



You think we are very good and getting better!

That's what the results of an independent survey of 309 of our tenants said. The Management Committee is delighted with the results.

- 97% of tenants are very satisfied/satisfied with their home, an increase of 4% from the previous survey in 2001.
- 96% are very satisfied/satisfied with having the Association as a landlord, showing an increase from 2001.
- 93% are very satisfied/satisfied with the services provided by the Association.
- 95% are very satisfied/satisfied with the way the Association communicates with tenants.

Tenants are more satisfied with their home, their neighbourhood, the service provided the HA, the communication by the HA and the Association as a landlord than they were in 2001 (20% average increase).

In the last 4 years, there has been an 18% increase in the number of tenants who strongly agree that the Association works hard for its tenants

Chairperson of the



Association, Isobel McChord, commented that such results are a great endorsement of the Committee and staff who have been working so hard to serve the tenants. She feels that the results show that the voluntary work of the Committee is fully supported by tenants and she is especially heartened by the level of tenant satisfaction with repairs, as the results show we are excelling in the areas that are important to our tenants.

The repairs service was identified by tenants as the most important service to them and 92% thought that the repairs service was either very good or good.

Approximately 24% more tenants are 'very satisfied' with the overall repairs service available in 2005 than in 2001.

The survey was carried out in March this year and provides a representative, realistic and up to date base on which to assess the quality and satisfaction of the services provided. Isobel said, *"We are proud of these results and of our track record as your Management Committee but we will not be complacent and we are already looking at some of the suggestions you have given us for improvement in the future".*

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We are Listening to our Tenants

Committee feels that the results confirm that we are listening and giving tenants good information.

95% said they are kept well informed about services and activities.

Tenants feel that communication with the Association has improved by 6% since 2001.

The newsletter is the most popular information source to consult tenants about decisions affecting their home. 71% said they would prefer to be consulted via the newsletter.

The Committee has already agreed to continue to issue the newsletter on a regular basis and also to continue sending the newsletter to the LHO tenants of GHA. We have agreed to look at making better contact with all our tenants and are to arrange a series of meetings throughout the next year.

The last survey showed that tenants wanted improvements to the way they paid their rent and we have done this by introducing All Pay cards giving you more choice of ways to pay rent. The results show that

82% are very satisfied with the way they pay their rent in 2005 compared with only 55% in 2001...a 27% increase in satisfaction!

The last survey showed that tenants thought the improvement most needed to their home was kitchen replacement (22% in 2001). Since then the Association has been carrying out a planned and continuing programme of kitchen replacements.

The results now show that the most needed improvement is window replacement (14%) and kitchen replacement has fallen to 8%.

The Committee has already agreed to complete the programme of kitchen replacement. It is looking further at identifying a future programme of work to meet the Scottish Housing Quality Standard and will take these tenant preferences into account when drawing up the programme.

One way of seeing if we are getting things right is to look at the number of complaints we get and we are pleased that this is falling.

The number of complaints to the Association has fallen by 12% in the last 4 years.

Our Services are to Your Satisfaction

There are a far higher proportion of tenants who are **very satisfied** with our services than the previous survey. Mary Thomas, Secretary of the Association, who sits on both the Housing Management and Maintenance Sub Committees thought that this was an excellent result and confirmation that the Committee and staff are looking for continuous improvement in key services.

The table below displays comparative research on very satisfied tenants from 2001 and 2005. Results show an increase in very satisfied tenants.

Our tenants are more satisfied with Shettleston Housing Association as a landlord than tenants of other associations!

We have been given a much better rating by our tenants than the rating other housing associations received from their tenants when similar surveys were carried out.

We had a better average rating than 42 other associations in the following categories:

- repairs – 18% better
- value for money – 15% better
- taking account of tenants' views on matters that concern them – 17% better
- overall as landlord – 8% better
- quality of service – 13% better

It suggests that we in SHA can be confident that the service we are providing is a good one in comparison to other landlords.

We take this opportunity to thank all of you who took part in the survey. It helps us, as your Committee, to find out what you think and want. A formal summary of the results by the market research company will be circulated to all tenants and members of the Association.

Satisfaction Surveys Results	Very Satisfied 2001	Very Satisfied 2005	% Difference
Your home	28%	47%	+19%
The neighbourhood you live in	24%	37%	+13%
The service provided by SHA	24%	46%	+22%
The way SHA communicates with you	22%	45%	+23%
The Association as a landlord	22%	45%	+23%

The work continues in 2005

News from Technical Services...



