

shettleston matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

APRIL 2021

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

Spring into the future!

With Spring comes longer, sunnier days. This year it also brings a brighter outlook regarding Covid-19 and real hope of a return to some normality after what has been a long, hard year for everyone. It's too soon to say when we will be able to fully re-open the office but, assuming infections continue to reduce, we expect to see steady progress with the opening up of services in the coming months. The starting point will be the resumption of non-essential repairs from 26th April. Please keep an eye on our website for further updates.

Thanks to everyone who took part in the survey about our services during the pandemic (see page 2). It's good to see that satisfaction with our services remains generally high despite the necessary restrictions. More importantly, the results helped us identify areas for improvement in our services and these are being addressed. Thank you for your patience and understanding during what has been a challenging time when our staff have had to adapt and find new ways of working.

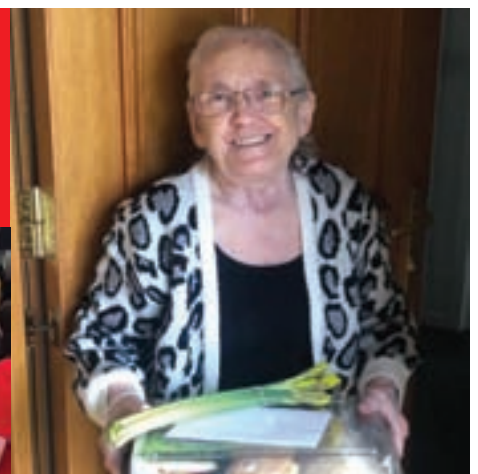
This is also the time of the year when we plan for the year ahead. Details of our capital investment programme for the coming year can be seen on page 5. Our total spend will significantly increase in this and future years and is needed to ensure that all of our homes are kept up to standard. This is only possible though because we have been able to proceed with planned rent increases and at the same time make very significant cost savings. The balance between delivering high levels of investment, maintaining key services and ensuring rent affordability is at the heart of the Association's Business Plan and

often involves difficult choices for the Management Committee.

The Association places great importance on our "wider role" in the community and as ever there is lots in this edition about various initiatives underway, often in partnership with others. We recently reviewed our wider role priorities – see page 2 but more on this in the next edition. As well as continuing our support to existing projects our top new priority is to increase employment opportunities for local people. This is more needed than ever as we come out Covid-19 and a start is being made with plans by Upkeep to increase apprenticeships (see page 4). **Tony Teasdale, CEO**

Easter cheer for residents

See page 4 for the whole story...



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Committee news

Our volunteer Management Committee is elected by the share-holding members. It oversees the work of the Association and takes all strategically important decisions. The Committee and sub-committees have continued to meet in recent months, via video-conference, due to Covid-19 restrictions.

These are some of the main items that the Committee has considered and taken decisions on since the turn of the year, in addition to its general overview of performance:

- Service delivery arrangements under Covid-19 restrictions.
- The findings of the tenant survey about SHA services under Covid-19.
- The annual review of rents and factoring charges and



Tollcross Mansionhouse

consultation feedback from residents.

- A restructure of the staff team.
- “Wider role” priorities for 2021/22.
- Plans to sell Tollcross Mansionhouse.
- Selection of contractor and tender approval for the St Marks development.
- The Budget and Business Plan for 2021/22.

Two items have had a particular focus...

The review of the staffing structure was originally planned last year but had to be put on

hold due to Covid-19. It has now been agreed and is in the process of being implemented. Some of the main changes include the fact that, in order to make necessary savings, the Energy Advice post and one of the Tenancy Sustainment Officer posts will be lost from the structure. These are no longer grant funded. Two posts are also being removed from the Development team to reflect the reduced scale of our future new build programme. Other roles are being changed to reflect current needs. The new staff structure can be seen on our website.

A short-life Working Group considered our “wider role” priorities for the coming year, and these will be as follows:

- Supporting employability.
- Promotion of emotional well-being & healthy living.
- Developing our role as a “community anchor”.

Satisfaction survey results are in!

In our last newsletter we told you about a telephone satisfaction survey that was underway to find out tenants’ views on how the Association responded in the pandemic and how best it can support you now and in the future. 455 households took part in the survey – thank you. The key findings from the survey were:

- 80% satisfied with how well SHA kept them informed of changes to services.
- 66% found it easy to contact SHA during the pandemic.
- 61% likely to use SHA’s text messaging service.
- 80% satisfied with close cleaning and back court maintenance.
- 75% satisfied with bulk refuse removal.
- 93% satisfied with the repairs service.
- 92% happy with health and safety arrangements during staff/contractor visits to home or common areas.

- 29% indicated they were worse off financially due to pandemic (46% for under 60s).

