



shettleston

# matters

THE NEWSLETTER OF SHETTLESTON HOUSING ASSOCIATION

JUNE 2019

Serving the communities of Shettleston, Springboig, Greenfield and Sandyhills

## Mid-market rent homes at Fenella Street – apply now!



Works are continuing apace at our Fenella Street site. Contractor, JB Bennett, has almost completed all external and roof works to the three new-build blocks and the scaffolding has now been removed, giving passers-by a good view of the buildings. The focus of work has now shifted to the interiors where rooms are being created, kitchens and bathrooms fitted and services installed.

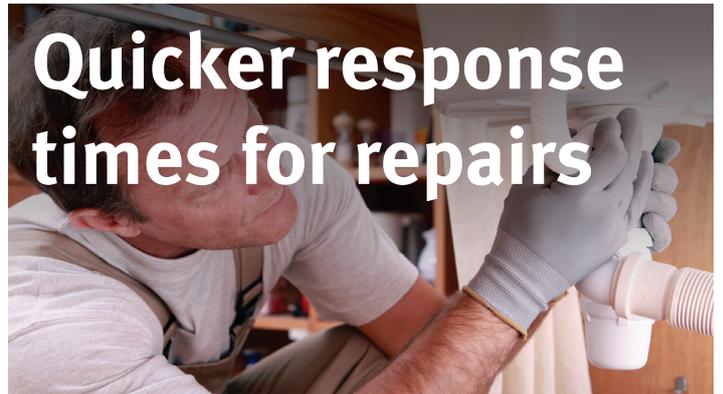
Of the 46 Fenella Street homes, eight will be available for mid-market rent (MMR) from our subsidiary, East End Housing Development Company (EEHDC). MMR aims to help those on modest incomes – who may not be eligible for social housing – access high quality, affordable, rented accommodation. It could also be an attractive option for some people who are on the Association's waiting list for social housing but with very low priority needs. MMR tenants sign up to the new Private Residential Tenancy Agreement, which was introduced in 2017 and gives private sector tenants much more security of tenure than they previously had, including no fixed end date.

The Fenella Street MMR flats are all well-proportioned and will come fitted with white goods, carpets and blinds. With the Association's subsidiary, EEHDC, as their landlord, MMR tenants will also benefit from a high quality repairs and maintenance service.

To be eligible for MMR, you must be employed (or have an offer of employment) and have a household income within our specified range (details available on our website and from our office).

To find out more, please contact Carol or Trisha on 763 2805 or 763 2806, respectively. Or you can email [mmr@shettleston.co.uk](mailto:mmr@shettleston.co.uk).

## Quicker response times for repairs



In our recent repairs satisfaction survey, tenants told us that they would be in favour of shorter response times for routine repairs. Having reviewed our locally agreed targets in this area and our performance in recent years, it was clear that there was scope to attend to reactive repairs much quicker. The Association's current target response times for each category of routine repairs are:

- Emergency 10 hours • Urgent 4 days • Routine 15 days

For emergency repairs, we aim to attend and make safe within the target response time. For urgent and routine repairs, our aim is to complete the repair within the target response time. Given that these response times are generous compared to similar housing associations and that our performance against our targets has been very high, there is room for us to improve in this area. In particular, in relation to emergency repairs, where we have consistently, over the years, completed 100% of these within the ten hour target.

In 2018/19, our average time to attend to emergency repairs was 2.25 hours. Our average time to complete non-emergency repairs (both urgent and routine) was 4.97 days. To improve the repairs service for tenants, we are proposing reduced timescales as set out below:

Category	Target response time	Target to be completed within response time
Emergency	4 hours	100%
Urgent	3 days	96%
Routine	10 days	95.5%

Following Committee approval to consult tenants and service users on our proposed changes, we would now like to seek your views on this.

### What do you think of our proposed changes?

Please send your responses by text message to **07407 492 606** by **Friday 19th July 2019**. Alternatively, you can contact our Maintenance Manager, **Ron Tracey** on **763 2597** or email [Ron.T@shettleston.co.uk](mailto:Ron.T@shettleston.co.uk). We look forward to hearing your views.

## In this issue...

Tackling anti-social behaviour in Shettleston  
page 2

Association agrees higher standards for close cleaning and backcourt maintenance  
page 4

Text updates introduced for repair appointments  
page 5

Family Fun Day 2019...save the date  
page 10

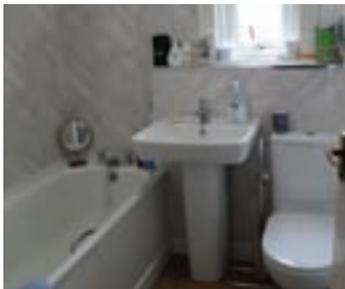
Consult with us – minimum standards for letting homes  
page 11

# Projects ready to roll in 2019/2020

The Association's projects team has been working hard over the past few months preparing the necessary information for component replacement works for 2019/2020. We can now provide you with a breakdown of our investment programme for the current financial year.

## Boiler replacement project

200 homes will benefit from the fitting of new energy efficient gas condensing boilers. This will help to reduce heating bills for tenants.



## Bathroom and rewire improvements project

63 homes will have new bathrooms fitted.

## Electrical rewire project

48 homes will receive electrical rewiring upgrades to meet current standards.

## Kitchen improvement project

71 homes will benefit from new kitchens.

## Flat entrance doors project

83 flat entrance doors will be replaced.

## Windows project

40 homes will have windows replaced.

## Door entry project

80-100 properties will receive door entry upgrades.

## Stair lighting project

20-30 closes will have their stair lighting upgraded.

## Fire detection upgrades

Properties that have yet to have new smoke detection systems installed, will be upgraded. This will ensure that all our houses are compliant with the new legislation for fire detection systems.

## Academy Street structural repairs

Structural repairs to the front and rear elevations of this block are underway.



## Curtain walling (Edrom Path)

We will replace the common timber windows with a curtain walling system.

## Backcourts

We will prepare bin store areas so that they are ready to receive new bins from Glasgow City Council, as part of their programme to replace metal bins with new wheelie bins. You can read about the bin

replacement programme elsewhere in this newsletter.

## Scottish Housing Quality Standard (SHQS)

We will continue to upgrade our properties that do not currently meet the SHQS. This includes a small number of properties that do not have gas central heating, or properties where structural works are required to enlarge the kitchen size to comply with SHQS.

*Please note that we will contact all residents affected by the upcoming projects detailed above, prior to the commencement of works. We will also seek participation of owners affected by common works by calling a close meeting to discuss details of works and anticipated costs.*

# Tackling anti-social behaviour in Shettleston

As reported in our last newsletter, the Association has been listening to residents' concerns around anti-social behaviour in the area and has been taking appropriate action to tackle issues, particularly in our closes and around Shettleston Road. We are aware most of the things which cause residents' concern and dissatisfaction are issues largely out with the direct control of the Association, such as drugs and crime. This is why we have been working very closely with the community police and local partners to implement extra measures so that residents feel safe in their homes and community. This has included ensuring the police can access our common close areas.