New Build Homes for Shettleston Road

The Association has made considerable progress this year on the new build development at the site on Shettleston Road, Vesalius Street and Ardhalm Street. As we reported in the last newsletter, this latest initiative is part of the GHA's Early Action Re-provisioning Programme and will provide modern, high quality accommodation for around 150 persons.

The development will comprise 4-storey flats on Shettleston Road and 3-storey townhouses on Vesalius Street and Ardhalm Street. It will also provide four new commercial units beneath the flats.

The Vesalius Street development will attract over £2.5 million of new investment into the local community and the Association is proud to be implementing this project as part of its wider regeneration role within the community.

Negotiations are currently underway with the Lloyds TSB Bank regarding the purchase of the existing bank and the building of new bank premises into which the bank and its staff would relocate, thereby bolstering business activity on Shettleston Road.

As part of the preparatory



Proposed flats and shop units on Shettleston Road.

works, the former public toilets have already been demolished and the site has been cleared.

The Association has appointed a design team for the development and a feasibility study together with a cost plan will shortly be ready. This will enable the Association to apply for private finance and grant funding from Communities Scotland in order to buy the site and build the new buildings.

Subject to the Association acquiring the site and securing funding from various parties, it is anticipated that the project will be progressed towards planning application stage this summer and subsequently to Building Control by the autumn.

1126 Shettleston Road Structural Repairs

Structural Repairs to the rear elevation of 1126 Shettleston Road, which included needling, propping, demolition and rebuilding part of the elevation, structural ties, plaster and render repairs and drainage works are

now complete. Some of the close walls had to be rebuilt and major works were undertaken at the chemist shop. The contract took longer than expected due to the need to decant tenants and consequent delays caused by conflicting commitments and bad weather.

Acquisition of Flats

The Association's involvement in the physical renewal of the Shettleston area plays an important part in our strategy to achieve sustainable regeneration. Therefore we are pleased to announce that we recently received grant funding from Glasgow City Council's Investment Section to acquire five of the owner-occupied flats at 1126 Shettleston Road.

The Association's staff will be working up detailed development proposals during this financial year in consultation with the local community, Glasgow City Council and other partners, with the aim of being on site in February 2006.

Springboig Phase 3

As previously reported, the Association encountered significant difficulties in relation to the owner occupied grants and the effect of this was to delay the contract by a couple of months. In addition, it is disappointing to report that there have been further delays in the handover of the first phase of these properties, which have exacerbated the problem. The Association has pursued these matters at length with the contractor who has now taken steps to rectify the situation. The Association is continuing to monitor the situation very closely.

However, we can report that handover has now been achieved in:

- 94/100 Hermiston Road
- 7 and 9 Colinton Place
- 111/113 Hermiston Road

Springboig Phase 4

The Association is currently formulating details with regard to phase 4 of the modernisation programme with a view to it running on from phase 3 which is now due to complete in January 2006. As part of this process the Association has written to all residents in the phase 4 area to see whether they wish to be

included in the programme or not. Once we have collated the responses, we will be able to establish which blocks should be included in the programme and which ones will be omitted for the time being. We will then be in a position to send out grant application forms to owners in order to establish the level of grant they can obtain.

As a result of changes to the improvement/repair grant scheme introduced by the Scottish Executive last year, information required in support of a request for grant aid has increased. Owners can now obtain grants of between 50% and 100%. However, the Association has secured a minimum level of grant of 75% as the Springboig Modernisation programme was set up by the Scottish Executive prior to the introduction of the new grant regime.

We will aim to keep you informed of progress over the coming months.

Controlled Entry

The Phase 3 replacement and upgrading of 38 of the Association's controlled entry close doors is nearing completion and will be finished by May 12th 2005.

Committee has approved phase 4 of these works and the following 20 closes will have new systems fitted by October 2005:

- 61 and 71 Darleith Street
- 1 and 2 Ram Street
- 100 and 150 Old Shettleston Road
- 31 - 61 Fernan Street
- 1441, 1449, 1457, 1465 and 1473 Shettleston Road
- 1370, 1374, 1380, 1386 and 1392 Shettleston Road (existing doors will be retained and refurbished with a new controlled entry system being fitted on these closes)

The contractor carrying out these works is MARTEC Security Doors Ltd, who have an excellent track record in this type of work. The project includes the replacement of the close doors with new steel security doors, which have the "Secure By Design" approval, and new controlled entry panels with key fobs for ease of use.