We will use the survey results and comments provided during the survey to improve our services where we can. An action plan has been drawn up with the following being our key priority areas:

- 1 Continued welfare checks on vulnerable tenants; focus on financial support to tenants through welfare rights and money advice services; and community initiatives such as the Pantry and FUSE.
- 2 Improve how quickly we answer calls to repairs team and respond to messages.
- 3 Continue to monitor and inspect backcourts to improve maintenance.



Update from the repairs team

By the end of April, we hope to be able to revert to our normal repairs service, including all reactive repairs, cyclical works and investment projects. When restrictions are eased, and we and our contractors can return to work and deliver more services, it is important to remember that Covid-19 is still active and the following guidelines will continue to be followed to keep residents, contractors, and staff safe.

If you contact us about a repair we will ask you some questions about your current situation and whether you are self-isolating or shielding so that we can understand how best to protect you and your family, as well as our contractor and staff.

When our contractor or staff member attends, they will:

- Ask again whether your circumstances have changed and if you are self-isolating or shielding.
- Distance themselves by at least 2m from anyone answering the door.
- Ask you to remove yourself to another room in the house to allow the repair or inspection to be carried out.
- Avoid touching surfaces where possible and wipe down any areas they have to touch.
- Wear protective gloves and other additional protective clothing where necessary.
- Ask if they can wash their

hands before and after their visit (if you are happy for them to do so). Alternatively they will use hand-sanitiser before and after carrying out works.

Annual gas servicing

It is a legal requirement that your gas system is checked and your boiler serviced annually. We therefore really need your co-operation to gain access to your property to have this important work carried out. If the programme dates provided by our contractor do not suit you please contact us to make alternative arrangements as quickly as possible – remember, our repairs number is Freephone **0808 2026565**.



Legionella checks

The Association carries out safety checks to our common water storage tanks in the attics of our properties to ensure that they are free from Legionella. This important work is in progress and will be carried out over the next six months.

Gutter cleaning and roof safety anchors

The programme of gutter cleaning works is being produced at present and letters will be sent to owners offering this service too.

Whilst we were on the roofs of



our buildings, we will also check the roof safety anchors and inspect the condition of the roofs. Any repairs required will be attended to.

External painting

The Association carries out cyclical painter work, where we paint external surfaces every five years and internal areas every ten years to keep them in good condition. This year's common area painter works is substantial and our painters will contact tenants and owners to advise them of when the works will be carried out.



Electrical testing

The Association has a legal responsibility to check the electrical systems in your home every five years. Therefore, we really need your co-operation to gain access to your property to have this important work carried out. We would appreciate it if you would contact us to make alternative arrangements if the dates provided by our contractor do not suit you.



Repairs FREEPHONE Number 0808 202 65 65

Don't forget that we have a Freephone number for you to report your repairs directly to our maintenance team – call 0808 202 65 65 Monday to Friday, 9.00am till 5.00 pm – and we will deal with your repair quickly and efficiently.

Easter cheer for residents



The Association teamed up with Urban Fox, a project providing young people in the east end with educational and diversionary activities, to bring some Easter cheer to residents in our retirement housing developments. On Thursday 1st April, staff and volunteers from Urban Fox, and some SHA staff members, visited residents in

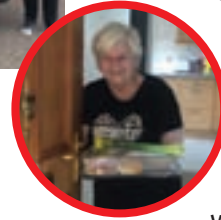


three retirement housing developments to deliver afternoon tea, flowers and an easter card. The residents were delighted and it was lovely to see smiles on lots of faces.

Urban Fox is working with a group of young people

completing their Duke of Edinburgh silver award and felt that it would be a good idea to do something nice for our elderly residents, given that it had been just over a year since lockdown began last year.

The Association and Urban Fox will be working together over the coming months on more projects taking place in our community, for you – watch this space for more details!



Apprenticeship opportunities with Upkeep

One of the founding principles of the Association's subsidiary, Upkeep, was to create employment and apprenticeship opportunities for locals, with good rates of pay and good terms and conditions. This remains a key objective in Upkeep's business plan, and as a result, it has committed to the recruitment and training of a number of apprentices over the coming year.

Upcoming apprenticeship opportunities

- 2 x estates/landscape apprentices. Training and experience will be provided in areas of estate related work, including close cleaning, landscaping, backcourt maintenance, void clearance and customer relations training.
- 1 x stores/systems apprentice. Training and experience will be provided in a variety of manual and IT duties including procurement of materials, essential back office functions,

risk assessments and safety, and will include working with a variety of clients and tradesmen.

These opportunities will become available over the coming weeks and months. If you are interested, please register with Glasgow Guarantee at www.glasgowguarantee.org.

Upkeep has worked with the Glasgow Guarantee, a 2014 Commonwealth games legacy fund, in the past and aims to further partner with them to ensure that local young people are given the support, training and work experience required to succeed in a challenging job market.

