief chat we might agree that it would still be worthwhile pursuing a claim.

Rhona previously worked as a decision-maker in the Disability Benefits Centre and her job was to assess claims for Attendance Allowance. She is well aware of what the criteria is for qualifying for this benefit and will be more than happy to help and check if you may qualify.

We understand that the elderly in particular are often reluctant to claim benefits and we want to make sure you are not missing out.

***Don't let the £millions in Glasgow go unclaimed!***



If you would like any more information contact:

**Rhona Isbister**  
(left) on  
**0141 763 2808.**

# Playbusters wants to hear from you...

**Playbusters is a project that helps local parents throughout the East End to support their children's needs and development. Margaret Layden, the Playbusters development worker has provided the following information for Shettleston residents.**

Playbusters works in partnership with a range of agencies and offers support to a number of local groups. In Shettleston, Playbusters supports the Shettleston Play Initiative, which meets at the Community Centre in Amulree Street on a weekly basis. The Shettleston Play Initiative consists of local parents who want to have quality time with their children. Members can get

involved in all sorts of activities that would not be so easy to do at home, such as arts, crafts and games. At the same time the group provides a social atmosphere where people can meet, chat and share ideas and experiences.

Playbusters offers courses for local parents on basic play and can facilitate training in childcare and related issues. It has recently been involved in an initiative for pre 5's along with Urban Fox and the Council's Community Action Team. This project was aimed at developing the co-ordination skills of younger children and, at the same time, bringing parents together to work with them. The programme has so far been piloted in four areas and plans for

further workshops are currently being developed.

Playbusters also encourages the views of local people to influence the provision of play facilities and services in their areas.

If you are a parent, grandparent or children's carer then Playbusters would like to hear from you.

Playbusters operates throughout the East End and can link people into activities in their local areas. If you would like any further information please contact

**Margaret Layden on 0141 550 5948 or [playbusters@thenewhousing.co.uk](mailto:playbusters@thenewhousing.co.uk)**

## Dalton Street – Residents' Group

**The Association recently established a residents' group within our new build development at Dalton Street. The aim of the group is to provide a regular forum for discussion on any issues of concern to residents in the Dalton Street area.**

The impetus for establishing the group was concern about youth disorder in the local area. A few public meetings were held and the residents' group emerged from among those who attended. Subsequent meetings have included representatives from Strathclyde Police, GCC Environmental Protection Services, the Community Safety

Patrol Officers (CSPO's) and Frank McAveety MSP, along with representatives from the Association's housing management and technical services sections.

The group meets monthly and aims to invite other agencies and elected members to future meetings, including: Streetwatch; Neighbourhood Watch; local councillors.

Although it is early days, the regular meetings between the residents group and the Association are working very well. It has been particularly helpful to have a means for continuous communication with both parties, so that important

points, suggestions and decisions are not lost.

The Association is very keen to develop further residents' groups within our stock. We aim to hold a series of public meetings in the New Year that will give tenants the opportunity to highlight any areas of concern in their local area and hopefully generate interest in establishing further local residents groups.

The Association recognises the importance of working closely with all residents within our community and hope that you will spare time to come along to any public meeting in your area in the New Year.

## Staff Comings and Goings



**Joe Whitely:** Joe joined the Association as Reinvestment Officer in November. Joe will be responsible for the delivery of the Association's annual maintenance and major repairs and investment programme, together with the supervision of the property maintenance section. Joe takes over from our previous re-investment officer, Gary Gillan, who left the Association in October to emigrate to Canada.



**Margaret Paton:** Another new member of staff is Margaret Paton who has joined Shettleston on a 12 month contract as our Performance and Compliance Manager. A key part of Margaret's job will be to look at our service delivery and how we can improve it, in other words our performance as a landlord. Before coming to the Association Margaret worked at a senior level in both the City Council and other housing associations.



**Debbie Bonner:** Also with us on a temporary basis, this time for six months, is receptionist Debbie Bonner. Debbie previously worked on reception at Parkhead Housing Association.

**Pauline McCulley:** After 10 years with the Association Pauline McCulley has decided to leave the Association and has taken up a more senior post with Dumbarton City Council. Pauline's departure has meant that the Association has to advertise for a new Housing Officer, arrangements are now underway and it is hoped that the new person will be in post in the New Year.