Painterwork Contract

Committee approved the appointment of JS Harvie Ltd after this painting contractor successfully won the painting contract. The address list for this year's external painterwork will be as follows:

- 1196 - 1392 Shettleston Road
- 4, 10 and 16 Academy Street
- 8, 16 and 24 Meadowell Street

It is proposed to start the painting works in late May, working on external works from 1196 Shettleston Road upwards. It is also proposed to carry out the internal close painting during wet weather or at the end of the project. Tenants will be contacted direct by JS Harvie Ltd to advise of the programme dates and to canvass their opinion on colour schemes for their closes.



The Springboig Estate.



Tizzy enjoying her new radiator.

Partial Central Heating Upgrade and Central Heating Replacement Works

In the last newsletter we reported that the Association had secured a £75,000 grant from the Scottish Executive to upgrade homes with partial central heating to full central heating. However due to our successful installation project we were given an additional grant of £42,000 and we have replaced and upgraded a total of 47 homes.

Due to the success of the partial central heating upgrade works, Committee approved the continuation of the central heating replacement works into Denbeck Street where the contractor CTS Ltd are making good progress with the 72 flats.

Window Replacement

The Association successfully carried out a pilot installation of new windows to one flat in Fernan Street and this installation will form the basis of the specification for the rest of window replacement in our inter-war stock. Contract tender documents have been issued to contractors for this project and it is envisaged that the window replacement works will begin in August 2005 and be complete for December.

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

Annual Gas Servicing

Gas service engineers from CTS Ltd have been working their way through our properties carrying out the annual gas service to the heating systems. CTS will contact you directly for this and, if you need to make alternative access arrangements, please contact CTS or the Association.

It is important that tenants allow access for gas servicing.



Kitchen Replacement & Rewiring

Phase 8 of the kitchen and rewiring replacement works has been approved by Committee and contract tender documents issued to contractors.

The works are scheduled to go on site by August 2005 and be complete by November 2005.

Tenants will be contacted ahead of the works to agree the kitchen style and layout with 3 dimensional layouts provided to assist the tenants in making their choice of kitchen.

A total of 78 flats are included in this contract. The address list is as follows:

- 765, 771, 779, and 795 Shettleston Road
- 58, 68, 74, 90, 98, 106, 114, 122, and 130 Budhill Avenue
- 7 Greenfield Place
- 578, 584, 592, 600a, 608 and 616 Shettleston Road

Insulated Overcladding

Committee have agreed to carry out a feasibility study into installing insulated overcladding to our inter-war tenement properties.

RIACH Architects will carry out the study and investigate the benefits of improved insulation and a new decorative external wall finish. Scheme designs with illustrated drawings will be presented to Committee for comment in July 2005.

Digital TV Upgrade

Technical Services Committee has approved the first project to upgrade our communal TV systems to digital. Initially the works will be carried out from 578 Shettleston Road onwards and will include a SKY satellite TV outlet along with the standard TV outlet and a DAB radio outlet, providing tenants with all the benefits of digital TV.

Additionally, tenants who choose to purchase the SKY TV service will no longer have to erect a satellite dish, as this will be included with the new digital system.

With the communal TV system there will be no need for individual, unsightly satellite dishes.



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 under threat. 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 stock 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.

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 have now been

approved by Communities Scotland and by the Inland Revenue.

It's now up to the members of the Association.

Are you in favour of all tenants and members having the vote or do you wish to continue with the current restrictive arrangements?

Do you think that committee members elected by all the tenants and members should be entitled to serve their term of office or do you think a small minority should be able to remove them at a special meeting?

Do you think there should be rules that govern how people can campaign for election or are you in favour of the present free for all?

Do you believe that Association membership should only be open to people living in Shettleston or open to anyone living anywhere?

Do you believe that the Association should seek charitable rules and in that way save money that can be spent in Shettleston or would you prefer Shettleston paying Corporation Tax to the government?

Do you support the LHO tenants being given the choice of transferring to Shettleston HA, which depends on charitable rules, or do you think that choice should be denied to them?

If the answer to the first part of these questions is Yes and the second part No, you should support the rule changes being proposed by the Association.



**SHETTLESTON
HOUSING
ASSOCIATION**

Association Rule Changes

Your questions asked and answered



Q Will a move to charitable rules affect my right to buy?

A NO. There will be no change to your right to buy or to future tenants' right to buy. Only Associations which adopted charitable rules before 2001 could opt out of the right to buy. Your rights are safeguarded in law and cannot be changed by the Association.

