



We Were Ready!

Very heavy rain in the week from Monday 9th August brought flooding to many parts of Scotland and also brought reminders of the problems in Shettleston two years ago.

The difference this time was that the Association was prepared and there were no problems.

While the huge volume of rain in a very short period of time – which was the problem in the summer of 2002 – was not repeated this year, there was flooding in other parts of the country and there was legitimate concern on the part of many tenants. The heavy rain tested our preparations as well as the work that was done in the aftermath of 2002.

Following the 2002 floods work was done to both Tollcross and Camlachie Burns, either to clear them or to improve culvert grills that prevent blocking. Throughout the week of heavy rain, Association staff checked both burns at least once a day. In both cases there was no evidence of their being overwhelmed by the water but the Association would have been able to call out its own emergency staff, in addition to the emergency services.

Areas which had previously been flooded in 2002 were also checked at least once a day, sometimes three times a day, and



Flood prevention measures in place in Sandyhills.

on Wednesday 11th August we decided to have sandbags and other defences set out in the Sandyhills estate that had been particularly badly hit in 2002. Although we remained confident that there was no danger to any of our houses we decided to do this to test out our procedures in a realistic environment.

We were happy with the results. All preparations were in place in less than 3 hours. Sandbags are stored at key points near vulnerable stock and can be accessed by both tenants and staff.

In addition to sandbags being placed at key points around

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AGM 2004

Yes, its that time of year again. The Annual General Meeting of the Association will be held on 16th September in the Salvation Army Hall, Etive Street in Shettleston.

The AGM is open to members of the Association and as usual will include elections to the Management Committee.

All members will receive formal notice of the meeting as normal. The deadline for nominations for membership of the Committee is 9th September and all nominations will be posted on the Association's notice board in the office.

We Were Ready!...

houses, a number of properties are fitted for flood protection doors that can be clipped into place in minutes. These doors are kept in tenants' own homes. As well as doors, the solum vents are also fitted for covers that can be clipped in place in minutes. Overall these arrangements give considerable protection for homes that were previously badly affected by flood damage.

As part of its wider preparations, the Association monitors the Scottish Environmental Protection Agency (SEPA) website every day to check for flood warnings. Over the last year the Association has developed knowledge and

experience about the various flood warnings and is now more confident about how to respond to them. It is worth noting that over the week from 9th to 13th August the SEPA website never showed higher than Flood Watch for the Glasgow area. This is the lowest level of flood warning and our experience has shown that this should not require any immediate action. Events have proved this correct to date.

What about the future?

There are a number of measures that the Association will continue to take.

Our daily check for flood warnings will continue and we will continue to review our existing preparations. On

occasion we will carry out trial runs of our preparations just to make sure everything works.

We will continue to review those areas that may be affected in the future and look at ways that will minimise any flooding risk.

In preparing for second stage transfer we will look very closely at how our investment could help prepare for any future problems. This is obviously an important issue for GHA tenants in the South Greenfield area given their experience in 2002.

Finally we will continue lobbying the key statutory agencies to ensure that all steps are being taken to minimise the problem for the future.

Jim Duffy...an Appreciation

Jim Duffy, the Association's Chair since September 2002 died at the beginning of July this year.

Jim had received major heart surgery some years ago and had been suffering poor health over recent months. He had had to go back into hospital suffering from kidney problems following a holiday in May and was unable to shake off the effects of this over the summer. Despite hopes that he would gradually recover he was forced back into hospital and died on Tuesday 6th July.

Jim joined the Association as a committee member some 8 years ago following his retirement and found the work both stimulating and rewarding. As he became more involved in



the Association he became more willing to take on the responsibility of office, becoming first vice chair and then Chair in 2002.

Well travelled and knowledgeable about the

wider world, Jim brought this experience to the Association. His chairing of meetings was calm and considered and his view of office with the Association was one of responsibility and service rather than reward or benefit. During his time the Association saw the full development of the LHO Committee and Jim served on that Committee, giving encouragement and support to the GHA tenants who had come forward as part of the stock transfer. That encouragement and support showed in the successful integration of the LHO staff into the Association's office at Pettigrew Street in July last year.

The Association has lost a good friend and supporter as well as a valued committee member and chair.

Jim is survived by his wife Ina.

Building Insurance... Who Claims and When?

If you are an owner insured under the Association's block building insurance policy, would you know how to make a claim? Hopefully, the following notes should help you.