Chief Inspector, Patrick Murphy, Area Commander Glasgow East said, "We are working closely with our partners at Shettleston Housing Association to enhance joint working arrangements in the interest of creating a safer community in Shettleston. We

meet regularly to discuss issues affecting the community and to ensure that our resources and decisions are coordinated to improve service delivery and citizen engagement."

Please be assured that our housing officers will continue to visit closes regularly and our maintenance team will regularly check door entry systems to ensure that any repairs needed are attended to promptly. You too can take some action to keep yourself and your homes secure:

- If you experience or witness any antisocial behaviour issues in your close or backcourt, you should report this to the

police immediately by dialling 101.

- If you feel threatened or in danger you should report this by dialling 999.
- Let your housing officer know if you report any issues so that we can work with the police to ensure appropriate action is taken.
- Make sure that the front and back doors are kept secure at all times. Only allow access for people that you know and who you are expecting.
- If there are any issues with the security of the building, please let us know straight away.

## Committee approved revised Anti-social Behaviour policy:

Changes to the our Anti-social Behaviour policy were approved by Committee in June, to bring it in line with the Housing (Scotland) Act 2014 and to harmonise the policy with the Breach of Tenancy Regarding Drug Misuse and the Racial Harassment policy.

The revised policy can be found on our website at [www.shettleston.co.uk/documents/](http://www.shettleston.co.uk/documents/) under Policies/Housing Management Policies.

The Association's volunteer Management Committee is elected by the share-holding members of the Association. It oversees the work of the Association and takes all strategically important decisions. Since the end of March there have been eight Committee or sub-Committee meetings

#### Our Committee has:

- Approved the Association's Business Plan for 2019/20-2021/22 – see article on page 4.
- Considered a report on the outcome of a value for money review of Upkeep, our subsidiary company. This concluded that, overall, Upkeep's repair and other services to the Association do represent value for money and highlighted some very positive benefits for SHA from this arrangement. However, a number of specific action points were also identified and approved by Committee. These are aimed at delivering further improvements in relation to: cost competitiveness, quality of service, future planning of Upkeep's business and improved joint working and shared objectives between Upkeep and SHA.
- Considered and approved this year's Annual Return on the Charter (ARC) submission to the Scottish Housing Regulator (SHR). This provides the SHR with detailed information on the Association's service delivery and performance in 2018/19. The SHR gathers this information for all Scottish social landlords and in due course publishes it on its website ([www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)).
- Approved the Association's 2019 Strategy and Development Funding Plan (SDFP) for submission to Glasgow City Council (GCC). This sets out our plans for building new homes and is also our bid for grant funding from GCC to assist with these.
- Decided on the arrangements for this year's

## Committee considerations and decisions



Annual Committee Review process and in light of the review agreed a number of action points aimed at further strengthening the Committee's capacity and performance. Arrangements for the annual appraisal of the Chief Executive were also agreed.

#### Our Housing and Community Services Sub-Committee approved:

- A new Welfare Reform action plan aimed at helping our tenants and protecting the Association's income.
- New Scottish Secure and Short Scottish Secure tenancy agreements to comply with the Housing (Scotland) Act 2014.
- New minimum standards for letting empty properties, for consultation, as part of our new Void Management policy.
- Changes to our Anti-social Behaviour policy (ASB).

#### Our Property Services Sub-Committee:

- Approved new, improved target response times for reactive repairs.
- Revised proposals for the St Mark's development project.

Minutes of our Management Committee meetings can be viewed on our website: [www.shettleston.co.uk](http://www.shettleston.co.uk) under Documents/Committee.

An in-house training event for Committee on financial management was held in April and individual members have also attended a number of external courses and conferences in this period.

Jenny Kiernan, one of our newer members, has unfortunately had to retire from Committee for personal reasons.

## Have you ever thought about becoming a Committee Member?

If you have an interest in the work of the Association and a commitment to our objectives then we would encourage you to think about becoming a management committee member. Although voluntary and unpaid, being a committee member is a responsible position. It does involve a significant commitment of time and effort. Most members find it to be a very interesting and rewarding experience though and it can help develop skills and knowledge that are useful in employment or other aspects of life.

#### You will need to be able to:

- Act in the interests of the Association and its tenants as a whole and abide by our Code of Conduct.
- Attend regular meetings of the Management Committee and prepare in advance by reading written reports. (The Committee meets most months on a Tuesday evening and there are also sub-committees for those interested).

- Be willing and able to contribute to discussions in a positive and constructive manner.

It's helpful but not essential to have had some previous experience of working with a volunteer committee or similar, such as through a community group, trade union, church or charity.

You do not need to have any specialist knowledge or experience and training is available to help equip members for the role. However, through its recent annual review the Committee has identified that it would now be particularly helpful to recruit some people with the following experience/skills:

- Financial management/accounting
- Building development/construction/contract management
- Governance and general business management

To stand for election you need to live in the area

and to have paid a £1 lifetime fee to become a share-holding member of the Association.

If you would like more information about joining the Committee, please contact Jane McBride (Community Engagement and Support manager) on 763 2821 or you can email Jane at [jane.mcbride@shettleston.co.uk](mailto:jane.mcbride@shettleston.co.uk).

We will be holding an awareness session about Committee membership at the Association's office on Tuesday 23rd July, at 6pm. Please let Jane know if you would like to attend.

### Subsidiary boards are looking for members too!

Our subsidiary companies, Upkeep and East End Housing Development Company, are also looking to recruit some new Board members with skills similar to those outlined above. Please contact our chief executive, Tony Teasdale, on 763 0511 if you would be interested in joining.



# Our Business Plan 2019 - 2022



Each year the Committee considers and approves a Business Plan for the Association. This is an important document setting out what we want to achieve, and how we will achieve that.

This year we also re-visited our organisational **Purpose, Vision** and **Values** and these are now as follows:

- **Our Purpose:** We are a community-controlled housing association providing quality affordable homes and related services for the people and communities of Shettleston, Greenfield, Springboig and Sandyhills.
- **Our Vision:** Thriving and prosperous local communities where all residents enjoy great homes and services, an attractive physical environment, and good life chances.
- **Our Values:** The behaviours and standards that we believe underpin these, are:

#### Customer Service

- Commitment
- Service Excellence
- Professionalism
- Engagement
- Respect

#### Teamwork

- Partnership Working
- Creative Problem Solving
- Communication
- Accountability

#### Making a Difference for the Community

- Achievement
- Social Conscience
- Environmental Impact
- Social & Economic Impact
- Innovation
- Social Inclusion

#### Fairness

- Equal Treatment for All
- Honesty
- Trust
- Integrity
- Openness

### We have also set five new Strategic Objectives for the next three years:

- To achieve excellent standards of governance and risk management
- To deliver high quality and value for money services
- To effectively manage our resources to protect our assets and deliver the best possible outcomes for quality affordable homes in the area.
- To combat poverty and facilitate the ongoing regeneration of the local communities.
- To develop our volunteer Committee and staff members to fulfil their potential.