Upcoming trade apprenticeships

Upkeep has a multi-trade team of plumbers, joiners, painters, roofers and an electrician.

We currently have one trade apprentice electrician (pictured) who is progressing exceptionally well through his third year. Across



the other trades we have decades of relevant trade experience which can be imparted to a number of new trade apprentices.

In the coming months, Upkeep will be looking to recruit and train an additional two trade apprentices. Interested individuals should register with Skills Development Scotland www.apprenticeships.scot and keep an eye on the Association's website and social media pages for further updates.

Competition for trade apprenticeships can be high and we anticipate a large number of applicants for these posts.



Fenella Street

We are pleased to report that the 22 flats within Block 2 were completed in February and tenants have now moved in. Eight of these flats are owned and managed by our subsidiary company East End Housing Development Company as mid-market rent accommodation, with the remaining 14 managed by the Association.

Works are continuing apace on Block 3 facing onto Old Shettleston Road. These 12 family flats will be completed and occupied by mid-April.

St Mark's

We are delighted to report that we have secured Planning Consent for our newbuild development at the site of the former St Mark's primary school. This 44 unit development on Edenwood Street/ Muirfauld Drive will provide a mix of eight cottage flats, 17 family houses, and 19 flats.

Following our re-tender exercised we have appointed design & build contractor JR Group and



St Mark's contractor, JR Group, donated easter eggs to Glasgow NE Foodbank and other charities as part of their community benefits programme.

are working closely with them to develop the detailed design for these energy efficient family homes on the edge of Tollcross Park. Some early site preparation works will be carried out within the next couple of months and we expect to be on site in earnest by mid-August. We are really looking forward to getting this contract underway and transforming this vacant, derelict site into a new family friendly community.

Capital investment programme

Our capital investment works have been affected by the Covid-19 pandemic over the past year and some projects had to be put on hold. In the coming year we have programmed a significant investment plan in our existing homes and will be undertaking the following works:

Description of investment	No of homes
Replacement windows	12
Flat entrance doors	58
Replacement kitchens	58
Replacement bathrooms	55
Boiler replacements	195
Electrical rewire	90
Curtain walling	7
SHQS* kitchen upgrades	20
No of closes	
Stair lighting replacements	14
Controlled entry	48
Common window replacements	20



We will also be undertaking a programme of surveys and repairs to stonework in our pre-1919 tenement stock and preparing proposals for energy improvements as we look towards meeting the new Energy Efficiency Standard for Social Housing 2.

**Scottish Housing Quality Standard*



Bulk uplift and backcourt maintenance specification

Upkeep has delivered a backcourt maintenance and bulk waste pull-out service to the Association's tenants for a number of years. However, as a result of Glasgow City Council's suspension of the bulk uplift service at the start of the Covid-19 pandemic, and significant changes to the resumed service in December, Upkeep took on additional duties to ensure that backcourts and public areas were maintained to a high standard.

The team at Upkeep has expanded its standard bulk pull out and backcourt maintenance service to include the removal and



disposal of bulky waste items to the Council's waste transfer stations.

Since March last year, the team has removed over 200 tonnes of waste from Shettleston's backcourts, that's the equivalent of approximately 16 Double Decker busses!

An updated specification for the bulk uplift and backcourt

maintenance service is provided below:

- Removal of bulky items from backcourt areas and bin sheds to Council's waste transfer facility.
- De-litter backcourt areas including grass and hard areas.
- Pull out bins and clean up any spillages in bin area.
- Re-bag any burst bags and place in bins.
- De-weed all hard areas and any shrub beds and planted areas.
- Carry out a monthly spray with herbicide to all hard areas.
- Turn over shrub beds or treat with bark mulch twice yearly.

We would welcome feedback on all of our services, please contact the Association if you would like to give us your views.

Close cleaning specification

Recent tenant satisfaction surveys have shown that the majority of tenants are happy with communal services provided by the Association and delivered by Upkeep. However, we are also aware that there have been instances of dissatisfaction with the standard of close cleaning provided – and some of these concerns were related to tenants' expectations of the close cleaning service.

We provide a comprehensive service, which has been further enhanced over the last year with a disinfection routine which will continue into the foreseeable future. The current close cleaning specification is summarised below.

Weekly close cleaning:

- Doormats shaken loose of soil.
- Stairs and landings swept,

litter and soil collected, bagged and removed.

- Stairs, landings and close entrance areas sprayed with cleaning chemical and mopped.
- Stair edgings (under banisters) brushed and mopped, if accessible.
- Window ledges wiped clean.

Silver service every 6-8 weeks:

- Front close door and panel above door cleaned, door entry control panel, hand plate and handle cleaned and polished.
- All close landing windows cleaned inside and out, if accessible.
- Tiles cleaned and polished.
- Chewing gum deposits removed by a scraper.
- Railings dusted or sprayed

with cleaning chemical and washed, if required.