Although the Association collects your building insurance premiums and includes your property in its common building insurance policy, it is YOUR responsibility to make any claim on the building insurance policy.

The Association, as factor, will still instruct the repair and settle the contractors' invoices where the insurance claim relates to **common property**. Where the repair relates to **your own property**, we will only instruct our contractors to carry out the repair after we have received payment from you.

The excess on the current building insurance policy is £100 per claim for owners and £1000 for shops. For this reason, it may not be economic to make a claim for certain common repairs since each household and shop will be required to pay this excess.

If you wish to make a claim for a non-common repair, you must inform the insurance company within 30 days of the damage taking place. You should advise them that you believe the repair to be claimable under the terms of the building insurance policy. We would point out that the insurance company might not settle every claim lodged. They will review each claim individually and may decide that it is not

If your building suffers damage the onus is on you to make the claim!



covered under the terms of the policy.

With non-common repairs, the Association will advise you of an estimate for the job as soon as we have received an estimate from our contractors. But the final cost will not be available until after the repair has been completed. Upon receiving the estimate you can decide whether you wish to proceed with a claim or settle the account yourself.

Claims procedure

In the event of any loss, injury or damage, you must:

1. **Notify Jardine Lloyd Thompson as soon as is reasonably possible and within 30 days. If theft or malicious damage is suspected, you should also inform the police.**

Where there is a delay in notification, an increased excess will be applied and where the delay in notification is more than 84 days after the actual date of loss or damage, the claim will be declined.

2. **Submit in writing full particulars of the claim as soon as possible.**
3. **Supply at your own expense all reports, certificates, plans, specifications, information and assistance reasonably required.**
4. **Send to Jardine Lloyd Thompson any communication received from other persons and you should not negotiate, admit or repudiate any claim by any person.**

Still not clear?...then call our factoring officers 0141 763 0511.

Finally, some information necessary for your claim:

Name of Insurance company/ broker:	ATD General/Jardine Lloyd Thompson
Building Insurance policy no:	M7HA17804
Telephone number for claims:	01628 586131

Coming Soon...Community Safety Patrol Officers!

The Shettleston area will shortly see the introduction of a new scheme, which aims to help in the fight against anti-social behaviour. The Shettleston and Tollcross Park wards have been chosen by Glasgow City Council as pilot areas for the new community wardens or Community Safety Patrol Officers (CSPOs), as they will be known.

The four CSPOs will patrol the area on foot, focusing on preventing anti-social behaviour and minor crime, such as vandalism, graffiti, noise nuisance and litter. Although they will not have enforcement powers, the wardens will have close links with the police, and indeed, will prioritise their



The CSPOs will be looking out for vandalism and illegal dumping.

patches on the basis of identified police 'hot spots'. However, recognising the central role of housing providers in tackling anti-social behaviour, work has already begun on establishing and maintaining close links



between the wardens and both Shettleston Housing Association and Shettleston LHO.

The CSPOs will be fully operational from the beginning of September so watch out for them in your neighbourhood.

Hot Spot Areas

Do you live in an area which you feel is the target of anti-social behaviour?

Do you often think about phoning the police and then feel it's hardly worth your while because by the time they arrive the problem will have moved on somewhere else?

The Association and the Police are both very aware that there are certain areas within Shettleston and the City of Glasgow which are being subjected to more crime, youth disorder and anti-social behaviour than other areas.

Strathclyde Police set up Analyst Units in all divisions at

the start of 2003. The unit for this area is based at London Road Police Office and consists of four key members of staff.

The staff within the Analyst Unit are not police officers but were recruited specifically for their skills in analysis. It is the job of these analysts to monitor and analyse the number of calls and complaints made to the police. This information helps the police identify more easily certain areas within the city, which could be deemed problematic and may require more police assistance than other areas.

Although information is

gathered in many different ways, phone calls to the police are an important aspect of statistical recording and analysis and the identification of problem areas. It is therefore vital that all calls are logged through to the police at all times.

Please remember that even if its not an emergency, all calls made to the police are logged and the number of calls logged against your area may have an impact on police presence within your area.

The telephone number for Shettleston Police Office is **532 4800**.

Backcourts Balk at Bulk!

Have you recently bought a new bed, or a 3-piece suite...what about a carpet, or even a fridge? If yes, what did you do with the old ones?

Many Shettleston residents, particularly those who live in tenement properties, are still unclear about the procedure for getting rid of unwanted bulk items.