Our **Delivery Plan** and **Key Performance Indicators** (KPIs) detail the specific actions and targets to ensure we deliver on each of these Objectives. The Committee will receive regular progress reports against the Plan. Further information about the Business Plan, including our Delivery Plan and KPIs for 2019/20, can be seen on our website [www.shettleston.co.uk/about-us/What-We-Do/](http://www.shettleston.co.uk/about-us/What-We-Do/).

## Better standards of close cleaning and backcourt maintenance



The repairs satisfaction survey carried out in 2018, revealed that the vast majority of tenants were happy with the communal services offered by the Association and delivered by Upkeep. However, in an effort to ensure that these services are as effective and efficient as possible, we have been reviewing the specifications for close cleaning and backcourt maintenance.

As a result, we have improved the specification for both services and will continue to look at further service improvements in the coming months, including the introduction of deep cleans to breathe life into areas needing more attention. The improved specifications detailed below are in place already.

### Improved close cleaning specification:

- Doormats to be shaken loose of soil – weekly.
- Stairs and landings to be swept and litter and soil collected, bagged and removed – weekly.
- Stairs, landings and close entrance areas to be sprayed with cleaning solution and mopped – weekly.
- Stair edgings (under banisters) to be brushed and mopped, if accessible – weekly.
- Window ledges to be wiped clean – weekly.
- Front close door and panel above door to be cleaned inside and out, door entry control panel, hand plate and handle to be cleaned and polished – every silver service.
- All close landing windows to be cleaned inside and out – every silver service.
- Tiles to be cleaned and polished – every silver service.
- Chewing gum/deposits removed by a scraper – every silver service.
- Railings to be dusted or sprayed with cleaning solution and washed, if required – every silver service.
- Rear doors to be cleaned inside and outside (if door is open)
- Cobwebs to be cleaned as necessary – every silver service.

*The silver service will take place every six to eight weeks.*

### Improved bulk pull-out and backcourt services:

- Removal of any bulky items from back areas and bin sheds to kerbside for Glasgow City Council uplift – fortnightly.
- De-litter backcourt areas including grass and hard areas – fortnightly.
- Pull out bins and clean up any spillages in bin areas – fortnightly.
- Re-bag any burst bags and place in the bins – fortnightly.
- De-weed all hard areas, and any shrub beds and planted areas – ongoing.
- Remove or treat any moss – ongoing.
- 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 your feedback on the above. The easiest way to give us your views would be to send us an email or a text message on [sha@shettleston.co.uk](mailto:sha@shettleston.co.uk) or 07407 492606. Alternatively, you can contact John Thomson, Upkeep Manager, on 764 3793.

## Gutter cleaning and roof safety anchors

The programme of gutter cleaning work to remove the build-up of growth and debris is on site at present, with a view to be completed by August.

Whilst we are on the roofs of our buildings, we also check the roof safety anchors and inspect the condition of the roofs. Any subsequent repairs needed will be attended to.



## New wheelie bins being rolled out across the city

Glasgow City Council's Bin Replacement Programme aims to replace small metal dustbins in backcourts and common bin areas of flats and tenements, and replacing them with larger wheeled bins free of charge. Blue coloured wheeled bins, for the collection of paper, cardboard, plastic bottles and empty cans, will also be provided where required.

We expect this to happen in our area some time in 2020. We think this will be a really positive improvement to our back court areas and will work closely with Glasgow City Council over the coming year to prepare for this. This may include us making some improvements to bin store areas to make them more suitable for the new bins.



## DWP admit to targets for rejecting disability appeals

The Department of Work & Pensions (DWP) recently admitted that it has a target for rejecting appeals for disability benefit assessments. The admission was revealed courtesy of a Freedom of Information request concerning 'mandatory reconsiderations' of disability benefit assessments. A 'mandatory reconsideration' is a request to the DWP to look again at a decision it has made regarding a benefits claim.

The DWP response confirmed that there was a target for the number of benefits decisions that can be reversed when challenged. The information shared suggests that, whether the original decision was right or wrong, four out of five decisions must be upheld at mandatory reconsideration stage, in order to meet that target. In 2016/17, the DWP had a target of upholding 80% of the original benefits decisions made and had in fact upheld 87.5% of the original decisions in that period.

Irrespective of whether the DWP still works to similar targets for mandatory reconsiderations, one way that you could strengthen your benefits decision appeal is to seek the assistance of one of our welfare rights advisers, David or George. It is worth pointing out that over 70% of all Disability Benefit appeals made to the DWP, where the claimant is represented by a welfare rights officer, are successful.

You can reach our welfare rights officers, **David and George**, on **763 2811** and **763 2818**, respectively.

## Text updates introduced for repairs appointments

**Following on from the repairs satisfaction survey carried out at the end of 2018, the Association and Upkeep have been looking at ways to improve communications with service users around repairs appointments. Over time, we will also be looking to provide more specific time slots for repairs appointments.**



An improvement that we have made recently is the introduction of a text alert service from Upkeep. This new alert service will allow our contractor to relay repairs information to you and to ensure that your repair is carried out at the earliest available opportunity.

As such, you may receive one of three text messages from Upkeep:

- We have tried to contact you to arrange a repair, can you call or email to arrange access.
- Upkeep scheduled repair, our worker will be with you between 8.30am – 1.00pm.
- Upkeep scheduled repair, our worker will be with you between 1.00pm – 5.00pm.

So far the response to this service has been extremely positive and has made it quicker and easier for Upkeep to carry out repairs. In the coming months, we will also be looking to offer you a two-hour repairs slot, in order to make it easier for tenants to fit repairs around their other commitments. If we don't already have your mobile phone number, please contact the office to provide it to us so that you can benefit from the text alerts service.

## Review of our rent and service charges structure

As you may be aware, the Association's rent structure has evolved as we have grown over the years, and the way in which rents are set varies across our housing stock. We are now keen to look at the possibility of establishing a single, "harmonised" method of setting rents. We will be exploring this, in consultation with tenants, over the next few months. The objective will be to try to identify a simpler, more transparent and

consistent charging structure that tenants understand to be fair.

If you are a tenant and are interested in finding out more and possibly taking part in discussions around this then please let your housing officer know. Alternatively, you can contact **Jane McBride** on **763 2821**.



# Shettleston Community Growing Project needs volunteers!



## Could you be part of the volunteering team that helps make a difference to the local community?

Your award winning local growing project is looking for volunteers to help with tasks that make the project what it is today. There are a great variety of tasks to be done – from planting seeds to harvesting crops, cutting grass to repairing fences – no two days are ever the same.