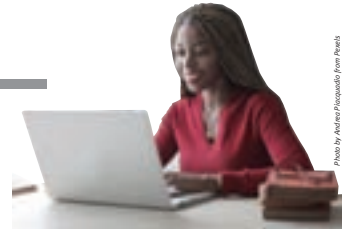
- Rear doors cleaned inside and outside – if door is open.
- Cobwebs cleared as necessary.

Weekly disinfection to reduce the risk of Covid-19:

- Bannisters/railings/handrills sprayed with disinfectant and cleaned.
- Back and front close doors: handles and hand plates sprayed with disinfectant and cleaned.
- Buzzer control panel disinfected and cleaned.
- All ledges sprayed with disinfectant and cleaned.

We will continue to review this specification and also look into the possibility of introducing deep cleans where needed.

FREE digital skills training – still available near you!



In our December newsletter, we told you about the Association's exciting new partnership with Fuse Youth Café to deliver the Shettleston Does Digital service, which was due to come to an end in March. We are delighted to announce that this service is now continuing until at least August, with the likelihood of a further extension.

To showcase the success of Shettleston Does Digital, we've provided a case study of two participants below, and also some quotes from locals who took part in the free one to one digital skills training.

Shettleston Does Digital case study

By Sarah Barnes, Learning Network Partnership Officer, Glasgow Kelvin College

I joined Denize and Grant from Fuse on two digital support calls with two learners.

It was immediately clear already that Denize and Grant had figured out the best way to support each learner, depending on their device and circumstances, and it completely worked.

Denize was the voice of reassurance, finding out how they were, how they'd got on since the previous appointment, and Grant gave clear and plain instructions on what to do, with no "tech-speak". The learners seemed to enjoy the learning, the chat, and the confidence this was giving them to participate in family and civic life.

During the two calls, the service users learned to:

- Join a Zoom call and use some of its functions.
- Attach a document to an email on a mobile phone.
- View and change call settings on their iPhone.
- Read reviews of products on Amazon before buying.
- Understand "Privacy Options" on Google and switch options on/off.
- Use an image and text to create a greeting card

I have absolutely no hesitation in recommending. Shettleston Does Digital to anyone looking for digital support.

Quotes from other participants

"I find the team very helpful, they helped me contact the housing team and I'm learning about other things I can do digitally". Gerry, aged 72

"I need to be patient and take my time but I'm getting there, thanks". Margaret, aged 76

"I actually surprised myself with what I managed to do!". Diane, aged 60





SHETTLESTON HOUSING ASSOCIATION

SHETTLESTON DOES DIGITAL



Tuesdays: 10am-3pm The Pantry
Thursdays: 10am-3pm The Pantry
(Restrictions Permitting)

Need help with using your laptop, tablet or phone?
 Want to learn how to use the internet safely?
 Would you like to connect with family or friends online?

If the answer is yes to any or all of these questions then why not give **Shettleston Does Digital** a call?

07598728156
 ✉ sdd@fuseonline.org.uk
 📘 facebook.com/shettlestondigital

Fuse Youth Café
1567 Shettleston Road, G32 9AS

The Pantry
983 Shettleston Road, G32 7LN






Community Connectors – we're still here

The North East Community Connectors team are still working, supporting people who are over 60, and their carers. Since the first lockdown in March last year we have been working from home, providing support over the phone. In the initial weeks and months of lockdown, we did a lot of work to make sure our clients had everything they needed – food, medications, emotional support, and problem solving.

A year later, we are providing as normal a service as is possible in these challenging

times. We are supporting people to work towards goals to improve their physical and mental wellbeing, better manage their health conditions, get online and engage in social activity. We are connecting people to mental health and addiction support, helping with benefits and housing issues, or whatever our clients need to live as well as they can and get through this pandemic.

If you think you, or someone you know would benefit from our service, give Emma a call on **0141 345 2216**.

Has your household changed?

We need to know the details of everyone who lives in your home. You must tell us if you want a partner, friend or family member to move in with you or if you have a new addition to your family. You should also let us know when someone moves out.

To ensure that your tenancy rights are protected, it is very important to ensure that you notify us of any changes to your household. The Housing (Scotland) Act (2014) made important changes to the eligibility criteria for applicants to succeed to a tenancy when the tenant dies. If we have not been formally notified of an occupant in a household, they will not have the right to succeed to, or be assigned, the tenancy if

circumstances changed in the future.

An occupant must have been registered with us as living in the property for at least 12 months prior to a change in circumstances, to be considered for tenancy succession or assignation. The start date is from when you inform us, not the date that they moved in.

For further information, please contact your housing officer who can also provide a Permission to Reside form for you to complete. Please don't leave it until too late to protect your household.

Let us know who is living with you to ensure that no one in your household is disappointed if your circumstances changed.