Glasgow City Council's Environmental Protection Services (EPS) no longer go into the Association's tenement backcourts to remove bulk items. If you put a bulk item in your backcourt, it is likely to remain there for a considerable time, because the EPS refuse collectors will not pick it up.

EPS still offer Association tenants (or residents of Association factored properties) a free, weekly, bulk uplift service, but they will only pick up items from the pavement outside the close, on the specified collection day for that area. All residents have been made aware of the bulk uplift day for their close, and should only put out bulk items on the correct uplift day, before 11am (if you are unsure of your bulk uplift day, phone the Council).

Residents of houses do not have a regular, weekly, bulk uplift day. EPS will pick up bulk items from outside your home, but you will need to phone to arrange this free uplift.

However, there are some exceptions to the above arrangements, which EPS has asked us to point out.

1. Large numbers of bulk items: the weekly, street uplift



service is aimed at one or two bulk items – not the entire contents of someone's house! If you require the uplift of large numbers of bulk items, the Council asks that you phone them in advance to make special arrangements.

- 2. Hazardous items:** the EPS bulk collectors will not pick up items classed as hazardous, or likely to cause damage to the refuse collection vehicles. This includes gas canisters, car batteries or large metal items. The Council provides a separate, free service for the uplift of hazardous materials but you need to call them to make arrangements in advance.
- 3. Fridges and Freezers:** there is strict legislation governing the disposal of fridges and freezers, so the Council employs a separate squad to pick these up. Again, the service is free but must be arranged in advance.



Top: Bulk items correctly put out for uplift.

Inset: Carpet 'dumped' in backcourt.

The Glasgow City Council number that you should phone for all bulk uplift matters, or indeed, anything to do with **Environmental Protection Services** is: **287 9700**.

Finally, if you have any problems regarding the disposal of bulk items, the Association has an Environmental Squad, which may be able to provide assistance. Please give us a phone on **763 0511** to discuss the matter.

If in doubt – DON'T put it out!

Eastbank Health Promotion Centre...shaking up the East End's health!

Eastbank Health Promotion Centre is part of NHS Greater Glasgow's Health Promotion Department and is one of the East End's best-kept secrets.

Providing free classes for the public, free training for individuals that are working to improve health and a free venue for organisations, Eastbank Health Promotion Centre has the interests of the community at heart.

The main aim of Eastbank Health Promotion Centre is to help improve health across Glasgow and turn around some of the unhealthy statistics that are always being highlighted in the press.

Free classes on offer to the public are designed to help people try out new ways of exercising such as belly dancing or Tai-Chi, learning to relax with art or yoga, or just surfing the



web with introductory computer courses.

A registration day for the next session will be held at Eastbank Health Promotion Centre on Friday 3rd September between 10am and 12pm or 2pm and 4pm. The classes will start week beginning Monday 13th

September.

If you would like more information please contact **Anne Dunbar** or **Gemma Friel** on **0141 201 9800** or visit the website **www.eastbankhpc.co.uk**

Above: Belly dancing classes at the Centre. Inset: Centre staff share a joke.

Housing Support Club to Run for Further Year

We are delighted to report that the Association gained funding from Communities Scotland's Wider Role budget to continue the Housing Support Club.

Before the club restarted in mid June, housing support staff, Wilma and Pauline, were able to plan future activities and club volunteers, Ellen and Karen, successfully completed a Food



Hygiene course.

Wilma and Pauline, would like to say thank you to the various agencies that all contribute to the club's success,

particularly Communities Scotland. They would also like to say a special thanks Ellen and Karen, their wonderful volunteers.

Shettleston Showcases Drama Project

Shettleston Play Initiative are a group of local parents who have come together with the common aim of developing activities and resources for young people in the area. The group decided some time ago that they wanted children to investigate the issues of territorialism in a fun and informative manner. The group, assisted by the Playbusters organisation, successfully applied for funding from Sense Over Sectarianism Millenium Award. To widen the impact of the project other groups with common aims became involved including Parkhead Get Along Gang and Tollcross Active Gang. This enabled children from the three different areas to work together and get to know each other better

The 20 minute performance of 'The State of Them' was showcased at Amulree Street Community Centre on Monday 9th August and was a huge success, with many parents and children attending. The project was developed with the assistance of Nu Arts and consisted of sessions of artwork and the development of the drama itself.

Maureen Mulgrew from Shettleston Play Initiative said 'I'm really excited about this project and hope it will lead to further opportunities for the young children of the areas involved'.