Volunteers learn new skills that could help with finding employment or further training, and you will certainly get fitter and feel better.

Volunteering sessions currently run on Tuesdays, Wednesdays and Sundays and are led by an experienced community gardener who will guide you every step of the way, allocating tasks according to your interests and ability. There is also plenty of time for enjoying a laugh and a chat with fellow volunteers during tea or lunch breaks. Why not give it a try, you have nothing to lose and everything to gain!

If this is something you would like to try then please contact **Kenny McCubbin** on **763 2993** or **07879 333846**, or send an email to [Kenny.mccubbin@shettleston.co.uk](mailto:Kenny.mccubbin@shettleston.co.uk).



## External painting project

The Association carries out cyclical painting works each year, with external surfaces painted every five years and internal areas every 10 years to keep them in good condition. This year's external painting programme is at its early stages with planning and preparation work underway. We anticipate that the project will be on site by the end of June.



# Brexit on the horizon...

Even if you are not an avid news follower, you can't have failed to notice the continuous media frenzy around Brexit. The uncertainty around the UK's departure from the European Union is understandably very difficult for our tenants that are affected by this.

Census figures tell us that there are around 209,000 EU citizens living in Scotland, equating to around 4% of the Scottish population. EU citizens currently living in the UK will have to apply to the EU Settlement Scheme by 30 June 2021 if they wish to keep living in the UK after this date. To be eligible to apply, EU citizens will be required to show that they are resident in the UK by December 2020.

For more information about the EU Settlement Scheme, please visit

[www.gov.uk/settled-status-eu-citizens-families](http://www.gov.uk/settled-status-eu-citizens-families). Here you will find information about:

- How to apply
- Who should apply
- When to apply
- What status you will receive
- Your rights
- EU citizens with permanent residence or indefinite leave to remain
- EU citizens under 21

Citizens Advice Scotland provide online advice for EU citizens who live in the UK and have also launched a new EU Citizen's Support Service to give extra support. This service provides free, confidential and impartial advice in person, online and over the phone.

Visit: [www.cas.org.uk/brexit](http://www.cas.org.uk/brexit) for more information.



## Furniture recycling coming soon!

Following the closure of Upkeep Recycling, the Association has been looking at ways to continue to deliver the community and environmental benefits that a recycling project brings.

The Association's Management Committee recently approved the roll out of a community recycling shop, on a trial basis, at the former Upkeep appliances store at 1222 Shettleston Road. The shop will offer high quality, low cost furniture and other household goods, all of which are checked to ensure that they reach customers in good condition. The items might otherwise have ended up on landfill sites so the shop will benefit the environment as well as offering high quality items at affordable prices.

An uplift service will make it easier for people to donate unwanted but useable items, and the shop will also offer a delivery service.

The shop will open for business on **Tuesday 2nd July**, and will operate on Tuesdays, Wednesdays and Fridays, 9.30am to 3.30pm. Keep an eye on our Facebook page for more updates.



# Thriving Places in Springboig and Greenfield

If you live in Springboig or Greenfield and would like to be a part of making your neighbourhood thrive, this project is for you. Thriving Places is all about bringing people together to help improve a local area. This means celebrating everything that is good in the local community while supporting residents, local groups and organisations to make positive changes and start exciting projects.

### What Thriving Places aims to do:

- Support local people to have a real say in decisions that affect the local area;
- Support local community groups, organisations and services to really engage with local people; and
- Bring together community groups, services and organisations to improve the quality of people's lives in the local area.

If this sounds interesting and you would like to learn more or take part, please contact your local Community Connector **Ola Pawluk** at [olapawluk@glasgowkelvin.ac.uk](mailto:olapawluk@glasgowkelvin.ac.uk) or call **07423 598756**. You can also follow social media for information about community events and activities in these areas:

Facebook: <https://www.facebook.com/TPSpringboigBarlanark/>  
Twitter: @TBarlanark



# Fuse Round Up...

## Fuse needs two trainees

Fuse is delighted to announce two paid training places through Community Jobs Scotland for young people aged 16 to 29 years, who are more disadvantaged in the labour market. Young people who can benefit from Community Jobs Scotland are:

- care leavers/care experienced
- young people with convictions
- carers
- military service leavers (serving less than 6 years)
- disabled people or with long term health conditions
- homeless people (including temporary or unstable accommodation)
- person affected by drug misuse (i.e. alcohol, drugs)
- person with lower than SCQF level 5 qualification
- work programme completers who remain unemployed
- refugees with immigration status allowing them to undertake employment
- ethnic minority groups

Keep an eye on our social media for application dates and deadlines. The posts are for a youth worker and an admin worker. In the meantime here is Grant MacManus who started with us on this scheme and is still with Fuse.



## Fuse powers up for the summer

The Power Up programme, funded by Children in Need, will continue throughout the summer. This programme is about making healthier choices for food and encouraging our members to get more active.

The Juniors will have Cook School and Team Games on Tuesdays and Fakeaway and Fitness on Thursdays. The Seniors Cook School will remain on Mondays, but Fakeaway will move to Friday. The Power Up sessions are shown in blue in the table below, along with other sessions on offer.

	Mon	Tues	Wed	Thur	Fri	Sat
Wee Yins	10am-2pm	10am-2pm	10am-2pm	10am-2pm		
Juniors		2.30-5.30pm Cooking & Fitness Games	2.30-5.30pm Arts & Crafts Karaoke Drama Hair & Beauty	2.30-5.30pm Cooking & Fitness Fakeaway	10-5pm Trip Out	
Seniors	7pm Cooking & Fitness		6-9pm Drop In		7pm Cooking & Fitness Fakeaway	6-9pm Drop In



## Volunteer celebration event

On Friday 7th June 2019, Fuse held a celebration event for Fuse and Pavillion volunteers, to coincide with National Volunteer's Week. The aim of the event was to honour their hard work and commitment, and provide the opportunity for friends and family to be a part of the celebrations.

The centrepiece of the event was live music that staff and volunteers had rehearsed tirelessly. The music was the ideal opportunity for some of the volunteers to showcase their talents in singing, song writing and playing the guitar. The event line up included food, mocktails, face painting, and a video was shown of the young people and staff sharing their appreciation for the volunteers. Between both projects, the volunteers had accrued almost 2000 volunteer hours – a fantastic achievement.

Saltire Awards were presented to the volunteers at the event. Some of the young people made speeches describing their volunteer journey. In their own words, it was clear that volunteering had meant a lot to them, as it had developed their confidence, provided them with experience of working with young people and delivering their own programmes.