## Cold Weather Advice...

**This year they're predicting a cold winter...so if it happens, here are a few useful pointers to help you prevent problems.**

- To avoid pipes freezing and bursting, keep your central heating on at a low temperature overnight and, if you are going away, leave your central heating timed to come on once a day and once at night.
- Make sure you know where the water stop cock in your house is located, in case you need to turn off your water. This way you avoid flooding your downstairs neighbour! If in doubt, give your property manager a call.
- Don't be tempted to move your bed into your sitting room if it has a back boiler and gas fire. It is much safer to use your central heating as intended. If you want some advice on the correct way to use your central heating system, call your property manager.
- Be extra careful around the home at Christmas and New Year. Candles, faulty tree lights and faulty electric blankets combined with seasonal spirits can easily cause fires.
- Most important of all make sure you keep yourself warm.

## Holiday Emergency Arrangements

25

If there is a problem in your home while the office is closed over the holiday period, please call our emergency call centre on **0800 783 7937**. The staff there will arrange for a contractor to attend as soon as possible. Contractors should be able to deal with most emergencies in the course of one visit, unless parts are required eg for heating or water systems. Our target response time for dealing with emergencies is 24 hours, but most are attended to immediately. Please make sure that any repairs you report to the emergency line are real emergencies and not problems which could be left until the office opens again.

## AGM 2004

The Association's Annual General Meeting was scheduled for September 14th at the Salvation Army Hall in Etive Street. Since this meeting was inquorate, the AGM was reconvened a week later on the 21st. After this year's elections the full Management Committee comprises the following members:

Christina Brown, Shirley Craig, Betty Finnen, Maureen Givens, Gillian Johnston, Angela Lundie, Joseph Lundie, Annie McAllister (*Vice-chairperson*), Isabel McChord (*Chairperson*), George McGhee, Helen McGregor (*Honorary President*), Agnes Paterson, Jemima Pryce, Frank Quinn, Mary Regan, Nan Sangster, Lesley Scoffield and Mary Thomas (*Secretary*).

# oKIDZ?CHRISTMAS?WORD?SEARCHo

Find all the 12 Christmas words below and win a Gift Voucher!

- Baubles
- Chimney
- Elf
- Frosty
- Pudding
- Presents
- Reindeer
- Rudolph
- Santa
- Tree
- Turkey
- Winter

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

Fill in your name and address and return your entry to the Association's office by **January 31st**. The first correct entry out of the bag will win a prize. Winners will be notified by post.

**Rules:**

The competition is open to children under the age of 12.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

## FESTIVE PERIOD OFFICE OPENING TIMES

The Association and GHA will be CLOSED for normal business on the following days:

- |                         |                       |
|-------------------------|-----------------------|
| Monday 27th December    | Monday 3rd January    |
| Tuesday 28th December   | Tuesday 4th January   |
| Wednesday 29th December | Wednesday 5th January |

The Association will re-open for normal business on Thursday 6th January.

# U S E F U L N U M B E R S



**General Enquiries and Repairs** 763 0511  
**Emergency Repairs**  
 (outwith office hours) 0800 7837937

**Shettleston Police Station** 532 4800

**TRANSCO**  
 Gas Emergencies 0800 111999

**West of Scotland Water**  
 24 Hours 0808 1005333

**Glasgow City Council**  
 Cleansing Department  
 Bulk Refuse 287 9700  
 Environmental  
 Health 287 6538  
 Pest Control 287 4210  
 Stair Lighting 0800 595595  
 Street Lighting 0800 373635

**Benefit Agencies**  
 Job Centre Plus 532 8500  
 Housing Benefit & Council Tax Benefit 287 1500

Office Opening Times:  
 Monday – Friday 9.30am – 5.00pm

## Association Membership

I am interested in becoming a member of Shettleston Housing Association and request an Application Form and further information.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Tel: \_\_\_\_\_

Signature: \_\_\_\_\_



Post or hand in to:  
 Shettleston Housing Association  
 65 Pettigrew Street  
 Glasgow G32 7XR  
 Tel: 0141 763 0511  
 Fax: 0141 778 5278  
 Email: sha@shettleston.co.uk  
 Web: www.shettleston.co.uk