*"State of Them"...
Young people from
Shettleston,
Parkhead and
Tollcross tackle
sectarianism through
drama.*

Shettleston Play Initiative will be restarting their Monday Club at Shettleston Community Centre. This provides activities for children aged 5 – 12 years old accompanied by their parents and allows for some quality time with their children. If you would

like to know more please contact **Margaret Layden, Playbusters on 550 5948.**



The work continues in 2004

News from Technical Services...



Annual Gas Safety Servicing

As we reported in the May newsletter, the Association has appointed City Technical Services (CTS) to carry out all gas safety servicing and maintenance work. All gas servicing is programmed between April and November. As a landlord, we are duty bound to service and maintain all relevant gas installations on an annual basis – not only to comply with the law, but to ensure that your gas appliances are safe and free from significant defects. Therefore, it is absolutely crucial that we gain access to every property. Should you receive notification that your service is due, from either the contractor or the Association, it is imperative that you make access available on the intended date, or contact us to make other arrangements. We will be as flexible as possible with your access requirements. Please help us keep everyone safe.

Kitchen, Heating and Re-wiring

The Association's investment in our stock continues with the above works to properties within the Sandyhills area (Loch Achray



Street, Loch Achray Gardens & Glen Ogle Street). The heating replacement works are almost complete, with the kitchen and re-wiring commencing around early September.

Further kitchen replacement works are planned for the Budhill area, and the surveys for this work will be carried out when the Sandyhills project is on-site.

Painterwork Contract

This year's painting contract is slightly late in getting started, with the tendering process being





carried out now. We hope to be on-site within a month and that we manage to have a spell of weather that will assist us in carrying out the external works. The areas due within this financial year are:

- 4, 10 & 16 Academy Street
- 7 - 87 Amulree Street
- Castlelaw Street & Gardens
- 1, 3 & 5 Fernan Street
- 23 -39 Glenalmond Street
- 8 - 24 Meadowell Street
- 3-10, 12, 15-23 Ram Street
- 701 - 737 Shettleston Road
- 1008 Shettleston Road
- 1196 - 1392 Shettleston Road
- 3 & 11 South Vesalius Street

The Association staff will contact all tenants and owners to pick suitable colour schemes and to chat over the various issues nearer to the time of the paint work being carried out.

Safety Anchor Testing

The Association has embarked on a programme to test each and every safety anchor on all flatted

buildings. This will ensure that all equipment is in a safe and satisfactory condition for every person accessing the roof for future maintenance activities.

Gutter Cleaning

As you may have noticed we seem to have small forests growing from some of our guttering! Following the anchor tests, the Association will be formulating a programme for annual gutter cleaning, which will ensure that all areas will be

cleaned and inspected on an annual basis.

Back Court Maintenance

The Association is aware that there are some issues with back court maintenance and one of these issues is the performance of the current garden contractor. While the Association tries to do its best to make sure that back courts are maintained to a high standard, it is unfortunately inevitable that some slip through the net. With this in mind, we would like to ask for your help. If there are any back court issues which you feel the Association should be made aware of, please let us know.

Help us to help you...

If you have any maintenance related issues you want the Association to know about, including the gardening work, please contact the property manager for your area. If you need to let us know about any other issues relating to the back court area i.e. bags of refuse not being disposed of properly or bulk being left in the backcourt area, please contact the housing officer for your area...we are here to help.

Welcome to Neil Murray

The Association has a new Technical Services Manager. Following the recent departure of Nick Ronan, the Association has appointed Neil Murray to the post of Technical Services Manager. Neil previously worked for the Council's Development and Regeneration Services department and is an architect by training.

The Technical Services Manager is responsible for all aspects of our technical work, including day to day and cyclical maintenance, reinvestment in existing houses and new development work.



Springboig Phase 3 Finally Underway



After much delay the third phase of the modernisation programme in Springboig got underway in July.

The Association had experienced difficulties with this work, firstly through the problem of ground conditions in the southern half of the estate. This

meant that a new third phase had to be identified in the northern half and inevitably this took time.

Once agreed, however, we then came up against problems with the new grant system for owner occupiers. This new system, introduced by recent legislation, is based on means

testing and, with a minimum grant of 50%, it did not fit with the previously agreed arrangement of a fixed 75% for Springboig owners.

Sorting this problem out took a little more time and resulted in some tenants and owners being out of their homes for longer than was hoped, because we had already started to decant people when the problem arose.