Volunteers are a huge asset to both organisations and the event successfully conveyed how much they are valued and appreciated. If you are interested in becoming a Fuse volunteer, contact Laura on 778 4477 or email [Laura@fuseonline.org.uk](mailto:Laura@fuseonline.org.uk).

1567-1573 Shettleston Road, Glasgow G32 9AS  
 0141 778 4477 • [fuse.cafe@02.co.uk](mailto:fuse.cafe@02.co.uk)  
[www.fuseonline.org.uk](http://www.fuseonline.org.uk)  
[www.facebook.com/Fuse.cafe](https://www.facebook.com/Fuse.cafe)  
 "Changing perceptions, Changing attitudes, Changing lives"



# SHA holds successful Annual Conference for Committee and staff

Our Annual Conference took place at the Emirates Arena in May, bringing together the Management Committee and the full staff team, including the Association's subsidiary, Upkeep. The purpose of the conference was to launch the Association's Business Plan for 2019-22, and to strengthen the working relationships amongst staff and Committee through team building challenges.

Chairperson, Gillian Johnston, opened the conference, welcoming the keynote speaker, Sally Thomas, chief executive of the Scottish Federation of Housing Associations (SFHA). In her speech, Sally spoke about the challenges and uncertainty faced by the social housing sector at a time of change, and emphasised the unique and critical role of Housing Associations in providing homes with social justice and support.



The Association's chief executive, Tony Teasdale, unveiled the key strategic objectives within the organisation's new business plan, which had been prepared with contributions from Committee and staff. The business issues in the morning were followed by an afternoon of competitive team challenges that saw groups of staff and committee work together to recognise

and utilise each other's skills.

Feedback from the conference was very positive and it was seen as a very effective tool for bringing the Association's team together for learning and teambuilding.

You can find more information elsewhere in this newsletter about the Association's business plan and new vision and values.

## Best Start Grant

Parents or carers who receive certain benefits or tax credits, may be eligible to apply for the Scottish Government's Best Start Grant. This is a package of three payments that provides financial support during the key early years of a child's life. Parents/carers can apply to Social Security Scotland for all Best Start Grant payments through a single application form on their website: [www.mygov.scot/best-start-grant/](http://www.mygov.scot/best-start-grant/)

### Pregnancy and Baby Payment

In 2018, the Scottish Government replaced the UK Government's Sure Start Maternity Grant with the Best Start Grant Pregnancy and Baby Payment by:

- Providing eligible families with £600 on the birth of their first child and £300 on the birth of any subsequent children.
- Not putting a limit on the number of children that are supported.
- Extending the application window from 24 weeks pregnant to six months after the birth, giving clients longer to apply.



### Early Learning Payment

The Best Start Grant Early Learning Payment is a new £250 payment to help with the costs of early learning when a child is between 2 and 3 years old.

Social Security Scotland began taking applications on 29 April 2019. The fund proved to be very popular with a very high number of applications within days of opening to applicants. To see if you are eligible for this grant and to apply, please visit the Best Start grant web-link provided above.

### School Age Payment

The Best Start Grant School Age Payment is a new £250 payment to help with the costs of preparing for school around the time a child might start Primary 1. Social Security Scotland started taking applications for this grant on Monday 3 June 2019.

To see if you are eligible for this grant and to apply, please visit the Best Start grant website, link provided above.

If you need some advice in relation to these grants, you can speak with our welfare rights officers **David** and **George** on **763 2811** and **763 2818**, respectively.

## Get Arty Crafty at Edrom Path

Calling all budding arty crafty people! Edrom Path community room will become a 'Craft Café' every Thursday from 10am to 1pm, beginning Thursday 27th June. Any Shettleston resident aged 55 or over is welcome to drop in and get creative, completely free of charge! Refreshments will be provided and there will be plenty of opportunity for a blether. The Craft Café is the brainchild of the Shettleston Keen-agers who have been awarded funding from the National Lottery Community Fund to make it happen. The funding will pay for an arts and crafts tutor to help people discover their hidden talents – could you be the next Banksy? If you would like to know more about the Craft Café, call **Sandra McLroy**, Housing Support Manager on **763 2808**, or just come along any Thursday from June 27th.

Shettleston Keen-agers presents...  
**Arts and Crafts Café**  
 at Edrom Path Community Room  
**Every Thursday from June 27th**  
 Drop in any time from 11am - 1pm  
 Free of charge  
 All over 55s welcome!

## 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 service appointment dates provided by our contractor do not suit you, please contact us to make an alternative arrangement, on our **Freephone number 0808 202 6565**.



## New regulation to make it easier for consumers to switch suppliers

As of 1st May 2019, consumers will receive at least £30 compensation for any "erroneous transfer" to another energy supplier and any delayed refund of credit balances. An erroneous transfer is when a different energy supplier takes over your supply without your consent. This could be due to an administrative error (e.g. a wrong address) or could be a rogue salesperson trying to meet their targets.

If you have decided to switch suppliers, your original energy supplier will have ten working days from sending your final bill to refund any credit, or will need to pay you compensation.

These measures have been introduced by Ofgem to boost consumer confidence when switching suppliers and hopefully encourage energy suppliers to reduce the problems that can occur when a customer chooses to switch.

Customers will automatically receive compensation as of 1st May if they are not returned to the correct supplier when they are mistakenly switched, or if suppliers are late in refunding the credit balances of customers who have switched already.

For further information visit Ofgem's website: [www.ofgem.gov.uk](http://www.ofgem.gov.uk).

## Family Fun Day returns!



Despite the weather not having been the best on our annual Family Fun Day last year, it didn't stop visitors from having a great time.

Over 260 visitors made their way through the gates of the Shettleston Growing Project site to enjoy all the activities that were on offer – and if the Facebook comments were anything to go by, everyone seemed to enjoy themselves. This year we hope to make the event bigger and better!

The Family Fun Day will take place on **Sunday 28th July, 12-4pm** at the Shettleston Community Growing Project's allotment site on Eckford Street.

There will be something for everyone, from Mr Giggles to an amazing performance of the wizard of Oz by 'Geezabreak' productions. Included in the line-up will be birds of prey, home baking, children's games, face painting, neck massages, the smoothie bike, tombolas

and of course the old favourite – FREE ice cream for the weans!

This year, we will also have 'On Bikes' available to carry out any bike maintenance – so please feel free to bring your bikes along.

If the family fun day is anything like last year's show, it will be brilliant – so cancel everything else for that day and get yourself along to our Family Fun Day.



## Identity Cards

Tenants are reminded that all of the Association's contractors carry photographic identity cards and are happy to present them for inspection when requested.

## Rats...!



The rat population appears to be on the increase throughout Glasgow, and it is important that you follow the guidance below to prevent and control this problem.

It is very important that your rubbish and food waste is properly disposed of, as rats will feed off any scraps. Please do not leave any food waste lying around and ensure that rubbish bags are placed firmly into bins. Any food waste can be disposed of via the grey food bins provided by the Council. If feeding birds, don't scatter food on the ground or even on bird tables – rats are good climbers. Use hanging bird feeders instead.