Q Do the changes mean that membership of the Association doesn't matter?

A NO. Membership is still important. You will still need to be a member in order to stand for election and the Annual General Meeting will still need to approve the election results.

Q Why can't the Association just leave things as they are?

A That would be fine if everything else had stayed

the same, but it didn't. Lots of membership applications from outside Shettleston and outside Glasgow, questions over the membership of Committee, potential changes to the rules on Corporation Tax and the challenge of second stage transfer from GHA all caused the Committee to look very carefully at the way things work at the moment. The proposed changes are the result of that review.

Q Why does transfer from GHA need charitable rules?

A It's all to do with the way GHA deals with VAT. If we don't adopt charitable rules and we did a transfer, we would save on VAT (as they do) but we would have to pay Corporation Tax on our operating surplus before we used that surplus to invest in the houses. We would end up paying more in Corporation Tax than we would save in VAT. If we operate charitable rules we will still be able to save the VAT but we will

not be liable for Corporation Tax. GHA is charitable so that's how they operate. If we do not do this second stage transfer will be financially impossible.

Q Why have rules on campaigning?

A If tenants and members can all vote by postal ballot the electorate will be much, much bigger than just the 30 or 40 people who attend the AGM. That's the whole point of the change. However, if we have no rules then it's a free for all in which the candidates with the largest number of 'supporters' or the most money will be able to knock on doors or send out leaflets. The Association is proposing to do it the way trade unions do it, with all candidates being limited to an election statement that is sent out with the ballot papers. That way everyone is equal and no one can 'buy' an election.

Shettleston Community Enterprises Opens for Business

On April 4th a new contractor started carrying out services for Shettleston Housing Association. Going by the name of Shettleston Community Enterprises (SCE), the new contractor is a first for Glasgow. SCE is a Social Firm that aims to provide full time employment for local people, some of whom have a disability or a disadvantage that has made it difficult for them to find other work.

Although it is non-profit making, SCE must nevertheless be commercially viable. As part of its commitment to the new business, Shettleston Housing Association has agreed to award it key contracts for its first three years of operation. These contracts, on top of the funding it has secured from various sources (Communities Scotland Wider Role, the Scottish Executive's Futurebuilders Fund, the East End Social Inclusion Partnership and a charitable trust called the Esmee Fairbairn Foundation), should allow the business to establish a firm base from which it can build up a good reputation and ultimately expand its services.



The services that Shettleston's newest contractor will be providing include close cleaning, window cleaning, environmental clean-ups, void clearances and graffiti removal. Getting the core work right and delivering a service to Shettleston Housing Association residents that is better than before is the first important challenge for the new business. Inevitably, there have been teething troubles, as is the case

The new Shettleston Community Enterprise team with Association staff and Committee members.

with any new contractor, but SCE is confident these are being resolved and that tenants will be beginning to see a marked improvement.

An official launch of the new business will take place at some time over the summer. For further information about SCE, please contact Jane McBride at the Association office.

Allocations Policy Review

The Association's revised Allocations Policy was implemented on the 1st April 2005.

All applicants will receive a letter from the Association advising of their new points total according to the new policy.

Surgeries are available each day in the Association's office between 10.00am and 12.30pm and 2.00pm and 4.30pm. Applicants can call into the office during these times each day and speak to a member of the housing management team

about their housing application.

If you have not received a letter regarding your revised points, then please contact Patricia McDermott, Allocations Officer.



Attendance Allowance... Are You Claiming your Rightful Benefit!



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 that approximately £25 million of cash goes unclaimed by the elderly.

Shettleston Housing Association set up a project to tackle this issue. In partnership with Parkhead Housing Association and their respective Local Housing Organisations, the aim of the Attendance Allowance Project was to ensure that our elderly tenants are not missing out and are claiming all the benefits they maybe entitled to. This has been phenomenally successful.

Since our project began, our Welfare Rights Assistant for the project, Rhona Isbister has been contacting tenants over the age of 65 to check if Attendance Allowance or other benefits may be due. She initially contacts by phone or letter and then arranges a home or office visit, if needed, to complete an Attendance Allowance claim form.

Benefits generated as a direct result of this project, to the elderly of Shettleston and Parkhead have reached just shy of a quarter of a million pounds. Therefore we feel it is essential that our elderly tenants are aware of what Attendance Allowance is



“2 million older people in the UK are missing out on £2 billion in unclaimed benefits each year”

and the number to contact to speak to Rhona should you want to approach her regarding claiming.