Supporting your mental wellbeing

We are living through challenging times. If you need to talk with someone about how you are feeling or about your circumstances, then the following organisations may be able to help:

- **Breathing Space Freephone:** **0800 838587.**
- **Samaritans Freephone:** **116 123.**
- **Scotland's Domestic Abuse and Forced Marriage Helpline, available 24/7:** **0800 027 1234** or visit their website <https://sdafmh.org.uk/>.
- **Glasgow Women's Aid, Monday to Friday 10am to 4pm:** Helpline **0141 553 2022.**
- **If you are experiencing confusing or distressing thoughts, phone NHS 24 on 111.**
- **Emergency Homelessness:** **0800 838 502.**
- **Social Work Direct:** **0141 287 0555 (during office hours).**
- **Fuse Youth Café mental health champion: John Holloran, 0141 778 4477.**

There are also a number of helpful health and wellbeing apps which you can download free from Google Play or Apple Store:

- **Headspace:** Mindfulness meditation with ten FREE sessions.
- **What's Up?:** In the top 10 health and wellbeing apps.
- **Catch It:** Endorsed by the NHS.

Discretionary Housing Payments



Administered by Glasgow City Council, Discretionary Housing Payments (DHP) are not a type of Housing Benefit or Universal Credit Housing Cost. They are extra payments made to help with housing costs like rent payments or a new tenancy deposit.

They provide a short term solution to those experiencing financial difficulties as the DHP budget is limited each year. You can apply to the fund if you are:

- Entitled to Housing Benefit or Universal Credit Housing Costs.
- Able to show that you need help meeting your housing costs.

The payment could cover some or all of your rent shortfall, for anything from 4 weeks to all 52 weeks, in the current financial year.

If you require assistance to make an application for Discretionary Housing Payments please contact one of our welfare rights officers who will be happy to help you to complete an application form, by calling **763 0511**.

Tollcross & Shettleston Money Advice Service (TSMAS)

The Association, in partnership with Tollcross Community Trust and Tollcross Housing Association, offers a money advice and benefit advice service to tenants and the wider community.

This is a free and confidential service provided by an experienced team who can provide advice on debts, such as pay day loans and catalogue loans. The team also provide benefits advice and help filling out forms.

If you need any advice or assistance in relation to money matters, please contact TSMAS. During the pandemic, the service is available by telephone and email, please call **0141 764 1234** or send an email to info@tollcrossadvice.co.uk.

Worrying about rent?

We want to hear from you if you have concerns about paying your rent – please get in touch. We understand that it is a really challenging time for everyone and we want to help.

It may be that you haven't been in touch for a while to discuss your rent or you may be experiencing lost or reduced income, but the sooner you speak to us the quicker we can help you.

You should continue to prioritise paying your rent, which is due monthly in advance. We know money may be tight, but paying your rent should be at the top of your list and we want to support you. You can get in touch with us via phone, email or text message – more details on this elsewhere in the newsletter and also on the back page.

How to pay your rent:

- Direct Debit/recurring payment.
- At a PayPoint outlet or Post Office using your Allpay rent payment card.
- Callpay (using a debit/credit card by calling our office).
- Online at www.allpay.net.
- By calling Allpay on 0330 041 6497.



Improved online application form

We have been working hard behind the scenes to improve the application process for applying for a home with us online. We have significantly improved our online form, there is no need to download or print forms, you can do everything online in one form. If you or anyone you know has a housing need, please visit our website to apply, www.shettleston.co.uk/find-a-home/apply-for-a-home/.

Adult Disability Payment

The **Adult Disability Payment** is a new benefit from Social Security Scotland that will replace **Personal Independence Payment (PIP)** in spring 2022.

The new benefit will provide additional financial support to people of working age across Scotland, with a disability or long-term ill-health condition. Social Security Scotland will deliver three new forms of Disability Assistance:

- **Child Disability Payment** which will replace **Disability Living Allowance (DLA)**.
- **Adult Disability Payment** which will replace **PIP**.
- **Pension Age Disability Payment** which will replace **Attendance Allowance**.

Who can make a claim for the Adult Disability Payment?

Eligibility is similar to that of PIP. **This benefit is for people who meet the following criteria:**

- You are aged between 16 to

State Pension age.

- You have difficulties with daily living or getting around (or both).
- You have had physical or mental difficulty for at least 3 months and expect it to continue for at least 9 months.

If a person is terminally ill, these qualifying periods do not apply.

When can I apply for Adult Disability Premium?

New claims will be accepted from early 2022.

Anyone currently needing to claim for additional financial support due to a disability, long-term illness or mental health condition, should apply for PIP – you can do so by calling the **Department for Work and Pensions** on **0800 917 2222**. You can also contact our in-house welfare rights team to discuss any benefits queries, by calling **763 0511**.