However, it has now been resolved and funding has been made available whereby owners, in this and forthcoming phases, will receive a minimum of 75% grant. This is actually a better deal than the original as, under the new system of means-testing, owners could get up to a 100% grant. What everyone can be confident of, is that they will get no less than 75%.

We hope that this third phase of the modernisation will go smoothly and that we can start the next phase with a lot less bother than we have all experienced recently.

Allocations Policy Review – Still Time to Comment

If you are a Shettleston Housing Association tenant, you will have received a copy of the Association's Allocations Policy Review Consultation Document in the post, within the last few weeks.

This document outlines the proposed changes to the Association's Allocations Policy and contains a section where you have the opportunity to give your

views and comments on the proposed changes.

The Association recognises that the Allocations Policy is one of the most important and wide reaching policies of the Association. It not only affects your opportunities for obtaining a transfer of accommodation, should your circumstances change, but will also dictate the opportunities for applicants wishing to move into the Association's properties.

If you have not completed the tear-off

slip detailing your comments, then you still have some time to do so. The consultation period ends on Friday 3rd September. So please get those forms back to us as soon as possible.

Please remember, your views are very important and can help form future policies of the Association.



Area 1 Lettings Initiative

2 & 3 Apartments Now Available!

Do you know someone who would be interested in housing within Shettleston! Are they over 25 and either a close family member or someone who works? Under the Area 1 Lettings Initiative you can nominate them for housing. There are vacant 2 & 3 apartment properties ready now. If you know someone who is interested then please contact our Allocations Officer, Tricia McDermott for further information or an application form.

Are you looking for a transfer of property?

Did you know that with the introduction of the Housing (Scotland) Act 2001, there have been certain changes made to the criteria the Association must consider when looking at your application for a transfer of property. You will not be considered for a transfer of property if you have a debt owing to the Association.

By debt we mean, current tenant arrears, former tenant arrears or tenant recharges, this may be for a repair the Association has carried out on your behalf. You will not be

considered for a transfer of property unless you have been making payments to your debt consistently for 13 weeks. This means that it is important that you maintain any arrangements you have made with the Association to repay your debt.

If you have a current transfer application and wish to find out if you have any debt owing to the Association then please contact your Housing Officer.

Remember these payments need to be consistent for 13 weeks.

Important Information for Shettleston Residents Aged 60 or Over...

PENSION CREDIT...it could mean extra money for you every week...have YOU claimed it?

Pension Credit is an entitlement for people aged 60 or over. It guarantees everyone, aged 60 and over, an income of at least:

- **£105.45 a week if you are single or**
- **£160.95 a week if you have a partner.**

However, if you are over 65, you are likely to qualify for additional money through Pension Credit even if your weekly income is up to around:

- **£144.00 if you are single or**
- **£212.00 if you have a partner.**

This is because, for the first time, people aged 65 and over

will be rewarded for having saved for their retirement. In the past, those who had managed to save a little were no better off than those who had not saved at all.

Shettleston Housing Association's Welfare Rights Service, in partnership with the Pensions Service, is working to ensure that all Shettleston residents who may be eligible, claim their proper entitlement. The Association has arranged for officials from the Pensions Service to come into the office and carry out benefit checks for Shettleston residents aged 60 or over.

Tenants of Shettleston Housing Association have already received a letter telling

them about this service. But you don't have to be an Association tenant - you can get help as long as you live in the Shettleston area.

You can also get help with completing claim forms and advice on other possible benefit entitlements e.g. Attendance Allowance, Disability Living Allowance, Carers Allowance etc. The service can also assist in getting any Pension Credit you are entitled to, backdated to October 2003 in some cases.

Want to check if you would be entitled? It couldn't be easier. Call us on 0141 763 0511 to arrange an appointment. If you are unable to call into the office arrangements can be made to visit you at home.

Prize? Quiz?

This month's competition is not as tricky as it first seems. *We've even provided the answer to No. 1!*

1. Seven Wonders of the World
2. Fifty two C.....in a D.....
3. Eighty-eight K.....in a P.....
4. Fifty-seven H.....V.....
5. Twelve S.....of the Z.....
6. Two hundred if you P.....G.....in M.....
7. Twenty four H.....in a D.....
8. Three B.....Msee how they run
9. Eighteen H.....in a G.....C.....
10. Nine P.....in the S.....S.....

For the chance to win a prize of a shopping voucher, solve the above clues and return to the Association's office before **30th September, 2004**.

Name: _____

Address: _____

Postcode: _____

Tel: _____

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
DSS Shettleston 532 8500
Housing Benefit 287 3551

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