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.

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 or increase 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.

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

Rhona also assists with the claims process. She will need to ask some basic health questions to determine if you may qualify and will help with form completion if you wish to apply. Rhona's previous job was to assess claims for Attendance Allowance so she is aware of what the criteria is for qualifying for this benefit and she will be more than happy to help check if



you may qualify. Don't let the £millions in Glasgow go unclaimed! Call **Rhona** now on **0141 763 2808**.

Tenant Participation The Housing Scotland Act 2001

You may recall previous mention of the new rights tenants were given on participation as a result of the Housing Scotland Act 2001. Tenants across Scotland now the right to be kept fully informed on housing matters affecting them, to be consulted by their landlord and to participate fully in the decisions that affect them.

Whilst we use our newsletter as a means of keeping you up-to-date on issues relating to both the Association and other matters within the community, it does not allow YOU to be heard by us.

To help this to happen, the Association will be arranging a series of public meetings throughout all our stock. The meetings will give you the opportunity to meet staff and committee and voice any views and concerns relating to your tenancy, the environment you live in, or other issues that you feel are relevant within your neighbourhood.

We will be holding these meetings during the course of the next 12 months and hope that they will attract a positive response from all tenants.

As a follow on from these meetings, we would hope to encourage tenants to set up a residents group. This group can meet on a regular basis as a representative of that particular area and work with the Association and other external agencies e.g Environmental Protection Services (Cleaving), Police, Community Safety Patrol Officers, to deal with any issues relevant to them.

Tenants' Right to Repair

The Association aims to complete all emergency repairs within 24 hours. However, tenants who have signed the new Scottish Secure Tenancy now have the right to have certain types of emergency repairs carried out within the following specified times opposite.

The Association's emergency procedures were amended to take account of these. However, if the Association fails to complete the work in time, tenants now have the right to appoint another contractor, from the Association's approved lists, to carry out the work. This applies only to work costing less than £350.

Compensation of £15 per job and £3 per day until completion is payable if the Association fails to meet these completion targets. Further information on the Right to Repair Scheme is available from the Association's office.

RESPONSE TIMES	
Blocked fire or boiler flue	1 day
Blocked or leaking drains, soil stack, or toilet	1 day
Blocked sink or bath	1 day
Complete loss of electrical power	1 day
Insecure window, door or lock	1 day
Unsafe access path or step	1 day
Significant leaks and floodings	1 day
Partial or complete loss of gas supply	1 day
Partial or complete loss of space or water heating	1 day
Toilet not flushing	1 day
Unsafe power, sockets or fittings	1 day
Complete loss of water supply	1 day
Partial loss of electrical power	3 days
Partial loss of water supply	3 days
Loose banister or handrail	3 days
Unsafe floor or stairs	3 days
Defective kitchen or bathroom extractor fan	7 days

Staff Comings and Goings

The Association has welcomed two new members of staff and said goodbye to one longstanding member of staff over the last few months.



A warm welcome is extended to **Yvonne Bryden** who started as a Housing Officer in January of this year. Also starting as a Housing Officer, in April, is **Annette Rintoul** (pictured left) who takes up a job-share post with Tracey Dargan.

Following more than 20 years service with the Association, **Gordon McLachlan** has taken early retirement and left at the end of March. Gordon began with the Association in 1984 as a clerk of works and subsequently became the Association's maintenance manager. In recent years he was operating as one of the Association's area property managers.

Gordon had a wealth of experience and knowledge of the properties in Shettleston and over the years made a significant contribution to the work of the Association. We wish him well in his retirement.

Spring Clean at Dalton Street Wildlife Garden



Children from Primary 5 of St Mark's Primary School recently took part in a 'spring clean' and planting session in the Wildlife Garden at Dalton Street. Assisted by two of the Countryside Rangers from Tollcross Park, volunteers from the Scottish Wildlife Trust and class teacher, Mrs Kelly, the children raked and weeded as well planting a large number of trees and shrubs. Jackie Gillespie from Kelvin and Clyde Greenspace, who organised the session, said that all the species were specially chosen to attract wildlife and included rowan, wild cherry and buddleia.

The children had to work hard to keep warm in the chilly afternoon but despite this everyone had a great time and were in no hurry to get back to the class!

Sadly due to space restrictions, there will be no competition this issue. Congratulations to the winner of the Kids' Christmas Competition, **Mark Toner** of Cockenzie Street who wins a gift voucher.

USEFUL NUMBERS



**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