Scottish Carers Allowance Supplement increase

Carer's Allowance Supplement increases to £231.40, in April 2021 from £230.10. The Supplement, paid twice a year, is an extra payment for people in Scotland who get Carer's Allowance on a particular date. The next two rounds of payments are:

- June 2021 – you'll get this payment if you are receiving Carer's Allowance on 12 April 2021.
- December 2021 – you'll get this payment if you are receiving Carer's Allowance on 11 October 2021.

If you have any questions about welfare benefits, please contact our welfare rights team on **763 0511**.

Scottish Child Payment update

The first payments of this new benefit were paid out in March, and you can still apply if you are eligible and have not already applied.

What is the Scottish Child Payment?

It's a new payment for families on certain benefits or tax credits to help towards the costs of looking after a child. £40 is paid every four weeks for each child under six.

Who can apply?

You can apply for Scottish Child

Payment whether you are in work or not.

You may be eligible if you, or your partner, are the parent or full-time carer of a child who will be aged under six on 15 February 2021 and if you receive certain benefits or tax credits, as shown below.

Child Tax Credit, Income Support, Pension Credit, Working Tax Credit, Universal Credit, income-based Jobseeker's Allowance, income-related Employment and Support Allowance.



How many children can qualify per household?

Every child under six in a qualifying family will receive a payment.

How to apply

You can apply online at **hiips://www.mygov.scot/scottish-h-child-payment/** or via the freephone helpline on **0800 182 2222**, or by post.

You Said, We Did:

You said: A tenant told us that they were dissatisfied with the time taken to complete a repair and the lack of communication about progress with the repairs.

We did: Having looked into this complaint, we realised that whilst the delays to the repair were out of our control due to restrictions imposed on what services we could deliver during the pandemic, we accepted that we could have kept the tenant better informed. We apologised to the tenant for the lack of communication and carried out the repairs promptly when restrictions were eased.

You said: A tenant remained unhappy with the standard of close cleaning and felt that the specification of the clean for that particular close needed to be reviewed.

We did: We looked in why the tenant remained continually dissatisfied with the close clean despite the close being cleaned to specification each time. Taking account of the history of dissatisfaction with the close cleaning service in this particular close, we reviewed the specification and adjusted it to include an additional element of cleaning.

See page 6 for our close cleaning specification, which will continue to be reviewed to potentially include deeper cleans where needed.



Your complaints

A total of six complaints were received between October and December. The table below summarises our complaints handling performance.

Complaints received Oct/Dec 20	
Total complaints	6
Total complaints upheld	0
Total complaints partially upheld	2
Total complaints not upheld	4
Percentage that met target timescales for resolution	67%

We welcome complaints so that we can learn, improve and put things right. You can speak to us about your complaint over the telephone, in writing by email or letter, or any other contact method you prefer. We aim to respond to all complaints within five working days and will advise you if it will take longer.

Keep in touch with us



As you will know, our office has been closed to the public during the pandemic and we have had to suspend face to face meetings, however we are still here for you. You can still easily reach your housing officer by email at housingteam@shettleston.co.uk.

To contact us about anything else, you can reach us as follows:

- Phone: 763 0511
- Email: sha@shettleston.co.uk
- Text message: 07407 492606
- www.shettleston.co.uk
- www.facebook.com/shettlestonha
- www.twitter.com/shettlestonha

Do we have your mobile number and email address?

During the pandemic there has been a greater need to be able to reach our residents quickly and cost effectively. We regularly share information with you through our social media pages and website, and increasingly, by text message and email. Please ensure that we have your up to date mobile phone number and email address so that we can reach you quickly, easily and hygienically!

You can reach us on any of the contact details above to provide this information. **Thank you.**



Your compliments

"Much appreciated phone calls regarding our welfare. Big thank you for voucher for Tesco."

"The Association does a good job for all tenants, keep the good work up, no complaints."

"The same tradesman came twice, he did a great job and seen another fault we had and fixed that for us too."

"Excellent service as always."

"Tradesmen were very efficient and polite."

"As always service was great no problems guy was lovely."

"Knowledgeable staff and nice to talk to, thanks again."

"Plumber was excellent, ten out of ten."



Performance Review

1st October – 31st December 2020

During the 3rd quarter we were able to deliver emergency, urgent and routine repairs. However, this was restricted again from early January and we await further guidance from the Scottish Government confirming when we can recommence our full repairs function. We continue to prioritise homeless lets, however, since the start of the year we are offering virtual viewings and sign ups to keep all applicants and staff as safe as possible during the pandemic.

Arrears continue to increase and we understand there are many tenants who have been financially affected by furlough or job loss. We would urge anyone who is struggling to phone our office. We have staff available who can assist and help you get back on track with your rent.

If you want to find out more about our performance, please contact **Anne McAlpine** on **763 0511**.