Although the Council's Environmental Health team are responsible for eradicating rats, the Association works very closely with them to assist the pest controllers in clearing any rat problems in our area. This includes taking action such as blocking up holes and gaps in walls to prevent rodents accessing homes.

If you do have a problem with rodents around your home, please contact the Council's Environmental Health Team in the first instance, on **0141 287 1059**. Once you have contacted the Council, please also contact your maintenance officer who will liaise with them to ensure any repairs required are completed promptly.

## Consultation: Minimum letting standard of our homes

With a view to standardising the quality of our homes when they are let, we have formalised a minimum letting standard that we would like your views on. This standard details the technical specifications that we will adhere to for making a property safe and secure and ready for occupation. It covers a very wide range of aspects of the home and is a lengthy document. The standard covers areas such as cleaning, kitchens, bathrooms, doors, floors, roof spaces, tiles, windows, and much more.

We would really like to hear your views on our minimum letting standard and would encourage you to read about it on our website and share your feedback with us. You can view the minimum letting standard at [www.shettleston.co.uk/documents](http://www.shettleston.co.uk/documents) under **Technical Services Policies**.

You can send your feedback by text message to **07407 492 606**. Alternatively, you can contact our Maintenance Manager, **Ron Tracey** on **763 2597** or send an email to **Ron.T@shettleston.co.uk**.

We look forward to hearing your views.

## Legionella checks

The Association carries out safety checks to our common water storage tanks in the attics of our properties. This is done on a three year cycle to ensure that the cold water storage tanks are free from Legionella. This work is currently underway and is due to be completed by October this year.

## FLOOD INSURANCE POLICY

## Are you covered?

It is really important that you have home contents insurance to cover you for loss or damage to your property and personal possessions in your home. In the case of a flood or fire, for example, the Association's buildings insurance will only cover damage to the fabric of the building. If your personal possessions are damaged, the Association would not cover the repair or replacement of your items.

There are many companies who can provide reasonably priced home contents insurance. Some companies offer special rates for housing association tenants – please speak to a member of staff for more information about this.

Keep the contact number for your contents insurer handy in case you need to contact them in an emergency.

## Launching our new Retirement Housing Service

Our new service for older people delivers a high quality enhanced housing and property management service to tenants. The Retirement Housing Service is delivered by skilled local staff who will offer advice and information services to tenants relating to welfare benefits, housing options and signposting to other services as required.

### In summary, the service will provide:

- Advice and assistance to new tenants to enable them to settle into their new home.
- Periodic visits to tenants' properties to offer advice on tenancy issues, and to ensure equipment and fittings are safe and secure.
- Advice with regard to welfare reform and other benefit issues and to ensure that all tenants maximise their income to avoid financial hardship.
- Management of minor tenancy issues relating to the use of the building, use of the

communal facilities and neighbour related issues.

- Advice regarding telecare equipment, adaptations and referrals for social care.
- Referrals to appropriate colleagues regarding housing options advice, tenancy matters or support needs.

Users of the Retirement Housing Service will generally be visited once a week unless more frequent visits are needed. There is a charge for the service which will be collected with rent payments, and users may be able to claim housing benefit to cover the cost.

The service will not include help with things like getting dressed, bathing, cooking meals, eating, or cleaning and shopping, however the service can help you to arrange the support you need.

For more information about the Retirement Housing Service please contact **Sandra McIlroy**, Housing Support Manager, on **763 2808**.

## Welfare Reform Strategy

We recently launched our Welfare Reform Strategy which sets out what we will do to help our tenants who will move or already have moved on to Universal Credit (UC). The things we will do include:

- Keeping our tenants up to date on anything which will affect them.
- Getting tenants prepared for UC, for example helping people who don't have a bank account or an email address.
- Helping our tenants with their claims.
- Helping our tenants to understand what happens when their circumstances change.
- Working closely with the Job Centre to help resolve any problems.
- Letting people know that the money for housing costs can be paid directly to

Shettleston Housing Association, and helping tenants who want this to happen.

- Working with the Job Centre to take direct deductions from the standard allowance of tenants who have persistent rent arrears, when we think this is appropriate.
- Helping tenants to manage their money, for example by setting up a direct debit or recurring payment.
- Working with tenants to pay in advance so that they don't fall into arrears when they move to UC.
- Helping tenants with any other welfare benefits issue such as the benefits cap or personal independence payment (PIP).

If you are having any problems with UC or would like to know more about how to prepare for UC then please contact our welfare rights officers, **David** and **George**, on **763 2811** and **763 2818**, respectively, or attend our drop in session which is held at the office on Tuesdays and Thursdays from 2pm – 4pm.

## Get in touch with us...

There are a number of ways that you can conveniently contact us, apart from calling us and visiting us.

### For...

Repairs enquiries  
Factoring enquires  
Development enquires  
Mid-market rent enquiries  
Housing application enquiries  
General enquiries

### Text message us at:

You can reach us on social media at:

### For repairs:

You can view our new and improved website at: [www.shettleston.co.uk](http://www.shettleston.co.uk)

To reach us by telephone, please see our list of useful numbers on the last page of this newsletter.

### You can email us at:

repairsteam@shettleston.co.uk  
factoringteam@shettleston.co.uk  
developmentteam@shettleston.co.uk  
mmr@shettleston.co.uk  
allocationsteam@shettleston.co.uk  
sha@shettleston.co.uk

07407 492606

[www.facebook.com/shettlestonha](http://www.facebook.com/shettlestonha)  
[www.twitter.com/shettlestonha](http://www.twitter.com/shettlestonha)

FREEPHONE 0808 202 65 65



# Exciting summer programme for Smelly Welly children's club!



The children at the Smelly Welly after-school club have been working extremely hard to tend to their growing spaces, producing a wonderful crop of potatoes, onions, pumpkins, squashes and many other wonderful fresh produce. As the club waits patiently for the crops to be ready for harvesting, the children have taken part in a whole range of other activities that include cooking and baking a range of tasty treats, making crafts, designing posters, painting, and playing games out in the community garden.

Parents can get involved in some of the club's activities too. Following the success of last year's harvest lunches, there are plans to continue with these and invite family members to the site for a meal cooked by the children, and taste a range of simple yet delicious food.

For the first time, the Smelly Welly club will be providing **FREE** healthy hot lunches for the children as part of its summer holidays programme, thanks to funding from Glasgow City Council's Children's Holiday Food Programme. During the school summer break, the club will run on **Tuesdays, Wednesdays and Thursdays from 1.30pm until 3.30pm, from Tuesday 2nd July to Thursday 8th August**. The hot lunch being served at the earlier time of 12.30pm so that it doesn't eat into the valuable time for activities. The club is absolutely free and is open to



children aged between 8 and 12 years.