What we measure	Target	Achieved	You may also wish to know...
Emergency repairs % completed in 4 hours	100%	100%	483 jobs were completed within 4 hours.
Urgent repairs % completed in 3 days	96%	96%	593 out of 616 jobs were completed within timescale.
Routine repairs % completed in 10 days	95.5%	95%	759 out of 798 jobs completed within timescales.
Non-emergency repairs completed "right first" & "on time"	94%	95%	1343 out of 1414 jobs were completed Right First Time.
Gas Safety Inspections – how many times in past year did we fail to meet statutory duty to complete a gas safety check	0 fails	2 fails	2 Gas Safety Inspections failed due to COVID-19 and tenants self-Isolating. Checks now complete.
Repair appointments – % kept	96%	95%	747 out of 783 appointments made were kept.
Post inspection of repairs	15%	25%	358 post inspections passed.
Lets to homeless referrals	25%	44%	Increased lets are being made to homeless applicants during this pandemic.
% rent collected as % rent due	99.95%	100.35%	Rent collected in 3rd quarter was better than target. Includes rent for current and former tenants.
Staff absence due to sickness	4%	3.9%	We are pleased to report staff sickness remains lower than target.
% Current Tenants (Net of anticipated	2.3%	3.18%	£298,468 was owed, net of anticipated Housing Benefit/Universal Credit.



Red – target not met: The outcomes highlighted in red on the table above show areas of work which require improvement. We are making further changes to our structure to ensure we continue to offer good outcomes for our residents. Some results affected by Covid-19 restrictions.

Amber – target unable to be met: As a direct result of Covid-19 restrictions.

Green – target exceeded: The outcomes highlighted in green show areas of work which met the 100% target or exceeded our set target.



Tenants' Right to Repair

The Association aims to complete all emergency repairs within 10 hours. However, tenants who have signed the Scottish Secure Tenancy have the right to have certain types of emergency repairs carried out within the specified times below.

If we fail to complete the work in time, tenants 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.

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

Dog fouling

The pandemic has brought with it a heightened awareness of hygiene, in the interests of reducing the risk of infection. Sadly, dog fouling continues to be an unhygienic nuisance in some of our streets, posing a public health risk through infection.

Whilst we're all grateful to dog owners who diligently scoop up after their dog, we would like to remind those that do not that it is an offence to fail to clean up after your dog.

The fixed penalty for dog fouling increased is £80 under the Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if not paid within 28 days. So please, grab it, bag it, bin it.

If you'd like to report dog fouling, you can do this easily via Glasgow City Council's MyGlasgow app, which can be downloaded from Google Play and the App store.



Vermin

As spring approaches and temperatures rise we often see more foxes, rats and other vermin searching for food scraps. It is important that your rubbish and food waste is properly disposed of, as these pests will feed off any waste food left lying around and build their nests where food is readily available.

Residents are asked to ensure that all rubbish is placed firmly into the appropriate bins. Please do not feed wild animals as this will encourage them to return and make their home near your home.

Glasgow City Council's Environmental Health team are responsible for eradicating rats, and in the event of a rat problem, residents should contact the Council on **0141 287 1059**. The Association will work closely with the Environmental Health team to tackle any rat problems by taking action such as blocking up any holes or gaps, and carrying out any repairs needed.



Crawling insects

Residents should note that crawling insects in the home are encouraged by food scraps and debris lying on the floor and behind kitchen units. In fact, once established, they are sustained by even small amounts of food crumbs. It is important to thoroughly clean all nooks and crannies around your kitchen units to eradicate and deter these pests.



Fuse Round Up...



Youth work in the pandemic

The pandemic has brought many challenges to youth work. Recently, a Health and Well-being Poll at Fuse found young people were spending more time viewing screens and being sedentary. There was also a common theme of 'feeling unmotivated', 'tired' and 'fed-up' due to Covid-19 restrictions. However, many young people also expressed they looked forward to going back to a routine where they can go out with friends and families with less restrictions.

To help support young people, Fuse has been arranging regular lunch time Zoom sessions with lunch packs provided. These sessions have been received well as they provide an opportunity to enjoy a free healthy lunch and share how they have been feeling. Fuse continues to adapt and support young people during this unprecedented time.

Fuse spring/summer plans

At Fuse Youth Café we are looking forward to a busy spring and summer.

Accommodating the needs of our young people has been a challenge during lockdown but we are pleased to report that our twice weekly 'drop-in' sessions are still being run via zoom on Tuesday and Thursday evenings, as well as our online lunch club, held every second Wednesday.

Moving towards the longer days, we are busy planning a variety of activities using local amenities.

Our focus will be on active movement, appreciating nature and being creative in the outdoors.

We are striving to continue as a place where children can express themselves and develop their interests, while also making positive life choices to foster ambition, creativity and develop good future outcomes.

For more information about our projects in the coming months, please visit our website, Facebook page or give us a call.

1567-1573 Shettleston Road, Glasgow G32 9AS
0141 778 4477 • fuse.cafe@02.co.uk
www.fuseonline.org.uk • www.facebook.com/Fuse.cafe

"Changing perceptions, Changing attitudes, Changing lives"



Reflection on student placement at Fuse by Chloe Park

I'm extremely grateful to have joined Fuse for a placement in October 2020. I'm studying Community Development at Glasgow University and Fuse has given me many opportunities to attend training on youth work.

The pandemic has affected young people's lives in many ways, however at Fuse the staff have remained consistent in the support that we are providing to the young people. We understand that young people's mental health during lockdown has been impacted greatly, and I have received training to equip me with the right tools to ensure that I can provide support. The staff has ensured that sessions held online have a similar experience to what would occur in-person.



I have observed that the seniors' lunch has offered the best sessions, with many of the young people joining. Another member of staff and I created "lunch packs" containing healthy food, games, and snacks for young people to take home and enjoy during the zoom sessions.

We are all anxious to get back in the building but until then we continue to put the young people first.

Pedal Pals

Pedal Pals is an online platform hosted by Bike for Good, a Glasgow based Scottish charity that connects people through cycling in Glasgow. Whether you are a complete beginner or an experienced cyclist, Pedal Pals is a great way to expand your skillset, develop confidence and make new friends through cycling.

You can share knowledge on cycling skills and routes, or arrange to meet one-to-one with other cyclists and cycle together. Sign up for free at <https://www.bikeforgood.org.uk/pedal-pals/>.



HELPING TO KEEP YOU SAFE



FROM 24 MARCH 2021, SOME GLASGOW LIBRARIES ARE OPEN FOR PC USE ONLY

In line with Scottish Government guidelines we are open for PC use only. PCs should be booked in advance by contacting the library directly.

Shettleston Library

0141 276 1643

OPENING TIMES

Monday	CLOSED
Tuesday	2.00pm - 7.00pm
Wednesday	11.00am - 4.00pm
Thursday	11.00am - 7.00pm
Friday	11.00am - 4.00pm
Saturday	10.00am - 2.00pm
Sunday	CLOSED

Shet
Glasgowlife

Spot the Difference

With Earth Day on the 22nd April, can you spot the TEN differences between our worlds?



Name: _____ Age: _____

Address: _____

Postcode: _____

Tel: _____

Email: _____

You can either post your entry to the Association office or you can hand it into the Upkeep office at 16 Culrain Street by **May 21st, 2021**.

The winner of the Festive Word Search competition in the last newsletter was **Mrs Greenwood** of Springboig. Mrs Greenwood wins a £30 shopping voucher.



Happy retirement Willie

Willie McArdle has decided to take his retirement after 12 years of service. Willie joined the Association as a part-time Housing Officer before becoming more involved in the internal performance and monitoring work required by the Association. Willie's eye for detail and ability to analyse data made him well placed to help produce the Association's many required reports for Committee and the Scottish Housing Regulator.

Willie leaves us to enjoy a new chapter in his life and we wish him a long, happy and healthy retirement.

Useful numbers



General Enquiries 763 0511

Repairs 0808 202 6565 (Freephone)
(between 9am - 5pm weekdays)

Emergency Repairs 0808 202 6565 (Freephone)
(after 5pm, weekends and public holidays)

Texting Service 07407 492606

Police Scotland 101

National Grid Gas Emergencies 0800 111999

Scottish Water 0845 600 8855 (24hr)

Glasgow City Council

Cleansing Department Bulk Refuse 287 9700

Environmental Health 0845 2701558 (opt 3)

Pest Control 0845 2701558 (opt 4)

Stair Lighting 0800 595595

Street Lighting 0800 373635

Benefit Agencies

Job Centre Plus 532 8528

Housing & Council Tax Benefit 287 5050

Office Opening Times:
Closed until further notice

Application for Membership of Shettleston Housing Association

Title: First Name: _____

Surname: _____

Address: _____

Postcode: _____

Tel: _____

Email: _____

Status: Please tick box (where appropriate)

☐ Shettleston Housing Association tenant

☐ Resident within Shettleston, Springboig,
Greenfield or Sandyhills areas

In making this application I declare that:

- The information opposite is correct.
- I am over 18 years of age (or 16 in the case of Association tenants).
- I have read and accept the Information on the ***Rights & Responsibilities of Association Membership*** (see website or request paper copy).
- I will abide by the Association's rules in my conduct as a member.
- I attach £1.00 payment.

Signed: _____ Date: _____

Post or hand in to:

Shettleston Housing Association,
Helen McGregor House, 65 Pettigrew Street,
Glasgow G32 7XR

Tel: 0141 763 0511

Email: sha@shettleston.co.uk

Web: www.shettleston.co.uk