If the Smelly Welly club is something that you would like your children to be part of, and give them as much fun and positive experiences as you possibly can, then please contact **Thomas**

**Malone** on **07530 985483** or send an email to **thomas.malone@shettleston.co.uk**.

*Places are limited so please get in contact if you wish your child to get involved.*

## Outcome of consultation panel meeting

In our last newsletter, we told you about some of the topics we would be consulting you on this year, and invited you to register your interest in taking part. Subsequently, a consultation meeting was recently held in June, attended by six tenants who had shown interest in taking part.

The four items discussed at this meeting were the newsletter, the format for the Annual General Meeting, improvements to repairs timescales and the minimum letting standard. All four topics generated a lot of positive discussion and the suggestions made by the group to improve each of these areas will be taken forward, pending Committee approval:

- Strong preference for changing the newsletter size from A3 to A4.
- In favour of encouraging folk to receive newsletter via email, where preferred.
- New format for AGM to encourage better participation.
- In favour of reduced timescales for responding to routine repairs and the letting standard for void homes.

On the front page you will find a consultation article about the proposed changes to the



timescales for responding to routine repairs – we encourage you to get in touch with us with your views. You will also find an article on page

11 about our Minimum Letting Standard – again we encourage you to get in touch with your views.

### Upcoming consultation

We will soon be consulting on the content, style and format of our annual performance report – which looks back at how the Association performed in 2018/19 against some of the key indicators in the Scottish Social Housing Charter. Each year, we prepare this report in consultation with a group of service users to ensure that we get it right for you.

If you would be interested in taking part in the consultation meeting for the performance report, please contact **Anila Ali**, engagement and communication officer, on **345 2259**, or send an email to **anila.ali@shettleston.co.uk**.

## Home owners affected by new laws for fire detection



As mentioned in previous newsletters, changes in legislation mean that all homes, including owner occupied homes, will be required to fit new fire detection systems. The Association has started doing this for all of its properties, but can also assist homeowners with upgrades.

To meet the new legislation, detectors in the new systems must be either mains powered or use a sealed long-life battery, and if a home has multiple detectors then the audible and visual alarms must be linked by hardwiring or connected by radio frequency. The new legislation came into force in autumn 2018 and there is a two year grace period for complying with it, after which it will become compulsory.

To assist owners with implementing the new fire safety legislation, Shettleston Housing Association is offering installation of a new smoke detection system to owners in the area, as detailed below:

- A minimum of one smoke detector in each circulation area (e.g. hallway) for each floor
- A minimum of one heat detector in kitchen
- A minimum of one smoke detector in a frequently used room (e.g. lounge)
- A minimum of one carbon monoxide detector if your property has gas

The system installed will be radio-linked with a wall mounted controller to make it easier to test and silence the alarms. The detectors will be battery operated to reduce disruption to existing décor, and have a ten year life span.

The price for standard installation on one level is £471.00 including VAT. The price for an additional smoke detector in a hall way (e.g. two storey property) is £96.67. Owners that wish to take up this offer or require further information should contact the projects team on **763 0511**.

## YMCA Summer Fun Programme



**Tollcross Tiny Tots (0-5 yrs) - 10am-12pm**

**Juniors (5-10yrs) - 12:30pm-2:30pm**

**Seniors (11-18yrs) - 3pm-6pm**

**Full Range of Activities!**



Contact us on:

Tollcross YMCA Facebook

07548694107

tollcrossymca1870@gmail.com



**Funded by Glasgow City Council!**



## Glasgow East Women's Aid

*working together to make a difference*

### SURVIVOR TRAUMA ABUSE & ADDICTIONS RECOVERY SERVICE

*If you or is someone you know is experiencing co-occurring domestic abuse and addiction/substance misuse issues we can help!*

*Please visit our drop-in service at;*

**753 Westerhouse Road, Easterhouse, G34 9TB**  
*between 9.30-3.30 Monday to Friday support, advocacy and advice.*

*If you require any further information please telephone us on 0141- 781- 0230 or email [donnaclark@gewa.org.uk](mailto:donnaclark@gewa.org.uk)*

## Energy salespersons cold calling in the area!



If you are approached by an energy salesperson to switch your supply, please think carefully before deciding to switch. Especially if you have a tariff with no standing charges, be aware that switching to a new energy supplier may not save you money. Remember to check if the new supplier offers the Warm Home Discount, if you are entitled to this, and don't rush into a decision.

There are comparison websites that allow you to compare suppliers and their tariffs. If you need advice on switching suppliers, please contact our energy adviser, **Angela Tyrrell**, on **763 2992**.

# How are we doing?



Over the three month period from January to March 2019, the Association met or exceeded 11 out of its 16 targets, which continues to be a positive result.

Performance Review 1st January 2019 – 31st March 2019			
What we measure	Target	Achieved	You may also wish to know....
Tenant satisfaction <i>HOWDY</i> results	90%	96%	153 <i>HOWDY</i> feedback cards were received in the year.
Emergency repairs % completed in 10 hours	100%	100%	1,954 emergency jobs were carried out in the year.
Urgent repairs % completed in 4 days	95%	98%	2,624 urgent jobs were carried out in the year.
Routine repairs % completed in 15 days	95%	95%	3,902 routine jobs were carried out in the year.
Non-emergency repairs completed "right first" & "on time"	93%	95%	We completed 6,178 reactive repairs right first time during 2018/19.
Gas safety inspections % completed by anniversary date	100%	100%	2,286 properties had a gas safety check during 2018/19.
Repair appointments – % kept	95%	95%	2,732 repair appointments were made in the year and 2,606 were kept.
Post inspection of repairs	15%	30%	2,563 post inspections were carried out in the year.
Number of days to re-let empty homes	18 days	19 days	181 properties were re-let in 2018/19.
Lets to homeless referrals quarter.	25%	23%	Lets to homeless applicants increased in the 3rd and 4th quarters. However, we finished the year slightly below our target.
Gross rent arrears as % rent due	4.2%	3.9%	£331,656 was owed at 31.3.19
Current tenant arrears	2.4%	2.2%	£192,068 was owed by current tenants in arrears.
Total rent loss from voids	1.0%	0.87%	Void loss remained below target.
Void repair rimescales	95% - 5 days 95% - 10 days 100% - 15 days	92% 81% 84%	Performance remained below target for voids in the 4th quarter.
Staff absence due to sickness	4%	5.6%	Staff absence remained below target.
New tenant satisfaction	97%	95%	90 new tenants gave us feedback during 2018/19.



## Your local Credit Union welcomes you

The Shettleston and Tollcross Credit Union, a non-profit organisation, welcomes new members who live or work in the G32 area. The Credit Union is open 10am – 3pm on Mondays, Wednesdays and Fridays. It is also open on Tuesdays, 7pm – 8pm and on Saturdays 10am – 12pm.

Members can save regularly with the Union, and after a period of time, may qualify to apply for a loan if certain conditions are met. The Union welcomes new members, young and old. For more information, you can call the **Credit Union** on **764 0276**, or pop in to their office at 1290-1294 Shettleston Road.

## Not using your gas doesn't mean it is not going to cost you!

In an effort to save money, some householders have stopped using their gas central heating during the warmer months. Unfortunately, depending on your supplier and your tariff, you may still be liable for standing charges - regardless of when or if you use it or not.

Daily standing charges cost, on average, £2 per week or £104 per year. Therefore, if you don't use your gas in a bid to save money, a supplier that offers a tariff without standing charges might suit you best. For more information about this, please contact our energy adviser

**Angela Tyrell** on **763 2992**.



## Don't be the last to find out!

Are you following us yet? You can get all the latest news and updates from the Association and engage with us online by following us on social media. We have a Facebook and Twitter audience of over 2260 – why not join in? You can 'like' us on:

**www.Facebook.com/ShettlestonHA**, and 'follow' us on: **www.twitter.com/shettlestonha**



**Target not met**

**Target met**

**Target exceeded**

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.

The outcomes highlighted in amber show areas of work which met our targets.

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

## 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.



## How well did we serve you?

We received a total of 52 general Howdy surveys between January and March, with overall satisfaction with our services at 96%. Satisfaction levels with other aspects of our service also scored very highly, with 98% satisfied with ease of getting in touch, 96% satisfied with the quality of information given, and 98% satisfied with staff politeness and attentiveness.

In same period, a total of 23 repairs Howdy surveys were returned, with overall satisfaction rated at 100%. 216 repairs surveys were completed by text, achieving an overall satisfaction rating of 94%, a slight dip from the results achieved in the previous quarter. Higher levels of satisfaction were achieved in other areas of the repairs service, with 99% satisfaction achieved for courtesy of tradesmen, 98% satisfaction with staff politeness and attentiveness, and 97% for ease of getting in touch about the repair.

Each time we serve you, please take the time to complete a Howdy survey to tell us what you think of our services. You can complete a Howdy survey at the office, via our website or respond to a repairs or gas servicing survey via text messaging. All completed surveys are entered into a monthly prize draw to win £50 in shopping vouchers!

## New Tenant satisfaction

A total of 17 new tenant satisfaction surveys were returned to us in the period January to March. We are pleased to report that satisfaction levels are higher across almost all aspects of homes moved into, with 100% satisfaction achieved across a number of key areas as summarised in the table below.

Satisfaction with aspects of new home	
Criteria	% Satisfied (Jan to Mar 2019)
Cleanliness	100%
Kitchen fittings	100%
Overall standard of the interior of the home	93%
Bathroom fittings	94%
Heating system	100%
Decor	87%
<b>Satisfaction with overall standard of home when moved in</b>	<b>100%</b>

## 'Howdy' winners cheque in...

Congratulations to **John McRobbie**, **Neil Warrilow** and **Tonia Lumsden** for winning the £50 prizes in January, February and March.



## You Said, We Did:

**You said:** A tenant complained about the mess left in her home after tradesmen carried out some work in her bedroom.

**We did:** Having investigated this complaint, we realised that the mess could have been minimised or prevented had the tradesmen put shoe covers over their footwear, taken materials outside of the property for cutting, and cleared up fully after the job was complete. We apologised to the tenant and arranged for the contractor to clear up the mess. Our contractor also reminded its tradesmen to always wear shoe covers, as appropriate, and ensure that any mess left in a property is cleared up before leaving.

**You said:** A tenant complained about the length of time it took to receive a refund on the credit balance they had accumulated in their rent account.

**We did:** Having looked into this complaint, we realised that we could have done some things better to prevent the long delay experienced by the tenant. We realised that staff members could be clearer to tenants about the timescales involved in processing refund payments so that realistic expectations could be set. We also reviewed our internal communications to ensure that going forward, payment requests are sent promptly to the finance team to prevent any unnecessary delay.



## Your complaints

A total of 16 complaints were received between January and March. 12 of the 16 complaints were upheld and 10 of the 16 complaints were resolved within our target timescales. Six complaints took longer to respond to than we would have liked, partly due to technical glitch on our website which we have now rectified, and partly due to the complaint taking just slightly longer to fully respond to. We are focused on improving our performance in this area and are putting in greater efforts to ensure that complaints are resolved within timescales. The table below summarises our complaints handling performance.

Complaints Received 3rd Quarter	Jan to Mar 2019
Total complaints received	16
Total complaints upheld	12
Total complaints not upheld	4
Total that met target timescales for resolution	10
Percentage that met target timescales for resolution	62.5%

Your complaints allow us to learn, improve and put things right, where needed. You may speak to any staff member about your complaint in person, in writing, over the phone, by text or online.

We aim to respond to your complaints within five working days and, where it may take longer, we aim to advise you of this as early as possible, responding to your complaint within 20 working days, unless there are exceptional circumstances.

## Your compliments

Here is a selection of your compliments, taken directly from completed Howdy cards and in your exact words!

*"Very happy with all the service from money adviser and housing officer in completing all the paperwork."*

*"I'm very happy with the service I get/received."*

*"Servicing of the water tank was done to our satisfaction and the young man carrying out the work was very nice."*

*"Upkeep did my removal and they were excellent."*

*"The man who did the repair, I give 11/10 to. They did a great job."*

*"Any questions asked have been answered informatively."*

*"Gave good information and nice staff."*

*"I've loved my time spent with your housing association. Thank you."*

*"My boiler was repaired and renewed. Workmen were very helpful and were very polite."*

*"Dream house. Came at a good time considering we were going to be homeless in two days. Kids will be over the moon. Fast and easy process."*

*"Everything was excellent. Very tidy workers, well-mannered."*



# Spot the Difference



Spot the 10 differences between our summer scenes and win a £30 shopping voucher!



Name: \_\_\_\_\_ Age: \_\_\_\_\_  
 Address: \_\_\_\_\_ Postcode: \_\_\_\_\_  
 Tel: \_\_\_\_\_ Email: \_\_\_\_\_

The winner of the Easter competition in the last newsletter was **Mr Edwards**, of Wellshot Road, Shettleston who wins a £30 shopping voucher.

## 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 opposite.

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

## 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

## Association Membership

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



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

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ Postcode: \_\_\_\_\_  
 Tel: \_\_\_\_\_  
 Signature: \_\_\_\_\_

### Benefit Agencies

- Job Centre Plus 532 8528
- Housing & Council Tax Benefit 287 5050

Office Opening Times:  
 Monday – Friday 9.00am – 5.00pm

### How well did we do?

Tell us on [www.shettleston.co.uk/survey](http://www.shettleston.co.uk/survey)

...and follow us on

